



Charlottesville Area Transit Advisory Board—Work Session Summary

January 27, 2015
8:30 AM—12:30 PM

The focus of the Charlottesville Area Transit Advisory Board's (CAT-AB) work session was:

1. Gain clarity about CAT-AB's purpose
2. Clarify roles and responsibilities

The following is a summary of decisions and some ideas for further discussion

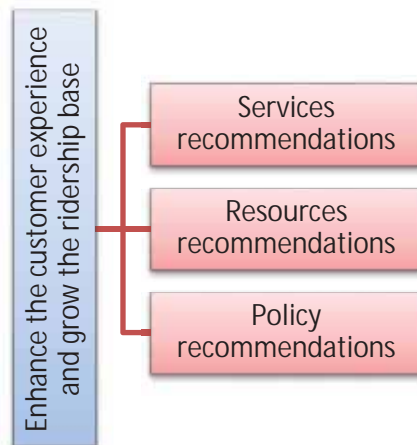
Purpose statement for the Charlottesville Area Transit Advisory Board:

Advocate for services, resources and policies to ensure CAT is an accessible, effective and compelling option for all

Recommendations will be presented to one or more of the following: City Council, CAT or Albemarle County

Roles and responsibilities

The group agreed that recommendations should result in *enhancing the customer experience and growing the ridership base*.



Customer service and ridership data could be available to evaluate progress.

Specific roles, responsibilities and by-laws were defined at the time CAT-AB was formed. This original information should be revisited to determine if updates are needed.



Ideas generated for enhancing meeting effectiveness

Disseminate agendas and pre-work prior to the meeting

Develop an annual calendar and determine meeting dates to address specific topics i.e. CAT budget review

Post and review CAT-AB's purpose statement at board meetings

Establish agendas that focus on 'big ticket' items

Allocate time for open discussion as a standard agenda item

Clearly state and make assignments for all action items identified during meetings

Draft the agenda for the next meeting as the last agenda item during each meeting

Suggested agenda item for next meeting

Agenda item

Assess current riders' level of satisfaction

- Review and discuss survey and complaint data
- Discuss anecdotal information and determine if this is reflected in survey results and complaint data
- Determine if any additional information is needed

Pre-work

Disseminate most recent riders' survey data and CAT complaint data for review by members

Ideas generated during the work session requiring further discussion

Move to a bi-monthly meeting schedule and incorporate sub-committees to fill gaps

Identify topics CAT-AB members need basic knowledge and understanding and determine how to best transfer the information. Topics mentioned during the work session include:

- Budget process basics
- High level understanding of existing City plans that impact CAT-AB purpose i.e. City Council's vision, City strategic plan, Public Works and CAT performance plans, comprehensive plan.
- Transit related projects underway or scheduled to begin, i.e. Main Street project