The JANUARY meeting of the Mountain Line Transit Authority Citizen Advisory Committee (CAC) was held on January 17, 2017, at 1:00 p.m. in the offices of the Transit Authority in Westover.

The following members were in attendance: Megan Grimm, Margaret Carrico, Annetta Johnson- NWVCIL, Melanie Braun and Bill and Kim Ramsey

Not present with notice: Nicole Britt, Pam Everly, Regina Mayolo –CLIC and Raymond Keller

Not present without notice:

Others in attendance: none

**General Business**

- Kelli called the meeting to order at 1:00pm
- Minutes from January 2017 were approved unanimously. Megan motioned to approve and Annetta seconded motion. Minutes passed unanimously with no changes.
- Meeting dates for 2017: May 17, July 19, September 20, November 15
- January Driver of the Month was Tom Jones. February Driver of the month was also Tom Jones. Please note: there are 14 performance criteria upon which drivers are evaluated in order to receive this award.
- January Personnel changes include: Raymond Bierbrunner hired as a full time bus driver. Eric Horvwalt has completed his probationary period. February Personnel changes include Faith Smith hired as a full time bus driver and Charles Bickle completed his probationary period.
- Total ridership for the month of January increased by 6%. Senior ridership increased by 28% as compared to last year. WVU ridership in January was up by 4% compared to January 2016. Disabled Ridership was increased by 30% as compared to January 2016. For February 2017, overall ridership decreased by 4%. Senior Ridership increased by 3% and Disabled Ridership increased by 10%. WVU ridership decreased by 15%.
- Megan Grimm nominated Robert Ammerman as Rider of the Month for April. Annetta seconded the motion and the motion passed unanimously. Megan will provide Kelli with the contact information for Mr. Ammerman. Once the Board of Directors approves the CAC’s nominations, Kelli will contact the rider and arrange to meet with him and give him his pass and promotional items.
- Kelli also reviewed the High School Ride Free Program, the SMI Program, noting that these programs have seen an increase in service. Also reviewed was the WVU Ridership and Grey Line Ridership. These services are showing a decrease in ridership. WVU is no longer permitting Mountain Line Transit to travel through Evandsdale Crossing as WVU is wanting to make that area a walkable community. Grey Line Ridership is down primarily because Greyhound leaves Mountaineer Station 40 minutes before Mountain Line’s Grey Line.

**Old Business**

- Travel Training – Kelli will provide training to two ladies who are new to the area.
- Vanpools- Kelli noted that we have two new inquiries regarding vanpools. One will be traveling from Washington, PA to Morgantown and the other would be traveling from Buckhannon, WV to Morgantown. Right now, the vanpool from Washington, PA is completing their Driver Applications and have picked out a vehicle. Information has been sent to the individual from Buckhannon and with follow up in a week.

**New Business**

- Kelli informed the members that in order to recruit drivers, the starting salary would be advertised as $16.00 per hour. This rate will go into effect after their probationary period is completed and they have passed a percentage of route exams.
- The CAC was informed that Mountain Line Transit will be purchasing 5 bus shelters from MSS Media. The reason for the purchase is because MSS Media primarily sells advertising spaces to business that are geared to the student population. The 5 shelters Mountain Line Transit is purchasing extend beyond the campuses and are not selling advertisements as well. The shelters include: Dupont Road, Protzman St & Van Gucler Ave, North Willey St and Hampton Ave, Fairmont Avenue and University Avenue. MSS Media will then install shelters closer to the campus vicinity.
• Storyboarding is an effective graphic tool that identifies strength and weakness areas. Kelli would like the CAC members to begin to use Storyboards as a means to identify strength and weakness areas for Mountain Line Transit. The members were asked to rank their transit experiences several times over the next couple months. Ideally, the responses that are received will be used to make recommendations to the Board on ways to improve service and experience. Storyboard templates were given.

• Rider Reads – Melanie Braun’s son drew a picture of the Mountaineer standing alongside a Mountain Line Transit bus. The picture was nominated by Megan and seconded by Annette to be posted down at the depot on the Rider Reads section. The CAC approved unanimously. Please stop by and see Dillan’s artwork!!!

Public Comment

Kelli opened the meeting up to public comment. Megan Grimm stated that the shelter beside Colasantes has wires exposed. That information will be given to the Operations Officer to investigate. Kelli also stated asked the members to give Mountain Line Transit a review on Facebook.