



Transportation Subcommittee Meeting Minutes January 23, 2018 8:30am – 10:00am

Attendees:

Dave Bulkowski (Co-Chair, DAKC), Sue Sefton (Co-Chair, KCHD), Aruna Kamara (KCCA), Adelyn VanTol (DAKC), Colene Johnson (DHS), Darlene Bentz (Senior Neighbors), Joan Konyndyk (Hope Network), John Mitchell (211), Kendrick Heinlein (AAAWM), Meegan Joyce (The Rapid), Michael Bulthuis (The Rapid), Nicole Karl (Calvin College Center for Social Research), Comfort Sampong (Calvin College Center for Social Research), Wende Randall (ENTF), Bree Butler (ENTF)

I. Introductions

State your name and agency

Check-in question: What day would you like as your Groundhog Day?

II. Citizen's Agenda

a. The Rapid – Expanding Existing Services

The 12-year millage extension was passed with 61% voters in support. Currently working to change magnetic strip cards to smart cards with roll out planned for this Spring. The smart cards will operate on a cap fare system. Cap fare means the customer will pay towards a period pass with each ride. Once a customer has paid the amount equivalent to a pass, they have earned the pass on their smart card. This means low income riders can pay in increments and not the full price up front. Smartcards are linked to an online account which means cards can be replaced and reloaded. Cards can be registered online or at any customer service station. Online accounts will show balances and other valuable information. Paper transfers will be eliminated entirely eventually. Nothing will change with the current fare system when smartcards roll out in Spring. Eventually over many months magnetic cards will be phased out. Currently there are pilot testers already using the smart cards. Smartcards will have a pass back warning. With a magnetic strip card, you are buying rides, with the smart card you are buying time, this means 1 fare equals 105 minutes which leaves the possibility of getting to your destination and back with one fare. Single ride cards will be available specially for social services that involves a barcode. It should be noted that cards do not have to be registered, but there will be no benefits then. Smart cards will not be used with the GOBus but eventually planning may begin to bring a similar solution to GOBus. Smartcard stations will be for dispensing but won't be able to load value. For that you can do from an online account, customer service station, or retail location. Some organizations are opting to switch to smartcards and they will control the account and number of rides given.

The funds for Laker Line are currently in the hands of the FTA, Federal Transit Association, the FY 17 have all been appropriated and now just waiting.

Shared Mobility: PASS is a first mile last mile program (for those who are more than a mile from a bus stop). Pass is frequently used for trips to and from work. Currently installing a passenger portal where people can schedule and cancel online. Discussions have occurred around evening buses that don't do well with ridership and changing them to provide funding instead for on-demand trips. Currently Rapid Employees have holidays off, there is a





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lot of customer feedback regarding this but it's in the union contract and for the employees' benefit.

b. CDGB Task Force

CDBG for Kent County could be up to 123 thousand if utilized. All the townships can utilize this funding. There has been discussion around a better way of using CDGB money. It is desired to have a system that spans townships. Currently systems only work within their respective townships which lead to a lot of red tape.

In a couple of weeks ENTf will be meeting with a majority of Township supervisors. The goal is to utilize all the money and the make the system less confusing for consumers and establish consistency. There will be some backtracking to do after the meeting to bring supervisors who won't be present up to date. CDBG is 100% federal money and there have been proposals for it to be gutted or eliminated. Management of these funds would not take away from any other. There is a meeting scheduled for February 7th.

c. Wheels to Work

Have been very busy meeting with organizations, most recently Cascade Engineering. Also talking to Muskegon and Holland city officials. Currently there is only discussion, it will be awhile before services are expanded that far. Still looking for more drivers. Network 180 loss of funding could impact Wheels to Work. They are anticipating some big cuts to the Hope Network.

III. Strategic Planning

a. Follow Up on Municipal Assessment

This January, Stacy and Comfort were put on the project, there are currently 16 responses with 19 in progress. Comfort will give them a final call in one week. There will be a three-call policy. They are given 48 hours between calls and a week if they have been reached and need to feel out the survey. If they still don't answer after three calls, a professional planner will check on progress. There have been several issues with wrong numbers listed on municipal websites. It is hopeful that at the next meeting there will be a presentation about the survey.

b. Basic Needs Index of Indicators and Success Measures

This discussion is continued from the last meeting. ENTf is developing a basic needs index that can be a part of a dashboard. Each subcommittee will give a success measure which will also be used for KConnect's index. Members will review the indicators and success measures today and have a discussion around which one represents the work for the committee and the direction the committee is moving in. This can serve as an opportunity to focus our work. There was some support for success measure T1.1 there was also support for T1.2. Want to add the geographic scope to the chosen indicator. It may help to think about the possibility of desegregating the data and indicators. One issue is that there is a racial issue with transportation that is not being relayed. Typically, rides used by people going to work and coming back, but neighborhoods generally perceive groups coming in for work from other neighborhoods, this is one area where racism may play a part. The transit authority





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must be fully aware of depriving minority groups of routes when planning route changes. The Rapid has data that will show where the Rapid operates regarding ethnicity. Next meeting will include officially choosing the indicator with a goal of building an action plan.

IV. Ridelink

a. Current Status

Ridelink has new brochures! Denials are still an issue. On Demand program is still in the pilot stage. The goal is that this provides a good base for the Hope Network to gauge how well it is operating. Funding was approved in November which started on January 1st, there was a funding increase of about 75 thousand. The Rapids has added another route to try to respond to demand. A survey was given out at the senior advocate meetings which showed that transportation out to the beltline and north Kent county area is a big issue.

V. Additional Updates

There was discussion around doing some small one-person events to put the spotlight on transportation.

Meegan will send out a data sheet regarding The Rapids to whole group.

Adjourn 9:55

