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Central Midlands Regional Transit Authority SPECIAL SERVICE COMMITTEE AGENDA

Friday, September 18, 2020

11:00 a.m.

3613 Lucius Road, Columbia, SC, 29201

Conference Room A (Large) – 2nd Floor

Prior to entering the meeting, please turn all electronic devices (cell phones, pagers, etc.) to a silent, vibrate or off position.

Lill Mood, Chair (Lexington County)

Ron Anderson, (City of Columbia)	John V. Furgess, Sr. (Richland County Legislative Delegation)
Derrick Huggins, (City of Columbia)	Carolyn Gleaton (City of Columbia)
Skip Jenkins (City of Cayce)	Geraldine Robinson (Town of Eastover)
Al Koon (Town of Chapin)	

1. CALL TO ORDER AND DETERMINATION OF QUORUM
2. ADOPTION OF AGENDA
3. DISCUSSION AND ACTION ITEMS (John Andoh/Eric Harris)
 - A. Autumn 2020 Service Changes
4. ADJOURN

PAGES 43-48

All items on this agenda are subject to action being taken by the Committee. Agenda order is subject to change.

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August 7, 2020

Agenda Item 9C

To: Central Midlands Regional Transit Authority Service Committee Members
From: John Andoh, Executive Director/CEO
Subject: Autumn 2020 Service Changes

Requested Action: That the Service Committee recommend to the Board of Directors to authorize a public hearing for route changes that exceed 25% at the October Board of Directors Meeting for implementation on November 1, 2020.

Background and Summary: At the June 5, 2020, Board of Directors Meeting, staff presented the need to reduce transit service by 17,000 vehicle service hours to prevent the use of reserves due to a projected \$1 million deficit based on a \$60.12 per vehicle hour (fuel + contractor variable rate). This is the rate paid to RATP Dev and our fuel vendors.

From the data presented to the Service Committee, the following routes need review and adjustment due to not meeting the Board approved performance standards, by having low ridership and high subsidy costs. The services that are not performing to standard is below:

- All weekday evening service from 9:15 p.m. to 11:55 p.m., could be replaced by enhanced partnerships with Lyft and Uber, as this program grows month after month, except on The 101, 501, 701 and 801
- All weekend evening service from 8:15 p.m. to 10:55 p.m., could be replaced by enhanced partnerships with Lyft and Uber, as this program grows month after month, except on The 101, 401, 501, 701 and 801
- Weekday Routes 22, 46, 53X, 57L, 88
- Weekend Routes 2, 21, 22, 31, 32, 57L, 76, 77, 88, 96L
- The 501 on Two Notch Road reduction back to hourly due to lack of retail density and demand on weekends.

In Lexington County, based on the funding memorandum of understanding, the following changes would take effect to ensure that routes in that County is covered 100% by their local, State and Federal funds allocations:

- Routes 1, 83L, 91 and 96L will have a reduction in vehicle hours to cover the loss of revenue based on the requested and approved increase of 10% over the fiscal year 19-20 budget, as well as West Columbia not contributing additional revenue for Soda Cap Connector until possibly after January 1, 2021.

The revised The COMET system would result in 158,000 vehicle service hours, which will ensure that the service levels match the demand, especially with COVID-19 causing a decline of passenger trips overall by 40%.

With the Board approving the operation of the university service, to be known as **UofSC Transit powered by The**

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John Andoh, CCTM, CPM Executive Director/CEO
Colonel (R) Roger Leaks, Jr., Chair, Derrick Huggins, Vice Chair
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Leon Howard, John Furgess, Joyce Dickerson, Dr. Robert Morris,
Skip Jenkins, Debbie Summers, Mike Green, Geraldine Robinson,
William (B.J.) Unthank, Al Koon, Barry Walker, Stephen Cain

COMET, 12 new routes will be added to The COMET transit system and would require Board approval. These routes will be funded 100% by the University of South Carolina. These routes will remain open to the general public.

Staff recommends that the Service Committee review the service levels after the State of Emergency, which is consistent with Board direction to determine if more service should be added back to the transit system, include Routes 2, 3, 44X, 46, 62, 74 and 93X which have been suspended due to the implementation of the enhanced Saturday service back on May 20, 2020.

New mobility programs using grant funding from FTA will be implemented to provide subsidized taxi, microtransit services, health care access shuttle and volunteer transportation services which will benefit seniors, persons with disabilities and low-income as previously approved by the Board which will address transportation gaps in areas that do not support fixed route transit service as well as for people who are senior or have a disability that lives outside the DART service area.

Staff also recommends that pilot routes 1, 2, 3, 44X, 92X, 93X and 97 continue through June 30, 2021 due to the COVID-19 pandemic impacting their overall ridership with a permanent decision on these routes to be made by June 30, 2021.

Fiscal Impacts: The reduction of 17,000 vehicle hours will save The COMET \$1,022,040. No changes to the RATP Dev contract is required since the 25% threshold against the overall service has not been reached and with the University service addition, an another 30,212 vehicle hours will be added to the overall transit system vehicle hours.

Legal Counsel Review: None.

Recommended Motion: That the Service Committee recommend to the Board of Directors to authorize a public hearing for route and schedule changes that exceed 25%.

Attachments: Proposed Chart of Service Changes, Service Performance Policy.

For information regarding this staff report, please contact John Andoh, Executive Director/CEO at (803) 255-7087 or email jandoh@thecometsc.gov.

Approved for Submission,



John Andoh, Executive Director/CEO

Extend Pilot Routes

Route	Name	Destination	Type of Change	Justification for Change	Alternative Service	Proposal	Vehicle Hours Change Annualized	Costs
44X	Lower Richland Express	COMET Central to James E. Clyburn Intermodal Transportation Center	Extend Pilot	Route on suspension. No requests for service.	Resume service once demand exists.	No change. Pilot route through June 30, 2021. Route remains suspended until State of South Carolina government reopens.	-	\$ -
97	Batesburg-Leesville Rural	West Columbia SuperStop to Batesburg-Leesville (Columbia & Pine Streets)	Extend Pilot	Extend pilot	N/A	No change. Pilot route through June 30, 2021.	-	\$ -

Increase Service

45	Leesburg-Hazelwood	Crowson & Devine SuperStop to Leesburg & Fairmont	Increase Service	Productivity on Garners Ferry warrants additional service to Patterson Road Walmart	N/A	Operate every 30 minutes as part of the enhanced Saturday schedule on weekdays only between 6:15 a.m. and 6:15 p.m.	(1,283.63)	\$ (77,171.84)
47	Eastover/Gadsden ReFlex	Garners Ferry Walmart SuperStop to Eastover	Increase Service	Productivity in Lower Richland warrants more rural service, beyond Saturday service.	N/A	Resume normal weekday schedule.	-	\$ -
The COMET On The Go!	Lyft and Uber with DART wheelchair accessible service	N/A	Increase Service	Increase availability due to evening service reductions	N/A	Start service at 8 p.m. instead of 9 p.m. and continue service until 6 a.m. the following morning.	-	\$ 150,000.00

Required Adjustments

DART	Within 3/4 mile of The COMET routes	N/A	Required Adjustments	Legal adjustments to service to match routes	Volunteer Transportation Program and Taxi Program	Adjust to match route change boundaries within 3/4 mile radius.	-	\$ -
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Restructure Service For Efficiency

46	Lower Richland ReFlex	Garners Ferry Walmart SuperStop to Lower Richland Blvd.	Restructure Service for Efficiency	Overall route productivity does not meet rural threshold. Route would be better served as an on-demand route.	Increased service as bus would operate when a call is made	Retain as an on-demand service and discontinue as a ReFlex deviated flex route service from 7 a.m. to 7 p.m. Last reservations at 6 p.m. on weekdays.	(3,341.70)	\$ (169,190.27)
53X	Killian Express	COMET Central to Killian Road Walmart SuperStop	Restructure Service for Efficiency	Overall route productivity does not meet Express threshold. Route would be better served combined with Route 57L to increase productivity and connectivity in the Northeast.	Routes 55, 57L and 75	Discontinue service due to low ridership and combine with Route 57L.	(3,429.20)	\$ (3,489.32)
57L	Killian/Clemson Local	Killian Road Walmart SuperStop to Village at Sandhills SuperStop (On Saturdays, extended to Powell Road & Midlands Technical College - NE)	Restructure Service for Efficiency	Overall route productivity does not meet Shuttle threshold. Route would be better served combined with Route 53X to increase productivity and connectivity in the Northeast.	Routes 55, 57L and 75	Extend to Village of Sandhill and operate peak period only between 6 a.m. to 10 a.m. and 3 p.m. to 7 p.m. on weekdays. Discontinue Saturday service. Reduce route between Midlands Tech College - NE Campus and Village of Sandhills. Time transfer to Route 75 to access Columbia Place Mall with connections to The 501 to access Downtown Columbia.	(1,790.20)	\$ (107,626.82)
62	Hopkins ReFlex	Crowson & Devine SuperStop to Hopkins	Restructure Service for Efficiency	Overall route productivity does not meet demand response threshold. Route would be better served as an on-demand route.	Increased service as bus would operate when a call is made during a longer span of service.	Retain as an on-demand service and discontinue as a ReFlex deviated flex route service from 7 a.m. to 7 p.m. Last reservations at 6 p.m. on weekdays.	(3,229.20)	\$ (163,494.40)
74	Harrison/Trenholm	COMET Central to Trenholm Road & Forest Drive	Restructure Service for Efficiency	Overall route productivity barely meets shuttle threshold. Route would be better served as an on-demand route.	Increased service as bus would operate when a call is made during a longer span of service.	Retain as an on-demand service and discontinue as a fixed route service from 7 a.m. to 7 p.m. Last reservations at 6 p.m. on weekdays.	(2,141.70)	\$ (128,759.00)
On Demand	Harrison/Trenholm Lower Richland Hopkins	COMET Central or Forest Drive Patterson GF Walmart Patterson & GF Walmart or Alan S. Glenn	Restructure Service for Efficiency	New model for areas with infrequent transit need.	Increased service as bus would operate when a call is made during a longer span of service.	New service operating from 7 a.m. to 7 p.m., Monday-Friday. Last reservation at 6 p.m. on weekdays. Open to the general public.	3,486.00	\$ 209,578.32

Schedule Changes

Route	Name	Destination	Type of Change	Justification for Change	Alternative Service	Proposal	Vehicle Hours Change Annualized	Costs
6	Eau Claire	COMET Central to Club & Monticello	Schedule Change	Ridership after 6:15 p.m. is non existent. Less than 1 passenger per trip.	The COMET On The Go! would start at 8 p.m. and end at 6 a.m. the following morning and the first \$5.00 would be covered by The COMET.	Reduce to a weekend level of service all days, 6:33 a.m. to 7:02 p.m.	(512.57)	\$ (30,815.71)
11	Fairfield	COMET Central to Saddletrail & Saddlefield	Schedule Change	Ridership after 8:15 p.m. is non existent. Less than 1 passenger per trip.	The COMET On The Go! would start at 8 p.m. and end at 6 a.m. the following morning and the first \$5.00 would be covered by The COMET.	Reduce to a Saturday level of service all days., 6:45 a.m. to 9:01 p.m.	(627.20)	\$ (37,707.26)
12	Edgewood	COMET Central to Colony Apartments SuperStop	Schedule Change	Ridership after 8:15 p.m. and before 5:40 a.m. is non existent. Less than 1 passenger per trip.	The COMET On The Go! would start at 8 p.m. and end at 6 a.m. the following morning and the first \$5.00 would be covered by The COMET.	Eliminate the 9:15 p.m. weekday and Saturday trip and start service at 5:40 a.m., every day.	(416.90)	\$ (25,064.03)
21	Rosewood	COMET Central to Shoppes at Woodhill	Schedule Change	Overall route ridership does not meet the thresholds of local service. Less than 12 passenger per hour on average. Demand after 7:15 p.m. is less than 1 passenger per trip.	The COMET On The Go! would start at 8 p.m. and end at 6 a.m. the following morning and the first \$5.00 would be covered by The COMET.	Reduce to a weekend level of service all days from 7:15 a.m. to 8:12 p.m.	(1,013.32)	\$ (60,920.80)
22	Harden	Colony Apartments to Superior & Rosewood	Schedule Change	Overall route ridership does not meet the thresholds of shuttle service. Less than 8 passenger per hour on average. Demand is consistently 1-2 passenger per hour with no demand after 3 p.m.	Routes 11, 12, 21 or The 301.	Reduce to a weekend level of service Monday-Friday only from 9:40 a.m. to 3:37 p.m.	(1,964.92)	\$ (118,130.99)
31	Denny Terrace ReFlex	Koon & Cody SuperStop to Monticello & Heyward Brockington and S.C. Vocational Rehabilitation	Schedule Change	The first and last trips of the night under perform and carries less than 1 passenger per hour. No requests ever made to Monticello Road. Vocational Rehab needs service due to reopening.	Route 31 to Route 6 to get to Eau Claire Medicine.	Reduce to a Sunday level of service on Saturday and Sunday from 6:40 a.m. to 6:37 p.m. and discontinue on request trips to Monticello Road. Include Vocational Rehab on three trips on weekdays only. Weekday service starts at 6:40 a.m. instead of 5:40 a.m.	(366.95)	\$ (22,061.03)
32	North Main/ Hardscrabble	Koon and Cody SuperStop to Highland Center Drive	Schedule Change	Overall route ridership does not meet the thresholds for Connector for 8 passengers per hour on average with less than 1 passenger per trip after the 6:40 p.m. trip.	The COMET On The Go! would start at 8 p.m. and end at 6 a.m. the following morning and the first \$5.00 would be covered by The COMET.	Reduce service to end at 6:40 p.m. on weekdays and operate from 8:40 a.m. to 5:40 p.m. on weekends.	(1,082.10)	\$ (65,055.85)
42	Millwood	COMET Central to Plowden & Beltline	Schedule Change	The last trip of the evening on weekday performs with less than 1 passenger per hour	The COMET On The Go! would start at 8 p.m. and end at 6 a.m. the following morning and the first \$5.00 would be covered by The COMET.	Reduce to a weekend level of service all days from 6:15 a.m. to 7:10 p.m.	(263.20)	\$ (15,823.58)
55	Sandhills	Columbia Place Mall SuperStop to Hardscrabble & Clemson	Schedule Change	Overall route productivity is under performing including service in early morning and late evening, less than 1 passenger per trip. Does not meet the local threshold	Route 57L	Operate weekend schedule, every day.	(2,764.58)	\$ (166,206.55)
61	Shop	COMET Central to Alan S. Glenn Detention Center	Schedule Change	Ridership after 8:15 p.m. is non existent. Less than 1 passenger per trip. McEntire Produce needs more service due to lack of Route 62.	The COMET On The Go! would start at 8 p.m. and end at 6 a.m. the following morning and the first \$5.00 would be covered by The COMET.	Reduce to a Saturday level of service all days and include McEntire Produce trips Monday-Saturday. Service span is from 7:15 a.m. to 8:41 p.m.	(1,599.95)	\$ (96,188.99)
75	Decker/Parklane	Forest Drive Sam's Club SuperStop to Powell Road & Midlands Technical College - NE & W.J. Keenan High School	Schedule Change	Overall route productivity barely meets local threshold. Route not ready for 30 minute peak service.	The COMET On The Go! would start at 8 p.m. and end at 6 a.m. the following morning and the first \$5.00 would be covered by The COMET.	Reduce to a weekend level of service all days between 7:50 a.m. and 9:43 p.m., every 60 minutes.	(2,027.88)	\$ (121,916.15)
77	Polo Road	Forest Drive Sam's Club SuperStop to Two Notch & Polo Roads	Schedule Change	Overall route productivity does not meet Shuttle threshold. Evening service after 6:45 p.m. is less than 1 passenger per hour.	The COMET On The Go! would start at 8 p.m. and end at 6 a.m. the following morning and the first \$5.00 would be covered by The COMET.	Once Fort Jackson authorizes entry of Route 76, revert to every 2 hours on a Saturday level of service. Until then, remain hourly on a Saturday level of service between 6:50 a.m. and 6:45 p.m.	1,526.80	\$ 91,791.22

Route	Name	Destination	Type of Change	Justification for Change	Alternative Service	Proposal	Vehicle Hours Change Annualized	Costs
84	Bush River/St. Andrews	COMET Central to Dutch Square Center SuperStop	Schedule Change	Demand for service after 8 p.m. has less than 1 passenger per hour	The COMET On The Go! would start at 8 p.m. and end at 6 a.m. the following morning and the first \$5.00 would be covered by The COMET.	Reduce to a Saturday level of service, Monday-Saturday, 8:15 a.m. to 8:26 p.m.	(571.97)	\$ (34,386.84)
88	Beltline Crosstown	Zimacrest & Scaleybark to Garners Ferry Walmart SuperStop	Schedule Change	Demand for service after 8 p.m. has less than 1 passenger per hour	The COMET On The Go! would start at 8 p.m. and end at 6 a.m. the following morning and the first \$5.00 would be covered by The COMET.	Discontinue weekend service due to extreme low ridership and operate current Saturday level of service on weekdays.	(2,450.67)	\$ (147,334.28)
101	North Main	COMET Central to Koon & Cody SuperStop	Schedule Change	Evening ridership is less than 1 passenger per hour, every day after 8 p.m.	The COMET On The Go! would start at 8 p.m. and end at 6 a.m. the following morning and the first \$5.00 would be covered by The COMET.	Reduce to a Saturday enhanced level of service on weekdays. End weekend service at 9:15 p.m. due to low ridership.	(2,545.77)	\$ (153,051.69)
301	Farrow Road	COMET Central to Greenview Park	Schedule Change	Evening ridership is less than 1 passenger per hour, every day after 8 p.m.	The COMET On The Go! would start at 8 p.m. and end at 6 a.m. the following morning and the first \$5.00 would be covered by The COMET.	Reduce to a Saturday enhanced level of service on weekdays. End service at 7:50 p.m. on all days.	(531.92)	\$ (31,979.03)
401	Devine	COMET Central to Crowson Drive SuperStop	Schedule Change	Evening ridership is less than 1 passenger per hour, every day after 8 p.m.	The COMET On The Go! would start at 8 p.m. and end at 6 a.m. the following morning and the first \$5.00 would be covered by The COMET.	Reduce to a Saturday enhanced level of service on weekdays. End service at 9:10 p.m. on all days.	(1,095.72)	\$ (65,874.69)
501	Two Notch	COMET Central to Columbia Place Mall SuperStop	Schedule Change	30 minute weekend service has caused productivity to drop under 20 passengers per hour for a corridor route on weekends'	None	Reduce to a Saturday enhanced level of service on weekdays. Revert to hourly on weekends due to low ridership.	(1,803.83)	\$ (108,446.26)
701	Forest	COMET Central to Forest Drive Sam's Club SuperStop	Schedule Change	Evening ridership is less than 5 passenger per hour, every day after 8 p.m.	The COMET On The Go! would start at 8 p.m. and end at 6 a.m. the following morning and the first \$5.00 would be covered by The COMET.	Reduce to a Saturday enhanced level of service on weekdays.	(514.02)	\$ (30,902.88)
801	Broad River	COMET Central to Harbison Walmart SuperStop	Schedule Change	Evening ridership is less than 5 passenger per hour, every day after 8 p.m.	The COMET On The Go! would start at 8 p.m. and end at 6 a.m. the following morning and the first \$5.00 would be covered by The COMET.	Operate on enhanced Saturday schedule on weekdays and end service at 9:55 p.m. on all days.	(1,590.72)	\$ (95,634.09)

Schedule Change Due to Funding Reductions

83L	St. Andrews Local	Dutch Square Center SuperStop to Harbison Road Walmart SuperStop via Midlands Technical College - Harbison & Prisma Health Baptist Parkridge	Schedule Change Due to Funding Reductions	Demand for service after 8 p.m. has less than 1 passenger per hour	The COMET On The Go! would start at 8 p.m. and end at 6 a.m. the following morning and the first \$5.00 would be covered by The COMET.	Reduce to a Saturday level of service, Monday-Saturday., 8:07 a.m. to 8:52 p.m. due to route deficit costs.	(953.58)	\$ (67,329.23)
91	Springdale/Cayce	COMET Central to Columbia Metropolitan Airport	Schedule Change Due to Funding Reductions	Saturday demand for service after 4:15 p.m. is less than 2 passengers per hour	The COMET On The Go! would start at 8 p.m. and end at 6 a.m. the following morning and the first \$5.00 would be covered by The COMET.	UofSC discontinued funding on 3 trips on Route 91 effective August 31, 2020. As a result, Cayce, West Columbia and Springdale will be responsible for covering these costs. Reduce Saturday service to operate between 9:15 a.m. and 4:15 p.m. and eliminate the 5:15 p.m.	(568.37)	\$ (34,170.40)
96L	West Columbia/Cayce	West Columbia SuperStop to Lexington Medical Center	Route/Schedule Change Due to Funding Reductions	Saturday demand for service after 4:15 p.m. is less than 2 passengers per hour. To provide relief to Route 1 and 91, start the first and last trip of Route 96L on weekdays at COMET Central to allow for access to House of Raeford	The COMET On The Go! would start at 8 p.m. and end at 6 a.m. the following morning and the first \$5.00 would be covered by The COMET.	Extend to COMET Central for the first trip and last trip on weekdays and Saturdays to allow for direct access to House of Raeford. Reduce Saturday service operate between 9 a.m. and 3 p.m.	(116.10)	\$ (6,979.93)
Soda Cap Connector 1	West Columbia/Cayce to Main Street Columbia	West Columbia/Cayce to Main Street Columbia	Schedule Change Due to Funding Reductions	Evening ridership is less than 1 passenger per hour, every day after 5 p.m.	The COMET On The Go! would start at 8 p.m. and end at 6 a.m. the following morning and the first \$5.00 would be covered by The COMET.	Reduce to operate between 9 a.m. and 6 p.m. due to loss of dedicated funding from West Columbia and no evening demand for service in Vista and Main Street at this time. Revisit evening service in 2021.	(1,151.23)	\$ (69,211.95)

Suspended Routes

76	Fort Jackson	Forest Drive Sam's Club SuperStop to Fort Jackson	Suspended Service	Route on suspension per Fort Jackson	None	Route remains suspended until authorized by Fort Jackson to resume service.	-	\$ -
93X	I-26 Express	COMET Central to Newberry	Suspended Service	Route on suspension. No requests for service.	Resume service once demand exists.	No change. Pilot route through June 30, 2021. Route remains suspended until State of South Carolina government reopens.	-	\$ -
Soda Cap Connector 2	Main Street Columbia to Five Points & UofSC	Main Street Columbia to Five Points	Suspended Service	Reevaluate service on this route.	Routes 21, 42, The 401	Continue to suspend and revisit service demands in Five Points in 2021.	-	\$ -
Soda Cap Connector 3	Segra Park to Hampton & Main	Segra Park to Main Street Columbia	Suspended Service	Service would resume in 2021	Route 11, 12, 22 and The 301	Seasonal only. Resume in 2021.	-	\$ -

	Remain Suspended until pandemic ends						TOTALS	(18,551.47)	\$ 1,082,427.72
	Service enhancement								
	Slight service reduction								
	New service								