

**Pierce Transit  
Community Transportation Advisory Group (CTAG)  
Pierce Transit Training Center  
Rainier Conference Room  
Minutes – May 26, 2016**

**CALL TO ORDER**

Chris Karnes called the meeting to order at 5:32 p.m.

**ROLL CALL AND ATTENDANCE**

CTAG Members Present: Cody Bakken, Chris Karnes, Tommy Manning, Roland Santos, Hongda Sao, Steve Schenk and Richard Zaluca

CTAG Members Absent: Denise Edington, Bridgett Johnson and Sandy Paul

Pierce Transit Employees Present: Penny Grellier; Business Partnership Administrator, Janine Robinson; Senior Planner, Peter Stackpole; Service Planning Assistant Manager, Ryan Wheaton; Specialized Transportation Manager

**INTRODUCTIONS:**

No introductions transpired.

**APPROVAL OF MINUTES**

Cody Bakken motioned to approve the April 28, 2016 CTAG Minutes. Steven Schenk seconded. Motion carried.

**CTAG MEMBERS AND STAFF REPORT ON ACTIVITIES**

Penny Grellier spoke about updates to CTAG's work plan.

Chris Karnes shared a statement of support related to Pierce Transit's comprehensive network analysis.

**PUBLIC COMMENT**

Betsy P. Elgar, local businesswoman and transit rider, read a statement pertaining to Pierce Transit's service and submitted a copy to the CTAG Board.

**DISCUSSION ITEMS**

1. **The Future of Commerce – Janine Robinson:** Janine Robinson shared a current project Pierce Transit has in store for the Commerce Transit Center and surrounding area. Pierce Transit is partnering with City of Tacoma and The Broadway Center for the Performing Arts to apply for an NEA grant for creative place making. The location will include Commerce and Broadway Street from 9<sup>th</sup> to 11<sup>th</sup>. Ideas for this creative place making include a cultural and transportation theme. Pierce Transit has already submitted requests for consultants to help with the project. The time frame for this consultant work will last from the fall of 2016 to summer of 2017. Janine reported that the City of Tacoma has already received a \$50,000 grant and Pierce Transit will match the grant. Pierce Transit currently has \$100,000 available for the project, but is also looking into the possibility of adding additional funds. Janine asked if any CTAG members would be interested in assisting the consultant team.

2. 72<sup>nd</sup> and Portland TOD – Janine Robinson: Janine informed that Pierce Transit was approached by a developer to utilize their property to build 52 apartment units designated for veteran housing. Janine presented a proposed drawing of the residency. There will be both single and family households built. Pierce Transit is currently working on a long term ground lease. Flowchart explaining process will be a year and a half. Federal Transit Administration and Board of commissioners must approve this proposal.  
Cody asked if security would be set up. Janine said typically with developments like this, there is usually 24 hours security.

3. SHUTTLE Scheduling Logistics and Efficiencies – Ryan Wheaton: Ryan gave an overview of Pierce Transit's SHUTTLE operation and schedule logistics. Ryan and Ba'Nai Curtiss spoke about procedures the department has implemented to improve how CSRs assist customers including scheduling reservations. Ryan also spoke about technology upgrades the SHUTTLE department is currently going through including the mobile data terminal on board vehicles and IVR software to connect Pierce Transit's phone system with the vehicle locator.

Another goal is subscription trip reductions. Pickup and drop off times average 11 minutes and they would like to reduce this to increase service efficacy. Currently they receive 600 calls a day as well as no show calls. They are exploring use of robo-calls to inform passengers when the vehicle will arrive which cuts down on customer calls.

4. Comprehensive Network Analysis Update – Peter Stackpole: Restore about 60,000 service hours in the coming year, which is the largest addition since the Great Recession. This analysis allows us to be more conscientious when assigning the service hours to our routes. Focus on areas that are missing transfers, rider requested destinations and gaps in services. Long term vision is how to coordinate our future growth with the Destination 2040 plan. The analysis includes public feedback via website and an interactive tool that allows riders to "build their own system." Next steps are to gather the data and engage community stakeholders. Community meetings will occur in the later summer and fall.

Chris Karnes asked when the service changes will take place. 12,000-15,000 hours restored in September 2016 and 34,000 in March 2017. Peter asked if CTAG could provide input. Peter mentioned the possibility of holding a public hearing to coincide with a CTAG meeting.

### **MEMBER DELIBERATION**

Members deliberated about potential CTAG member(s) to attend the meetings with the consultants pertaining to Commerce Transit Facility. Two members showed interest (Cody and Richard); Janine will let the group know how they can best contribute once the process is confirmed.

### **PIERCE TRANSIT NEWS AND ANNOUNCEMENTS**

Gig Harbor Maritime Festival – June 4, 2016; CTAG members are invited to assist at the outreach booth.

Joint CTAG/Board of Commissioners' Meeting – July 11, 2016 at 5:30pm; held in lieu of a regular July CTAG meeting. All members strongly encouraged to attend.

### **ADJOURNMENT**

Meeting was adjourned by Chair, Chris Karnes at 7:30 PM.

Submitted by:

Penny Grellier, Business Partnership Administrator

Approved by:

Chris Karnes; CTAG Chair