

**MINUTES**  
**Albany Transit System Public Meeting**  
300 W. Oglethorpe Blvd.  
Albany, GA  
**June 28, 2018**  
**7:30 AM-9:30 AM**

**Staff**

**PRESENT:** Tennasha L. Green-Gresham, Customer Service Manager/Transit Planner  
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 7:35 AM.

**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 introduce a proposal to modify the Silver Line route to provide service in the Ledo Road area.
- A discussion followed. Several Citizen showed interest and asked questions concerning the route.

**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 patrons can do to expedite the boarding and deboarding process.

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

- The steps to win a free monthly pass was shared with meeting participants.
- 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**

- The patrons were reminded that this is the last year of the 5-yr fare increase. There was no discussion that followed.

**TOPIC VI – Albany Transportation Center Project**

- Information about the 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.

**ADJOURNMENT**

Meeting adjourned at 9:36 AM