

City of Gainesville

*City Hall
200 East University Avenue
Gainesville, Florida 32601*



Minutes - Draft

November 20, 2019

5:30 PM

34 SE 13th Rd., Gainesville, FL

Regional Transit System Advisory Board

*Thomas Black (Chair)
Elizabeth Hauck (Acting Vice-Chair)
Barbara Scott (Member)
Martha Miller (Member)
Richard Nelson (Member)
Christy Haven (Member)
Zachariah Chou (Member)
James Tyger (Member)
Harrison Scoville (Member)
Evelyn Alfred (Student Member)*

CALL TO ORDER

Meeting called to order at 5:30 PM

ROLL CALL

New members - first meeting: James Tyger, Harrison Scoville and Evelyn Alfred

RTS Staff Present: Millie Crawford, Roy Darnold, Tom Idoyaga, Steve Mayes, Krys Ochia, Barbara Sleep, Patti Wiggs and Mark Joiner

RTS Staff Not Present: Jesus Gomez

Other people present: Earnesha Jackson, MV Operations Manager

Present 7 - Chair Black, Member Scott, Member Haven, Chou, Member Scoville, Member Tyger, and Student Seat Alfred

Absent 3 - Member Miller, Member Nelson, and Member Hauck

ADOPTION OF THE AGENDA

The agenda was accepted with two additional discussion items: TDP Presentation and the RTS Performance Measure article from the Gainesville Sun (11/6/2019)

Additional written information provided to board members in support of meeting discussions: ADA Summary Report, expanded Director's Report, Ridership Report, RTS Performance Measure article from the Gainesville Sun (11/6/2019), and the Transit Development Plan (TDP) Executive Summary Report.

APPROVAL OF MINUTES

190624. Regional Transit System Advisory Board Minutes of September 25, 2019 (B)

RECOMMENDATION

The Regional Transit System Advisory Board approve the Minutes of September 25, 2019.

Approved as Recommended

DISCUSSION OF PENDING REFERRALS

190625. Regional Transit System Advisory Board Staff Updates (B)

ADA Issues - Millie Crawford and Earnesha Jackson updated the board members on the latest ridership and service data. Ms. Jackson noted that the current, most common problem is that drivers are 30-60 minutes late picking up passengers, especially between the hours of 2:00 and 5:00 pm. Ms. Jackson stated that the service is short on staff, but efforts to interview, hire and train new personnel are on-going. Ms. Crawford stated that work is underway to update the phone and radio system which will enhance ADA services. An update on the new digital radio system will be available at the next meeting. Lastly, Ms. Crawford announced that she's applying to use 5310 Grant Funds to purchase one (1), new cut-away paratransit vehicles.

Customer Service - Patti Wiggs noted that one of her team members was promoted recently into another division and she's been busy reorganizing her team. Ms. Wiggs updated the board members on the latest customer service complaints and commendations. A new board member inquired how complaints are handled and Ms. Wiggs explained the investigation process used to determine the validity of any given complaint.

Marketing - Tom Idozaga stated that he recently hired a new, experienced employee and has great expectations of increasing both his efficiency and community outreach abilities. Mr. Idozaga announced that RTS was recognized twice at this year's Annual Employee Recognition Ceremony. The RTS Last Mile/First Mile Transit Program Team, lead by Krys Ochia, won an award for "Community Service" and

Transit Supervisor Larry Bigby won an award in the "General Excellence Individual" category. Mr. Idozaga also announced that he is working toward making the RTS web site 100% ADA compliant.

Operations - Roy Darnold updated the board members, noting that RTS Transit is well staffed currently. However, efforts to interview, hire and train new drivers is on-going to maintain full staff.

Maintenance - Steve Mayes noted that RTS Maintenance is running efficiently and with good morale. A new preventative maintenance (PM) program is in place, keeping the fleet in good shape. Two, new buses were purchased recently and will be in service soon. In response to a board member question, Mr. Mayes explained that there are in-house and external training opportunities for mechanics who wish to earn their Automotive Service Excellence (ASE) certification and increase their wage.

A board member asked about workforce development and a general discussion ensued on the multiple opportunities available for hiring and training new personnel. It was generally agreed that all divisions risk losing employees and that it's an employees' market for experienced people.

Planning - Krys Ochia updated the board members on the latest ridership information. Mr. Ochia noted that the trend toward smaller transit vehicles is becoming very popular. A general discussion ensued concerning bus stop improvements. Mr. Ochia noted it takes approximately \$10,000 to establish a new bus stop with the minimum required ADA compliancy. He also noted that bus stops on the UF campus - their existence or lack thereof - are UF's responsibility since it's their property. Mr. Ochia also announced that the RTS Planning Team is working with a group from the Gainesville Airport to define and develop an intelligent transit stop/area. The general goal is to define an appropriate are for the stop, provide a real-time information system and construct an enclosed shelter. A lengthy discussion ensued concerning Route 39 which services the airport as well as the Santa Fe College Campus. Currently, Route 39 is inconsistent due to time of year and loss of funding from Santa Fe. Members agreed that the route could be stabilized in the future if the new Santa Fe College president is interested in helping to fund the route.

Mr. Ochia gave a summarized presentation on the 10-year Transit Development Plan. There was a lengthy discussion on the data-driven report compiled by an outside consulting firm. The members also discussed the surveys used to collect some of the data and pondered if student rider data could be isolated from the general ridership information.

The full TDP can be found at the RTS web site:

<http://go-rtts.com/about-rtts/#projects>

[https://urldefense.proofpoint.com/v2/url?](https://urldefense.proofpoint.com/v2/url?u=http-3A__go-2Drts.com_about-2Drts_-23projects&d=DwMFAg&c=sJ6xIWYx-zLM)

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[_w1pj-mDjEt1U4&s=WjkrRFhbk-KgiwZQ7ndPhvJbCcF2lo8HpNijJP1meIU&e=>](https://urldefense.proofpoint.com/v2/url?u=http-3A__go-2Drts.com_about-2Drts_-23projects&d=DwMFAg&c=sJ6xIWYx-zLM) and

the city's website: [https://gainesville.legistar.com/LegislationDetail.aspx?](https://gainesville.legistar.com/LegislationDetail.aspx?ID=4143217&GUID=230CABBD-49B1-445A-AA6B-6DAA0576470B&Options=&Search=>)

[ID=4143217&GUID=230CABBD-49B1-445A-AA6B-6DAA0576470B&Options=&Search=>](https://gainesville.legistar.com/LegislationDetail.aspx?ID=4143217&GUID=230CABBD-49B1-445A-AA6B-6DAA0576470B&Options=&Search=>) (from the 10/03/2019 commission meeting, item #190282.

Director's Report - Mr. Ochia and Mr. Black updated the board members on various, on-going topics provided by Transit Director Gomez.

RECOMMENDATION

The Regional Transit System Advisory Board receive the update from staff.

PUBLIC COMMENT

MEMBER COMMENT

Thomas Black noted that he saw an article in the Gainesville Sun (11/6/2019) on RTS Performance Measures. He commented that he was surprised that the RTS CAB was not advised of the information in advance. Krys Ochia explained that the printed comparison chart, citing FY2017 and FY2018 data, is a requirement for receiving state grant funds. The data is extrapolated from past reports submitted routinely by RTS to the state and published for local public consumption.

Mr. Black noted that it may be appropriate at the next board meeting to elect new officers. According to the city's Advisory Board Participation Handbook...

"Once per year, usually in October, Advisory Board members elect a Chair, Vice-Chair, and any other officers required by their founding legislation or bylaws. Before you accept a nomination, please consider whether your term as an Advisory Board member will expire during the coming year. No one is guaranteed re-appointment. If you are not appointed to a new term your board will have to hold an emergency election at their next meeting."

The full handbook can be found online at:

<http://www.cityofgainesville.org/Portals/0/clerk/City%20of%20Gainesville%20Advisory%20Board%20Participation%20Handbook.pdf>

For more general information on Advisory Boards and Committees, visit the city's web site at:

<http://www.cityofgainesville.org/ClerkOfTheCommission/AdvisoryBoardsCommittees.aspx>

NEXT MEETING DATE

Next Meeting Date - Wednesday, January 22, 2020

ADJOURNMENT

Meeting adjourned at 7:15 PM.