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*Per SC Code of Laws, Title 30, Chapter 4, Section 30-4-80 - All public bodies shall notify persons or organizations, local news media, or such other news media as may request notification of the times, dates, places, and agenda of all public meetings, whether scheduled, rescheduled, or called, and the efforts made to comply with this requirement must be noted in the minutes of the meetings. **The COMET complied with the notification of this meeting on Friday, May 3, 2019 at 3:30 p.m.***

**Central Midlands Regional Transit Authority Service Committee  
Wednesday May 8, 2019 -12:00 P.M.  
3613 Lucius Road, Columbia, SC 29201 – Conference Room A**

**Members Present:**

John V. Furgess, Sr.  
Carolyn Gleaton  
Derrick Huggins  
Skip Jenkins\*  
Colonel (R) Roger Leaks, Jr., Chair  
Lill Mood (arrived at 12:21 p.m.)  
Geraldine Robinson

**Guests Present:**

Roderick Cockerham, Manager, Transport Care Service  
Katherine Cason, Lexington County  
Sara Fleming, Lexington County  
Tanisha Gibbons, HR Manager, Transdev  
Rosalind Lorick, Quality Analyst, Transdev

**Absent Committee Members:**

None

*\*Indicates participation by phone.*

**The COMET Staff Present**

John Andoh, Executive Director/CEO  
LeRoy DesChamps, Director of Administration & Operations/COO  
Paige Jernigan, Interim Administrative & Customer Service Specialist

**1. CALL TO ORDER AND DETERMINATION OF QUORUM**

Col. Leaks called the meeting to order at 12:00 PM.



A quorum was present at the opening of the meeting.

**2. ADOPTION OF AGENDA**

**Motion:**

A motion was made by Col. Leaks and seconded by Ms. Gleaton to adopt the agenda.

**Approve:** Furgess, Gleaton, Huggins, Leaks, Mood

**Absent:** None

**Motion passed unanimously.**

**3. MIDLANDS TRANSIT RIDERS ASSOCIATION UPDATE (Verbal)**

No representation.

Mr. Huggins and Col. Leaks raised concern about Midland Transit Riders Association (MTRA) lack of participation over the last few months. Mr. Andoh stated the Midlands Transit Riders Association is having trouble establishing new officers to attend the meetings. MTRA may decide to become a social media presence only.

It was urged that we have more public participation at the meeting. Mr. Andoh offered to extend marketing efforts to riders as a way in increase their attendance at meetings. Mr. Andoh also recommended having a committee meeting at the Transit Center in the future.

**A. CALL TO THE PUBLIC**

None

**4. MINUTES FROM APRIL 10, 2019 MEETING**

**Motion:**

A motion was made by Mr. Huggins and seconded by Mr. Furgess to approve minutes from April 10, 2019 meeting.

**Approve:** Furgess, Gleaton, Huggins, Leaks, Mood



**Absent:** None

**Motion passed unanimously.**

**5. MATTERS REFERRED FROM THE BOARD OF DIRECTORS (John Andoh)**

**A. DISCUSS PREVIOUS MOTIONS FROM 2017 TO PRESENT.**

Mr. Furgess expressed concern of the size of the font in the documentation presented to the Committee and to the Board. Mr. Andoh agreed that a conversion to legal size paper, landscape positioning and larger font, size 14, will be the format from here on out.

Mr. Andoh discussed the items remaining that were referred by the Board of Directors. Review of the previous motions and status updates from 2017 to present were discussed in detail on Page 12 of the packet.

Mr. Andoh stated the long-term service plan kicked off mainly in Richland County with CMCOG has engage a consultant who is gathering data to determine service plan. This will include a plan with park and ride lot plan and related services. We should see a work product within a year.

Marketing Plan was adopted by Board last month. Streetscape plan will be discussed today.

Mr. Andoh stated that concludes all the matters referred since 2017 by this Committee.

Mr. Furgess requested we add a **Motion Period** to the next Agenda. Mr. Andoh agreed.

Col.

Leaks asked if anyone had any motions.

**MOTION PERIOD**

None

**6. TRANSDEV OPERATIONS REPORT (Tanisha Gibbons, Rosalind Lorick, Roderick Cockerham)**



Ms. Gibbons stated that she and Ms. Lorick are representing Transdev on behalf of Ms. Bowers.

Ms. Gibbons began by referring to Page 13 of packet. Ms. Gibbons reported two (2) preventable accidents. Perfect Day campaign for Safety giving incentives to drivers. Bonuses will be front loaded instead of end of year.

Mr. Furgess asked how many routes could be handled by one (1) driver in a day. Ms. Gibbons and Ms. Lorick stated that DOT mandates the number of hours not routes per day. She added that drivers can do up to three (3) routes per day. Mr. Andoh mentioned he has heard some remarks/complaints from drivers about the split schedule, example; working in the morning then again in evening. He added that Transdev's Run Cutter program will address these issues.

Mr. Furgess asked why Ms. Bowers, Operations Manager was not present. Ms. Gibbons stated that Ms. Bowers is in court.

Ms. Gibbons explained the bonus structure. Ms. Gibbons added the wheelchair certification occurred in March as well as safety training. Transdev also started and completed TRAPEZE training and improving Transit Center beautification. She stated that they are still working on TransLoc and Clever Device issues and two (2) tablet holders for DART buses.

Mr. Huggins asked to elaborate on Transit Center improvements. Mr. Andoh stated the transit center has altered safety coverage. They have also added fresh food service on Tuesdays, a vending machine and ATM on site. The restrooms are being cleaned every 30 minutes per contract. We are working diligently to improve the Transit Center.

*Ms. Mood arrived at 12:21 p.m.*

Mr. Andoh stated that they have had incidents/arrests at the transit center over the last few months. Mr. Andoh reminded the committee about City of Columbia officers are on site, and check stops as well as riding buses at times to show presence. Mr. Huggins raised concern regarding the use of security guards on top of police officers and whether there was continuity amongst those patrolling Transit Center, bus stops, etc. Mr. Huggins commented that we need to keep security issues on the radar and have a more in-depth discussion later. Mr. Andoh also reminded everyone Richland County Sheriff's Department also rides buses in their jurisdiction. Police and Sheriff's department provide a monthly report of routes ridden by officers.



Mr. Furgess asked about the adjoining parking lot and who patrols the area since it isn't technically Transit Center property, but riders use it as a waiting area. Mr. Andoh states the "yellow jackets" patrol the building and area related to transit center, while the City of Columbia officers patrol space beyond transit center area.

Option was raised asking if we could mandate people wait inside of Transit Center area to alleviate potential problems. Mr. Andoh reminded everyone we are going to PULSE

system which means buses arrive and depart at same times, thus cutting down wait times which should help security guards and their control of the area. Ms. Mood had concerns regarding forcing people to wait inside. Mr. Andoh stated it isn't unheard of to implement this policy and used Greyhound as an example.

Mr. Andoh updated the Board of the Transdev new General Manager and Maintenance Manager. They will also be hiring a new on-site IT (IT Logic) Director through a local firm to address all systems. The new staff will begin May 31, 2019.

There was discussion regarding what, if any, say the Board has in hiring the new GM, or removing the GM. Mr. Furgess wanted to make sure the Board is notified when changes occur. Mr. Andoh will be sending out the language in the contract and the Board will be notified when the new staff begin.

*Ms. Robinson left at 12:40 p.m.*

## **7. RIDERSHIP REPORT (John Andoh)**

Mr. Andoh referred to Page 67 where the Committee could find the Mystery Rider report.

March numbers:

240,102 boarding's system wide

231,000 fixed routes

1158 flex routes

4,959 DART

This Includes associated special shuttle services such as St. Patrick's Day Shuttle, Trolley, etc.

Increase of 10,375 boarding's from prior year.

Top performers are still the corridor routes including Routes 6, 11, 12, 45. Connector Routes 32, 74, 77, and 83L are high performers. He added that the rural routes are meeting standard but none of the express routes are meeting standards.



Mr. Andoh mentioned that Route 62 is struggling. Col. Leaks asked why Route 62 is underperforming. Mr. Andoh stated it requires more marketing, but with changes coming the route should become more prominent thus increase ridership.

Ms. Mood raised questions about quality assurance issues, accuracy of data, etc. She added that the ridership number on Page 35 for the Soda Cap seems inaccurate, 24,695.

Mr. Andoh agreed this number is incorrect and the accuracy and accountability is a process that Transdev is working to improve.

Mr. Furgess asked about on-time rates and expressed concerns of overall rate. It was discussed whether the goal of 95% has been set too high. Mr. Andoh used Austin as an example of how a goal is set, and what factors are included. A suggestion was made by Ms. Mood to look over routes and goals again taking into account variables much like his example of Austin.

## **8. OLD BUSINESS**

### **A. Passenger Amenities Program Update**

Mr. Andoh stated that seven (7) sites have been planned and permitted while six (6) sites are under review for permitting. He added that eighteen (18) sites are under review prior to going into permitting. We are adding a shelter at Two Notch Wal Mart and continue to work on Super Stop at Columbia Place Mall (near the old Sears) to be more comfortable for riders. Davis & Floyd have started bus stop analysis primarily focusing on Routes 101, 301 and 47. Recommendations will be made after visits to sites. We are relocating the stop from Main and Fisk (the bench will be left) to Two Notch and Roof. Also planning a Super Stop at Dutch Square Mall.

### **B. Harden and Taylor Streetscape Project**

We are working with Davis & Floyd to look at improvements for this stop which would possibly include making it a Super Stop at the Harden and Taylor intersection. Since it serves so many routes, Mr. Andoh believes improvements should be made to the stop. Right of way space on Harden Street is available to add items and landscaping however, there is not much room on Taylor Street. Mr. Andoh directed the committee to look over Page 75, the rendering from Davis & Floyd.



A motion was made by Ms. Gleaton and seconded by Mr. Huggins to adjourn.

The meeting adjourned at 1:11 p.m.

**CENTRAL MIDLANDS REGIONAL TRANSIT AUTHORITY**

Adopted this May, 2019, Agenda Item \_\_\_\_\_

Prepared by:

\_\_\_\_\_

Paige Jernigan, Interim Administrative & Customer Service Specialist

Approved by:

\_\_\_\_\_

Andy Smith, Secretary



If the Committee agrees with the rendering, Mr. Andoh stated that we will have Davis & Floyd refine the plan for presentation. It was recommended by Ms. Mood and Col. Leaks to send this back to the Board for review before we move forward with project. Mr. Huggins asked if this could be considered for discussion in an executive session. Discussion occurred on this matter, but it was determined it would not need executive session. But if it is potentially a contract, this conversation will need to be taken to executive session.

**Motion:**

A motion was made by Ms. Mood and seconded by Mr. Huggins that the Streetscape Project be taken to the Board for recommendation to proceed with this project.

**Approve:** Furgess, Gleaton, Huggins, Leaks, Mood

**Absent:** None

**Motion passed.**

**9. NEW BUSINESS (John Andoh)**

A. Request to the Board to retroactively approve the Rosewood Crawfish Festival Shuttle service.

**Motion:**

A motion was made by Mr. Furgess and seconded by Ms. Gleaton to retroactively approve the Rosewood Crawfish Festival shuttle service that operated on May 4, 2019.

**Approve:** Furgess, Gleaton, Huggins, Leaks, Mood

**Absent:** None

**Motion passed.**

**10. LEGAL/CONTRACTUAL/PERSONNEL (may require executive session)**

No Legal/Contractual/Personnel matters to discuss.

**11. ADJOURN**

**Motion:**