



UTS Public Relations Committee Meeting Minutes

11/14/2010

Meeting called to order – 15:00

Mike Vitale	Present
Alia Al-Haj	Present
Chelsea Churchill	Present
Patrick Keating	Present
Zak Krone	Present
Doc McConnell	Present
Chandalae Walton	Present

- Passenger Satisfaction Survey
 - Ride Smoothness
 - a lot of the comments focus on new drivers – braking clinic? we could require 1/2 of their “new driver clinics” focus on braking
 - braking too quickly as they approach stops
 - Driver Knowledge/Approachability
 - “some drivers are grumpy, but its mostly because people ask stupid questions”
 - Enough Time to Get Seated?
 - mixed results. not much we can address as a committee
 - Close to Curb?
 - drivers need to slow down pulling in
 - Music
 - vast majority of comments are “Mostly Agree” and “Strongly Agree” – we seem to be doing very well
 - Alert how long we’re staying at timesteps?
 - we could improve the frequency of timestep alerts, esp. on hospital routes
 - Bus Cleanliness
 - most prevalent comment – seats are wet
 - Other Comments
 - cycling safety
 - IRC & Engineering stops
 - SHS isn’t stopping at the Gooch/Dillard stop when going OOS
 - need to stop for people in crosswalk
 - more Green Routes – AM and PM
 - bus stop at Kroger
 - we should have a stop at the amphitheatre instead of Garrett Hall
 - GPS Complaints
 - standardize what “bus full” means
 - extra AM Hereford bus



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- SpeakUpUVA
 - switch the Garrett Hall stop with the
 - 2nd bus stop at Barracks
- Complaints
 - Complaint #1: Rated 0-0.
 - Complaint #2: Rated 1-1.
- picture taken of new route placards.

Meeting Dismissed – 16:05