



SPECIAL TRANSIT ADVISORY BOARD

MINUTES: August 12, 2010

The Special Transit Advisory Board convened in regular session on May 13, 2010, at 717 W Main Street, Arlington Parks and Recreation Board Room, Arlington, Texas 76011, with the meeting being open to the public and notice of said meeting, giving the date, place and subject thereof, having been posted as prescribed by Chapter 551, V.T.C.A., Government Code, with the following members present, to-wit:

Members Present:	Riley Henderson, Board Chairman	Place 2
	Alan LeBlanc	Place 1
	Lico Reyes	Place 3
	Marilyn Priddy	Place 6
	Vicki Niedermayer	Place 7
	Mary Odom	Place 8
	Stephen Prenger	Place 9
Members Absent:	James Campbell Quick	Place 5
	Suzanne Kelley	Place 4
Staff Present:	Bob Johnson Transit Manager	
	Paul Price, Transit Support Supervisor	
	Natalie Tutt, Customer Service Representative	

I. Call to Order

Riley Henderson, Board Chairman, called the meeting to order at 3:02 p.m. in the Administration Board Room of the Arlington Parks and Recreation Department, located at 717 W Main Street, , Arlington, Texas 76011.

II. Items for Board Information, Discussion and Action

A. Approval of Minutes for May 13, 2010.

Chairman Henderson requested a motion to approve the minutes. Stephen Prenger moved to approve the minutes as written, Lico Reyes seconded, and the motion carried unanimously.

At 3:05 Vicki Niedermayer arrived.

B. Service Reports for 3rd Quarter FY10

Paul Price explained the Handitran Statistics chart for 3rd Quarter FY 2010. Paul gave a description of the new chart format that was suggested by the board at the May 13th meeting as well as the original formatted charts. Bob Johnson explained the difference between the promised times and the estimated times. Lico Reyes commented that the new chart format was very comprehensive. Alan LeBlanc asked if the new formatted style would replace the original ones or if they would be in addition to. Mr. LeBlanc commented that the charts flow and are consistent. Chairman Henderson requested a vote from the Board to combine the new format or replace them. Mary Odom moved to approve the addition of the new charts. Marilyn Priddy seconded. All were in favor and the motion moved unanimously.

C. 3rd Quarter Report to Council

Paul explained the report to Council. Summation of a trip request backs out cancellations, no shows, refusals and actual trips taken.

Stephen Prenger asked what Council does with the reports. Bob Johnson explained the historical delivery of the information to Council.

Chairman Henderson requested a motion to approve the reports**. A member moved and Vicki Niedermayer seconded. All approved.

D. Subscription Discussion

Paul explained that there has been a “hold” put on subscription requests. A subscription is a trip that originates at the same time and day of the week and occurs on an ongoing weekly basis such as to work, medical appointments, college and lasts for at least 4 weeks or more and may last a lifetime. The passenger makes one call and the trips are scheduled automatically each week.

The issue is we have too many subscription trips leaving it hard for a passenger to get a trip on demand. Handitran had a 63% subscription rate, we lowered it to 30%, which gave us some flexibility and then we opened up the privilege of subscriptions again.

The new subscriptions would require yearly review and renewal terms.

Even though “subscription” service has been put on hold, passengers may still schedule their trips as demand trips. As a demand trip passengers must call each week to schedule their trips.

Paul explained that he manages the computer system and watches denials. If he sees a dip below 95% then he closes the subscription option and all passengers schedule on demand.

Chairman Henderson recommended a motion to allow a one year window review for subscription service (toward the end of the meeting). James Campbell Quick moved to have a one year window, Suzanne Kelly and Lico Reyes seconded. Majority were in favor. Marilyn Priddy opposed due to not having finished her question.

E. Internal Audit Recommendation

a. Removal of Ticket Fare

Paul explained that Handitran does not have a tracking system for tickets. Audit had a concern that the tickets are easily copied and easily stolen. Audit wants Handitran to remove the ticket as a fare option or to include a tracking system with individual numbers. Drivers spend 54 hours per year driving to the office to obtain ticket-books during office hours. The cost to track would increase \$20,000 which is not budgeted.

Suzanne Kelley asked about a scanning device. Paul explained the technology would cost \$30,000-\$50,000.

Chairman Henderson asked if another system would replace the tickets before getting rid of them.

Marilyn Priddy asked if passengers could pay over the phone. Paul will check with Finance to get an answer.

Paul explained that we cannot align removal of the tickets with a new fare type. We are restricted what we can put on a taxicab. Monthly pass fares are at 40%, ticket fares at 30% and cash fares at 30%.

At 3:41 Bob Johnson arrived.

Vicki Niedermayer asked for a time frame. Bob Johnson explained a 30 day period to discontinue ticket book sales.

Chairman Henderson requested a motion to get rid of ticket sales and then discontinue their use. James Campbell Quick moved to accept the motion for removal of the ticket fare type. Steve Prenger seconded, five (5) voted in favor. Suzanne Kelley and Vicki Niedermayer both abstained from the motion.

b. Removal of the Fare Owed Penalty

Bob Johnson explained removing the \$2 penalty and only requiring a \$2 fare owed for not paying their fare when boarding.

Chairman Henderson requested a motion to resend the extra \$2 penalty for the Fare Owed. Lico Reyes moved to remove the \$2 penalty. Stephen Prenger seconded. All were in favor.

III. Public Participation

There was no public participation

IV. Board Requests

Suzanne Kelly stated the percentages are difficult to see clearly. And the reports have too many verbs.

Vicki Niedermayer stated that it would be helpful to obtain the agenda ahead of time so that she could prepare her questions. She also asked if Handitran had plans for growth. Paul and Bob explained that Handitran is capped as far as funding for buses, but more taxi service could be offered. She then asked about visitors/Certified Riders needing to go to Cowboy Stadium for games.

Bob explained that all prospective riders would have to go through the application process to be certified. During (the week before) Superbowl we are advising drivers to stay as far away from the Stadium to avoid delays. We expect some delays, but have inserted overlays for that area to allow more travel time through it.

The next meeting is Thursday, August 12, 2010 at 3:00p.m., at this same location.

V. Adjournment

Suzanne Kelley moved to adjourn the meeting; Vicki Niedermayer seconded. The motion passed unanimously.

The meeting adjourned at 4:19 p.m.

BJ/jh

NOTE: Minutes of all Special Transit Advisory Board meetings are a matter of public record and are kept on file in the Handitran Administrative Office, 1101 West Main Street, Arlington, Texas 76013. Any Board member or interested party has the right to review these minutes at the Handitran Administrative Office.
