

Transit Action Group (TAG)
Wednesday, September 23, 2020 11am-12pm
ECIA Zoom Meeting

Meeting Minutes

Present: Margee Woywood (Goodwill Industries), Dan McDonald (GDDC), Ann Morris (Crescent Community Healthcare Center), Jacob Ironside (City of Dubuque Transit), Angie Gudenkauf (Penn Center), Dawn Sage (DHS), Katie Alshouse (Penn Center), Peggy Petlon (Community Services/MHDS), Shirley Helmrichs (Delaware County Board of Supervisors), Ann Morris (Crescent Community Health Center), Dan McDonald (GDDC), Jacob Ironside (Jule Transit), Kristen Rickey (Super WDCSD), Michelle Schmitt (Hills & Dales), Danielle Kopf (ITP), Mike Steines (Jackson County Board of Supervisors), Ronelle Clark (ONV), Sally Davies (Clover Ridge), Stephanie Sagers (Jackson County Economic Alliance), Ted Strait (Maquoketa Farmers Market), & Tricia Wagner (RTA)

RTA update

General Public rides with County Subsidy:

- Dubuque – rides are up, average 60/day
- Jackson – rides have plateaued, partly due to kids being back in school
- Delaware – rides remain the same

Drivers hired in all three counties, enough to meet current ride demands.

Review Scope of Coordination Project (PPT enclosed)

- Website Redesign
 - Tricia updated TAG that RTA is in the midst of updating the current website information for the DOT review next week. This will also allow for easier transfer of files to the new website.
- Portal
 - Michelle Schmitt asked if other agencies would see their list of clients in the portal, Tricia explained that no, the names will be hidden and kept confidential.
- GPS Ap
 - Tricia added that automated text sent with bus number when ride scheduled. Updated text sent automatically if bus number changes.

Michelle Schmitt asked if we will be doing trial runs with the technology before rolling it out. Hills & Dales is very willing!

Mike Steines asked if the project scope will be provided to the RTA Board in an environment where they can discuss it. Tricia explained that yes, the Tech Committee recommends the final scope to the Board, and the Board will review and approve.

Questions by email after the meeting:

- From Stephanie Sagers: *Does the website redesign include mobile optimization as I am guessing many folks will be using thier phones to schedule rides.*
 - Answer: *This is definitely something we will look into. At very least we will want the online Trip Maker to be mobile friendly, possibly through the Ap.*
- From Ann Morris: *What are the accepted payment methods and can third parties such as crescent get billed for services?*
 - Answer: *At this time RTA accepts cash, check or money order (no credit cards or ACH payments). RTA does have the ability to bill a third party, as long as we stay within FTA regulations regarding Charter rules.*

Next meeting: Wednesday, December 2, 2020