



AGENDA
CHARTER TOWNSHIP OF MERIDIAN
MERIDIAN TRANSPORTATION COMMISSION
November 19, 2020

1. CALL MEETING TO ORDER

2. APPROVAL OF AGENDA

3. APPROVAL OF MINUTES

A. October 22, 2020

4. COMMUNICATIONS

A. Received and on file

- Chair Steve Vagnozzi – House Bill 4733

5. PUBLIC REMARKS

6. 2021 MEETING SCHEDULE

7. COMMISSION DISCUSSION

A. Capital Area Transportation Authority (CATA) update

8. COMMISSION COMMENTS

9. NEXT MEETING DATES

A. Township Board Meeting December 1, 2020

B. Transportation Commission Meeting January 21, 2021.

10. ADJOURNMENT

Zoom Meeting

ID: 880 2838 5000

Password: 5000



Charter Township of Meridian
Meridian Transportation Commission
5151 Marsh Road, Okemos, MI 48864
Thursday, October 22, 2020– Minutes -DRAFT

Members

Present: Chair Vagnozzi, Vice-Chair Lovell, Commissioners Potter and Deschaine

Members

Absent: Commissioners Hudson and Kolbasa

Others

Present: Deputy Manager Derek Perry, Bill McConnell, Andrew McCready and Neighborhoods & Economic Development Director Amber Clark

1. CALL MEETING TO ORDER

Chair Vagnozzi called the meeting to order at 6:04pm

2. APPROVAL OF THE AGENDA

MOTION BY VICE-CHAIR LOVELL TO APPROVE THE AGENDA. SUPPORTED BY TREASURER DESCHAIINE. MOTION PASSES 4-0.

3. APPROVAL OF THE MINUTES-AUGUST 20, 2020

MOTION BY TREASURER DESCHAIINE TO APPROVE THE MINUTES. SUPPORTED BY MEMBER POTTER. MOTION PASSES 4-0.

4. COMMUNICATIONS

Chair Vagnozzi mentioned the response letter that was received from MDOT. It will be further discussed later in the agenda.

5. PUBLIC REMARKS

Bill McConnell stated he was listening as a liaison from the Environmental Commission.

6. COMMISSION DISCUSSION

a. 2020 Local Road Program

Deputy Manager Perry reported that this year's 10 miles of rebuilding/resurfacing of roads is complete and on budget. With the exception of the area in Haslett including Shaw,

Potter and Edson. This area has drain work that still needs to be completed. The roads will be completed in the spring. In addition, 16 miles of roads were crack sealed in the Township.

b. 2021 Local Road Program

Deputy Manager Perry stated the 2021 goal will be to work on 12-15 miles of road preservation work in the Township. The entire 2021 local road plan will be revealed at the December 1, 2020 Township Board meeting.

c. Ingham County Road Projects

Deputy Manager Perry indicated that the Township did receive additional paving from the County including Hulett, Van Atta, Lake Lansing, Jolly and Forest. The large County project will be the Okemos Road bridge project and Grand River Avenue in 2022. There will also be drain work at that time. The current drains are undersized and will be replaced with larger diameter drains. In addition, the road at Okemos and Grand River and near Playmakers will be elevated 2 feet to assist in the flooding in these areas.

d. MDOT Grand River Avenue

Deputy Manager Perry reviewed the response letter from MDOT. The Township will continue conversations with MDOT on the addition of three signalized pedestrian walkways. MDOT is not considering bike lanes or streetlighting at this time. There was discussion around the possibility of creating a streetlighting district for the area. On the topic of speed reduction, Deputy Manager Perry suggested that we may want to consider doing our own speed study first. Also, design elements, like crosswalks, for Grand River may impact the speed. There was no commitment from MDOT regarding the traffic signal at Montrose at this time. The Commission discussed it may hold more weight for the Township Board to consider sending a letter to MDOT regarding these issues.

7. COMMISSION COMMENTS

Commissioner Potter inquired if there was support among Commissioners to consider a joint meeting with the Lansing, East Lansing, and MSU transportation commissions for the purpose of regional connections and collaborations. There was interest for such a meeting.

Commissioner Deschaine discussed the new Andev development in the Hannah area. Along with this development, there are discussions about adding a pedestrian bridge by Dawn Avenue with funding through the Ingham County Pathway Millage.

Commissioner Deschaine introduced the new Township representative to the CATA Board, Robin Lewis. Ms. Lewis was not able to attend until the end of the meeting and introduced herself. She is looking forward to serving the residents of the Township. Commissioner Deschaine will send Ms. Lewis the link of previous Meridian Township Transportation Commission meeting minutes for her to review.

8. NEXT MEETING DATES

- Township Board Meeting November 5, 2020
- Transportation Commission Meeting November 19, 2020

9. ADJOURNMENT

Hearing no objection, Chair Vagnozzi adjourned the meeting at 7:10pm.

Legislative Analysis



DETERMINING SPEED LIMITS

Phone: (517) 373-8080
<http://www.house.mi.gov/hfa>

House Bill 4733 as introduced
Sponsor: Rep. Bradley Slagh
Committee: Transportation
Complete to 8-29-20

Analysis available at
<http://www.legislature.mi.gov>

SUMMARY:

House Bill 4733 would amend the Michigan Vehicle Code to change procedures for setting certain speed limits on Michigan highways.¹

Section 627 of the Michigan Vehicle Code establishes Michigan's "Basic Speed Law," which generally speaking requires that drivers always keep to a speed that will allow the vehicle to stop safely under current road conditions. Section 627 also provides general speed limits for various types of roads and road situations in the state—gravel roads, for example, or roads that are in a business district or mobile home park. These constitute a kind of default setting or standard for establishing the speed limit for any given stretch of road. For a driver, they are the limits that apply when there are no speed limit signs (as long as the Basic Speed Law is obeyed).

Section 628 of the code provides procedures under which the Michigan Department of Transportation (MDOT) and county and local road authorities can modify those general speed limits to account for local circumstances. This is the section the bill would amend.

Determining a modified speed limit

Currently, a modified speed limit under section 628 must be determined by an engineering and safety study and by the eighty-fifth percentile speed of free-flowing traffic under ideal conditions of a section of highway rounded to the nearest multiple of five miles per hour. (The eighty-fifth percentile speed is the speed that 85% of the drivers on a given section of roadway are currently driving at or below.)

The bill would require that the speed limit be rounded to the nearest multiple of five miles an hour *that is within five miles an hour of the eighty-fifth percentile speed*. The bill would also remove the reference to an engineering and safety study.

Floor for speed limits under the code

Currently, a speed limit cannot be set that is less than the fiftieth percentile speed of free-flowing traffic under ideal conditions on the fastest portion of the highway segment for which the speed limit is being posted. (That is, the speed that half the drivers on a given section of roadway are currently driving at or below.) This lower limit applies to all speed limits under the Michigan Vehicle Code.

The bill would delete this provision. (However, it would provide that speed limits under the jurisdiction of an incorporated city or village could not be set below the fiftieth percentile; see below.)

¹ See https://www.michigan.gov/documents/Establishing_Realistic_Speedlimits_85625_7.pdf

Hazards in incorporated cities or villages

The bill would allow a speed limit on a highway under the jurisdiction of an incorporated city or village to be set below the eighty-fifth percentile speed if an engineering and safety study conducted by a licensed professional engineer shows a situation in which hazards that threaten public safety are not reflected by the eighty-fifth percentile speed and would not be adequately addressed by warning signs.

However, under no circumstance could a speed limit under the jurisdiction of an incorporated city or village be set below the fiftieth percentile.

MCL 257.628

FISCAL IMPACT:

The bill would amend section 628 of the Michigan Vehicle Code, which prescribes procedures for establishing speed limits on public highways and provides for exceptions to those general standards. Specifically, as described above, the bill would authorize incorporated cities and villages to establish speed limits lower than the general standard in specified circumstances. The bill does not appear to establish new procedures that would materially affect the cost of speed studies and thus would have no direct fiscal impact on the state or local units of government.

Legislative Analyst: E. Best
Fiscal Analyst: William E. Hamilton

■ This analysis was prepared by nonpartisan House Fiscal Agency staff for use by House members in their deliberations, and does not constitute an official statement of legislative intent.

HOUSE BILL NO. 4733

June 19, 2019, Introduced by Reps. Slagh, Ellison, Elder, Sabo, Leutheuser, Tate, Chirkun, Calley and Yaroch and referred to the Committee on Transportation.

A bill to amend 1949 PA 300, entitled
"Michigan vehicle code,"
by amending section 628 (MCL 257.628), as amended by 2016 PA 447.

THE PEOPLE OF THE STATE OF MICHIGAN ENACT:

1 Sec. 628. (1) If the county road commission, the township
2 board, and the department of state police unanimously determine
3 upon the basis of an engineering and traffic investigation that the
4 speed of vehicular traffic on a county highway is greater or less
5 than is reasonable or safe under the conditions found to exist upon



1 any part of the highway, then acting unanimously they may establish
2 a reasonable and safe maximum or minimum speed limit on that county
3 highway that is effective at the times determined when appropriate
4 signs giving notice of the speed limit are erected on the highway.
5 A township board may petition the county road commission or the
6 department of state police for a proposed change in the speed
7 limit. A township board that does not wish to continue as part of
8 the process provided by this subsection shall notify in writing the
9 county road commission. A public record of a traffic control order
10 establishing a modified speed limit authorized under this
11 subsection ~~shall~~**must** be filed at the office of the county clerk of
12 the county in which the limited access freeway or state trunk line
13 highway is located, and a certified copy of a traffic control order
14 ~~shall be~~**is** evidence in every court of this state of the authority
15 for the issuance of that traffic control order. As used in this
16 subsection, "county road commission" means the board of county road
17 commissioners elected or appointed under section 6 of chapter IV of
18 1909 PA 283, MCL 224.6, or, in the case of a charter county with a
19 population of 2,000,000 or more with an elected county executive
20 that does not have a board of county road commissioners, the county
21 executive.

22 (2) In the case of a county highway, a township board may
23 petition the county road commission, or in counties where there is
24 no road commission but there is a county board of commissioners,
25 the township board may petition the county board of commissioners
26 for any of the following:

27 (a) A proposed change in the speed limit without the necessity
28 of a speed study consistent with the methods prescribed for
29 establishing speed limits under section 627.

1 (b) A proposed change in the speed limit consistent with the
2 provisions for establishing speed limits under this section.

3 (c) The posting of an advisory sign or device for the purpose
4 of drawing the attention of vehicle operators to an unexpected
5 condition on or near the roadway that is not readily apparent to
6 road users.

7 (3) The state transportation department and the department of
8 state police shall jointly determine any modified maximum or
9 minimum speed limits on limited access freeways or trunk line
10 highways consistent with the requirements of this section. A public
11 record of a traffic control order establishing a modified speed
12 limit authorized under this subsection ~~shall~~**must** be filed at the
13 office of the county clerk of the county in which the limited
14 access freeway or trunk line highway is located, and a certified
15 copy of a traffic control order ~~shall be~~**is** evidence in every court
16 of this state of the authority for the issuance of that traffic
17 control order.

18 (4) A local road authority shall determine any modified speed
19 limits on local highways consistent with the requirements of this
20 section. A public record of a traffic control order establishing a
21 modified speed limit authorized under this subsection ~~shall~~**must** be
22 filed at the office of the city or village or administrative office
23 of the airport, college, or university in which the local highway
24 is located, and a certified copy of the traffic control order ~~shall~~
25 ~~be~~**is** evidence in every court of this state of the authority for
26 the issuance of that traffic control order.

27 (5) A speed limit established under this section ~~shall~~**must** be
28 determined by ~~an engineering and safety study and by~~ the eighty-
29 fifth percentile speed of free-flowing traffic under ideal



1 conditions of a section of highway rounded to ~~the nearest a~~
2 multiple of 5 miles per hour **that is within 5 miles per hour of the**
3 **eighty-fifth percentile speed.** ~~A speed limit established under this~~
4 ~~act shall not be posted at less than the fiftieth percentile speed~~
5 ~~of free-flowing traffic under optimal conditions on the fastest~~
6 ~~portion of the highway segment for which the speed limit is being~~
7 ~~posted.~~ **A speed limit established under this section on a highway**
8 **under the jurisdiction of an incorporated city or village may be**
9 **set below the eighty-fifth percentile speed if an engineering and**
10 **safety study conducted by a professional engineer licensed under**
11 **article 20 of the occupational code, 1980 PA 299, MCL 339.2001 to**
12 **339.2014, demonstrates a situation with hazards that threaten**
13 **public safety, are not reflected by the eighty-fifth percentile**
14 **speed, and would not be adequately mitigated by warning signs. A**
15 **speed limit under the jurisdiction of an incorporated city or**
16 **village must not be set below the fiftieth percentile under any**
17 **circumstance.**

18 (6) If a highway segment includes 1 or more features with a
19 design speed that is lower than the speed limit determined under
20 subsection (5), the road authority may post advisory signs.

21 (7) If upon investigation the state transportation department
22 or county road commission and the department of state police find
23 it in the interest of public safety, they may order township, city,
24 or village officials to erect and maintain, take down, or regulate
25 the speed limit signs, signals, or devices as directed, and in
26 default of an order the state transportation department or county
27 road commission may cause the designated signs, signals, and
28 devices to be erected and maintained, taken down, regulated, or
29 controlled, in the manner previously directed, and pay for the



1 erecting and maintenance, removal, regulation, or control of the
2 sign, signal, or device out of the highway fund designated.

3 (8) Signs posted under this section ~~shall~~**must** conform to the
4 Michigan manual on uniform traffic control devices.

5 (9) A person who violates a speed limit established under this
6 section is responsible for a civil infraction.

7 (10) As used in this section:

8 (a) "County road commission" means any of the following:

9 (i) The board of county road commissioners elected or appointed
10 under section 6 of chapter IV of 1909 PA 283, MCL 224.6.

11 (ii) In the case of the dissolution of the county road
12 commission under section 6 of chapter IV of 1909 PA 283, MCL 224.6,
13 the county board of commissioners.

14 (iii) In the case of a charter county with a population of
15 1,500,000 or more with an elected county executive that does not
16 have a board of county road commissioners, the county executive.

17 (iv) In the case of a charter county with a population of more
18 than 750,000 but less than 1,000,000 with an elected county
19 executive that does not have a board of county road commissioners,
20 the department of roads.

21 (b) "Design speed" means that term as used and determined
22 under "A Policy on Geometric Design of Highways and Streets", ~~sixth~~
23 **seventh** ed., ~~2011, 2018~~, or a subsequent edition, issued by the
24 American Association of State Highway and Transportation Officials.

25 (c) "Local road authority" means the governing body of a city,
26 village, airport, college, or university.

27 (d) "Traffic control order" means a document filed with the
28 proper authority that establishes the legal and enforceable speed
29 limit for the highway segment described in the document.



**Meridian Transportation Commission Meeting Dates
2021 Schedule**

RESOLUTION

At a regular meeting of the Meridian Transportation Commission of the Charter Township of Meridian, Ingham County, Michigan, held virtually on the 19th day of November, 2020 at 6:00p.m., Local Time.

PRESENT: _____

ABSENT: _____

The following resolution was offered by _____ and supported by _____.

WHEREAS, Public Act 267 of the Public Acts of 1976 requires the publication of the meeting schedule of every municipal board at least once a year; and

WHEREAS, the Meridian Transportation Commission (MTC) desires to announce the time, date, and place of all regular meetings of the MTC, pursuant to the provisions of Act 267 of the Public Act of 1976.

NOW, THEREFORE, BE IT RESOLVED BY THE MERIDIAN TRANSPORTATION COMMISSION OF THE CHARTER TOWNSHIP OF MERIDIAN, INGHAM COUNTY, MICHIGAN as follows:

1. The Meridian Transportation Commission will meet for regular meetings on certain Thursdays, in 2020 in the Community Room of the Central Fire Station, 5000 Okemos Road, Okemos, MI 48864 or meetings will be held virtually as necessary.
2. The specific dates for meetings are as follows:

| | |
|----------|----|
| January | 21 |
| March | 18 |
| May | 20 |
| August | 19 |
| October | 21 |
| November | 18 |

3. Meetings will begin at approximately 6:00 p.m.
4. Special meetings of the Meridian Transportation Commission may be called pursuant to the applicable statute.
5. Regular meetings may be canceled, recessed, or postponed by members of the Meridian Transportation Commission pursuant to the applicable statute.
6. A summary of this resolution stating date, place, and time shall be posted in the Meridian Municipal Building within ten (10) days after the first regularly scheduled meeting of the year in accordance with MCL 15.265.

**Meridian Transportation Commission Meeting Dates
2021 Schedule
Page 2**

ADOPTED: YEAS: _____

NAYS: _____

STATE OF MICHIGAN)

)ss

COUNTY OF INGHAM)

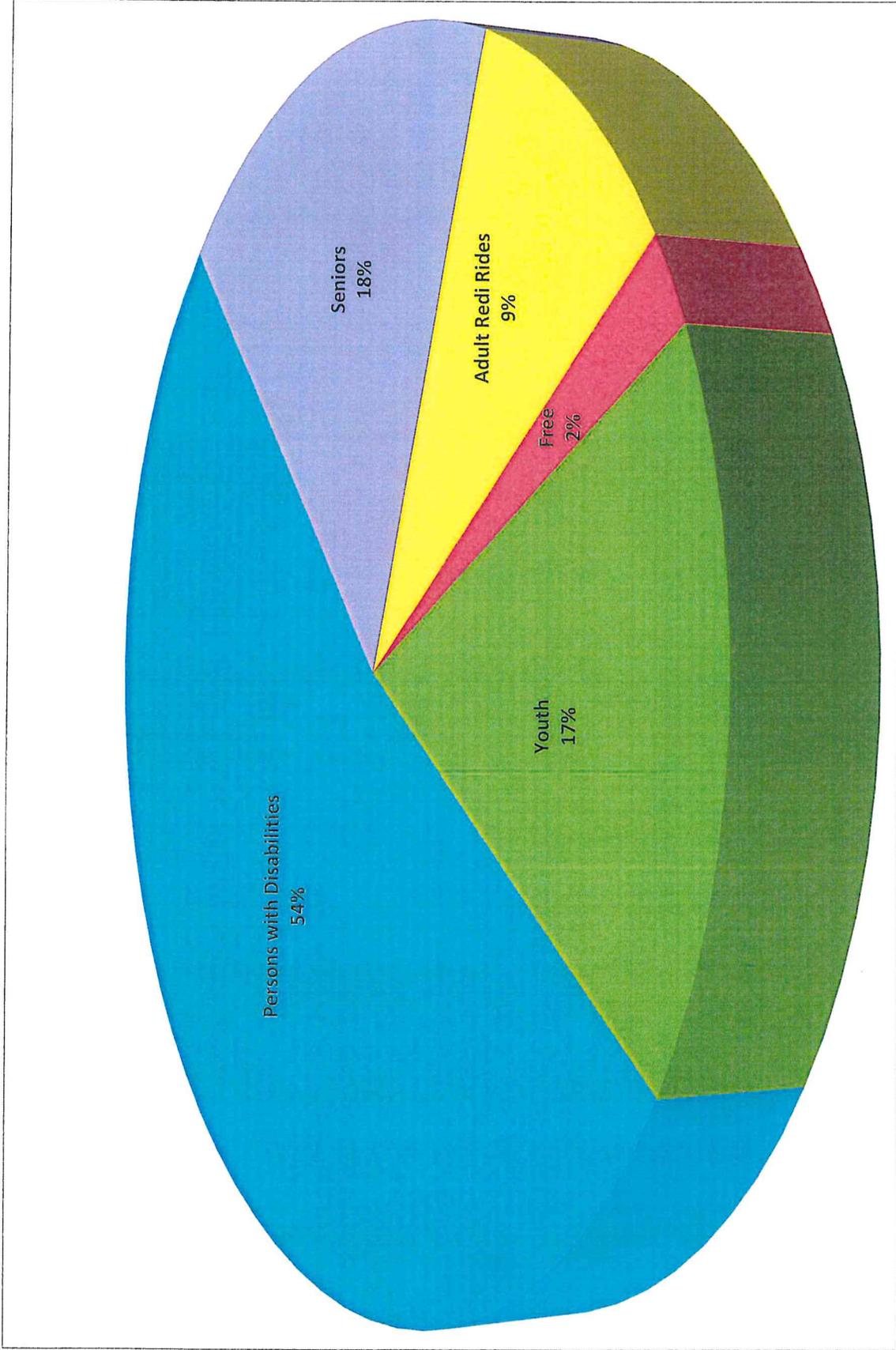
I, the undersigned, the duly qualified Chairperson of the Meridian Transportation Commission of the Charter Township of Meridian, Ingham County, Michigan, DO HEREBY CERTIFY that the foregoing is a true and complete copy of a resolution adopted at a regular meeting of the Meridian Transportation Commission held on the 19th day of November, 2020.

Steven Vognozzi
Meridian Transportation Commission Chairperson

September 2018 - October 2020 Meridian Township Redi-Ride Booking Analysis

| Month | Total Trips Booked | Capacity | % of Capacity Denials to Total Bookings | Client Refusal | Client Refusals as % of Total Bookings | Cancels | % Cancels | No Shows | % No Shows | Days of Operation this Month |
|--------------|--------------------|------------|---|----------------|--|-------------|--------------|-------------|-------------|------------------------------|
| Sep-18 | 1897 | 21 | 1.26% | 8 | 0.48% | 303 | 18.2% | 92 | 5.54% | 24 |
| Oct-18 | 2227 | 21 | 1.11% | 1 | 0.05% | 312 | 16.4% | 119 | 6.27% | 27 |
| Nov-18 | 1976 | 15 | 0.67% | 6 | 0.27% | 350 | 15.7% | 121 | 5.43% | 25 |
| Dec-18 | 1933 | 17 | 0.86% | 3 | 0.15% | 297 | 15.0% | 120 | 6.07% | 25 |
| Jan-19 | 2136 | 18 | 0.93% | 1 | 0.05% | 574 | 29.7% | 121 | 6.26% | 23 |
| Feb-19 | 2074 | 13 | 0.61% | 2 | 0.09% | 437 | 20.5% | 167 | 7.82% | 24 |
| Mar-19 | 2161 | 12 | 0.58% | 5 | 0.24% | 385 | 18.6% | 171 | 8.24% | 26 |
| Apr-19 | 1968 | 6 | 0.28% | 1 | 0.05% | 346 | 16.0% | 116 | 5.37% | 26 |
| May-19 | 2193 | 15 | 0.76% | 2 | 0.10% | 394 | 20.0% | 133 | 6.76% | 26 |
| Jun-19 | 1753 | 6 | 0.34% | 3 | 0.17% | 496 | 29.00% | 65 | 2.30% | 25 |
| Jul-19 | 1650 | 2 | 0.12% | 3 | 0.18% | 428 | 26.00% | 43 | 2.60% | 26 |
| Aug-19 | 1689 | 6 | 0.36% | 0 | 0.00% | 211 | 12.50% | 54 | 3.20% | 27 |
| Sep-19 | 1913 | 0 | 0.00% | 3 | 0.15% | 401 | 21.00% | 78 | 4.10% | 24 |
| Oct-19 | 2121 | 0 | 0.00% | 3 | 0.14% | 386 | 18.10% | 71 | 3.30% | 27 |
| Nov-19 | 1998 | 0 | 0.00% | 0 | 0.00% | 375 | 18.70% | 58 | 2.90% | 25 |
| Dec-19 | 1946 | 0 | 0.00% | 0 | 0.00% | 367 | 18.80% | 64 | 3.20% | 25 |
| Jan-20 | 2193 | 0 | 0.00% | 0 | 0.00% | 364 | 16.50% | 67 | 3.00% | 26 |
| Feb-20 | 2101 | 0 | 0.00% | 0 | 0.00% | 466 | 22.10% | 88 | 4.10% | 25 |
| Mar-20 | 1286 | 0 | 0.00% | 0 | 0.00% | 319 | 24.80% | 46 | 3.50% | 18 |
| Apr-20 | 0 | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 |
| May-20 | 514 | 0 | 0.00% | 0 | 0.00% | 52 | 10.10% | 11 | 2.10% | 23 |
| Jun-20 | 813 | 0 | 0.00% | 0 | 0.00% | 100 | 12.30% | 24 | 2.95% | 26 |
| Jul-20 | 941 | 0 | 0.00% | 0 | 0.00% | 80 | 8.50% | 24 | 2.60% | 26 |
| Aug-20 | 874 | 0 | 0.00% | 0 | 0.00% | 108 | 12.40% | 17 | 2.00% | 26 |
| Sep-20 | 839 | 0 | 0.00% | 0 | 0.00% | 83 | 9.80% | 22 | 2.60% | 25 |
| Oct-20 | 818 | 0 | 0.00% | 0 | 0.00% | 115 | 14.00% | 28 | 3.40% | 27 |
| Total | 42014 | 165 | 0.39% | 41 | 0.09% | 7739 | 18.4% | 1921 | 4.6% | 627 |

Meridian Redi-Ride by type. August 1, 2018 – October 31, 2020



August 2018 through October 2020

Meridian Redi-Ride Ridership (Actual Rides)

August 2017 through October 2020

| <u>Month</u> | <u>Rides</u> | <u>Month</u> | <u>Rides</u> |
|-----------------|--------------|-----------------|--------------|
| August, 2017 | 1458 | April, 2019 | 1648 |
| September, 2017 | 1684 | May, 2019 | 1820 |
| October, 2017 | 1891 | June, 2019 | 1411 |
| November, 2017 | 1805 | July, 2019 | 1378 |
| December, 2017 | 1714 | August, 2019 | 1377 |
| January, 2018 | 1766 | September, 2019 | 1616 |
| February, 2018 | 1668 | October, 2019 | 1825 |
| March, 2018 | 1856 | November, 2019 | 1730 |
| April, 2018 | 1637 | December, 2019 | 1570 |
| May, 2018 | 1841 | January, 2020 | 1920 |
| June, 2018 | 1446 | February, 2020 | 1685 |
| July, 2018 | 1160 | March, 2020 | 978 |
| August, 2018 | 1483 | April, 2020 | 0 |
| September, 2018 | 1585 | May, 2020 | 352 |
| October, 2018 | 1904 | June, 2020 | 559 |
| November, 2018 | 1717 | July, 2020 | 728 |
| December, 2018 | 1512 | August, 2020 | 874 |
| January, 2019 | 1597 | September, 2020 | 839 |
| February, 2019 | 1631 | October, 2020 | 633 |
| March, 2019 | 1785 | | |

Meridian Redi-Ride Ridership August 2018 through October 2020

| Time | Trips Booked | Taken | Cancels | No-Shows | Cap-Denials | Refusals |
|--------------|--------------|-------------|-------------|------------|-------------|-----------|
| 14:00-15:00 | 4505 | 3206 | 1035 | 242 | 17 | 4 |
| 15:01-16:00 | 4710 | 3450 | 857 | 354 | 40 | 9 |
| Total | 9214 | 6556 | 1892 | 576 | 57 | 13 |

Daily average of 14 students were picked up and/or dropped off at school on Meridian Redi-Ride during this time period. **Average since the start of the 2020/2021 school year has been 2 students per day

Meridian Redi-Ride Ridership Extended Hours August 2018 - October 2020

| Time | Trips Booked | Taken | Cancels | No-Shows | Cap-Denials | Refusals |
|---------------|--------------|-------------|------------|-----------|-------------|----------|
| 7:30 - 8:00 | 776 | 639 | 81 | 50 | 7 | 1 |
| 8:01 - 9:00 | 546 | 398 | 91 | 47 | 4 | 1 |
| Total | 1322 | 1037 | 172 | 97 | 11 | 2 |
| 17:00 - 18:00 | 234 | 146 | 66 | 19 | 0 | 0 |
| 18:01 - 18:30 | 13 | 6 | 1 | 3 | 0 | 0 |
| Total | 247 | 152 | 67 | 22 | 0 | 0 |

Meridian Redi-Ride Overview

In September of 2019, service was increased to Meridian Township. Service was established as: three (3) full-time runs and two (2) part-time runs Monday through Friday and two (2) full-time runs and one (1) part-time run on Saturdays. The goal was to reduce capacity denials and to provide more efficient service during peak times.

From September of 2019 through February of 2020, there was an average of 1,937 trips booked monthly. In addition, there were no capacity denials during that period. Client refusals, cancelations and no-shows were reduced and efficiency was greatly improved.

The COVID pandemic has resulted in a stark reduction in ridership. From April of 2020 through October of 2020, booked rides have averaged 685 per month. There have been no capacity denials. Client refusals, cancels and no-shows have continued their downward trend.

Over the past seven months, rides have been booked primarily for shopping, medical appointments, personal care appointments and veterinary appointments.

The level of service established in September of 2019 has proven to be appropriate based on the data and the fact that CATA has not logged one complaint since the increase. With our current level of service, we have the ability to “spread out” trips – reducing contact between clients and also the ability to provide trips with greatly reduced ride times.

Overall, our clients in Meridian Township are happy with the service that is being provided and many have voiced their appreciation for the service during the pandemic.