

# Regional Transportation Advisory Committee

Town of Great Barrington, Massachusetts

Wednesday, January 24, 2024, at 6:30PM

Present: Tate Coleman, Lyn Siborski (Monterey)(til 7:07), Justin Wald (til at 7:07),  
George McGurn (til 7:13), Deb Phillips, Bill Cooke, Gabrielle Brusseau

Guest: James Garzone (GB)

Absent:, Jamie Minacci, Bill Barth, Hannah Walton

Meeting called to order at 6:37 PM

Deb will send the draft meeting minutes to all members – August 2023 thru January 2024

## **Board positions** (review/discussion)

- Treasurer - Open position
- Unrepresented towns: Lee, Sandisfield and New Marlborough

## **Tri-Town Micro transit Pilot update**

- Update on progress, ridership report
  - Up to full staffing
  - 2 assistant managers/dispatchers – someone in charge during all hours of operation
  - Evening supervisor
  - Drivers – still have drivers in training; total team of 22.
  - We have the capacity for organizations to reserve rides online – can train COAs or other organizations. Need to reduce call volume and this is one tool.
  - App is open only to Simon's Rock students as a pilot and they can give good feedback; so far it is working well the past 2-3 weeks.
  - Anticipate opening it to everyone mid-February.
  - There will be a kiosk at the GB Senior Center to book rides; kiosk will allow people to check on their rides to make sure they are scheduled. The app will also allow this. Seniors will be able to book up to 100 days in advance. There will be training sessions on the app once it is up and running.
  - All of this will reduce call volume.
  - The new app is excellent and will allow tracking of on-time performance; present performance is 80% - within 10 minutes of expected time; our goal is 90% on average.
  - Working on a backup system for when drivers call in sick – looking to have 5 on-demand drivers to pick up shifts as needed.

Working on report of breakdown by town for December – switched software mid-month. Total ridership 1.257 – up 200 from November. Weekends have a core dozen to and from work; in between we have shoppers who are flexible and have been able to combine rides – average 3 people in pooled rides, weekdays have been increasing.

Bill is working with new website staff to get ridership information on the website.

Free ridership resulted in more flexible dynamic among riders.

Fare boxes now in all but one vehicle – this is working out well.

Simon's Rock has bought additional 500 tickets and the students will be using the app and it encourages ride sharing; considering a late-night (8:30 PM) fixed route to get students back at the end of the day.

- Compliance review update – all resolved except for written procedure in policy Manual that Chris is working on.

- Future/structure of the micro transit program

Applied for grant for 5 full time drivers plus a full-time reporting position – this can be for up to 2 years.

Hope to expand places where tickets are being sold – they are presently at the coop.

Rider survey will be released next week – on-line and print copies in the vehicles; enter to win at \$25 gift care, will ask Coop to offer \$25 gift card.

Tate will also be requesting a travel diary for his thesis.

We are working with Smitty on sustainability of the micro transit program.

Bus shelter by MACONY/FRC? Deb will follow up with Chris on this issue.

- Bus shelter art contest – discussion

### **Treasurer's report**

- Expenses - \$200 left in the account – use it by June 30; we will have the same amount available next year. Consider using it to promote the app once it is ready for prime time.
- Anticipated costs – none at this time

### **New & old business**

Intermunicipal agreement being reviewed for all member towns; there had been contracts for senior transportation with a second for micro-transit. The plan is for there to be only one contract.

Senior transit has its own advisory board with only two members; this board acts as advisory to micro-transit. We hope to have this committee to be designated as the advisory board for micro-transit with the capacity to There will be a name change as the number of towns has grown as part of this process.

Next meeting scheduled for Tuesday, February 27 at 6:30.

### **Citizen's speak – none offered**

**Adjourn meeting 7:32 PM**

Respectfully submitted by Deborah Phillips