



Pierce Transit
Community Transportation Advisory Board
Pierce Transit Training Center
Rainier Conference Room
Minutes – September 18, 2014

CALL TO ORDER

Meeting called to order at 5:32 by Chair, Penny Grellier

ROLL CALL AND ATTENDANCE

CTAG members present: Penny Grellier, Paul Bala, Bridgett Johnson and Chris Karnes.

CTAG members absent: Tyree Smith

Pierce Transit employees present: Carol Mitchell, Public Relations Officer; James Sullivan, Administrative Specialist II; Monica Adams, Senior Planner and Jay Peterson, Transit Development Manager.

No members of the public were present.

CTAG MEMBERS AND STAFF REPORT ON ACTIVITIES

Chris Karnes and Penny Grellier spoke about sending a letter to former CEO Lynne Griffith and Interim CEO Jim Walton. Lynne's letter will thank her for her service at Pierce Transit and wish her well at the Washington State Ferry System. Interim CEO Jim Walton's letter will welcome him to Pierce Transit along with a request to meet with either the CTAG Board, or just Penny Grellier and Chris Karnes.

In two separate motions, Chris Karnes moved that a committee of the Chair and Vice-Chair be appointed to draft the two letters no later than September 22nd 2014. Penny Grellier seconded both motions. Motions carried.

Paul Bala brought up the change of Pierce Transit's new phone line prompts, specifically regarding SHUTTLE. He would like to have an easier way to reach SHUTTLE instead of listening to the prompts, especially for the sake of seniors and persons with developmental disabilities. According to Paul, the previous way to reach SHUTTLE, where the customer called a SHUTTLE specific number was much easier. Is it possible to revert back to this? Carol Mitchell will research this issue and present her findings during the October 16th 2014 meeting.

Penny Grellier shared about her meeting with Downtown on the Go. She mentioned October is "Try Transit" month. There will be some promotional activities sponsored by Downtown on the Go throughout the month. Carol Mitchell mentioned Pierce Transit also participates with the Downtown on the Go program and they will be doing some promotions including sending out a free two week bus pass to residents of specific bus routes to try PT service. If the resident returns the postcard indicating they tried out Pierce Transit, an ORCA card will be mailed to them free of charge.

Bridgett Johnson asked if any promotions will be occurring leading up to when bus transfers are no longer accepted. She also asked if any staff members will be present at transit centers to educate riders about the new policy, before it goes into effect. Jay Peterson reported they have delayed the implementation of the new "no paper transfer policy" due to some maintenance and training issues. A new date has not been scheduled until Pierce Transit has worked out all possible issues with the ORCA machines. When the new date is announced, Pierce Transit will deploy "Street Teams" at various transit centers for a period of time prior to the month we implement the change. The Street Teams will notify riders of the new fare and distribute free ORCA cards. An update on piercetransit.org should be published soon. Remember, riders who use their ORCA cards, will continue to get a two-hour timed transfer.

APPROVAL OF MINUTES

Chris Karnes motioned to approve the August 21st, 2014 minutes. Penny Grellier seconded. Motion carried.

PUBLIC COMMENT

There was no public comment.

STAFF PRESENTATIONS

Construction Project on 112th and Pacific/Route 4 – Monica Adams

- Monica Adams spoke about the construction which will be taking place on 112th and Pacific to make way for the new Route 4. Currently, Routes 204 and 410 make a diversion to the Parkland Transit Center which takes about 10 extra minutes each trip. This new route would continue down 112th St from east to west, eliminating the need to divert to the Parkland Transit Center, ultimately saving time. The construction will include a bus pullout in the eastbound direction, three additional bus stops at the intersection, benches, shelters, illumination etc. The original implementation of the new Route 4 was scheduled for February 2015, but will be pushed back until June 2015.

Chris Karnes asked if there was an accompanying increase in service slated with this. Monica informed transfers will occur at that intersection from Route 1 to Route 4. There will be some scheduling adjustments so Route 4 will be on the same frequency as Route 1. Jay Peterson mentioned Route 410 will also increase in frequency.

East G Street Bus Bay Expansion Project Next to Tacoma Dome Station – Monica Adams

- Monica Adams spoke about the creation of additional bus zones on East G Street between Puyallup Ave and East 25th St. The purpose of the project is to provide a more central and convenient passenger transfer facility. Since Tacoma Dome Station is already at capacity, this project will allow Pierce Transit to route additional services for riders. Benches, shelters and a sidewalk will be constructed, as well as replacing the trees while keeping the Dome District tree grates.

Though seven parking spaces will be eliminated due to this development, patrons of Freighthouse Square can still utilize the 80 designated parking stalls inside the Tacoma Dome Station. This project is currently in the design phase, but the designers are in the 95% completion level. Pierce Transit is optimistic about starting the construction beginning June 2015.

Sound Transit/WSDOT Amtrak Relocation and Trestle Replacement Project – Monica Adams

- Amtrak is going to implement a bypass route in the Puget Sound region and also replace their trestle located next to Freighthouse Square due to its age and functionality. Currently the trestle

doesn't have the capacity to allow Amtrak service to stop behind Freighthouse Square without blocking one of the side streets. Both the City of Tacoma and Sound Transit have been adamant this cannot happen. Amtrak will construct the new trestle and while that one is functional, tear down the current one and build the second one. The purpose behind these two projects is to improve on time performance and decrease delays.

The spring of 2017 is when this project should be completed and fully operational. There is still discussion with the Freighthouse Square owner of where the new station will be located. It's looking like the station will be on the west side of Freighthouse Square.

Customer Satisfaction Survey Results – Jay Peterson

- Jay Peterson handed out the 2014 Customer Satisfaction Survey Results. Pierce Transit has been doing this type of survey every three years since 1998. It's a way for our riders to give us feedback on the service we offer them. The topics covered in the survey included; satisfaction with bus drivers, buses, customer service, safety, frequency of service, etc.

Pierce Transit deploys intercept surveyors who ask riders which route they came from and are going to along with other basic information. They then ask if they would like to be contacted for a follow up phone interview. The survey was not conducted in 2013 due to the many routes and service hours which were eliminated.

CTAG Member Recruitment Process – Carol Mitchell

- Carol Mitchell spoke about the current CTAG member recruitment process. She shared an idea to have the application and publications more accessible to all community members. Penny Grellier mentioned connecting the CTAG recruitment advertisement with a contact she met in the Travel Ambassador Travel Training so it can reach a broader area of the community.
- The recruitment process (advertising portion) will begin in October.

PIERCE TRANSIT NEWS AND ANNOUNCEMENTS

Carol Mitchell - shared the following press releases and news:

- "Griffith to Leave Pierce Transit September 22 -- Board Names James Walton Interim CEO."

Next Meeting Date: October 16, 2014 at 5:30 PM.

ADJOURNMENT

The meeting was adjourned at 7:02 PM by Penny Grellier.

Submitted by:

Carol Mitchell, Public Relations Officer

Approved by:

Penny Grellier, CTAG Chair