

LASSEN TRANSIT SERVICE AGENCY

September 11, 2017

(1) CONVENE:

LTSA's Regular Meeting convened at 1:37 PM by Chairman Garnier, in the Lassen County Board of Supervisors Chambers at 707 Nevada Street, Susanville, CA.

Commissioners Present: Albaugh, Garnier, Wilson, Hemphill, Franco, and Teeter.

Commissioners Absent: None.

Others Present: Dan Newton, City of Susanville; Marcelino Gonzalez, Caltrans; Matt Boyer, Lassen County Transportation Commission; Ron Leal, Paratransit; Larry Millar, David Knaut, and Cheryl Strange, LTSA Staff.

- 1.1 **Agenda Approval:** On a first by Mr. Albaugh, second by Mr. Wilson, it was unanimously passed to approve the agenda.
- 1.2 **Minutes Approval:** On a first by Mr. Teeter, second by Mr. Wilson, it was passed to approve the July 10, 2017, minutes. Mr. Albaugh and Mr. Hemphill abstained.
- 1.3 **Minutes Approval:** On a first by Mr. Teeter, second by Mr. Hemphill, it was passed to approve the March 14, 2017, minutes.
- 1.4 **Minutes Approval:** On a first by Mr. Wilson, second by Mr. Hemphill, it was passed to approve the Special Meeting, August 21, 2017, minutes. Mr. Albaugh and Mr. Franco abstained. Mr. Teeter was absent, but voted "aye".

(2) CORRESPONDENCE / PUBLIC COMMENT

- 2.1 **Correspondence:** None.
- 2.2 **Public Comment:** None.

(3) NEW BUSINESS

- 3.1 **Free Fare Day project:** Mr. Knaut reviewed information as provided in packets and stated his recommendation to include one day during the first week of the month and special events. He stated that the goal of offering free fare days is to raise awareness and gain ridership and suggested the use of a second city bus route on free fare days.

Discussion was held regarding what days to offer free fares, how ridership utilization will be tracked, funds available for advertising, and the best means for informing the public.

Mr. Albaugh asked if the free fares will apply to Dial-A-Ride. Mr. Knaut answered that it will apply to all services.

It was agreed to offer free fares for one day during the first week of October and adding a second bus during peak hours; October 7th for Rails to Trails, October 14th for fall colors, and November 11th for Veterans Day.

3.2 **Advertising and Marketing:** Mr. Knaut reviewed information as provided in packets.

Mr. Wilson recalled that the numbers did not work in the past.

Mr. Albaugh asked if trades for advertising with the radio station could work.

Mr. Wilson asked if this item could be tabled until next meeting with staff providing information discussed in 2013.

Mr. Knaut addressed a marketing request by JDX. Mr. Millar suggested tabling this item as well.

It was agreed to table both items for continued discussion at the next meeting.

3.3 **Security Camera Project Scope:** Mr. Knaut reviewed information as provided in packets.

Discussion was held to determine the best use of camera placement and program maintenance, use of project funding, and scope of RPF.

It was agreed to include inside cameras only and maintenance subscription options in the RFP.

3.4 **No-show and late cancellation policy for Dial-A-Ride services:** Mr. Knaut reviewed information as provided in packets.

Mr. Leal stated that there is not much of an issue at this time, but that it is growing as the program becomes more popular.

Mr. Albaugh asked if the policies have been presented to counsel. Mr. Knaut said that the document would be approved by counsel before final acceptance is requested from the Agency.

Mr. Leal proposed reprimand protocol and stated that offenders would still be able to use the public routes.

On a first by Mr. Franco, second by Mr. Teeter, it was unanimously passed to adopt the LTSA No-show and late cancellation policy for Dial-A-Ride upon approval by County Counsel.

(4) OTHER BUSINESS

4.1 **Reports by Executive Director and Staff:** Update on decrease of fare revenue.

Mr. Knaut reviewed information as provided in packets and stated that outreach has been made to the depot for feedback and efforts are still underway to seek additional comments via surveys. He said that based on survey results, modifications may be made to the route to make it more desirable for increased ridership.

Discussion was held regarding the van pool competition, comparisons between public and private transportation, and the possibility of raising the monthly pass for depot riders.

- 4.2 **Report by Lassen Rural Bus Manager/Staff:** Mr. Leal reviewed information as provided in packets and stated that employment status has changed since the report was prepared and recruitment is active for a mechanic. He suggested offering Wi-Fi on the depot buses.
- 4.3 **Matters brought forth by the Agency:** None.
- 4.4 **Set date for the next Regular Agency Meeting for November 13, 2017.**
- 4.5 **Adjournment:** 2:53 p.m.