**From:** Dianna Martinez <dmartinez@ashevillenc.gov>
**Sent:** 7/6/2018 8:33:10 AM
**To:** Kim Roney <mskimroney@gmail.com>
**Cc:**
**Subject:** Re: Draft TC Minutes 19 June 2018

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Thank you Kim.

**Dianna Martinez**
*Account Clerk*

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On Thu, Jul 5, 2018 at 10:02 PM Kim Roney <mskimroney@gmail.com> wrote:

Adam, Ed, TC Members, and Staff,

The draft TC minutes for June are attached and available in their entirety here:

**Transit Committee** **Regular Meeting**
**Minutes - Draft** **Tuesday, June 19, 2017**

**Attending:**
**Committee Members:** Adam Charnack, Chair; Kim Roney, Secretary; Angi West; Bruce Emory; Thomas Lodwick; Sabrah n'haRaven; Gary Ray
**Absent:** Ed Johnson; Calvin Allen; Eric Miller; Dana Williams;
**City/ART Staff:** Elias Mathes, Transit Planning Manager; Jacob Stein, former Transit Planning Apprentice; Joe Brooks, Director of Operations for RATPDEV; LaShawn Abrahams, ART Director of Operations; Erick Hawkins, ART Director of Safety & Transit Security; Bridget Herring, Energy Program Coordinator
**Public:** Tom Tomlin

**3:32 Call to Order:**

- Intro by Adam
  - Welcome Announcement by Kim
  - Adam: Passing role of welcome announcement to the right every meeting now.
  - Agenda: Adam motion, No 2nd, passes unanimously
- Adam: Add I-26 FBMPO vote discussion to New Business.
  - Sabrah: Important Council meeting tonight at 5. If we run over, it's going to be an issue for some of us.
  - Adam: Made a light agenda anticipating the TMP would be on the Council agenda. Thanks for reminder.
- May Minutes:

- Sabrah: clarification on page 2 of the NCPTA
- Bruce: motion, Gary 2nd, passes unanimously.

**3:38 First Public Comment**:

- David John Boshart, resident of Asheville Terrace Apartments off of Tunnel Rd. Left Care Partners at 2:25 to get here. Lost drivers license 4 weeks ago due to epilepsy. Today I attempted to figure out how to get here in the morning. Waited 56 minutes at a bus stop at long shoals road, not seeing a bus. Used to be a regular attender of a committee 5-7 years ago. Curious about changes being made. Seeing a lot of things taking place, seeing a lot of things I thought would've improved since the last time I used the bus. Also attending Council and Commission. Used to be on Mayor's disability advisory committee, but found out that's been dissolved. Trying to be a good citizen.
  - Ely: What time? bus stop?
  - David: At 1:25, got to bus stop at 1:35. Boarded bus at 2:45. Had to walk about 200 yards the other direction because the person on the phone told me the N bus was inbound when it was outbound.
  - Kim: Clarify board membership and attendance.
  - Adam: One thing we've been working on for a long time is our TMP, which we do in theory every 5 years. Ely pushing forward as soon as possible. Were supposed to see Council vote on it today, and for a lot of good reasons, it's expected to be finalized in a month. Information is on line.
  - David: The first sign I saw that there was a meeting today was a poster that the meeting was on South Charlotte.
  - Bruce: That would've been a notice for last night's meeting.
  - Adam: Can still access the plan online. As it's written, plan calls for improving service. Though your experience wasn't great, it wouldn't have been an option prior to June of last year since that service is new.
  - David: Last time I called the bus station to ask about this meeting, was on the phone less than 30 seconds and it was disconnected. All I asked was when the N bus would come downtown.
  - LaShawn: Trying to catch N bus into town?
  - David: Asked for departure time from that location. Saw the bus outbound at the same time I was told it was coming inbound by dispatcher.
  - Kim: Not lost on me, and certainly for many of us why rely on bus transit as only source of transportation, that it takes a great deal of work to be here. And I know it'll take you as much time to get back. Thanks for making effort today.
  - Angi: Agree and thanks.
  - David: As long as my health endorse, I'll try to come back.
  - Adam: Echo thanks for participation.

**3:49 Noteworthy Rider Experiences**

- Sabrah: Getting a lot of complaints about transit center and bathrooms to Better Buses Together.
- Angi: Always had difficulty calling dispatch, and imagine staffing issues. The NextBus bus app has its faults, so when you have issues, you call dispatch. From 5:30-7:30p on W2 are this mystery land with "tricks" on messaging for when the bus is coming. I have options to ask co-workers, but wonder if that wasn't the case. If I don't know anything, and don't have information, imagine the frustration. Thinking about communication need and next step of the app. No predictions for large portions of the day.. can we have something better? Found out later the bus was stuck with APD on Haywood. Communication is a better plan…
  - Erick: What time most common?
  - Ely:
    - 1. We have an open RFP for replacing the current app. Whatever we get out of that is going to be better. Will have more info at next meeting.
    - 2. When there's a major delay, we need to do a better job of manually putting the information out, like with text alerts.
    - 3. There's an issue with the W2 being chronically late every day. Taking PVA out of that route will help with OTP as soon as next July.
  - Angi: City notifications, that kind of information, makes a big difference. Also, a person has to do that, and I always think about that in terms of staffing.
  - Kim: Under the impression they didn't all have GPS since W2. Happened to me with the N2 outbound.
  - Angi: Why getting the bus trick?
  - LaShawn: Sent that info to them.
  - Ely: Glitches happen too frequently.
  - Adam: When would implementation take place for new system?
  - Ely: In RFP, try to have new system up and running in September of 2018.
- Kim: on Thursday the 14th, riding the W5 inbound - the Swiftly app said I still had 4 minutes as I was walking up to the stop at Western Carolina Ministries, but the bus pulled up to the stop. I ran to try to catch it, and even though it meant waiting about 4 second, the driver made it! Thanks was shared with the driver, but wanted to give a shout out here.
- Kim: Today, there was a 16-wheeler in the Westgate ramp in front of the same bus stop. Had to flag down the driver, but they were able to move swiftly. GOOD DRIVING!
- Thomas: W2 inbound was 20 minutes late. Didn't end up being terribly late because they sent replacement vehicle. Have been riding the bus every day this month.
  - Angi: Was the same day I was experienced broken down bus. Usually ask the driver what happened so I can have mental understanding instead of frustration. Imagine it's better for them too to answer with information instead of reacting to frustration.

**4:02. Update on ART Station Projects w/ Walter Ear**

- Walter: Went out for bid a month about and got zero bidders. It's a relatively small project.
  - Gary: What was the scope?
  - Walter: On the North lane, a steel plate is covering the erosion.
  - Facilities renovation project: Just selected consultant. Renovating ticketing office, loading platform, and extending curbs all the way to the street to correct ADA issues. Also, adding PV arrays. Transit Center built in 1996 with last major renovation in 2001. Last TMP recommended modest improvements every 10 years.
  - Gary: Include WIFI?
  - Walter: Yes, spoke with IT about getting WIFI there.
  - Walter: Planning to have design complete by Thanksgiving, going to Council in Jan/Feb of 2019. Construction would take about 10 months.
  - Gary: Contracting for design?
  - Walter: Clark-Patterson-Lee has the contract and were the original designers in 1996.

- Bruce: What kind of improvements?
- Walter: Passenger restrooms are private/lockable. Opening up with stalls to make them not lockable. Working on waiting area design.
- Bruce: Same footprint?
- Watler: Yes, 900k doesn't go very far.
- Walter: Wifi, wayfinding, furniture, benches, and land updates.
- Ely: Have stories of the sink being ripped off the wall in the bathrooms. Talking about more durable materials.
- Angi: Exterior?
- Walter: Not there yet.
- Ely: Will have input session at the TC asking for smaller improvements. Heard request for changing stations, which hadn't previously been considered.
- Sabrah: Talking to HHS/Post Office for what to do while bathrooms are being renovated?
- Walter: under consideration.
- Sabrah: Assume solar panels will power bus station itself?
- Bridget: Panels will generate more energy than station needs. Don't have batteries, so power will be sold back via grid.
- Walter: Will effectively be a net positive?
- Sabrah: How much money?
- Bridget: 8k post array.
- Angi: Revenue line item for transit?
- Ely: Coming from and returning to Sustainability Dept.
- Walter: Will return in Aug/Sept with visuals.

**4:15 New Business**

- Electric Bus Wrap Design w/ Ely: Emissions language tied to tailpipe. Planning trip to Protera in the next month with staff and bus drivers for training. Talking about bringing TC members along so will give update.
  - Angi: Where is the factory?
    - Ely: Nice factory in Greenville. There's no oil, it's super-clean. Bringing marketing team to make video of buses being built.
  - Bruce: Current schedule for delivery?
    - Ely: Still on track for January, though perhaps earlier.
  - Gary: Interior design?
    - Ely: Focus on getting as many seats as we can. The seats don't have fabric cushions, os they might not be as comfortable, but they're easier to clean/maintain.
  - Gary: Wheelchair access?
    - Ely: Still kneel the same way. Don't know if they have rear ramps, but do in front.
  - Sabrah: Suggest edit of wrap design to remove Asheville Redefines Transit. Would like us to discuss, and this is the time, that redefines shouldn't be in our name anyway.
    - Adam: Considering redesign, there are somewhat significant changes in service, so curious if looking to rebrand. Echo Sabrah that there's nothing "redefined."
    - Ely: Not specific plan to rebrand, but don't see issue with taking "Asheville Redefines Transit" off the buses.
    - Kim: Sounds wise.
    - Adam: I don't know if there was a different kind of design planned. Only comment is that, if there's going to be a new design, it should be for all the buses. If considering exact same design, maybe change the "R" from "redfines."
    - Sabrah: Spoke with Ely - May not need to replace everything, just a soft launch. Can phase old stuff out, but the only problem is the bus wraps. If we just took out those letters and words, could be more more centered and aesthetically pleasing.
    - Adam: Could put the website and number together on both the back and sides. If you're sitting behind the bus, don't see someone calling the number.
    - Ely: The thinking was - if you're behind the bus and see an issue, you can find the number to call for complaint. If it's going past you, the number may not be memorable, but "ridetheart.com" is more so.
    - Adam: So number for complaints, but website to encourage riders. Teasing but it makes sense. Kim: I think you could get information about complaints from website, but people know it's standard to have a number on the back of large vehicles.
    - Adam: If someone is in traffic behind the bus, the website might be a place for drivers to get information about getting out of their cars.
    - Kim: "ride the art" is more memorable than a phone number. Not inclined to suggest both because of the cluttered design and requirement for smaller font size.
    - Thomas: What about those without internet access?
    - Ely: Phone number is on all the bus stops. Decision to be made right now? Just the website? We're going to be looking at these for the next 12 years.
    - Adam: Motion to replace number with website on wrap, Angi 2nd.
    - Kim: Thomas, what are your thoughts on that? If we don't have the phone number anywhere on the bus, people who don't have internet access won't have access to contact info.
    - Thomas: We've talked a lot about it, and if the number is on all the stops and at the station, I don't know how much people pay attention anyway, so don't want to get over-worked about it.
    - Angi: Find it funny to think about how hard it is to communicate with dispatch, to expect someone to take a message regarding complaint is the only expected response.
    - Passes unanimously.
    - Ely: Confirming that ART will remain, perhaps useful for "Asheville Regional Transit" but the words "Asheville Redefines Transit" will be removed from wrap.

- NCPTA Update w/ Ely: Does awards every year, and one is a transit advocate award. Submitted Amy Cantrell and she won! She does a ton of work in advocacy, and I appreciate that she's an activist who's working with staff, and it's leading to positive action.
  - Sabrah: And right now, she's out there at a rally trying to push for a better budget.
  - Ely: She's not here today, so will present later.

- Transit Committee Appointment Renewal w/ Adam: Roster not attached, but Kim Roney's seat up is up for renewal expiring July 1st.
  - Ely: Clarify that it's connected to your term on MMTC.
  - Adam: This is the time to talk about renewing membership.

    - Kim: I guess I'll just add that - we got a lot of work done, and I really love my neighbors here. Even though it feels like there's a point where you have to let things go, and I've seriously considered that, we have to implement this TMP and it's going to require a great deal of work on funding and advocacy. There's still a lot more to be done, and I'd be honored to continue serving with you.
- Gary: Motion recommending Kim to MMTC for reappointment of Kimberly Roney, 2nd from Sabrah, passes unanimously.
- Gary: Reviewed the minutes. Mr. Miller did not show up after elected. Had to go back to application, called encouraging him to be here. Concerned that we pushed him through and then we didn't see him anymore.
    - Kim: Thank you for calling him Gary. I contacted Eric as well, and he said he had hoped that his job could be flexible, but it is not, so he cannot attend at this time. Asked him to reach out to Adam, but asked to share with ya'll. Noticed that the SACEE page has notice regarding consideration to change meeting times for new applicants. Something we might consider in the future, but for now, it's my job as secretary to note that he is at 100% non-attendance, which means we may need to make his seat open.
    - Thomas: Does he know that's what's coming?
    - Kim: I did talk to him about that and shared the email with the chair. Expressed that he might be removed from committee, and asked him to attend since we were excited to serve with him and understand that he was eager too.
    - Sabrah: Erick was at TMP plan meeting last night.
    - Ely: Spoke with him too.
    - Bruce: Puts him right at 75%.
    - Adam: If he's relayed to you that he's not able to attend at all…
    - Thomas: Reluctant to act on it now.
    - Gary: If we don't act, may be monkeying with our quorum.
    - Kim: confirming Eric's message regarding work conflict.
    - Angi: If there was any communication that we could adjust time, it could be misleading.
    - Kim: That was on the SACEE website, but there is precedent. I was told when I applied and couldn't originally make the meetings that the times were set by the seated members. The only option I have is that we could poll another time.
    - Bruce: Had that discussion months ago and decided it was a good compromise. If we push it later, have a hard time attending via bus.
    - Sabrah: I think moving the meeting should be considered if someone's already on the board and attending well.
    - Thomas: First time we're talking about it. We were clammering for representation from someone who's on his exact route. Want to be super clear and it wasn't on the agenda.
    - Adam: Agree.
    - Gary: Will you put that on the agenda for next month?
    - Adam: Yes. Would someone like to volunteer to call Eric? Happy to do it myself.
    - Gary: Frankly, at this point, it needs to come from our Chair. I've reached out, Kim's reached out, Ely's talked to him. It's time to be more official.
    - Ely: Erick's emails are bouncing, so consider calling.
    - Sabrah: Not sure if he's open to this, but if he has to step down, perhaps he might be willing to help recruit another representative from his route.
    - Kim: Missing opportunity to talk about this system. Hard to participate, even for the person who's just the representative needed to bring experience. When something happens that makes it challenging to participate, what do groups like ours do? We can't possibly be the only committee with this situation.
    - Thomas: Open to changing day/time of meeting if there's someone who can't make it.
    - Adam: Happy to consider meeting time and rather not revisit terribly often. Maybe annual review would make sense.
    - Sabrah: Intending to bring it up again. When we changed our date, it forced us out of City Hall. I think that's hurt the effort to get more members of the public coming. Worth revisiting.
    - Kim: Offering to add to motion and create poll. This may be the most accessible time, and have to consider staff accessibility.
    -