

MINUTES
STARTRAN ADVISORY BOARD MEETING
StarTran Conference Room 2
September 25, 2014
(Rescheduled from 8/28/14)

Members Present: Mike DeKalb, Jason Hellbusch, Janet Goodman-Banks, Linda Carter
Members Absent: Don Herz, Jenni Lesoing-Lucs, Stephen Speicher
Staff Present: Mike Davis, Mike Weston, Brian Praeuner, Scott Tharnish, Kitty Elliott, Suzanne Ideus, Connie Thoreson

I. REGULAR BOARD MEETING

Chairman DeKalb opened the meeting, noting the Open Meetings Act and Patron Conduct Notice posted on the north wall.

A. Patrons to be Heard

None

B. Review/Action Items

- **September 4, 2014 StarTran Advisory Board Meeting Minutes** - A motion for approval was made by Ms. Carter and seconded by Mr. Hellbusch to approve the 9/4/14 minutes as submitted. The 9/4/14 StarTran Advisory Board Minutes were approved 4-0 (DeKalb, Hellbusch, Carter, and Banks all voted "aye").
- **Boo at the Zoo Shuttle Service** – Ms. Elliott reviewed the shuttle service for the Boo at the Zoo event which will be held October 26-30, 2014. Two buses will operate from 4:30-9:00 p.m. each night between the Children's Zoo and three remote parking lots. This is done in cooperation with Three Eagles Broadcasting in exchange for \$4,500 radio trade, with no fare to be paid by the riders. This shuttle service has been very successful in previous years carrying approximately 5,000 people. Mr. Hellbusch made a motion in favor of operating the Boo at the Zoo shuttle service. The motion was seconded by Ms. Banks. The vote was unanimously in favor of said motion. (Carter, Hellbusch, DeKalb, and Banks all voted "aye").

C. Operations Report

- Big Red Express service is carrying less people than last year, however it was noted that there are additional downtown parking garages available this year.
- Kitty mentioned that StarTran participated in the 2014 Streets Alive event on September 14th, with a CNG bus on display. The event was very busy with StarTran receiving many positive comments and lots of interest was shown.
- Mr. Davis reviewed ridership per the StarTran Board Report.

September 25, 2014 StarTran Advisory Board Meeting Minutes - Page 2

- It was noted that HandiVan trip requests are fewer than in the past, possibly due to the new brokerage contract. Mr. Davis indicated that StarTran staff monitors the brokerage contract closely attending monthly meeting with the contractor, Servant Cab. Complaints have been received mainly due to late pickups. Servant Cab indicated that they have not been fully staffed but feel this will be alleviated with their LPS contract concluding at the beginning of October. Servant Cab drivers participate in drug/alcohol screening and maintenance checks are also performed. Servant Cab remains in the 95% on-time contract limits. Ms. Banks feels that the current contracted HandiVan service, compared to the previous contractor, is of less quality. Mr. DeKalb suggested following up with HandiVan patrons through a survey, on how services are doing. Mr. Davis indicated that some HandiVan patrons are utilizing a couple of new transportation services in Lincoln, possibly contributing to fewer requests across the board.
- American Fence was awarded the fencing contract for the Gold's area and will be installing the new fence in October. The design is being reworked in order to allow more movement in and out of the area.
- Bike rack usage was at an all-time high, with an average of 123 bikes utilizing the racks per operating day in August.
- The Star Shuttle service operating on a condensed route with 15-minute headways has reported decreased ridership. StarTran staff will be meeting with DLA to help with the promotion of this route. This service is being monitored closely during the six-month trial period.
- Ridership on most routes is steady.
- Staff will supply Ms. Banks with route information to the many Cancer Centers and women's clinics in Lincoln, so that she can pass along the information to her constituents.
- SouthPointe personnel have suggested a different route through their mall and staff has agreed to the simplified route anticipating implementation at the end of September. The stop within the mall will not change, remaining on the north side of Barnes and Noble near the Old Chicago restaurant.
- Budget recap for last fiscal year will be done at the October Advisory Board meeting.

D. Other Business

- Janet Banks told StarTran staff that she appreciates all they do and thanked them for being responsive to patron needs.
- Mike Davis noted that the Tiger grant was awarded to Omaha MAT, and StarTran anticipates applying for this grant again next year, if it is offered.
- Mike DeKalb asked for updates on the following, at the next meeting:
 - ✓ Long term fleet replacement strategy, i.e. bus size, fuel type, etc.
 - ✓ Update on Mike Davis' goals for StarTran.
 - ✓ Any plans for a CNG station nearer to StarTran?

G. Adjournment

The meeting was adjourned.

The next meeting is scheduled for October 30, 2014, 8:00 a.m. in the StarTran Conference Room #2.