

**MINUTES
MARITIME METRO TRANSIT DEVELOPMENT PROGRAM (TDP) REVIEW
COMMITTEE**

**February 11, 2016
Two Rivers City Hall (Room 321)
1717 East Park Street
Two Rivers, Wisconsin**

MEMBERS PRESENT: Tom Keil (Holiday House)
Marlo Kohlmann (Maritime Metro Transit)
Dan Koski (City of Manitowoc Department of Public
Infrastructure)
Matt Kouba (Maritime Metro Transit Driver)
Jim Muenzenmeyer (Maritime Metro Transit)
Pat Naumann (Maritime Metro Transit Rider)
Curt Vanderstelt (City of Two Rivers)

MEMBERS EXCUSED: Ald. Chris Able (City of Manitowoc)
Jan Algozine (Silver Lake College)
Linda Grider (Aging and Disability Resource Center of the
Lakeshore)

OTHERS PRESENT: Deb Keil (Interested Citizen)

BLRPC STAFF PRESENT: Jeffrey Agee-Aguayo

1. The meeting of the Maritime Metro TDP Review Committee was called to order at 4:18 p.m. by Committee Chairperson Jim Muenzenmeyer.

Jim Muenzenmeyer welcomed everyone to this meeting of the review committee for the *Maritime Metro Transit Development Program (TDP)*.

All present introduced themselves for the benefit of everyone in attendance.

Jim Muenzenmeyer and Jeffrey Agee-Aguayo noted committee members who had asked to be excused from the meeting.

2. **Moved** by Marlo Kohlmann and seconded by Dan Koski that the agenda for the February 11, 2016, meeting of the Maritime Metro TDP Review Committee be approved. Motion carried, with all voting aye on a voice vote.

3. **Moved** by Dan Koski and seconded by Pat Naumann that the minutes of the January 28, 2016, meeting of the Maritime Metro TDP Review Committee be approved. Motion carried, with all voting aye on a voice vote.

4. Chairperson Jim Muenzenmeyer asked if there was any public input; none was received.

5. A nominal group exercise was conducted with committee members in attendance. Jeffrey Agee-Aguayo stated that the information collected in this nominal group exercise would be one source used to establish goals, objectives, standards and a mission statement for the TDP. Guidelines concerning use of the nominal group process were sent to committee members in advance of the meeting.

The first step in the nominal group process involved the silent generation of ideas. Jeffrey Agee-Aguayo distributed nominal group survey forms and pens (as needed - the survey forms were sent out in advance of the meeting) to committee members in attendance for the completion of this step. Using the survey forms, committee members were asked to write in brief and specific terms the issues and concerns that were most important to them in regard to the short-term (one- to five-year) future of the Maritime Metro Transit System.

The second step in the nominal group exercise involved the round-robin listing of items on a flip chart. All items, however similar, were encouraged to be listed. Typically, no discussion is to be allowed during this listing of items. These items were listed by Jeffrey Agee-Aguayo in a round-robin format among committee members in attendance, as follows:

1. Service to Two Rivers High School.
2. Expansion of service hours so that those who cannot drive can attend events/activities in the area.
3. Route between Silver Lake College and UW-Manitowoc.
4. Concern about having sufficient federal funding for capital items.
5. Public awareness of MMT in order to increase ridership.
6. Service to Silver Lake College and to the Manitowoc Industrial Park.
7. Keep buses on schedule.
8. Social media presence/advertising/exposure.
9. More seamless connections between rural/county transportation service and MMT routes.
10. Service to upcoming development on the Manitowoc County Expo grounds (Meijer store).
11. Handling the greatly increasing number of wheelchairs without delaying MMT routes.
12. Recognition by community leaders and government officials that MMT is a worthwhile and positive investment.
13. Reverse certain routes so that they are on the correct side of the street for dropping off and picking up school children.
14. Extended service hours on Saturday and new service on Sunday.

15. Expansion of public relation efforts in order to communicate the value of public transportation to all area residents.
16. Consideration of a full-time transit manager along with an assistant manager.
17. Keeping paratransit costs in check.
18. Have health and human service agencies better understand what transit can and cannot do.
19. Make sure that all bus stops are ADA-compliant.
20. Advertise the availability of transit service to factories and other places of employment.
21. Ensure continued state and federal aid for operating expenses.
22. Recognize and reward good driver service.
23. More dead time on routes.
24. Keep buses out of parking lots.
25. Finding qualified drivers.
26. Better equipment for hooking up mobility devices.
27. Acquire new buses.
28. AVI on buses – alerts customers as to bus location.

The third step in the nominal group exercise involved the discussion of items. Jeffrey Agee-Aguayo asked if any of the 28 items recorded needed to have further elaboration or clarification, as committee members would soon be voting on the issues which concerned them the most. The originator of the concern was to briefly clarify the meaning of his or her item if someone asked for that item to be clarified. Items could be combined during this step of the nominal group exercise, but committee members were not to voice agreement or disagreement regarding items of concern at this point.

During the discussion concerning the above noted ideas, the following items were modified or combined:

- Clarification was made to item #2 to indicate that this referred to weeknight service hours.
- Item #3 and item #6 were combined, leading to the deletion of item #3.
- Item #4 and item #21 were combined, leading to the deletion of item #4.
- Item #5 and item #8 were combined, leading to the deletion of item #8.
- Item #12 and item #15 were combined, leading to the deletion of item #12.

Committee members suggested additional items which they thought could be deleted because of similarity to another item, but in clarification of the items proposed for deletion, it was discovered that these items were actually distinct in their meaning or purpose. Committee members spent some time suggesting modifications to and combining items. The revised items to be voted on were as follows:

1. Service to Two Rivers High School.

2. Expansion of weeknight service hours so that those who cannot drive can attend events/activities in the area.
3. **DELETED** (Implied to be part of item #6).
4. **DELETED** (Implied to be part of item #21).
5. Public awareness of MMT in order to increase ridership, including use of social media strategies.
6. Service to Silver Lake College, to the Manitowoc Industrial Park and to UW-Manitowoc.
7. Keep buses on schedule.
8. **DELETED** (Implied to be part of item #5).
9. More seamless connections between rural/county transportation service and MMT routes.
10. Service to upcoming development on the Manitowoc County Expo grounds (Meijer store).
11. Handling the greatly increasing number of wheelchairs without delaying MMT routes.
12. **DELETED** (Implied to be part of item #15).
13. Reverse certain routes so that they are on the correct side of the street for dropping off and picking up school children.
14. Extended service hours on Saturday and new service on Sunday.
15. Expansion of public relation efforts in order to communicate the value of public transportation to all area residents, and have community leaders and government officials recognize that MMT is a worthwhile and positive investment.
16. Consideration of a full-time transit manager along with an assistant manager.
17. Keep paratransit costs in check.
18. Have health and human service agencies better understand what transit can and cannot do.
19. Make sure that all bus stops are ADA-compliant.
20. Advertise the availability of transit service to factories and other places of employment.
21. Ensure continued state and Federal aid for operating expenses/Concern about having sufficient Federal funding for capital items.
22. Recognize and reward good driver service.
23. More dead time on routes.
24. Keep buses out of parking lots.
25. Finding qualified drivers.
26. Better equipment for hooking up mobility devices.
27. Acquire new buses.
28. AVI on buses – alerts buses as to bus location.

The fourth step in the nominal group exercise involved silent listing and voting. Each committee member was asked to select the five most important issues (five **distinct** issues) from those listed by writing the number of their top five issues (without regard to order) on an index card, based on the items as modified above. Committee members were then asked to rank these items in order of importance, with their top ranked item receiving five points, their second ranked item receiving four points, their third ranked item receiving three points, their fourth ranked item

receiving two points, and their fifth ranked item receiving one point. Jeffrey Agee-Aguayo then tabulated the results of this exercise.

The fifth and final step in the nominal group exercise involved the reporting out of results. Those results were as follows:

Item Scoring 20 Points:

(Item #21): Ensure continued state and Federal aid for operating expenses/Concern about having sufficient Federal funding for capital items.

Item Scoring 13 Points:

(Item #15): Expansion of public relation efforts in order to communicate the value of public transportation to all area residents, and have community leaders and government officials recognize that MMT is a worthwhile and positive investment.

Items Scoring 7 Points:

(Item #2): Expansion of weeknight service hours so that those who cannot drive can attend events/activities in the area.

(Item #6): Service to Silver Lake College, to the Manitowoc Industrial Park and to UW-Manitowoc.

(Item #9): More seamless transportation between rural/county transportation service and MMT routes.

(Item #19): Make sure that all bus stops are ADA-compliant.

Items Scoring 6 Points:

(Item #11): Handling the greatly increasing number of wheelchairs without delaying MMT routes.

(Item #16): Consideration of a full-time transit manager along with an assistant manager.

Items Scoring 5 Points:

(Item #5): Public awareness of MMT in order to increase ridership, including use of social media strategies.

(Item #14): Extended service hours on Saturday and new service on Sunday.

(Item #22): Recognize and reward good driver service.

Items Scoring 4 Points:

(Item #17): Keep paratransit costs in check.

(Item #23): More dead time on routes.

Items Scoring 3 Points:

(Item #20): Advertise the availability of transit service to factories and other places of employment.

(Item #24): Keep buses out of parking lots.

Item Scoring 2 Points:

(Item #13): Reverse certain routes so that they are on the correct side of the street for dropping off and picking up school children.

Item Scoring 1 Point:

(Item #1): Service to Two Rivers High School.

Items Scoring 0 Points:

(Item #7): Keep buses on schedule.

(Item #10): Service to upcoming development on the Manitowoc County Expo grounds (Meijer store).

(Item #18): Have health and human service agencies better understand what transit can and cannot do.

(Item #25): Finding qualified drivers.

(Item #26): Better equipment for hooking up mobility devices.

(Item #27): Acquire new buses.

(Item #28): AVI on buses – alerts customers as to bus location.

Jeffrey Agee-Aguayo stated that all of the items that made it through the idea combining process would, in some form, be integrated into the draft goals, objectives and standards for the TDP.

Jeffrey Agee-Aguayo also collected the completed nominal group survey forms (and note cards with top five items) from committee members, commenting that he would work to include distinct ideas from these forms that did not make it on the flip chart into the draft goals, objectives and standards for the TDP.

Finally, Jeffrey Agee-Aguayo discussed the chapter from the last TDP (mailed and e-mailed to committee members) which outlined the previous mission statement, goals, objectives and standards so that committee members knew what to expect for content as the new mission statement, goals, objectives and standards are developed.

6. Committee members discussed next steps in the TDP process.

Jeffrey Agee-Aguayo suggested that the committee meet again in two to three weeks to review draft goals, objectives, standards and a mission statement for the TDP, much of which will have been developed through the nominal group exercise at this meeting. This will be followed shortly thereafter by the alternatives analysis process (determination of alternatives, then analyzing those alternatives), which in turn will be followed by preparation of the recommended plan chapter of the TDP. The executive summary and introduction will be the final chapters prepared in the TDP process.

7. The next meeting of the Maritime Metro TDP Review Committee was set for Thursday, March 3, 2016, at 4:15 p.m. The meeting will be held at the Manitowoc City Hall (First Floor Conference Room – East), 900 Quay Street, Manitowoc. The main agenda item to be addressed at this meeting will involve review of draft goals, objectives, standards and a mission statement for the TDP.

8. Moved by Pat Naumann and seconded by Marlo Kohlmann that the meeting of the Maritime Metro TDP Review Committee be adjourned. Motion carried, with all voting aye on a voice vote. The meeting adjourned at 5:50 p.m.

Recording secretary,

Jeffrey C. Agee-Aguayo