



AGENDA
CHARTER TOWNSHIP OF MERIDIAN
MERIDIAN TRANSPORTATION COMMISSION
October 18, 2018 6:00 p.m.

1. CALL MEETING TO ORDER
2. APPROVAL OF AGENDA
3. APPROVAL OF MINUTES
 - A. September 27, 2018
4. PUBLIC REMARKS
5. COMMUNICATIONS
 - A. Received and on file:
 - o Commissioner Hudson- Redi-Ride
6. PRESENTATION
 - A. Capital Area Transportation Authority (CATA)
7. COMMISSION DISCUSSION
 - A. Local Road Conditions and Local Road Millage
8. COMMISSION COMMENTS
9. NEXT MEETING DATE
 - A. November 15, 2018 Central Fire Station Community Room
 - B. Township Board Meeting November 8, 2018
10. ADJOURNMENT

DRAFT

CHARTER TOWNSHIP OF MERIDIAN
MERIDIAN TRANSPORTATION COMMISSION (MTC)
MEETING MINUTES OF SEPTEMBER 27, 2018

PRESENT: Commissioners: Chair Hackbarth, Vice Chair Potter, Deschaine, Beavers, Kolbasa and Hudson.

ABSENT: Commissioner Vagnozzi

STAFF: Mark Kieselbach, Director of Community Planning and Development and
Ken Plaga, Chief of Police

1. Call Meeting to Order

Chair Hackbarth called the meeting to order at 6:03 p.m.

2. Approval of Agenda

Vice Chair Potter asked the agenda be amended to add a discussion item regarding safety issues on Grand River Avenue.

Commissioner Deschaine moved to approve the agenda as amended

Seconded by Vice Chair Potter

VOICE VOTE: Motion carried unanimously

3. Approval of Minutes

Vice Chair Potter moved to approve the minutes of August 23, 2018 as written

Seconded by Commissioner Deschaine

VOICE VOTE: Motion carried unanimously

4. Public Remarks

None

5. Communication

None

6. Commission Discussion

- Director Perry provided the Commissioners with a copy of the PASER Rating Summary and Street Asset Management Plan for the Township. Copy on file
- Pavement Surface Evaluation and Rating (PASER). A visual inspection of roadways to evaluate the pavement surface condition.

- Asphalt pavements at various conditions based on three functional rating categories: Very Good 8-10, Good/Fair 7-4 and Poor 3-1.
- Maintenance treatments include:
 - Routine Maintenance-street sweeping and plowing
 - Preventative Maintenance-crack sealing, joint repair and pavement surface treatments
 - Structural Improvements-reconstruction
- Treatment options:
 - Crack Seal: Overband method where joints are cleaned and then quickly sealed
 - Chip Seal with Fog Seal: Applying a fog seal over a chip seal base layer, which prevents loose aggregate on the pavement surface.
 - Cape Seal: Applying a Microsurface over a chip seal, providing a smoother surface than a chip seal
 - Hot In Place Recycling (HIPR): Grinding the top layer of asphalt and then heating it up and placing the recycled asphalt back in place.
 - Crush & Shape: Grinding/crushing the existing asphalt and a thin layer of the base and then compacting and regrading it, 3.5" of new asphalt surface is then placed on top.
 - Reconstruction: Includes removing the existing road and replacing it with a completely new base (9"), and asphalt surface (3").
- Funding needed to reach a rating of 8 on all roads is \$3,500,000 per year.
- A millage rate of 2 mills would raise the \$3,500,000 per year.
- Citizen survey question regarding if people would support increased road millage.
- Opportunity for advanced funding to show immediate benefit.
- Consensus of the Commission was to support a recommendation to increase the road millage.

7. Commission Comments

Vice Chair Potter spoke to his concern with safety along Grand River Avenue regarding accidents at the intersections, potholes, debris in the road and the road not being swept. He would like the Commission to recommend the Township Board meet with representatives from Michigan Department of Transportation (MDOT) to discuss safety and maintenance for Grand River Avenue.

8. Next Meeting Dates

Transportation Commission's next meeting is October 18, 2018 in the Central Fire Station Community Room

Township Board's next meeting is October 2, 2018

9. Adjournment

Chair Hackbarth called for a motion to adjourn the meeting

Vice Chair Potter moved to adjourn the meeting

Seconded by Commissioner Hudson

VOICE VOTE: Motion carried unanimously

Meeting adjourned at 7:48p.m.

Mark Kieselbach

From: Karla Hudson <Hudson.KC@live.com>
Sent: Tuesday, October 02, 2018 8:59 AM
To: Mark Kieselbach
Subject: Communications for the transportation commission packet Oct. 18

Hello,

I want to recount for you all my evenings experience with Redi-ride and CATA scheduling staff on Monday Oct. 1. Let me start by saying this needs improving because if it is happening to me I can only guess it has happened to others who do not have the advocacy skills to speak up for the problems with transportation.

I had this evening a "window" of 5:35/5:50 needing to be at the Community Music school on Hagadorn at 6:25.

I wait with my son who I am taking to piano lesson. At the end of the "window" at actually 5:51 I phone CATA to see where my ride might be and if it might be coming soon. Upon calling the number and choosing the option that individuals use when they are having ride difficulties I am put on hold for about 13 minutes attempting to find out where the ride is and how much longer I must wait. When I do reach the individual at CATA I have difficulty hearing his name. I ask him if he can tell me about my ride and he indicates that it will be another 15 minutes, (now approx.. 6:03). I ask if he knows if I will be going right to my destination once I am picked up. He indicates not really knowing and that I will need to work that out with the driver. So the writing is on the wall I am not going to make it to my child's lesson unless I take care of my transportation myself. I obtain a Lyft and am off to the music school by 6:12. Still know CATA Redi-ride to be found. I attempt to do the responsible thing and call CATA back to let them know I have found another option and to alert their Redi-ride driver of the fact. I am rewarded by being put on hold for another approximately six minutes. Upon again getting the individual at CATA who I still am unable to understand his name I do inform him that I feel the staff is doing a "terrible job." He begins to tell me that he can't do anything about the drivers. I attempt to explain to him that I just want him to alert the Redi-ride driver that I no longer need the ride. In the midst of this conversation I sense that he might be a little confused about what service I am referring to as he states something like "Oh, you were talking about Redi-ride in sort of a vague tone. He also is very irritated that I am "insulting" his way of managing my needs given my comment about doing a "terrible job." Instead of using some customer service skills with my obvious frustration with long holds and a ride that did not show up he hangs up on me.

Once my son is settled in his lesson I decide to call back to CATA as I am concerned that the scheduler I have been speaking with thinks I want to cancel my return trip on SpecTran at 7:07PM given his vague response to my request to cancel Redi-ride in our previous conversation. I attempt to phone him several times and he argues with me, indicates that I am insulting him when I ask for his name as I suggest to him I did not understand his name in prior conversation as he mumbles and have the experience of having him hang up on me several times. Furthermore, "Chuck" (I finally learned his name) never does tell me if my ride is still scheduled and Chuck suggests "you can just go look up the time yourself." In one of my phone calls with him I request to speak to a supervisor. He suggests that I should know that such a person is not available in the evenings. Really! We are paying so much more for transportation and a dissatisfied customer does not have any options to speak to some person of authority.

By the way, my daughter indicated that she saw the bus go by our home at about 6:22. So much for communicating to the driver that we no longer needed that ride. There is so much wrong with all that happened this evening. A ride that came about 47 minutes after the "window", long hold times and scheduling staff that have no customer service skills. I am amazed that the old problems of the past with CATA are continuing to creep back in to the system. We have all had great hopes that with new leadership and increased funding we would not see ugly situations such as what happened this evening continue to occur. Over the past week I have not only had this experience this evening but attempted to schedule rides the day before and really struggled to get the rides I needed and actually never did achieve a ride in the

3:00/4:00 time slot even though I planned a day in advance. I can only guess I was competing with the school students again and issue that just seems to drag along with nobody addressing that problem either.

So now we have doubled the price on Redi-ride and we are still having the same challenges as before. The capacity problems still exist as demonstrated by my struggle to get rides even with planning the morning before. A Redi-ride service that is unable to meet the scheduling as demonstrated by my experience this evening. Even the ride times I am given to go to the music school seem ridiculous as I make these rides days in advance and I am usually given a "window" almost an hour prior to my drop off need when the music school is a ten minute drive from my home. Again, how great this is all working with all the new money flowing around. Meanwhile, the state workers are getting free bus service but we in the township, the persons with disabilities and the senior citizens can hardly get a ride and have to pay double the price. Keep in mind I only use this service at most one time a week and this is the experience I get so consider what this might be like for the everyday rider.

Regards,

Karla Hudson

MERIDIAN REDI-RIDE SERVICE
 FY 2012 - FY 2018 Review
 October 15, 2018

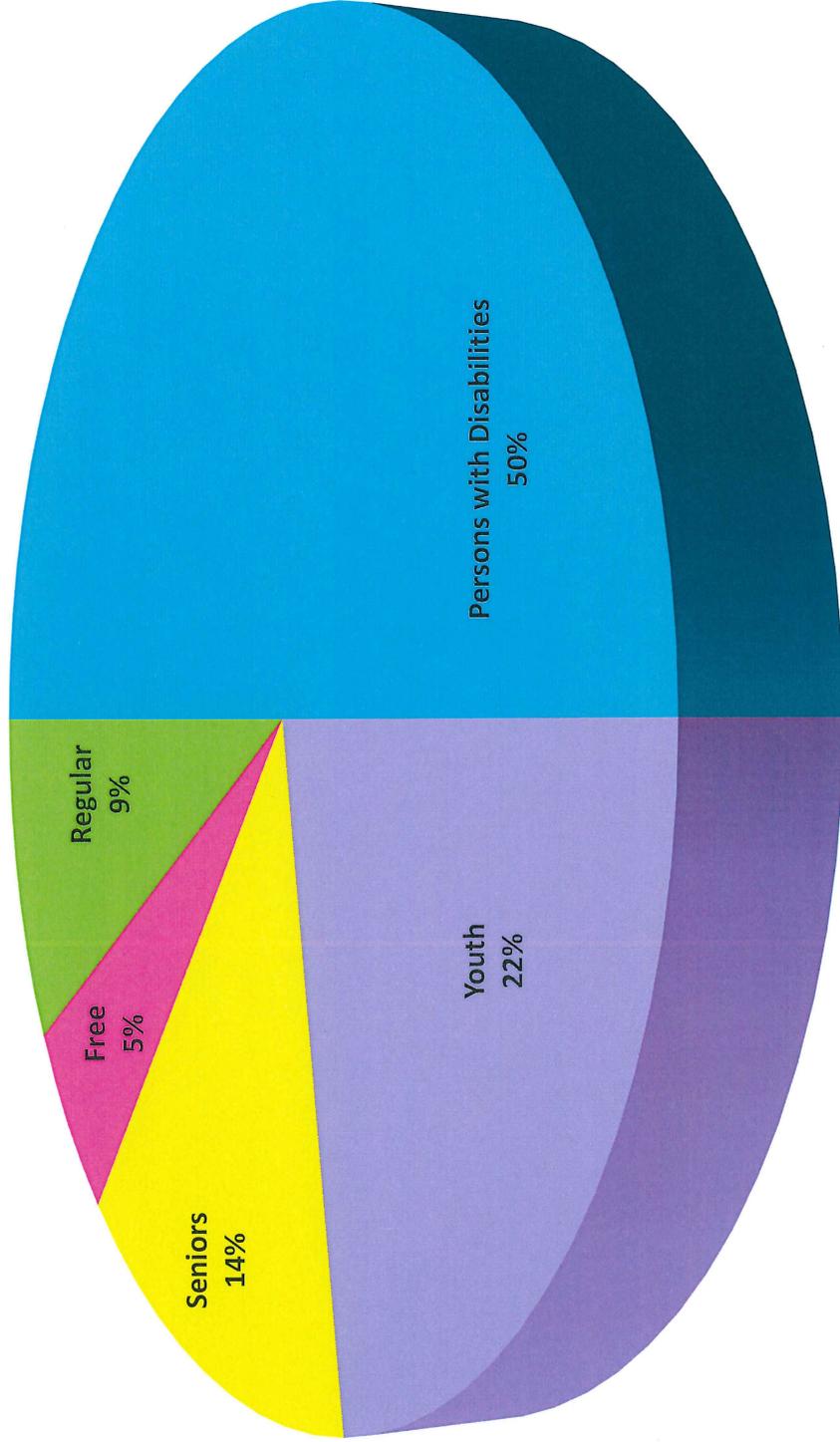
	<u>MERIDIAN TOWNSHIP</u>				
	<u>Vehicle Hours</u>	<u>Ridership</u>	<u>Tax Revenue Received by CATA</u>	<u>Tax Revenue (Cost) Per Hour</u>	<u>Tax Revenue (Cost) Per Passenger</u>
FY 2012	7,841	21,413	\$335,000	\$42.72	\$15.64
FY 2013	7,604	20,303	\$295,000	\$38.80	\$14.53
FY 2014	7,731	19,813	\$298,000	\$38.55	\$15.04
FY 2015	7,954	19,927	\$310,000	\$38.97	\$15.57
FY 2016	7,959	19,874	\$320,000	\$40.21	\$16.10
FY 2017	7,968	19,239	\$326,000	\$40.83	\$17.02
FY 2018	8,102*	19,852*	\$335,000	\$41.35	\$16.87

* Vehicle hours and ridership for FY 2018 is through September 30, 2018

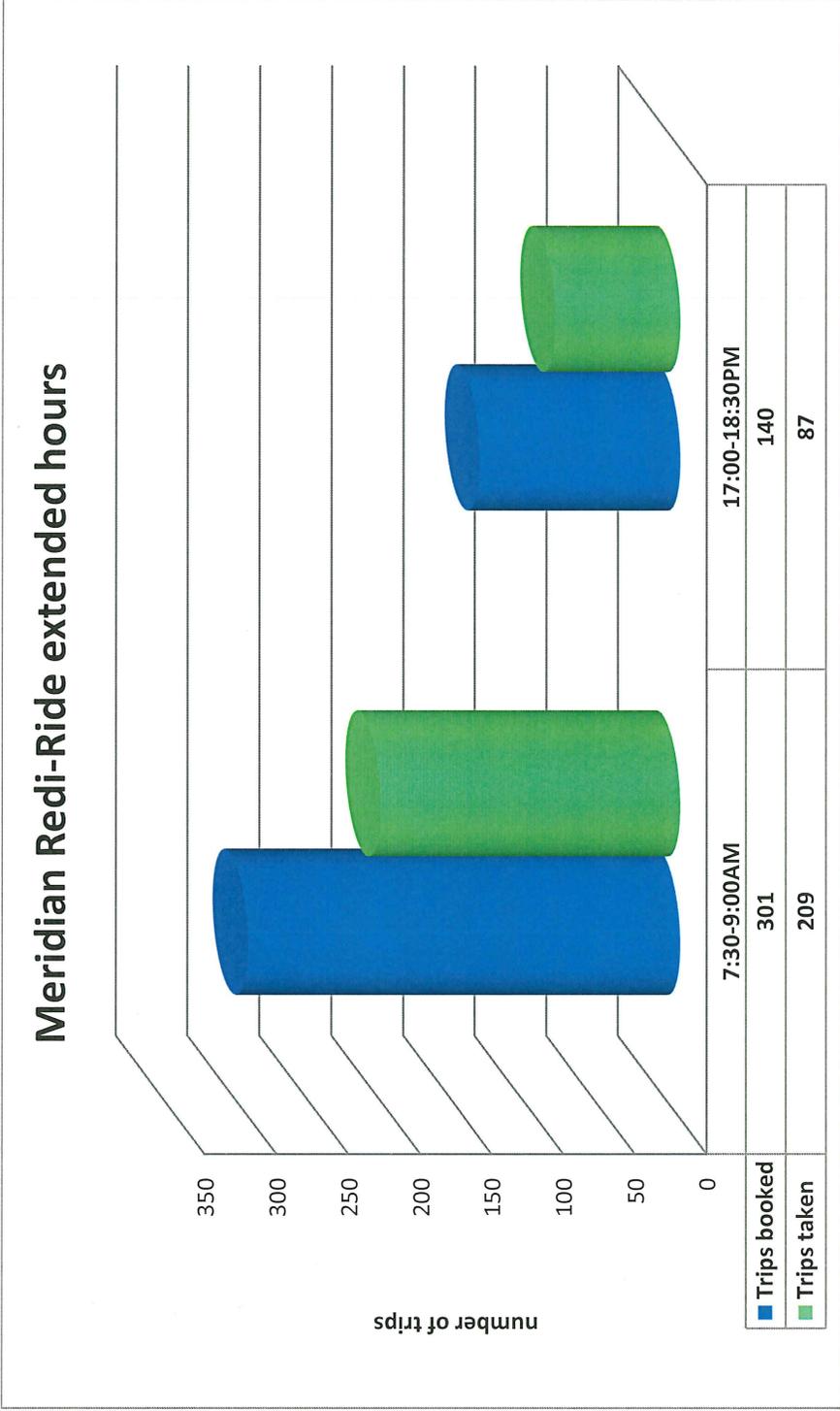
For FY 2018, CATA contributed an additional \$110,600 (approximate) in costs to supplement the Meridian Township special millage for present-day Meridian Redi-Ride service. This includes CATA providing dedicated buses and operators; all maintenance and fuel; management oversight; data collection and reports; ride requests/customer service personnel and technology.

Percentage of Meridian Redi-Rides by Type: FY 2018

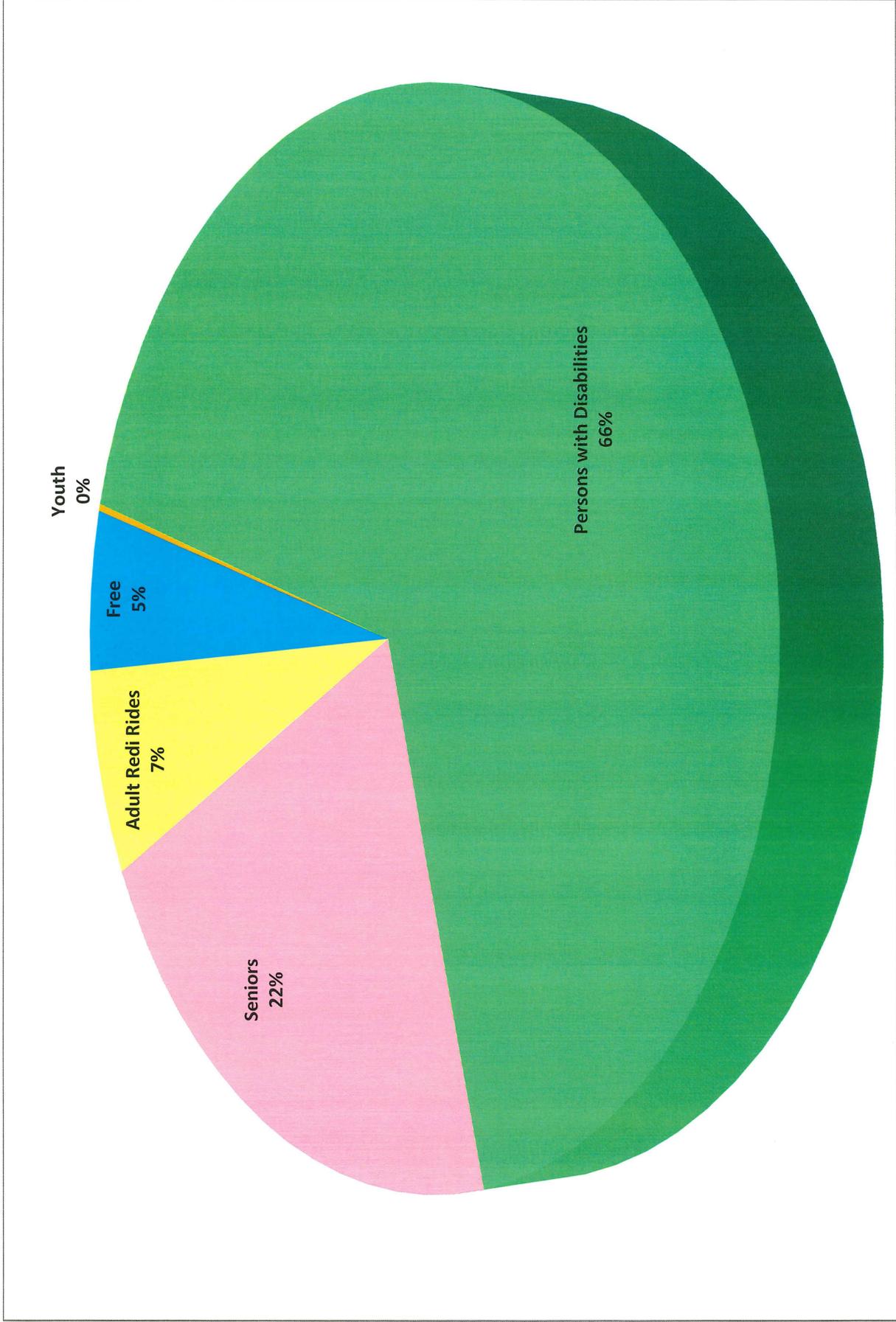
FY 2018



Meridian Redi-Ride trips Booked vs. Trips taken from August 27, 2018 thru October 12, 2018



Percentage of Saturday Meridian Redi-Rides by Fare-type FY 2018



FY 2018 Saturday Meridian Redi-Ride by fare type

Persons with Disabilities	1141
Seniors	371
Adult Redi Rides	117
Free	91
Youth	4

October 2016 -September 2018 Meridian Township Redi-Ride Bookings Analysis

Month	Total Trips Booked	Capacity	% of Capacity Denials to Total Bookings	Client Refusals	Client Refusals as % of Total Bookings	Cancels	% Cancels	No Shows	% No Shows	Days of Operation this Month
Oct-16	2119	50	2.36%	5	0.24%	314	18.5%	189	8.92%	26
Nov-16	1961	54	2.75%	6	0.31%	247	18.5%	225	11.47%	26
Dec-16	1955	31	1.59%	1	0.05%	184	9.4%	260	13.30%	24
Jan-17	2260	50	2.21%	1	0.04%	313	13.8%	296	13.10%	26
Feb-17	2046	60	2.93%	1	0.05%	221	10.8%	218	10.65%	24
Mar-17	2193	39	1.78%	4	0.18%	238	10.9%	223	10.17%	27
Apr-17	1689	21	1.24%	4	0.24%	200	11.8%	144	8.53%	25
May-17	2063	28	1.36%	4	0.19%	273	13.2%	135	6.54%	26
Jun-17	1634	11	0.67%	1	0.06%	157	9.6%	137	8.38%	26
Jul-17	1424	11	0.77%	0	0.00%	192	13.5%	141	9.90%	27
Aug-17	1672	7	0.42%	3	0.18%	197	11.8%	146	8.73%	27
Sep-17	2115	5	0.24%	0	0.00%	206	9.7%	211	9.98%	25
Oct-17	2238	33	1.47%	0	0.00%	288	12.9%	195	8.71%	26
Nov-17	2173	38	1.75%	4	0.18%	278	12.8%	196	9.02%	26
Dec-17	2045	28	1.37%	4	0.20%	216	10.6%	195	9.54%	25
Jan-18	2189	15	0.69%	1	0.05%	371	16.9%	224	10.2%	26
Feb-18	2098	47	2.24%	1	0.05%	388	18.5%	188	8.96%	24
Mar-18	2215	39	1.76%	2	0.09%	290	13.1%	194	8.76%	27
Apr-18	1922	47	2.45%	0	0.00%	240	12.5%	151	7.86%	25
May-18	2291	73	3.19%	4	0.17%	382	16.7%	132	5.76%	26
Jun-18	1706	22	1.29%	3	0.18%	302	17.7%	96	5.63%	26
Jul-18	1331	5	0.38%	0	0.00%	233	17.5%	73	5.48%	26
Aug-18	1662	13	0.78%	0	0.00%	231	13.9%	103	6.20%	27
Sep-18	1897	21	1.11%	8	0.42%	303	16.0%	92	4.85%	25
Total	46898	748	1.59%	57	0.12%	6264	13.4%	4164	8.88%	618

Percentage of Meridian Redi-Rides by Type: October 2016-September 2018

October 1, 2016 - September 30, 2018

