



SAGINAW TRANSIT AUTHORITY REGIONAL SERVICES BOARD OF DIRECTORS REGULAR MEETING MINUTES

Monday – April 22, 2024
STARS Board Room (615 Johnson St.)

12:00 PM

CALL TO ORDER

Ms. Kathy Miller called the meeting to order at 12:01 PM.

ROLL CALL

Members Present: Ms. Kathy Miller – Chairperson, Mr. Floyd Kloc, Mr. Michael Hanley, Ms. Evelyn McGovern, Ms. Diana Gutierrez, Mr. Jimmy Greene

Members Absent: Ms. Vickie Dillon, Mr. Carl Ruth, Ms. Kristy Nelson – Listening in Virtually

EXCUSE ABSENT MEMBERS

Mr. Kloc motioned to excuse all absent members, which was supported by Ms. Gutierrez. Motion carried unanimously.

PUBLIC COMMENTS

None

APPROVAL OF CONSENT AGENDA

Ms. Miller asked for a motion to approve the consent agenda. Mr. Kloc motioned to approve the consent agenda as presented, which was supported by Mr. Greene. Motion carried unanimously.

ACTION ITEMS

Finance Committee (4/22/2024)

Cash Flows, & Draft February 2024 Financial Statements

Ms. Pavloski gave a brief update on our Cash Flows and Draft February 2024 Financial Statements. Mr. Kloc moved to approve the Finance Committee Cash Flows to receive and file, supported by Mr. Hanley. Motion carried unanimously.

Awareness & Engagement (4/8/2024)

Ms. McGovern said the meeting was productive, and Mr. Steffens said Mr. Greene and Ms. Cassi Zimmerman from the City sat in to discuss how to relay our free fares to the community. He shared that a new “How to Ride” video was also shared with the committee. We are also looking into radio and TV advertising for the Memorial Cup and sitting in on more neighborhood groups. Mr. Steffens noted that staff appreciation was brought up, Ms. Miller said she will get back to interested board members to coordinate this. There was a brief discussion on these topics.

Resources & Operations (4/8/2024)

Mr. Steffens said we talked about the committees goals and talked about a potential revenue list – he and Ms. Jamie Forbes have already started working on items on this list. They also spoke about efficiencies for Lift and RTW, and Mr. Steffens is reviewing our operation model alongside management for these departments to see if changes can be made to these departments structure. There was a brief discussion on these topics. Ms. Miller and Ms. Gutierrez made suggestions for efficiencies, and for further discussion at upcoming meetings.

Innovative Service Offerings (4/8/2024)

Mr. Steffens said he updated the committee on the visit from the County Executive and about talks with the County Commission on Aging. They also spoke about identifying target populations for Lift, with disabled children being an underrepresented and/or underserved population. We plan to make sure it is known that we do serve these individuals. Mr. Steffens also spoke about employer interviews to start new job-focused lines.

OTHER REPORTS

New Business

Lift No-Show/Cancellation Policy Update

Mr. Steffens explained our current no show policy for our riders, and how these no-show trips are a huge inefficiency and cost for Lift. He went over the new proposed policy and appeal process with the Board and said this will be used as a deterrent. Mr. Steffens recommends the Board passes this policy so we can implement this quickly and have this take effect on May 1st, 2024. There was a brief discussion on this policy. Mr. Kloc moved to approve this policy update, which was seconded by Mr. Hanley. Motion carried unanimously.

Schedule Orientation with New Board Members

Mr. Steffens asked the New Board Members to reach out to him to schedule an orientation.

Executive Director Report

Mr. Steffens said the Saginaw Symphony tickets were distributed among employees and said he would get tickets for his wife's event out to Board members who are interested. He said there will be an arbitration on April 30th regarding an employee creating a hostile work environment for another employee. There will be another one regarding a days suspension, for the same employee in September. Mr. Steffens and staff are also working on creating binders with important materials for the Board of Directors members. Mr. Steffens, Ms. Pavlowski, and Mr. Pete Kastros will be heading to Lansing to speak with legislators soon, we also have a local officials day on May 18th to meet with City and County officials to discuss what a County-Wide service model would look like and how it would benefit all parties.

BOARD MEMBER COMMENTS

Mr. Kloc enjoys seeing the organization we are getting with the committees.

Mr. Hanley welcomed Mr. Greene and Ms. Nelson.

ADJOURNMENT

Mr. Kloc moved to adjourn the meeting, seconded by Ms. Gutierrez. Motion carried unanimously. The meeting was adjourned at 12:44 PM.



Vickie Dillon, Secretary

Date: 5/20/24