



# City of Jonesboro

Municipal Center  
300 S. Church Street  
Jonesboro, AR 72401

## Meeting Minutes Public Services Council Committee

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Tuesday, December 17, 2019

4:30 PM

Municipal Center

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### 1. Call To Order

### 2. Roll Call by City Clerk Donna Jackson

**Present** 3 - Joe Hafner; Bobby Long and Ann Williams

**Absent** 2 - Chris Gibson and Charles Frierson

### 3. Approval of minutes

[MIN-19:096](#)

Minutes for the Public Services Committee Meeting on September 17, 2019

**Attachments:** [Public Services Minutes 09172019.pdf](#)

**A motion was made by Councilperson Joe Hafner, seconded by Councilperson Ann Williams, that this matter be Passed . The motion PASSED with the following vote.**

**Aye:** 3 - Joe Hafner; Bobby Long and Ann Williams

**Absent:** 2 - Chris Gibson and Charles Frierson

### 4. New Business

### 5. Pending Items

### 6. Other Business

*JETS Director Michael Black gave a presentation regarding the JETS transit system. He said, JETS is continuing to grow. The ridership for the fixed route through the month of November is 120,628, last year at the same time we were at 114,633, that is a growth of about 5%. We are on pace to provide 131,594 trips for 2019, which will exceed our best year of 2017 at a 128,691.*

*JETS has provided 9,755 para-transit trips, this time last year it was at 9,441, that is an increase of 3%, and we are on pace to do 10,642 trips for our para-transit. About 92% of those trips are non-emergency medical trips.*

*Our summer youth program dropped off a little bit this year. The previous year we provided 1,741 trips. This year, so far we have only provided 1,482. Now the previous year that also included our youth holiday special which runs from the day that school is*

out for the Thanksgiving Holiday all the way through the end of the year. So, that number could increase in the days coming up.

The Red Wolf Express route did much better this year. Last year we proved 1,194 trips for Red Wolf Express, and this year we provided 1,448. We anticipate that to grow as parking becomes even more limited at ASU. Chairman Long asked, how many places did yawl go from? Mr. Black said, there are two reasons, an express route consist of very limited stops. We set it up as an express route because as an express route we are not obligated to provide para-transit service while that route is operating. Chairman Long said, okay.

Our Saturday service so far has provided 4,745 rides, we are averaging approximately 145 to 150 every Saturday. One way I feel like we could really increase that is to make our Saturday routes identical to our Monday through Friday but only in our 9:00 A.M. to 4:00 P.M. time frame, our limited service hours. It was not put in the budget for next year so, we will see how that works out. But, I know things are going to be tight. In 2019 so far we have earned, or we have taken in \$41,305.14 in advertising revenue. One advertisement alone was a six month campaign and it brought in \$40,500. We have purchased one new para-transit vehicle, we retired one, and it had over 220,000 miles on it. We have also gotten in our two new buses. One bus was reserved for A-State, MAAS has negotiated a contract for advertising with A-State, and you will be seeing a new A-State ad on a bus in the very near future, I am hoping before the end of the year, I'm not sure if they will be able to get to that quick or not.

Our route match migration to the AWS Cloud is still in the test mode, we are testing our web portal right now. One of the problems that we were facing with our real time bus app, is our web portal was so outdated that it wasn't picking up all of the information, especially new information that we were putting in. We've done some testing in the Cloud on our new portal our go live date is projected for January 7, 2020. We will not go live until about 8:00 P.M. on January the 7th, so January the 8th will be the real test. We are continuing to work with A-State on the real time app, right now our Monday through Friday works very well, Saturday's is where we've had the most problem. Saturday's is new information day and that is what it was having problems picking up. We did do some testing last Saturday and the Saturday before, and everything is looking very good. Once we do migrate to the cloud route match is going to introduce RM7 which is a new routing software uses algorithms from the AWS tools that will provide better efficiency in the para-transit systems schedule. As soon as we go live and do a few more test we will be putting out the big launch for the bus app, once we do go live with it, myself and another couple of employees are going to go down to the transfer station and we are going to help people download it to their phones.

I am in the process of putting our information packet together for our FTA Tri-annual review, the information to due to be turned in to the FTA this coming Friday, December 20th. Our actual Tri-annul site visit will be May 12 and 13th of 2020. I look forward to a very smooth tri-annul review in the next year. Dewayne Douglas, Human Resource Director is our Drug and Alcohol Representative for JETS, and we are having our state drug and alcohol audit on Thursday, December 19th.

Chairman Long said, so if you could name one thing, what do you thing is the biggest success has been in 2019 for JETS, and what to do you for-see it to be in 2020? Mr. Black said, I see our fixed ridership growth states a lot for my crew and our training program, and for consistency, we have remained consistent. Out ten year transit study gave some incredibly good ideas, ways to make our routs more efficient, more user

*friendly, and to increase ridership. That in-turned increased our fleet by two busses and routes from five to seven, and that would also put us serving south Jonesboro which is not being served now. In 2020 I would like to may be toward the end of the year, or when we see how money is going to go would be to go ahead and begin to move our Saturday routes to where they need to be by putting that little bit of extra into the budgeting process. In 2021 we would begin to transition into our loop and strait line routes, go ahead and add a couple of more busses and routes, and service the citizens of Jonesboro like they deserve to be serviced.*

**7. Public Comments**

**8. Adjournment**

**A motion was made by Councilperson Joe Hafner, seconded by Councilperson Ann Williams, that this meeting be Adjourned . The motion PASSED with the following vote.**

**Aye:** 3 - Joe Hafner; Bobby Long and Ann Williams

**Absent:** 2 - Chris Gibson and Charles Frierson