



Transit Advisory Committee (TAC) Meeting Minutes

Mission Statement

The Mission of the Transit Advisory Council (TAC) is to implement the Carroll County Transportation Development Plan (TDP)

Meeting Date: 10/19/2015

Start Time: 2:00 pm

Location: Bureau of Aging and Disabilities Library

Chairperson:

Vice-Chair:

Topic	Discussion
Attendance:	Tammy Black, Larry Burbank, Gerald Fuss, Doug Howard, Gary Legate, Ninette Legates, Mary Owens, Ken Phebus, Barb Rodgers, Sharon Sanders, Jenny Graybill, Lou Yeager, Denise Beaver, Anita Farinetti, Jodi Glock, Mary Lane, Ed Singer, Patty Whitson, Rita Zimmerman, Steve Marsh, Erin Inman, Dana Lunceford, Caren Jagoda
Introductions –	This is the 2 nd meeting of the Commissioner Appointed Transit Advisory Council (TAC), Patty Whitson, Acting Director of the Department of Citizen Services welcomed
Approval of Minutes –	Motion to approve – Ken Phebus Second – Lou Yeager
Discussion of TAC membership	
Discussion of TAC membership and Town Hall Meetings in Senior Centers - Quarterly	Patty expressed the concern that the community, especially seniors be given the opportunity to provide feedback. She suggested quarterly public transportation meetings be held at all five Senior Centers. These quarterly meetings would be advertised and provide seniors and members of the public the opportunity to provide feedback on transportation related issues. The suggestion was presented to hold the TAC meetings bimonthly or quarterly. Bimonthly was supported. Commissioner Howard expressed concern that we have a lot of information to process from the Summit and recommended starting after the new year. He would like to see short-term successful goals by December. <i>Voted: 10 voting members in favor of bimonthly</i>
	Feedback was requested regarding the frequency of TAC meetings. Commissioner Howard suggested holding off until January 2016 to change TAC's meeting frequency since there is a large amount of information the Council needs to review and discuss from the recent Transportation Summit. Sharon Sanders suggested that items be assigned to members so work can continue between meetings. The Council voted to change from monthly to bi-monthly meetings, effective January 2016.
Election of Officers	Barbara Rodgers was voted to serve as Chair <i>Voted: 10 voting members in favor</i>



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	<p>Tammy Black was voted to serve as Vice Chair of the TAC. <i>Voted: 9 voting members in favor</i></p>
<p>Recap of Transit Summit</p>	<p>Commissioner Howard spoke about the recent Transportation Summit, which was well attended. He also stated that the feedback received has been positive. Prior to the presentations and discussions at the Summit, attendees were informed that public transit out of county was not a service we can provide, comments requesting such have been removed. One reoccurring theme was a need for Marketing, and in attendance today is Denise Beaver with Economic Development. She has been tasked with assisting with the marketing of the public transit services.</p> <p>Commissioner Howard outlined historical successes with 1,3,5 year goals previously posted in the paper with follow-up. The TAC can identify pilot programs to try out in specific parts of the county to be presented during the budget season. Identifying goals from these</p> <p>The need to develop short and long-term goals was discussed. The following areas were identified</p> <ul style="list-style-type: none"> • Rider needs- Are additional stops needed? Should operating hours be extended? How can wait times be reduced? • Community education and awareness • Marketing (brochures, maps, post card campaign) • Obtaining additional vehicles • Re-loadable rider cards
<p>Review of Summit evaluations</p>	<p>To address comments-</p> <p>Sharon Sanders suggested pickups that are more frequent. The medical community has the same issues as the hospital sees. The availability to connect clients is limited by routes running and hours of availability. What would the feasibility of additional service be? Commissioner How offered a solution through transitioning riders from demand response to TrailBlazers to free up equipment. Sharon added using the demand response as a feeder to the TrailBlazers.</p> <p>Steve Marsh asked about incentives for riders to transfer from demand response to TrailBlazers.</p> <p style="padding-left: 40px;">Short term goal could be to pilot a transfer system</p> <p style="padding-left: 40px;">Long term goal could be to increase vehicles and provide higher frequency service</p> <p>Jerry Fuss added that work hours are limited by transit. If we focus on sorting the comments from the summit, there will be concerns that may be related and make it easier to provide solutions. IT was mentioned at the summit taxi voucher program, seeking grants for that, and finding ways to make it affordable.</p> <p>Information about the current public transit services can be found on CarrollTransitSystem.com.</p> <p>Commissioner Howard suggested presenting a set of specific goals by December.</p>
<p>Marketing</p>	<p>Commissioner Howard suggested an all-inclusive route with each TrailBlazer represented by a color. It is easier to locate where transfers can be made and what stops are services on which route.</p> <p>Gary Legates asked about what comforts are available at current TrailBlazer stops. Currently stops do not have shelters or</p>



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	<p>benches. If these types of features would improve ridership then it is worth looking at. Steve Marsh shared that Frederick County has a vendor that installs and maintains bus stop shelters for their fixed route service. This vendor advertises on the shelters as a source of revenue. There may be zoning concerns in certain areas that may restrict placing a shelter. Could we look into direct mail to help market services?</p> <p>Jenny Graybill suggested an “all day riding extravaganza” with a scavenger hunt and other fun activities to promote ridership and use of the TrailBlazers. Denise added that would be a great time to add marketing pieces at each of the locations.</p>
Quarterly Reporting	<p>Jodi Glock provided statistics from the quarterly report. Ridership is up and denials have decreased dramatically.</p>
Transportation Development Plan (TDP)	
Ideas on collecting Public Comment	<p>Group suggestions: WTTR, Senior Centers, Newspaper, Hospital and doctors’ offices, Carroll County Government Facebook and Twitter accounts, CTS website, School System, Channel 19 & 24 (also make sure it is delivered with audio), post on the buses, Allied Agencies, municipalities to disperse through their network, banner in front of the library or airport.</p>
Discussion of TrailBlazer routes and suggestions for improvements	<p>Dana Lunceford presented his ideas for a different model of a bidirectional Westminster TrailBlazer route. He has been a bus operator with CATS and CTS Operated by Butler Mobility. His model is based on a successful trolley service he operated in 1987 through Westminster. This service operated from 9-9 Monday-Saturday and 12-6 Sunday. Only serving until 5:00 p.m. or 6:00 is insufficient. He shared his concerns about timing and frequency of the proposed routes and presented his routes, which cover existing stops and add two more. The 1987 route used a feeder type service into the Westminster routes. He shared his solution for transfers as well. Jerry Fuss agreed his idea is worth looking at.</p> <p>Stops in the proposed TrailBlazer improvements need to allow time for passengers who require the use of the lift and those that are ambulatory but a little slower moving. If we break up the routes, instead of one long route doing a lot into two with higher frequency we may see an increase in ridership.</p>
New Business	<p>Jerry Fuss had previously requested a listing of locations where those in need could acquire discounted or free tickets for public transit. Bureau of Aging & Disabilities, Health Department, Family & Children’s Services, Department of Social Services, Human Service Programs, and Access Carroll. Citizen Services sent a request via email to allied agencies. A list will be compiled and sent out. The Senior Center discounted and donation books run out every month. Gary Legates asked about having a monthly pass issued for riders, just like the college students. Commissioner Howard asked if riders can prepay, which Anita Farinetti (CTS) said they do not do that. To track balances remaining on accounts would be labor intensive without the staff to manage.</p> <p>Agencies do purchase tickets in advance such as HSP, Access Carroll, DORS. Other services are billed at the end of the month through agency billing.</p> <p>For future planning we need to look at what shifts are being run, what the college schedule is, the hospital etcetera. Use that to start from when planning. If the college classes end at 5:30, then keep the TrailBlazer operating later. If there are regulatory or financial restraints, hold off for now to work through those issues. Sharon reinforced focus on the needs and make recommendations.</p>
Announcements	



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Action Items	Patty Whitson, Tammy Black and Barbara Rodgers will meet to discuss goals and prepare a written summary to be presented to the TAC at the next meeting. TAC members were asked to review the feedback from the Transportation Summit, identify goals and be prepared to share them at the next meeting. Commissioner Howard emphasized that the goals formulated should be focused and include measurable objectives.
Next Meeting Date	Next meeting date is December 14, 2015 at 2:00 pm in the Bureau of Aging & Disabilities Library.