

Marquette County Transit Authority

1325 Commerce Drive

Marquette, MI 49855

**DRAFT**

**Marquette County Transit Authority**

**October 19<sup>th</sup>, 2017**

**CALL TO ORDER:**

Chairperson LaRue called the meeting to order at 6:08 p.m.

**ROLL CALL:**

Boyd, Connors, Grund, Kasper, LaRue, Perry, Peterson, Quayle & Worth. Tollefson and Weikel's absences are excused. Others present: Koski & Richer.

**MINUTES:**

Kasper made a motion to approve the Board Meeting Minutes of September 14<sup>th</sup>, 2017. Connors supported. Unanimously approved.

**CONSENT AGENDA:**

Quayle pulled A. Perry made a motion to approve B, C & D from the Consent Agenda. Worth supported. Unanimously approved.

**AGENDA:**

LaRue made the addition to New Business #2 Complaint from KI Sawyer passenger.

Kasper made a motion to approve the Agenda with the addition of #2. Peterson supported. Unanimously approved.

**PUBLIC COMMENT:**

NONE

**NEW BUSINESS:**

- 1. Report from Personnel Committee:** Peterson reported that they are pulling the recommendation for the Administration Staff. Peterson reported that the Personnel Committee met prior to this meeting and decided they need to review further before presenting their recommendation. Grund made a motion to postpone the recommendation from the Personnel Committee. Boyd supported. Unanimously approved. Next Personnel Committee meeting will be held on November 6<sup>th</sup> at 4:00 p.m.

**2. Compliant from KI Sawyer passenger:** LaRue reported that he had been contacted by the City of Marquette along with the passenger in regards to his wife having to walk home from the airport due to the connecting bus not arriving on time. LaRue tried talking to the gentleman but he was very rude and started yelling. LaRue tried to explain to the passenger about the five minute rule with the busses. Passenger was not pleased with his explanation. LaRue and Klein have also written a response to the City of Marquette in regards to this passenger's situation. A copy of the letter from the City of Marquette and a copy of the response from Marquette County Transit Authority were given to each Board Member. Richer explained to the Board the way the routes connect and the importance of the five minute rule to keep the busses on schedule. Richer explained that Marq-Tran has to do what's best to service all of our passengers. This particular passenger has a sheltered place to wait with warmth and a restroom. Boyd inquired about contacting this passenger to let her know the buss is running behind. Richer explained that when the passenger gets on the bus at her pickup location she is informed along the way that her connection bus will be running late.

**3. Consent Agenda Item A:** Quale inquired about the 906 Technologies bills and the amount of money that we have to spend with them. Quayle recommended call NMU and talking to the Tech Department student Professor to see if the students would be able to service some of our needs to technical support.

Koski informed the Board that she passed out the Assessing Customer Satisfaction and Trip Purpose for Marquette County Transit Authority that was conducted by a research team from Michigan State University. Koski also passed out the MTP Quarterly newsletter.

**PUBLIC COMMENT:**

None

**ADJOURNMENT:**

Peterson made a motion for adjournment at 7:09 p.m. Perry supported. Unanimously approved.

Sincerely,

April Koski, Finance

