

# Johnson County Paratransit Advisory Committee

## Minutes

November 19, 2024

### Present:

**Members:** Marc Rahe, Josh Moe, Vicky Robrock, Lisa Stone, Jerri MacConnell

### Ex-Officio:

**Others:** Dawn Alam, Angie Conard, Brock Grenis, Kelly Schneider, Madelyn Soen, Emma Simmons

### Absent:

**Members:** Susan Behel, Doug Thompson

### Ex-Officio:

**Others:** Darian Nagle-Gamm, Hannah Neal, Staci Humiston

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1. Call to order: 1:08
2. Open Discussion: None
3. Approval of last meeting's minutes: Moved by Marc 2<sup>nd</sup> by Dawn
4. Chairperson's Report:
  - a. Introductions:
  - b. Rider Survey: Sent out last summer, pie chart handed out to committee. 322 surveys returned, this was an increase from 2022 when 284 surveys were returned. 93% of the surveys returned were Iowa City or Coralville riders. One things riders are asking for is a way to know when the bus will arrive, buses are coming at the end of the 30 minute windows. The system has an estimated time but it's not exact. Thank you to Marc Rahe for compiling the data from the returned surveys.
5. Director's Report
  - a. ARPA update: This program is ending 12/6/24. Riders waiting for approval were able to use SEATS while pending, this will no longer happen. Discussion on the process to become a SEATS rider. Question – When was the last time a physician gave input on the application? SEATS can't answer this question, it would need to be directed the city where the person applied.
  - b. SEATS ridership is around 500-550 trips each weekday (up 50/day from last quarter) and about 80-90 each Saturday.
  - c. Johnson County SEATS continues to struggle with having enough drivers and vehicles for the demand for services. Electric Bus/Van will help when Same Day service ends. We've had an influx of applicants after advertising on our vehicles. A new route will be added once the same day service ends. "Now Hiring" signs were put on the SEATS buses and this is getting 10-15 applicants each week.
  - d. Novus Update: Passenger Portal/Delegates Portal. Online booking is in a pilot program right now, going well so far. This will be pushed out soon so more people will start using it. Delegates Portal – This will be used by Day Hab's, group homes and locations where multiple people in one location use the service. They will be able to make rides and update information on behalf of the group. This will save SEATS a lot of time.
  - e. Advisory Committee Member Update: Board of Supervisors approved Lisa Stone and re-appointed Marc Rahe, Jerri MacConnell and Doug Thompson. The term limits need to be discussed. Currently, all terms expire in the same year. SEATS is looking at ways to solicit new rider members.

- f. Questions?: Do we need to do something formal if we want to change the length of terms for rider members? Dawn will check with the Board of Supervisors in two years when it's time to re-elect. Where does funding come from for SEATS? There is a contract with Iowa City and Coralville and ECICOG provides funding for rural riders. They also receive funding from the Board of Supervisors, this covers the deficit. Dawn Alam is the representative for The Board of Supervisors, Vicky Robrock for Coralville and Josh Moe for Iowa City. After doing some research, it was decided the Marc Rahe should be a member, not an ex-officio.
- 6. Update from those in attendance at this Advisory Committee meeting: None
- 7. Next meeting: February 25 at 1:00 p.m. Johnson County Admin. Bldg.
- 8. Motion to adjourn: Moved by Marc – 2<sup>nd</sup> by Jerri 1:57p.m.