

**MINUTES**  
**Albany Transit System Public Meeting**  
300 W. Oglethorpe Blvd.  
Albany, GA  
**June 28, 2018**  
**4:00 PM-6:00 PM**

**Staff**

**PRESENT:** Tennasha L. Green-Gresham, Customer Service Manager/Transit Planner  
David Hamilton, Transportation Director  
Angela Calhoun, Superintendent of Operations  
Patrina Moore-Bells, Dispatch Lead  
Kerrie Davis, Transportation Planner, DARTS MPO

**OTHERS PRESENT:** none

**CALL TO ORDER**

Tennasha Green-Gresham called the meeting to order at 4:05 PM.

**Introduction of Meeting Agenda**

**TOPIC I – New Transit Innovations**

- The functionality of the Info Transit Route Ladders was explained.
- It's ADA purpose and Albany Transit's Title VI obligation to orientation all transit passenger to their position in the route. It is also our responsibility to announce interval along the route, frequent passenger pick-up location, major intersection, and requested destinations.
- A discussion followed.

**TOPIC II – Route Modification**

- Transit Staff introduced a proposal to modify the Silver Line route to provide service in the Ledo Road area.
- A discussion followed. Several Citizens showed interest and asked questions concerning the route.
- Several comments and concerns were shared concerning the impact to Route 3-Orange Line, how will transfers at the mall be handle, and the new access to Walmart Ledo Rd.

**TOPIC III – What we need from our Patrons?**

- Transit Dispatch Lead gave a "How to Ride Guide Session"
- Dispatch Lead shared helpful tips for trip planning and things the patron can do to expedite the boarding and deboarding process.

**TOPIC IV – Customer of The Quarter Incentive Program**

- Information for customer incentive program and requirements presented.
- Each passenger must submit an entry to be judged by transit staff and posted to the transit website as our "Customer of the Month".

#### **TOPIC V – 2018 Fare Increase**

- Citizens were informed of the July 1, 2018 fare increase.

#### **TOPIC VI – Albany Transportation Center Project**

- Information Draft Environmental Assessment was shared, and public comment cards were disbursed. Copies of the EA document was provided. Staff shared locations information of where they could view a copy of the document and access it online.
- Mr. William Wright provided helpful information on transit best practices and commented about the DBE participation process.

#### **COMMENTS**

- Patron commented on media center, and asked "what's the cost benefit of have a new transportation center?"
- Patron asked about transportation Sunday service.
- Patrons suggested that Willie Pitts Jr. Rd. be included in the Brown Line route.
- Patron expressed concern for safety at the Pick-and-Save transfer point.

#### **ADJOURNMENT**

Meeting adjourned at 5:53 PM