

KITSAP TRANSIT *ACCESS* PASSENGER ADVISORY COMMITTEE MEETING MINUTES

November 8, 2011
2:00 p.m.

Kitsap Transit Charleston Base
200 Charleston Blvd
Bremerton WA 98312

Passengers in attendance were:

Claire Brown	Bainbridge Island
Peggy Houck	Bainbridge Island
Diana King	Bremerton
Barbara Van Wert	Bremerton
Robert Roach	Bremerton

Kitsap Transit Staff in attendance were:

Connie Foust, *ACCESS* Customer Service
Bill Deam, *ACCESS* Scheduler/Dispatcher
Charlotte Sampson, Service Development Admin Associate 4
Carolyn S. Downs, Interpreter

CALL TO ORDER/INTRODUCTIONS

The meeting was called to order at 2:05 p.m. Introductions were made around the table.

I. APPROVAL OF MINUTES

Minutes from July were distributed prior to and at the meeting. Motion made by Barbara Van Wert to accept the minutes as submitted; seconded by Robert Roach. No further discussion. Minutes approved.

Jess' comment from the July meeting jogged Connie's memory. She reminded everyone that if they do not receive a confirmation by 3:30 p.m. to please call and check. There are times when our e-mail system goes down.

Minutes from September were also distributed prior to and at the meeting. Motion made by Diana King to accept the minutes as submitted; seconded by Connie Foust. No further discussion. Minutes approved.

III. BUSINESS ITEMS

A. Connie Foust, *ACCESS* Customer Service

Connie noted that since Barb had mentioned winter at the last meeting, she thought she would invite one of our Scheduler/Dispatchers, Bill Deam, to talk about service in inclement weather.

B. Claire Brown, CAC Vice Chair

No report.

C. Bill Deam, *ACCESS* Scheduler/Dispatcher

Bill discussed the procedure behind limited service in inclement weather:

- Early in the morning (sometimes even the night before) a decision is made whether or not to run limited service, the type of service, etc.
- If service reductions occur mid-day, we realize that people still need to get home. There is some confusion, but safety is our main concern.
- At night, we will call people with notice of either a cancellation or an offer of limited transportation, possibly for medical appointments, groceries, etc., and based on location.
- Some times staff stays overnight to work on reservations for the next day.

Connie told those in attendance not to worry about being given a “no show” for cancelling on short notice during inclement weather. It won’t happen. Bill continued, stating that passengers need to be prepared. KPREP is a good site to see what is useful in being prepared for inclement weather. He reminded everyone that they need to have enough food, water, heat, medication, and a source of communication (telephone, etc.). Diana King added that some churches are open as safe places for those in need as well.

Connie said that people need to be personally responsible for themselves, and maybe make a list of things they know they might need – hand warmers, snacks/water, medications, a list of emergency contacts, and to maybe dress in layers, knowing you may be stuck on the bus for a while. A few other reminders:

- Have patience with the phone system.
- Check expiration dates on emergency supplies.

As far as *ACCESS* itself, priorities during inclement weather focus on medical appointments. We also partner with Search and Rescue in Mason County. With the upcoming Christmas holiday being observed on Monday the 26th, Claire Brown asked about any possible kidney center rides. Connie said that because they know ahead of time, family members are available, as well as Around the Sound (taxi service). Also, because they know ahead of time, treatments can be rescheduled.

Speaking of holidays, Connie reported the following:

- Veteran's Day – Lands on a Friday, but we will be running Saturday schedule.
- Thanksgiving – Even though there will not be any service that Thursday, there will be one or two CSSA's taking reservations for the following day.
- Christmas – We are normally closed Sunday and will be observing the holiday on Monday. There will be no service, but again, there will be one or two CSSA's taking reservations.
- New Years – Same schedule as Christmas.

D. Comments from Staff and Attendees (made throughout meeting)

Reminder: Next meeting is January 10. Possibly have some type of spring party for the March meeting.

Connie reminded everyone that there will be no Christmas light tour. There will be a Christmas Cruise held, but they are only having it on Sunday so there will be no *ACCESS* transportation. She also noted that Maria Hart had called and asked to tell everyone hello.

Diana King said that on her last visit to the YMCA, there was no scheduled time, so it reduced her time at the “Y”. She asked if she should be making appointment times for coming home if it’s going to be during a busy time. Connie said she has been researching the busy times. Diana added that when Dispatchers add people, it makes the trip home longer because there are more drops in between.

IV. ADJOURN

Motion made by Barbara Van Wert to adjourn the meeting; seconded by Robert Roach. Meeting adjourned at 2:58 p.m.