

Johnson County Paratransit Advisory Committee

Minutes

August 27, 2024

Present:

Members: Marc Rahe, Josh Moe, Doug Thompson, Dawn Alam

Ex-Officio:

Others: Dawn Alam, Angie Conard, Brock Grenis, Kelly Schneider, Hannah Neel, Madelyn Soen

Absent:

Members: Jerri MacConnell, Vicky Robrock, Susan Behel

Ex-Officio:

Others: Darian Nagle-Gamm, Hannah Neal

1. Call to order:
2. Open Discussion: Tabulating surveys but not complete. Approximately 135 surveys returned.
3. Chairperson's Report:
 - a. Introductions:
4. Director's Report:
 - a. ARPA update: bus will be on the road soon
 - b. SEATS ridership is around 450 trips each weekday and 80 each Saturday: Monday was over 500. School's back in session so numbers are up.
 - c. Surveys are back; Marc is helping tabulate them:
 - d. Johnson County SEATS continues to struggle with having enough drivers and vehicles for the demand for services: Getting the electric bus out will help, making the van available for rural rides. Iowa City buses are up for replacement soon, this will help. Electric bus was purchased with federal funds so SEATS needs to see if it can be transferred over to the county. SEATS is five casual drivers short of being fully staffed. Down four full time drivers, drivers are coming in for over time.
 - e. Novus update: implementation and passenger portal launch: Can book and manage trips online. This is much better than the old software. Service coordinators can now book trips for group homes. Rider feedback option is now available on software. Passenger portal should go out the first week of September. This will be announced slowly so we can make sure it is working correctly. Payment option is not set up yet.
 - f. Missed Ride Policy Update: FTA looks at all policies and procedures. SEATS current policy states that riders have 30 days to appeal a suspension. FTA told SEATS it needs to be 90 days. Iowa DOT also reviewed and said it should be 60 days. Research shows that it should be 60 days. SEATS will also be changing the length of time for a suspension. First offense will be one week, second offense will be two weeks. SEATS is currently enforcing a one month suspension for the second offense.
 - g. We are taking applications for Advisory Committee members. We had two individuals indicated that they were interested on surveys: Will update appointments with the board office.
 - h. JC Board of Supervisors appointed Dawn Alam (SEATS Director) to the Advisory Committee as the Johnson County representative.
 - i. Any questions? None
5. Update from those in attendance at this Advisory Committee meeting: Still working on updates to the software callouts.

6. Approval of last meeting's: motion by Doug 2nd Dawn

7. Next meeting: Nov. 19 at 1:00 p.m. Johnson County Admin. Bldg Room 120.
Adjourn 1:48