

RTCC Meeting Notes

02-22-24

Attendees:

Amy Rossow (HOTCOG)
Danielle Utrera (Veterans Affairs)
Debbie King (Executive Director Meals on Wheels Waco)
Donnis Cowan (HOTCOG Health & Human Services)
Eric Hobbs (HOTCOG)
Frank Patterson (McLennan Community College)
Heather Travers (McLennan County)
Jan Enders (HOTCOG)
Jana Svacina-Waldrop (Waco Transit)
John Vorderkunz (HOTCOG)
Jonathan Mize (Texas Workforce Solutions)
Judge Jay Elliott (Falls County)
Judge Justin Lewis (Hill County)
Judge Richard Duncan (Limestone County)
Julie Talbert (HOT Workforce Solutions)
Keith Johnson (Veterans Affairs)
Misty Hendon (HOTCOG)
Mukesh Kumar (Waco Metropolitan Planning)
Neeta Brake (HOCTIL)
Rep Pledger (HOTCOG)
Roland Mayes (Veterans Affairs)
Russell Devorsky (HOTCOG)

Call to order: 1:00pm

Judge Lewis: Item 1 on our agenda is to introduce our new intern, Erin Turner.

Erin: Currently Junior/Senior at Baylor University studying Public Relations and Communications. Interning with the Transportation Department to market our Blue Bus to the public in different ways to see what hits best.

Judge Lewis: Item 4 on our agenda is to discuss surveys.

Rep: Reference the attached sample surveys that have been used in the past. Erin will be working on updating the surveys.

We need everyone here to read through the sample surveys that were distributed and discuss which questions we should add.

Everyone should pick a minimum of one question that is specific to their operations or their counties. Possibility for the website survey to have follow-up questions. Example: If submitter responds yes to question one, then a drop-down box asking for further information.

You can submit as many questions as you want. Once those are submitted, Erin will consolidate and come up with a final list for the committee to review during our next meeting.

Committee discussed reducing the number of questions. If postcards are used, we should limit it to 5-7 questions. Website survey can have the option for additional questions.

Will offer multiple ways to complete the surveys: postcard, QR code, website.

Discussed options for Spanish and Braille.

The target for the surveys is our riders and the general public. Survey will help us fill in gaps in service and look at any unmet needs.

Discussed possibility of offering an incentive to anyone who completes the survey.

We can use this information to support our funding applications during grant writing season.

Questions should be submitted to Rep within the next two weeks so we can have a list available in time for our next meeting on March 28th.

Judge Lewis: Meeting adjourned at 1:46pm.