PUBLIC TRANSIT ADVISORY BOARD

Monday, August 24, 2020
3:45 PM
Staff Liaisons:

Sam Trebilcock, strebilcock@siouxfalls.org (605)367-8890
Shawna Goldammer, sgoldammer@siouxfalls.org (605)367-8692

MEETING ASSISTANCE: UPON REQUEST, ACCOMMODATIONS FOR MEETINGS WILL BE PROVIDED FOR PERSONS WITH DISABILITIES. PLEASE CONTACT THE HUMAN RELATIONS OFFICE, FIRST FLOOR, CITY HALL, 224 WEST 9TH STREET, SIOUX FALLS, SD AT 367-8745 (VOICE) OR 367-7039 (TDD) 48 HOURS IN ADVANCE OF THE MEETING.

MEETING NUMBER (ACCESS CODE): 146 992 7663
MEETING PASSWORD: 4m76JcdmwZb

The meeting was recorded.

Public Transit Advisory Board Member Participants:  Brett Glirbas; Erik Nelson; Jeri Reed; Allen Svennes; Mike Lynch; Sean Garney

Public Transit Advisory Board Members absent: None

Staff Participants:
Tierza Lanham; Ryan Weisenbach; Allie Hartzler; Sam Trebilcock; Mike Grigsby; Jim Feeney; Glenn Wright; Robert Speeks; Shawna Goldammer

MEETING MINUTES - DRAFT

Facilitator: Brett Glirbas, Chair

Call to Order and Quorum Determination:  Brett Glirbas, Chair called the meeting to order at 3:49pm. It was noted that the meeting was being recorded and provides for a list of participants. Member participants represented a quorum.

1. Meeting Procedures:  Shawna Goldammer read the meeting procedures for the videoconference meeting

2. Approval of Agenda:  A motion was made by Allen Svennes and a second by Sean Garney to approve the August 24, 2020 PTAB agenda. 6 yes - 0 no. The motion passed unanimously.
3. **PTAB Meeting Minutes Approval of July 27, 2020:** A motion was made by Allen Svennes and a second by Mike Lynch to approve the July 27, 2020 agenda. 6 yes - 0 no. The motion passed unanimously.

4. **Public input on non-agenda items:** Chairman Brett Glirbas asked if there was any public input on non-agenda items. None was provided.

Unfinished Business

5. **New PTAB member:** Bailey Abbott filled Jason Van Engen’s remaining term. Resolution 94-20 was approved by City Council on August 17, 2020 will be effective September 11, 2020.

New Business

6. **Report: July 2020 Operations Report:** Robert Speeks was having technical difficulty presented the July 2020 operations report at minute 60 mark of the meeting. There were no questions from the board. Sam Trebilcock noted the net expense per passenger is high due to the decreased ridership.

7. **Updates: (Informational)**
   - Transit Saturday On-demand Pilot Project: Sam Trebilcock presented information regarding the Saturday on-demand and Rider Subcommittee as part of item 8.

8. **Report: Transit Core Team Final Report** Allie Hartzler presented information regarding the innovation teams of the City (the complete presentation is available on the recording). She explained how the co-creation process was utilized using the riders experience, employers and other citizens to define the problem and get results that lead to desired outcomes. Sam Trebilcock explained the increased value for the community and future innovations possible as results of the transit innovation team. Allie Hartzler introduced Mike Grigsby, the new Innovation and Technology Director. The board then discussed potential KPIs for the Saturday on-demand pilot project.

9. **Discussion: Transit Services During November:** Brett Glirbas asked for a discussion regarding allowing free rides to encourage people to vote. Ideas were discussed, and staff agreed to look at other jurisdictions that may have offered some sort of program that offered rides to polling places or similar locations.
10. **Discussion: Timeline for PTAB meetings location/WebEx**  Shawna Goldammer asked the board about the continuation of holding the meetings in the WebEx platform. The board agreed to continue the video conference meetings until the end of the year.

11. **Announcements:**

   *Upcoming Discussion: Pass-it-on Program Changes:* Sam Trebilcock explained that the administrator of the Pass it on Program will be presenting next month. He went on to say that he has asked Minnehaha County to provide information regarding the current use of the passes. They currently receive 40,000 passes a year and may request an increase in the annual number of passes.

   Next PTAB meeting: September 28, 2020: WebEx Meeting.

12. **Adjournment:** A motion was made by Sean Garney and a second by Allen Svennes to adjourn. The motion passed unanimously.

The meeting was adjourned at 4:56pm
<table>
<thead>
<tr>
<th></th>
<th>Jul 2020</th>
<th>Year-to-date</th>
</tr>
</thead>
<tbody>
<tr>
<td>FR Ridership by Passenger Count</td>
<td>32,320</td>
<td>269,910</td>
</tr>
<tr>
<td>PT Ridership by Passenger Count</td>
<td>2,560</td>
<td>23,921</td>
</tr>
<tr>
<td>Total Ridership by Passenger Count</td>
<td>34,880</td>
<td>293,831</td>
</tr>
<tr>
<td>FR Average Daily Ridership</td>
<td>1,243</td>
<td>1,516</td>
</tr>
<tr>
<td>PT Average Daily Ridership</td>
<td>98</td>
<td>134</td>
</tr>
<tr>
<td>FR Ridership 2019 Comparison</td>
<td>-46.71%</td>
<td>-38.88%</td>
</tr>
<tr>
<td>PT Ridership 2019 Comparison</td>
<td>-61.67%</td>
<td>-50.77%</td>
</tr>
<tr>
<td>Total Ridership 2019 Comparison</td>
<td>-48.20%</td>
<td>-40.06%</td>
</tr>
<tr>
<td>FR Miles Traveled</td>
<td>63,834</td>
<td>372,340</td>
</tr>
<tr>
<td>PT Miles Traveled</td>
<td>20,573</td>
<td>166,542</td>
</tr>
<tr>
<td>Total Miles Traveled</td>
<td>84,407</td>
<td>538,882</td>
</tr>
<tr>
<td>FR Average Miles Traveled Daily</td>
<td>2,455</td>
<td>2,092</td>
</tr>
<tr>
<td>PT Average Miles Traveled Daily</td>
<td>791</td>
<td>936</td>
</tr>
<tr>
<td>FR Net Expense Per Passenger</td>
<td>$16.38</td>
<td>$10.87</td>
</tr>
<tr>
<td>PT Net Expense Per Passenger</td>
<td>$108.74</td>
<td>$73.75</td>
</tr>
<tr>
<td>FR Average Expense Per Day</td>
<td>$21,247</td>
<td>$17,409</td>
</tr>
<tr>
<td>PT Average Expense Per Day</td>
<td>$11,186</td>
<td>$10,197</td>
</tr>
<tr>
<td>FR Lost-time Road Calls</td>
<td>12</td>
<td>56</td>
</tr>
<tr>
<td>PT Lost-time Road Calls</td>
<td>2</td>
<td>35</td>
</tr>
<tr>
<td>FR Avg. # Road Calls per 100,000 Miles</td>
<td>9.4</td>
<td>10.83</td>
</tr>
<tr>
<td>PT Avg. # Road Calls per 100,000 Miles</td>
<td>9.72</td>
<td>13.66</td>
</tr>
<tr>
<td>FR Reportable Accidents</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>PT Reportable Accidents</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>Maintenance Reportable Accidents</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>FR On-time Performance</td>
<td>99%</td>
<td>99%</td>
</tr>
<tr>
<td>PT On-time Performance</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>FR Bus Spare Ratio</td>
<td>26%</td>
<td>26%</td>
</tr>
<tr>
<td>PT Bus Spare Ratio</td>
<td>32%</td>
<td>32%</td>
</tr>
<tr>
<td>FR Preventive Maintenance Completed On Time</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>PT Preventive Maintenance Completed On Time</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>FR Complaints</td>
<td>3</td>
<td>8</td>
</tr>
<tr>
<td>PT Complaints</td>
<td>0</td>
<td>6</td>
</tr>
</tbody>
</table>

YTD - Year-to-date
FR - Fixed route service
PT - Paratransit service
Reportable accident - accident in which the driver is at-fault
Miles traveled - driver training miles, dead-head miles, and service miles
FTA recommends a bus spare ratio of 20%
Building Innovation Capacity:
Impacts of an Innovation Team Approach

August 2020
Today’s Session

• Innovation landscape
• Building capacity for innovation
• Innovation team outcomes
Innovation Landscape
What is public sector innovation?

Innovation is the process of generating and implementing ideas that create value for our community.
Why does innovation matter in public service?

VALUES OF INNOVATION

RESULTS
Efforts lead to desirable outcomes

PRODUCTIVITY
More efficient work processes

DEMOCRACY
Greater resident participation, transparency, equality

EXPERIENCE
How well customers rate service delivery
Innovator is a role we all play
“Everyone who has ever taken a shower has had an idea. It's the person who gets out of the shower, dries off, and does something about it that makes a difference.”

— Nolan Bushnell
Innovation Ecosystem:
Strengthening Our Environment to Innovate

- CO-CREATION (process)
- CAPACITY (structure)
- CONSCIOUSNESS (awareness)
- COURAGE (leadership)
Building Capacity for Innovation
An Innovation Team is:

- a small group of people working together to tackle a real-world challenge by learning and applying innovation principles
- inclusive of internal and external stakeholders
- focused on challenges that are cross-department and cross-sector
Innovation Team:

Target Outcomes

1. Build consciousness
2. Gain understanding of co-creation
3. Apply and inspire others to apply new skills
4. Create valuable project outcomes for community
Innovation Teams in Action: Transit Core Team
Developing Innovate Solutions using Co-Creation

Co-creation is collaborating with the end user to understand the heart of the problem and develop solutions.
Innovation Team Outcomes
Why does innovation matter in public service?

VALUES OF INNOVATION

RESULTS
Efforts lead to desirable outcomes

PRODUCTIVITY
More efficient work processes

DEMOCRACY
Greater resident participation, transparency, equality

EXPERIENCE
How well customers rate service delivery
Increased Productivity

5 projects have shifted scope*

~50 hours saved per shift

~250 hours saved resources

*Transit Core Team Survey, 2020
Increased Collaboration (Democracy)

13 projects with greater collaboration* x 8 ~people per collaboration = 100 ~additional people collaborated with

*Transit Core Team Survey, 2020
Increased Value for the Community

- Increase Engagement, Better Insights
  - Hours of Operation
  - Extended Service Area
  - Payment and Fare
  - Accessible Routes
  - Efficiency
  - Partnerships
- Redesigning the Service Experience (High Priority Solutions)
  - On-demand Transit Pilot project
  - Real-time GPS Tracking
  - Wifi on Buses and Transit Depot
On-Demand Transit Pilot (Results)

- Agreement with Pantonium pending council approval
- Pilot launching by end of 2020!
Future Innovation Roadmap (Results)

- Real-Time GPS Tracking (2020 / 2021)
- Wifi on Buses and Transit Depot
- Mobile ticketing
- Enhance data collection and analysis of the transit system
- Autonomous vehicle pilot project
- Public/private partnerships, including Guaranteed Ride
  Home program
- Incentive programs to recruit new riders
- Consolidate all non-public transportation services into one
  non-profit organization
- Eliminate fares by increasing sponsorships, and advertising
- Electric Buses
Future of Innovation Teams
Key Learnings

To maximize impact, future Innovation Teams would ideally:

• Include both internal and external stakeholders
• Focus on a challenge or opportunity that intersects multiple departments or sectors
• Begin without an end in mind
• Support a larger organizational initiative (i.e. 1SF framework, BHAG, rock)
Innovation Teams

The Office of Innovation will continue to use the Innovation Team approach to ignite and sustain meaningful change across our organization.
Thank you!