

COMMITTEE OF THE WHOLE OF THE BROOME COUNTY LEGISLATURE
MEETING MINUTES
JULY 21, 2016

The Committee of the Whole of the Broome County Legislature met on Thursday, July 21, 2016 in the Legislative Conference Room, Sixth Floor, Edwin L. Crawford County Office Building, Binghamton, New York.

Members Present: D. Reynolds (Chair), S. Flagg, S. Baker, K. Wildoner, K. Myers, G. Baldwin, M. Pasquale, J. Shaw, R. Keibel, C. O'Brien, R. Heebner, M. Sopchak, K. Bernhardsen, M. Kaminsky

Members Absent: M. Whalen

Others Present: A. Martin, C. Dzedzic, T. West, R. O'Donnell, Legislature; D. Preston, J. Bernardo, County Exec's Office; M. Kalka, J. Knebel, OMB; G. Kilmer, Transit; M. Aesch, R. Gallivan, S. Dinan, TransPro; J. Roby, Press & Sun-Bulletin; and members of the public

The Committee meeting was called to order by the Chairman at 4:01 PM. Mr. Flagg made a motion to move the agenda, seconded by Mr. Baker.

Mr. Reynolds stated that the Committee of the Whole meeting was called regarding the customer satisfaction survey of the changes made to BC Transit routes.

Mr. Aesch and Mr. Gallivan gave a presentation on the results of the survey (attached). Some highlights include:

- First route study and changes made in 20 years
- Over 500 riders across all routes were surveyed
- Surveys were administered in quantities proportional to each routes total ridership in order to produce balanced results
- Changes in BC Transit routes saved approximately \$435,000 to County taxpayers
- 76% of those surveyed are satisfied to very satisfied with BC Transit service
- 85% of those surveyed say that BC Transit service has stayed the same, if not improved
- Riders would like real time information on where the buses are and whether they are on time or running behind

Mr. Gallivan stated that every fifth BC Transit rider was surveyed and the surveys were done electronically.

Mrs. Kaminsky and Mrs. Myers expressed concerns that non-riders of BC Transit weren't surveyed, some of which have stopped riding due to the changes. They both would like to see community meetings established to gain more input on the BC Transit changes.

Mrs. Kaminsky expressed concerns about changes in service particular to her district on Binghamton's Northside.

Mr. Kilmer stated that BC Transit did extensive outreach on the changes before they happened and have a call center that people can call into with comments/concerns. He further stated that

Legislators have contacted him with constituent concerns and they have worked to address those issues. He urged all to contact them with issues, because if they don't know there's a problem, BC Transit can't fix it.

Mr. Baldwin commented that he had been in touch with Mr. Kilmer after hearing about issue with service changes in his district. Working with riders, Mr. Kilmer was able to resolve the concerns.

Mrs. Preston stated that the County has no plans to privatize BC Transit service and that the County has worked diligently to upgrade its fleet to provide the best service possible.

Mr. Aesch stated that a satisfaction survey should be conducted semi-annually and a route study should happen more frequently than every 20 years.

Mr. Kilmer stated that he has proposed funds in the 2017 BC Transit Budget for real time technology for the buses.

Mr. Flagg made a motion to adjourn, seconded by Mr. Bernhardsen. The meeting adjourned at 4:54 PM.