

CITY OF  
**PORTAGE**  
*A Place for Opportunities to Grow*

# HUMAN SERVICES BOARD

December 6, 2012

# **CITY OF PORTAGE HUMAN SERVICES BOARD**

## **A G E N D A**

**Thursday, December 6, 2012**

(6:30pm)

**Conference Room #1**

### **CALL TO ORDER**

**APPROVAL OF MINTUES:** November 1, 2012

### **NEW BUSINESS:**

- \* 1. FY 2013-14 Human/public Service Grant Review Process and January meeting schedule
- \* 2. Kalamazoo Transit Authority Local Advisory Committee- Board Nomination to Council

### **OLD BUSINESS:**

### **STATEMENT OF CITIZENS:**

### **ADJOURNMENT:**

### **MATERIALS TRANSMITTED**

Star (\*) indicates printed material within the agenda packet.

## CITY OF PORTAGE HUMAN SERVICES BOARD

Minutes of Meeting, November 1, 2012

**CALL TO ORDER:** Approximately 6:30 p.m.

**MEMBERS PRESENT:** Diane Durian, Ray LaPoint, Elma (Pat) Maye, Nadeem Mirza, Edward Morgan, Sandra Sheppard, Amanda Woodin

**MEMBERS EXCUSED:** Kelly Williams

**MEMBERS ABSENT:** Cody Dekker, Tim Wilger (Youth Advisory Committee Liaison)

**STAFF PRESENT:** Elizabeth Money, Neighborhood Program Specialist

**APPROVAL OF MINUTES:** A motion was made by Durian and supported by Mirza to approve the October 4, 2012 minutes as submitted. Upon voice vote, motion passed 5-0 (Morgan and Woodin abstaining).

### **NEW BUSINESS:**

**Overview of Kalamazoo County Public Transportation Issues:** Sean McBride, Executive Director of Kalamazoo County Transit Authority (KCTA), provided a summary of activities concerning Metro Transit and KCTA including ridership information, mileage updates for routes around the County, and other funding sources, information on community vans (vans stored in locations around the county that are available for use by county businesses and groups), pending new computer system and the global positioning systems to be installed on all buses, and the future of the busing system. McBride noted there is currently discussion between Metro Transit and KCTA regarding the merger of the two programs. It is anticipated that a proposal will be ready by the end of November 2012 on how and when the merger will take place. With regards to the Portage routes, overall ridership has increased slightly more than the rest of Kalamazoo County. This is partially attributed to the new bus routes that went into effect last year. Board members asked several questions including clarification on incentives for bus riding, assistance with fares, and the lack of bus shelters at several locations. McBride indicated that they work to make routes and ridership accessible but they do not currently have incentives as fares were already subsidized and current policy states that no free rides shall be given. With regards to bus shelters, shelters are placed based on ridership figures so the more active stops receive shelters.

**Community Development Block Grant (CDBG) Housing Rehabilitation Appeal #12-01, for 6218 Avon Street:** Staff provided a summary of the appeal request. After a brief discussion on available funds and questions regarding the problem with the approval of the second (MSHDA) mortgage, LaPoint moved and Mirza seconded a motion to support an increase to the maximum amount of housing rehabilitation funding from \$10,000 to \$11,299 with an additional 15% contingency (\$1,500) if needed for 6218 Avon. Motion passed 7-0.

**City Council assigned 2012-2013 Goals & Objectives:** The Goals & Objectives were noted as approved.

**Election of Officers and Metro Transit ADA Advisory Committee representative:** With regards to Board positions, Morgan motioned and LaPoint supported the nominations of Sheppard as Chair, Durian and Vice Chair, and Maye as Secretary. Motion passed 7-0. LaPoint requested more information on the Metro Transit ADA Advisory Committee responsibility and meetings.

**STATEMENT OF CITIZENS:** Diane Schrock, Portage Community Center (PCC) indicated to the Board that PCC was gearing up for their holiday events (such as food baskets and holiday adoptions).

**ADJOURNMENT:** There being no further business before the Board, the meeting was adjourned at 8:52 p.m.

Respectfully submitted,

Elizabeth Money, Neighborhood Program Specialist

# CITY OF PORTAGE

# COMMUNICATION

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**TO:** Human Services Board

**DATE:** November 28, 2012

**FROM:** Vicki Georgeau, <sup>VG</sup> Director of Community Development

**SUBJECT:** FY 2013-14 Human/Public Service Grant Applications – Funding Process

In light of several new board members since the FY 2012-13 Human/Public Service Grant Application funding cycle, the following information is provided to summarize the process and the role and responsibilities of Human Services Board.

The City of Portage CDBG Program for many years has allocated the maximum permitted 15% of the annual CDBG Program budget toward human/public services. In addition to CDBG Program funding, 0.55% of the General Fund is allocated for human/public services. This fiscal year, the City of Portage allocated \$117,563 from the estimated General Fund revenue and \$36,000 from the CDBG Program for human/public services. At this time, the exact amount available for FY 2013-14 is not known. However, the amount from the General Fund should range up to \$123,000 while the amount from the CDBG Program is estimated to range up to \$32,000.

Human Services funding applications were mailed to potentially interested local public service agencies on November 13, 2012. The completed application forms and related materials are required to be submitted to the city by December 7, 2012 to be considered for FY 2013-2014 funding.

The FY2013-14 grant application review process is as follows:

- December 7, 2012 – Applications are due by 5:00 p.m. Once received, the applications will be organized, bound, and distributed to the City Council and Human Services Board for review.
- January 3, 2013 – Applicants will make a presentation to the Human Services Board, and Board members will have an opportunity to ask questions and clarify information in the applications.
- January 10, 2013 – Board members complete their review, score each application, and submit their application scores to the staff liaison. Staff will prepare a communication to the Board summarizing individual Board member scores. In addition, a preliminary analysis of the applications will be provided by the Department of Community Development.
- January 17, 2013 – The Board will meet to collectively discuss the applications, Board member scores, and then rank the applications.
- February 7, 2013 – The Board will review the applicant rankings and develop a final recommendation to Council on funding recommendations.

Given the significance of this Board responsibility, it is important that Board members carefully review each application. In addition, it is important that Board members be present during the January 3, January 17 and February 7, 2013 meetings. Staff will be present at each meeting to assist and answer questions from the Board regarding the applications.

Attached for your information is a sample Human Services Application for Funding form and the Human Services Funding Evaluation Criteria that will be used to review and score the applications received for 2013-2014.

**HUMAN SERVICES  
APPLICATION FOR FUNDING**

**Check One:** General Fund \_\_\_\_\_ CDBG Fund \_\_\_\_\_

**GENERAL INFORMATION**

1. Name of Organization: \_\_\_\_\_
2. Address: \_\_\_\_\_
3. Contact Person: \_\_\_\_\_
4. Phone #: \_\_\_\_\_
5. Is the Organization an incorporated, not-for-profit organization? Yes \_\_\_\_\_ No \_\_\_\_\_
6. Has the Internal Revenue Service classified the organization as a 501 (c)(3)?  
Yes \_\_\_\_\_ No \_\_\_\_\_
7. Does your agency undergo a yearly audit of its financial records by an outside independent public accountant? Yes \_\_\_\_\_ No \_\_\_\_\_
8. Number of Full time employees? \_\_\_\_\_
9. Number of part-time employees? \_\_\_\_\_
10. Name of Board President? \_\_\_\_\_
11. How long has the organization been in existence? \_\_\_\_\_
12. Is your agency affiliated with any religious organization? Yes \_\_\_\_\_ No \_\_\_\_\_

**ORGANIZATION INFORMATION**

13. State the overall purpose or mission of the agency:

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14. Please list the individual service(s) and funding level for which you are seeking City of Portage funding and indicate the specific intended use of City funds requested (e.g. staff salaries, new program, replacement of lost revenue, etc.):

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15. For the service(s) to be funded, describe how the service(s) meets a basic human need (e.g, the provision of: housing, food, clothing, transportation services, health care services, job training/educational services, or recreational services)

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16. For the service(s) to be funded, describe how the service(s) are accessible to Portage residents:

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17. For the service(s) to be funded, describe how the service(s) addresses a critical need in Portage. Please indicate which of the following documents, if any, support the service(s) as a critical need:

- City of Portage FY 2011-15 CDBG Consolidated Plan and/or annual City Council goals
- City of Portage Comprehensive Plan, Capital Improvement Plan, Recreation Plan or Portage 2025 Visioning Project Final Report
- Local (e.g., Portage and/or Kalamazoo County specific) needs analysis/reports regarding human services
- State or national needs analysis/reports regarding human/public services.

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18. For the service(s) to be funded:

- a. Describe the working relationships and collaborations your organization has with other organizations serving Portage residents.

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- b. Do any other organizations in Portage or Kalamazoo County provide the service(s)?  
Yes \_\_\_\_ No \_\_\_\_.

c. If yes, please list other agencies which provide same or similar services:

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19. For the service(s) to be funded are the majority of clients economically or socially deprived, senior citizens, or persons with disabilities? Yes \_\_\_\_ No \_\_\_\_ . Please explain.

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20. For the service(s) to be funded:

a. Is your agency able to track the number of clients served who reside in the City of Portage? Yes \_\_\_\_ No \_\_\_\_

b. Indicate the total number of **Portage** clients to be served with the funding requested.

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c. Indicate the total number of **Portage** clients served in the most recently completed year. (if new service, please indicate).

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23.

- a. What is the total annual budget of your agency? \$ \_\_\_\_\_ Year 20 \_\_\_\_\_
- b. What is the total annual budget of the program for which funding is requested? \$ \_\_\_\_\_
- c. Is the organization a United Way Agency? Yes \_\_\_\_\_ No \_\_\_\_\_ If yes, how much funding is provided by the United Way on an annual basis? \$ \_\_\_\_\_
- d. Please list the other sources of funds expected or requested for the service(s) to be funded, including specific information (agency name, amount requested and purpose) from which a grant/funding is or will be sought.

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24. For the service(s) to be funded,

- a. What is the average cost of delivering one unit of service to an individual or family? (For example one hour of counseling, one night of shelter, etc.)

\$ \_\_\_\_\_ Please explain and describe Unit of Service:

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- b. What percentage of the total annual budget for the program being funded is used to serve Portage residents? \_\_\_\_\_%
- c. What is the cost to provide services to Portage residents out of the total annual budget for the program funded? \$ \_\_\_\_\_
- d. If housing services are provided, how many housing units provided are within the City of Portage? \_\_\_\_\_

**25. If the program for which funding is requested is not funded, or is not fully funded, how will the program be affected?**

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**26. If you are a current grantee and have requested an increase in funding, please explain the rationale for the increased funding request?**

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**27. Please describe the anticipated long-term sustainability of the program for which funding is requested.**

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28. Please indicate how many public and private dollars are leveraged for each dollar of city funding requested.

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29. Please attach the following documents for City of Portage review:

- a. Sample brochure(s) describing the services offered, particularly services to be funded by a City of Portage grant.
- b. Most recently completed audit.
- c. Financial Statements for most recently completed fiscal year which include revenue and budget information.
- d. List of agency Board of Directors, including business and/or organizational affiliation.

**AUTHORIZED SIGNATURE**

**I hereby verify that the information presented above is correct to the best of my knowledge.**

Name (Please Print or Type)

Signature

Title

Date

## HUMAN SERVICES FUNDING EVALUATION CRITERIA

In addition to the criteria listed below, which apply to the service(s) to be provided with the funding requested, the following Mission Statement for the Human Services Board will also serve as a guide to the Board in its review and recommendation of funding applications:

*The mission of the Human Services Board is to facilitate the satisfaction of the basic human needs of all Portage citizens by educating and advising the City Council, Portage human service agencies, and the community at large.*

### 1. EXTENT TO WHICH THE PROGRAM ADDRESSES A BASIC HUMAN NEED

(Select only one that most closely fits)

“Basic Human Needs” are considered to include:	Score
Provision of housing (e.g. emergency, transitional, permanent, homelessness prevention such as eviction, foreclosure, and/or utility shut-off prevention)	50
Provision of food (e.g., direct food distribution, food bank/pantry, Meals on Wheels)	40
Provision of transportation or health care services (e.g., direct free/low-cost assistance to individuals/families)	30
Provision of job training/educational services or recreational services	20
Provision of clothing (e.g. direct, free/low-cost clothing and/or distribution)	10
None of the above	0

### 2. ACCESSIBILITY OF THE PROGRAM SERVICE TO PORTAGE RESIDENTS

5 = Not Accessible to 25 = Easily Accessible

(Select only one that most closely fits)

“Accessibility” can be considered to be:	Score
Services located in Portage	25
Services regularly provided in Portage (e.g. at PCOC, City Hall, Senior Center, Portage Schools, Police/Court offices and other similar locations)	20
Services accessible after normal (8 a.m.-5 p.m.) business hours, 24-hour phone hot line, or other methods	15
Services available / accessible via public bus routes and/or transportation by agency	10
None of the above	5

### 3. EXTENT TO WHICH THE PROGRAM ADDRESSES A CRITICAL NEED IN PORTAGE

5 = Not A Critical Need to 25 = Critical

(Select only one that most closely fits)

“Critical Need” can be generally considered to be such if identified high or medium priority in one or more of the following official, published documents:	Score
City of Portage FY 2011-15 CDBG Consolidated Plan and/or annual City Council goals	25
City of Portage Comprehensive Plan, Capital Improvement Plan, Recreation Plan or Portage 2025 Visioning Project Final Report	20
Local (e.g., Portage and/or Kalamazoo County specific) needs analysis/reports regarding human/public services	15
State or national needs analysis/reports regarding human/public services	10
None of the above	5

4. DOES APPLICANT HAVE WORKING RELATIONSHIPS / COLLABORATIONS WITH OTHER ORGANIZATIONS SERVING PORTAGE RESIDENTS?

5 = Fragments Service Delivery to 25 = Coordinates or Improves Service Delivery

(Select only one that most closely fits)

“Coordinates or Improves Service Delivery” can be generally considered to be:	Score
Services are unique in community and not duplicated by others	25
Services are similar to others but carefully coordinated to avoid duplication	20
Services are similar to others but Information and Referral is routinely provided to avoid fragmentation	15
Services are similar to others and some fragmentation of services occurs	10
None of the above	5

5. OF PORTAGE RESIDENTS SERVED, ARE MAJORITY ECONOMICALLY OR SOCIALLY DEPRIVED, SENIOR CITIZENS OR PERSONS WITH DISABILITIES?

5 = No Special or Unusual Needs to 25 = Economically or Socially Deprived

(Select only one that most closely fits)

“Economically or Socially Deprived” can be generally considered to be:	Score
Clientele is extremely low income and/or disabled and/or victim of abuse and/or other situation	25
Clientele is low income and/or senior citizens	20
Clientele is vulnerable or at risk of one of the above	15
Clientele is in need of services	10
None of the above	5

6. NUMBER OF PORTAGE CLIENTS SERVED

5 = Few to 25 = Many

(Select only one that most closely fits)

“Many” clients served can be considered to be:	Score
Portage clients equals 51-100% of clients served by agency	25
Portage clients equals 31-50% of clients served by agency	20
Portage clients equals 16-30% of clients served by agency	15
Portage clients equals 7.6-15% of clients served by agency	10
Portage clients equals 0-7.5% of clients served by agency	5

7. AMOUNT OF OUTREACH EFFORTS

5 = No Outreach to 25 = Extensive Outreach Efforts to People in Needs

(Select only one that most closely fits)

“Extensive Outreach” can be considered to be: regular newsletter distribution; cable access PSAs; advertisements/marketing campaigns; service listing in I&R databases/directories (2-1-1, United Way, etc.); presentations to community organizations/schools; open houses; coordination/provision of services with/at other agencies; participation in community collaborative efforts (e.g., MPCB, KLAHP, etc.)	Score
Utilizes 5 or more methods of outreach to Portage residents	25
Utilizes 4 methods of outreach to Portage residents	20
Utilizes 3 methods of outreach to Portage residents	15
Utilizes 2 methods of outreach to Portage residents	10
Utilizes 1 method of outreach to Portage residents	5

8. USE OF UNPAID VOLUNTEERS

5 = No Use to 25 = Extensive Use

(Select only one that most closely fits)

“Extensive Use of Unpaid Volunteers can be generally considered to be:	Score
Unpaid volunteers equals 51% or more of the agency’s full-time equivalent (FTE) employees	25
Unpaid volunteers equals 31-50% of the agency’s FTE employees	20
Unpaid volunteers equals 21-30% of the agency’s FTE employees	15
Unpaid volunteers equals 11-20% of the agency’s FTE employees	10
Unpaid volunteers equals 0-10% of the agency’s FTE employees	5

NOTE: If unpaid volunteers are inappropriate due to the type of services provided by organization, applicant gets score of fifteen.

9. *For new programs/agencies in the community for less than five years, use criterion 9(A).  
For programs/agencies in the community for five or more years, use criterion 9(B).*

9(A). ABILITY OF AGENCY TO RECEIVE OTHER FUNDING **OR**

5 = Extensive to 25 = Limited

(Select only one that most closely fits)

“Limited” ability to receive other funding for “new” applicants can be generally defined as follows:	Score
Grant request equals 51% or more of the agency’s budget	25
Grant request equals 31-50% of the agency’s budget	20
Grant request equals 11-30% of the agency’s budget	15
Grant request equals 6-10% of the agency’s budget	10
Grant request equals 0-5% of the agency’s budget	5

9(B). ABILITY OF AGENCY TO LEVERAGE OTHER FUNDING

5 = Limited to 25 = Extensive

(Select only one that most closely fits)

“Extensive” leveraging of other funding for “previous” applicants can be generally defined as follows:	Score
Grant request equals 0-5% of the agency’s budget	25
Grant request equals 6-10% of the agency’s budget	20
Grant request equals 11-30% of the agency’s budget	15
Grant request equals 31-50% of the agency’s budget	10
Grant request equals 51% or more of the agency’s budget	5

## CITY OF PORTAGE

## COMMUNICATION

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**TO:** Human Services Board

**DATE:** November 28, 2012

**FROM:** Vicki Georgeau, <sup>h</sup>Director of Community Development

**SUBJECT:** Kalamazoo Transit Authority Local Advisory Committee

Pursuant to a request from City Council, a member of the Human Services Board is to serve on the Kalamazoo Transit Authority Local Advisory Committee. Former Chairman Marc Meulman was appointed in April 2011 to serve as the City of Portage Human Services Board representative. As a result of Mr. Meulman's resignation from the Board, a new Human Services Board representative must be appointed. Attached is information provided by Metro Transit regarding the Kalamazoo Transit Authority Local Advisory Committee. Information on meeting dates, locations, copy of the September 19, 2012 meeting minutes, and a portion of the Bylaws are also attached.

During the December 6, 2012 meeting, the Board is advised to recommend to City Council a new Human Services Board representative to serve on the Kalamazoo Transit Authority Local Advisory Committee

Attachments

# THE TRANSIT AUTHORITY BOARD

The Local Advisory Committee serves under and advises Kalamazoo Metro Transit's Transit Authority Board (TAB) in areas relating to the planning, delivery and operation of paratransit service provided by the Kalamazoo Metro Transit System pursuant to the federal requirements of the Americans with Disabilities Act of 1990. The TAB was established in 1985 and incorporated for the purposes of acquiring, owning, operating, or causing to be operated a mass transportation system pursuant to Act 55 of the Public Acts of Michigan of 1963, as amended.

The Authority levies the annual transit millage and has entered into a working relationship with the City of Kalamazoo for the day-to-day operation of the public transit system. The Transit Authority Board is responsible for the approval of recommendations brought to the Authority by the LAC in relation to proposed federal, state, city and departmental rules, laws and policies which apply to mobility disabled transportation services. A member of TAB serves as a non-voting member of the LAC and as liaison between the LAC and the Board.

Board members are appointed by the Kalamazoo City Commission and serve three-year terms. Membership consists of a Chairperson, Vice-Chairperson, Secretary, Treasurer and four board members. Meetings are held at 8:15 a.m. on the fourth Friday of every month in the Conference Room of Kalamazoo Metro Transit. Meetings are open to the public.

**BYLAWS OF THE  
KALAMAZOO TRANSIT AUTHORITY  
LOCAL ADVISORY COMMITTEE**

The following Bylaws are adopted by the Kalamazoo Transit Authority Local Advisory Committee (hereinafter referred to as the LAC) pursuant to Article IV, Section 1 of the Bylaws of the Kalamazoo Transit Authority (hereinafter referred to as the Board) as adopted by the Kalamazoo City Commission, and these Bylaws shall not be effective until approved by the Kalamazoo Transit Authority.

**ARTICLE I**

**MISSION AND PURPOSE**

**Section 1 - Mission Statement**

The LAC shall serve under the control of the Board and advise the Board in areas relating to the planning, delivery and operation of demand/response paratransit services provided by the Kalamazoo Metro Transit System pursuant to the federal requirements of the Americans with Disabilities Act (ADA) of 1990.

**Section 2 - Purpose**

The LAC's duties and responsibilities shall include the following:

1. Assist the Board in examining and evaluating the ADA transportation needs of the Kalamazoo Metro Transit System service area.
2. Assist the Board in reviewing and evaluating the quality, effectiveness and efficiency of ADA transportation services provided through the Kalamazoo Metro Transit System.
3. Assist the Board in developing an annual program plan, which reflects the transportation needs of the mobility disabled in the Kalamazoo Metro Transit System service area.
4. Make recommendations to the Board on conceptual/procedural issues dealing with mobility transportation.
5. Make recommendations to the Board in relation to proposed federal, state, city and departmental rules, laws, and policies which apply to mobility disabled transportation services.

**TRANSIT AUTHORITY BOARD  
LOCAL ADVISORY COMMITTEE**

**Kalamazoo Metro Transit**

**530 North Rose Street**

**2:30 p.m. on the 3<sup>rd</sup> Wednesday of every other month**

**2013 MEETING SCHEDULE**

January 15

March 20

May 15

July 17

September 18

November 20

**KALAMAZOO TRANSIT AUTHORITY  
LOCAL ADVISORY COMMITTEE MEETING  
Agenda of November 14, 2012 @ 2:30 p.m.**

**Metro Transit Conference Room  
530 North Rose Street  
Kalamazoo, MI 49007**

I. Call to Order

II. Roll Call

~ Excuse absence of member(s)

III. Introductions

IV. Changes/Additions to Agenda

V. Public Comments on Non-Agenda Items

VI. Action Items

A. Meeting Minutes dated September 19, 2012

B. Recommendation of a Senior Representative to TAB

C. Approval of 2013 Meeting Schedule

D. Service Recognition Resolution for Ms. McGowen

VII. Discussion Items

A. Metro County Connect Update

1. September & October 2012 Reports, Stephanie Teters

B. MRC Industries Trip Scheduling

VIII. Information Items

1. Program Updates, Richard Congdon

IX. Miscellaneous Comments

X. Public Comments

XI. Adjournment

## **EXHIBITS**

1. Meeting Minutes dated September 19, 2012
2. Local Advisory Committee Applications
3. Proposed 2013 LAC Meeting Schedule
4. Service Recognition Resolution for Ms. McGowen
5. Metro County Connect Service Statistics, September 2012
6. Metro County Connect Service Statistics, October 2012

**KALAMAZOO TRANSIT AUTHORITY  
LOCAL ADVISORY COMMITTEE  
Minutes of September 19, 2012**

**Draft**

**Members Present:** Dave Bushouse, Jo Carpenter, Sharon DeHaan, Vivian Dobbins, Paul Hartwigsen, Michele McGowen, Christopher Payne, and Ron Reid.

**Members Absent:** Josh Stephens, Marc Meulman, Anna Goodsell,

**Transit Authority Board Liaison:** Carolyn M. Fricke, Transit Authority Board Chairperson

**Apple Bus Company Staff:** Stephanie Shaw, Director of Transit Operations  
Tami Naber, General Manager

**Metro Transit Staff:** Richard G. Congdon, Metro County Connect Coordinator  
Missy Coulson, Paratransit Specialist

**Guests:** Serena Steele, Metro Transit Travel Trainer  
Michelle Moxley, Transit Advocacy Group  
Sean McBride, KCTA

**I. CALL TO ORDER**

The September 19, 2012, Transit Authority Local Advisory Committee was called to order at 2:30 p.m. by Chairperson McGowen.

**II. ROLL CALL**

Chairperson McGowen requested a motion to excuse the absence of Josh Stephens, Marc Meulman, and Anna Goodsell.

*Mr. Payne made a motion to excuse the absence of Josh Stephens, Marc Meulman, and Anna Goodsell, and was supported by Mr. Hartwigsen. Motion carried unanimously.*

**III. INTRODUCTIONS**

Chairperson McGowen requested each member to introduce themselves as well as the guests.

**IV. CHANGES/ADDITIONS TO AGENDA**

There were none.

**V. PUBLIC COMMENTS ON NON-AGENDA ITEMS**

There were none.

**VI. TRAVEL TRAINING, Serena Steele**

Ms. Steele, Metro Transit's Travel Trainer provided a presentation. Ms. Steele explained what travel training is, the benefits of training, individuals who benefit, and how it empowers the community.

- **Travel Training:** Instructions designed to teach individuals how to travel safely and independently using the fixed-route bus system.
- **Benefits include:** Access to low-cost transportation; same day travel; use of safe and reliable transportation; staying healthy and active in the community; and no cost to trainees (funding is provided by the New Freedom Program).
- **Who Benefits:** Everyone. Individuals that receive training have an opportunity to learn to use the fixed-route system, providing access throughout the community.

- How does it empower the community: Individuals gain independence, mobility, and confidence by using the fixed-route transit system. By expanding the client base, there is a potential to save transportation agency dollars and contribute to the sustainability and longevity of public transportation.

Ms. Steele concluded with steps to mobile freedom:

- Contact Metro Transit to schedule a training session.
- Attend a training session to learn about routes and plan trips to your destination.
- Plan and take your next trip.

Ms. Steele asked if anyone had questions. Ms. Carpenter asked how one would get the \$1.50 fare. Ms. Steele stated that the \$1.50 fare is the regular fare for the fixed-route service; Metro County Connect fares are different. Metro County Connect Coordinator Congdon stated seniors and individuals certified with a disability ride the fixed-route service for half fare.

With no other questions, Ms. Steele thanked the Committee for inviting her and turned the meeting back to Chairperson McGowen.

## VII. ACTION ITEMS Action Items

### A. Meeting Minutes dated May 16, 2012

The minutes of the Transit Authority Local Advisory Committee Meeting dated May 16, 2012, were presented to the Committee for their consideration. There was one correction conveyed.

Apple Transit Director, Stephanie Teters announced that her last name should be changed to Shaw after she was married.

*Secretary DeHaan made a motion to approve the meeting minutes of May 16, 2012, with the correction of Ms. Teters named changed to Ms. Shaw, and was supported by Ms. Carpenter. Motion carried unanimously.*

## VIII. DISCUSSION ITEMS

### A. Metro County Connect Update

#### 1. July & August 2012 Reports, Stephanie Shaw

Apple Transit Director Shaw compared quarters and reported the following information:

The first quarter had an 8.5% decrease in Cancellations, a 13.7% decrease in No Shows, and a 5.8% decrease in Total Trips. In the current quarter numbers reflect a 5.8% increase in Cancellations, an 11.9% increase in No Shows, and a 12% increase in Total Trips. The numbers show drastic changes, but it is based on the number of riders. In this current quarter, the Total Trips are based on 183 people; whereas, the first quarter totals represented 124 people. So in actuality, the numbers are fairly even between the two quarters. This is the same for the Cancellations and No Shows.

The No Shows increased almost 12% in August verses July; however, comparing August No Shows to June No Shows, you will see the same number. Variation of number of days in a month, holidays, and events can play a large role in Cancellations and No Shows.

The Grocery Program has showed an increase of 14 trips between the first and second quarters. There were 30 grocery trips in the first quarter and in the second quarter there have been 44. We have some people who try to misuse the program, but for the most part it seems to be working well for the riders.

We are seeing a gradual increase in County-to-County trips and trips to the VA Hospital. This stems from good communication between all parties involved. There is a variety of interest that brings

people into Kalamazoo, from visiting our medical facilities to volunteering at any one of the local non-profit agencies. Our VA trips are steadily increasing so much that we are thinking about adding another vehicle at certain times to accommodate this increase. Right now we are putting people on as we can, but we may need to send a larger vehicle. We do not like that option because by using a larger vehicle it could cut into our agency trips.

Metro County Connect Coordinator Congdon asked how many times per day vehicles going out to the VA. Apple Transit Director Shaw stated that they have daily set arrival times at 7:00, 2:00, and 4:00; they also go out any other time a rider needs it and if Ann Arbor is going to be there at a certain time we coordinate with them.

Chairperson McGowen asked if that meant we take the rider to the Battle Creek VA and the rider can catch a transport to the Ann Arbor VA Hospital. Ms. Shaw confirmed.

The MDT's (Mobile Data Terminals) have started going into the vehicles and training begins next week. We are nervous and excited at the same time. Our goal is to make this transition as smooth as possible.

Metro County Connect Coordinator Congdon stated that they will start using it with passengers next Thursday.

Secretary DeHaan stated that with the changes she thought that all vehicles had to be ready before they are placed in service. Ms. Shaw replied, 'No'. The program is being installed gradually to avoid service delays.

Secretary DeHaan stated it was very helpful when Apple Transit Director Shaw presented this information at the TAG Meeting.

Vice Chairperson Hartwigsen inquired as to why we are not using the auto-scheduler. Apple Transit Director Shaw replied that the idea was presented and it would speed the phone calls up, but it would change the way passengers were scheduled on the phone at the time. We would not be able to give the passenger a specific pick up time while they were on the phone because we are based on a first-come, first-serve service and the auto scheduler would work the routes at its most efficient manner, regardless of the time it was scheduled.

Metro County Connect Coordinator Congdon stated that they would look at the budget and see if the auto-scheduler could be in the future; but there are no guarantees.

Vice Chairperson Hartwigsen said it seems to him that you are tying up staff time and staying on the phones longer, which could possibly offset additional cost from the auto-scheduler. Apple Transit Director Shaw stated that cost is a factor and who would pay the additional cost, Metro Transit or Apple Bus?

## **2. 2<sup>nd</sup> Quarter 2012 Metro County Connect Report**

Metro County Connect Coordinator Congdon reported that August had the most monthly passenger trips of 2012 at 11,947; the most requests at 14,437; the most revenue miles at 97,597; the most revenue hours at 6,077; the most vehicle hours at 7,684; and the most ADA passenger trips at 4,687.

## IX. INFORMATION ITEMS

### A. Program Updates, Metro County Connect Coordinator Congdon

Metro County Connect Coordinator Congdon reported that two new vans had arrived to replace the two oldest ones in the fleet. These vans can hold three more ambulatory passengers than the old ones and have a lift capacity of 1,000 pounds.

Metro County Connect Coordinator Congdon stated that Metro Transit has approved the two-year contract extension with Apple Bus. The contract will go before the City Commission on October 1, 2012 for final approval.

Chairperson McGowen thanked Metro County Connect Coordinator Congdon for adding the County-to-County trips and the VA trip status on the reports. Chairperson McGowen stated that it is important for the board to be advised on these trips in order to be better ambassadors.

Chairperson McGowen asked which counties are participating in the county-to-county transfers. Apple Transit Director Shaw stated that St. Joseph County is the main one, and Metro County Connect Coordinator Congdon stated that Van Buren also participates. Chairperson McGowen asked if Allegan County participates. Metro County Connect Coordinator Congdon stated they did.

Ms. Carpenter asked how often does the bid go before the City Commission. Metro County Connect Coordinator Congdon stated that it would go out for bid before the end of this two year extension. The FTA requires that the contract goes to bid every five years. Ms. Carpenter asked if we always need to take the lowest bid. Metro County Connect Coordinator Congdon replied that was requirement as long as it is determined the contractor is capable of providing the service.

Ms. Moxley asked if there are any priorities for dialysis patients, medical appointments, etc., and if not, how are these requests accommodated. Apple Transit Director Shaw stated that there are no priorities and Metro County Connect is a first-come, first-serve service and we have always operated under these guidelines. We do our very best in offering passengers the time that they need to travel. If the exact time is not available, they will be offered the very best time to get you to your appointment.

## XI. MISCELLANEOUS COMMENTS

Mr. Reid stated that he read in the newspaper today that Metro was getting two new vans. Metro County Connect Coordinator Congdon stated that the article was referring to the Community Service Van Program and Paratransit Specialist Coulson could explain that in more detail. Paratransit Specialist Coulson stated that the Community Service Van Program was replacing two vans with the same size vans as the Metro County Connect vans.

Chairperson McGowen also stated that the newspaper article referred to a van being housed in Vicksburg at the South County Service Agency. Paratransit Specialist Coulson confirmed that one Community Service Van will be housed in Vicksburg under a contract that was approved by the City Commission. South County Community Services will not be receiving one of the new vans. Mr. Reid asked how these vans were funded. Metro County Connect Coordinator Congdon stated that they are funded under the Specialized Service Program through the Michigan Department of Transportation.

Chairperson McGowen stated that the Nominating Committee needs to meet between now and November. Metro County Connect Coordinator Congdon will email the committee to schedule a meeting. Metro County Connect Coordinator Congdon stated that there is an opening for a senior representative and a disability community representative since Chairperson McGowen is not eligible for other term.

**XII. PUBLIC COMMENTS**

There were none.

**XII. ADJOURNMENT**

There being no further business to come before the Transit Authority Local Advisory Committee at their meeting of September 19, 2012, Chairperson McGowen adjourned the meeting by consensus.

The meeting was adjourned at 3:12 p.m.

**NOTE:**        *Formal Transit Authority Local Advisory Committee approval of these minutes will be recorded at the next scheduled meeting.*

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Missy Coulson, Recording Secretary

Date: September 19, 2012