

# **Handi-lift Advisory Committee Minutes**

**Wednesday, April 21, 2010**

**1:00 p.m.**

The Handi-lift Advisory Committee held a meeting on Wednesday, April 21, 2010 and it was called to order at 1:10pm. The meeting venue was the Hood Building's first floor conference room located at 200 S. President Street in Jackson, Mississippi. The following individuals were present: Sam Gleese, Napoleon Campbell, Willie Cook, Jr., Lee Cole, Dr. Scott Crawford, Namon Huliatt, Robert Joseph, Shanickey Kirkwood, Sam Tensley, Bonnie Thompson, Karen Robinson, Eddie Turner, Dewone Banks, Judy Sykes, and Mary Ann Robinson. Representing the City of Jackson were: Traci Brent (City of Jackson Transportation Planning Manager), Azande Williams (Deputy City Attorney, Litigation Division), and Benny Hopkins (Deputy Director of the City of Jackson Department of Planning and Development). In addition the following individuals were absent: Fred Myers, Irene Myers, and Jerri Walton.

The agenda was approved as read without additions by Dr. Crawford motioning, and Dewone Banks seconding the motion. Minutes from the previous meeting were distributed and were approved with Lee Cole motioning to accept the minutes as read without correction, and Dr. Crawford seconding.

Dr. Crawford stated that within the policy manual there were some issues with grammatical errors as well as possible errors with written procedures. Mr. Tensley responded by saying that currently they are looking over the manual with the legal department to make sure that all errors and procedural red flags would be corrected before release. Mr. Tensley also stated that a user brochure and handbook has been created and will have to go through the legal department as well for review. Miss Cole asked do all document have to go through the legal department for approval first, and Mr. Tensley and Mrs. William answered that yes all documents created must go through the legal department to ensure the legality of the document.

When it comes to the extension of service hours, Mr. Tensley stated that unfortunately this is not possible due to financial restraints. He said that he is not saying it is not possible for the future, but as of right now it is not going to happen in this budget period.

Mr. Tensley stated that the Consent Decree will be honored. He is looking outside of the box to help get the requested improvements. Mrs. Azande Williams stated that Jatran has to go through the City of Jackson for the approval of the purchase of anything that it needs to help with the improvement of Jatran services. The projected quoted price for the new scheduling software that Jatran would like to purchase is \$150,000. Miss Cole stated that she senses the frustration of Mr. Tensley, but she feels that each meeting all she and the other attendees hear is what cannot be done. She as well as everyone else wants to hear something positive and definite. It is frustrating to hear the word can't more than what Jatran can or has done. Miss Cole stated that she feels that it appears that a secure plan has not been developed on how to successfully gain improvements requested in the Consent Decree. Mr. Tensley asked everyone to have patience with the process to improve Jatran services and capabilities; he is only capable of doing what the city allows.

Judy Sykes asked about the possibility of Jatran being used as a local charter service provider. Mr. Tensley stated that Jatran had provided charter services to the City of Jackson events in the past. But in 2008, it was determined that Jatran could not provide charter services, due to Federal Transit Administration (FTA) regulations. FTA states that any agency that receives federal funding cannot provide charter services unless the city or private group has put a charter request out to local charter companies, and they all responded that they were not capable or available to provide charter services at the time, and then Jatran may be able to assist at a reasonable rate.

Also Mrs. Sykes stated that she had a few colleagues that had issues with the ability to read the destination maps at the Jatran stops. They informed her that they had asked one of the bus operators about their desired destination, and the operator replied "This is not the bus you want" and did not inform them of which bus they needed or anything. Mr. Tensley asked Mrs. Sykes to have the colleagues call him and make an official complaint. He asked everyone at the meeting to please report when you have customer service issues with bus operators or anything.

Bonnie Thompson asked about the availability of Handi-lift buses on Saturday, because she was told that you have to call in at least 2 weeks in advance to schedule. Karen Robinson stated that there are two Handi-lift buses (1 morning, 1 afternoon) that run on Saturday, and that each bus, on average has at least 10 pick-ups during its service hour. Mr. Tensley stated that it is the pick-up, travel time, and destination that take up the slots on these buses. He stated that new scheduling software will help improve the availability and calculation of trips for Saturdays.

With no further business to discuss the meeting was adjourned at 2:17pm. The next meeting is scheduled for May 19, 2010 at 1:00pm at the Hood Building.

These Minutes were approved at the May 19, 2010 meeting.