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Central Midlands Regional Transit Authority SERVICE COMMITTEE AGENDA

Wednesday, April 14, 2021

12:00 p.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)

Will Brennan, (City of Columbia)	John V. Furgess, Sr. (Richland County Legislative Delegation)
Allison Terracio, (Richland County)	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. MIDLANDS TRANSIT RIDERS ASSOCIATION UPDATE (Charles Gossett)
4. ADOPTION OF MINUTES FROM MARCH 12, 2021 PAGE 3
5. MATTERS REFERRED FROM THE BOARD OF DIRECTORS PAGE 34
6. RIDERSHIP REPORT (Eric Harris) PAGES 35-38
7. DISCUSSION AND ACTION ITEMS
 - A. Passenger Amenities Program Update (Todd Warren - Davis & Floyd) PAGES 39-42
 - B. Service Delivery Update Since February 8, 2021 (Maurice Bell/Eric Harris)
 - C. Action Plan Regarding Data Analytics (Maurice Bell/Mike Hubbell/Tanisha Gibbons)
 - D. Key Personnel Process (Lill Mood)
 - E. RATP Dev Operations
 - a. On Time Performance - Clever Devices & TransLoc (Maurice Bell/LeRoy DesChamps)
 - b. Customer Complaints Status (Maurice Bell/ Tanisha Gibbons)
 - c. Bus Stop Maintenance (Maurice Bell/ Eric Harris)
 - d. Uniforms (Maurice Bell/ Tanisha Gibbons)
 - e. Media Participation (Pamela Bynoe-Reed)

8. TRANSIT OPERATIONS REPORT (RATP Dev)

9. ADJOURN

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

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The COMET Service Committee Meeting minutes are prepared and presented in summary form. Audio recordings of the meetings are on file at The COMET and are part of the approved minutes. If you would like to hear the recording from the meeting, please contact Angela Jacobs at ajacobs@thecometsc.gov.

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 Tuesday, March 9, 2021 at 12:00 p.m.

**Central Midlands Regional Transit Authority
Service Committee Meeting Minutes
Wednesday, March 10, 2021-12:00 P.M.
3613 Lucius Road, Columbia, SC 29201 - Conference Room A**

Members Present:

Lill Mood - Committee Chair
Will Brennan
John V. Furgess, Sr.
Carolyn Gleaton
Al Koon**
Geraldine Robinson**
Allison Terracio

Absent Committee Members:

Skip Jenkins**

***Indicates Advisory Board Member*

The COMET Staff Present

John Andoh, Executive Director/CEO
LeRoy DesChamps, Director of Administration & Operations/COO
Pamela Bynoe-Reed, Director of Marketing & Community Affairs/PIO
Tanisha Gibbons, Customer Experience & Contract Compliance Manager
Eric Harris, Planning & Development Specialist



Guests Present

Maurice Bell (RATP Dev)
 Steve Sherrer (RATP Dev)
 Robert Smith (RATP Dev)
 Joey McKelvey (RATP Dev)
 Bobby Kuhn (Solutions for Transit)
 Kari Wilson (Solutions for Transit)
 John T. Lay (Attorney for RATP Dev)
 Mike Hubbell (Attorney for CMRTA)

1. CALL TO ORDER AND DETERMINATION OF QUORUM

Ms. Mood called the meeting to order at 12:03 P.M.
 A quorum was present at the opening of the meeting.

2. ADOPTION OF AGENDA

Motion:

A motion was made by Ms. Terracio and seconded by Ms. Mood to adopt the agenda.

Approved: Brennan, Furgess, Gleaton, Mood, Terracio

Motion passed.

3. MIDLANDS TRANSIT RIDERS ASSOCIATION

No one was present to speak.

4. ADOPTION OF MINUTES FROM DECEMBER 9, 2021

Motion:

A motion was made by Mr. Furgess and seconded by Ms. Terracio to adopt the minutes from the December 9, 2020 meeting.

Approved: Brennan, Furgess, Gleaton, Mood, Terracio

Motion passed.

5. ADOPTION OF MINUTES FROM JANUARY 13, 2021 MEETING

Motion:

A motion was made by Mr. Furgess and seconded by Ms. Terracio to adopt the minutes from the January 13, 2021 meeting.

Approved: Brennan, Furgess, Gleaton, Mood, Terracio

Motion passed.

6. ADOPTION OF MINUTES FROM FEBRUARY 10, 2021 MEETING

Motion:

A motion was made by Mr. Furgess and seconded by Ms. Terracio to adopt the minutes from



the February 10, 2021 meeting.

Approved: Brennan, Furgess, Gleaton, Mood, Terracio

Motion passed.

7. MATTERS REFERRED FROM THE BOARD OF DIRECTORS

Mr. Andoh said that from the Board, we have the following on the agenda.

- Discuss key personnel appointments.
- Review Soda Cap Connector suspension.
- Develop a long-term service plan, primarily in Richland County. Mr. Andoh said this will be discussed with the Board on March 24th, and materials have been provided to all Committee and Board members, in relation to this project.
- Direct staff to develop a park-and-ride service and an alternative plan for service along the I-26 corridor. Mr. Andoh said that will be included in the long-term service plan, once direction from the Board has been provided to the consultant.
- Develop streetscape plan for Harden and Taylor, plus super stop. Mr. Andoh said the shelters have been delivered, and they're in the process of being installed, and once they are installed at Harden and Taylor, then this line item will be closed, which was anticipated for later on this month.

8. RIDERSHIP REPORT

Ms. Mood said she hopes Mr. Harris will outline what he sees as the trends in ridership, any highlights he wants to call to our attention, and then we'll have questions.

Mr. Harris said that we'll first look at routes with a positive response to COVID-19, such as Route 42, which is Millwood Ave, as a result of new development and more available apartment units. He said it's also the path of least resistance, with construction on Millwood in earlier parts of last year with the bike line installation.

Mr. Harris said that Route 75 (Decker/Parkland) is connected to central locations like Walmart, Columbia Place Mall, and Palmetto GBA, which is the subsidiary of BlueCross BlueShield. He said that it's also located outside Fort Jackson, and Route 76, which is the Fort Jackson route, was not in operation for much of the year as well. He said that we're also looking at Route 32 (North Main/Hardscrabble), which is also connected to Palmetto GBA, and in that surrounding area, there is significant job loss, food insecurity, and things of that nature.

Mr. Harris said that Route 83L, which is Saint Andrews, is a hot commodity in this area due to Harbison Walmart, Super Stop, Sam's Club, Columbiana Centre Mall, Palmetto Hill, restaurants in that area, as well as income-restricted neighborhoods along that corridor. He said that all the major routes remain consistent, meaning 101 and the three-digit routes, but Route 801 in the Harbison area had a percent change of about 21% from July to date, which is in line with 83L, so it's to be expected.



Ms. Mood asked if what Mr. Harris is outlining here are routes that are not currently meeting the ridership standards and some of the reasons for that? Mr. Harris said that these routes are the ones trending in the right direction and doing pretty well.

Mr. Harris said that the information he's provided is from January to January. He said that looking specifically at July, Route 97, which is Batesburg Leesville, in July it had one passenger, and by December, it had it around 16 passengers. He said our Nephron Route, 92S, had over 335 passengers more than what we would consider normal ridership, and from July to October, we had a percentage change of about 56%. He said that from October to date, we're down 25%, but we're still trending in the right direction there.

Mr. Harris said that for DART ridership, we're still moving in the right direction. He said that from July, we're about 35% away from what we would consider normal ridership as well, and for other routes, as it relates to statistical significance, we're looking at the top five and the bottom five. He said that the top five performing routes are Route 83L (Saint Andrews), Route 77 (Polo), Route 75 (Decker/Parkland), Route 45 (Leesburg/Hazelwood), which is in line with 401. He said that honorable mention would be DART service, which is going well.

Mr. Harris said the bottom five are Route 57L (Killian/Clemson), Route 47 (Eastover/Gadsden), Route 55 (Sandhills), Route 1 (West Columbia/Cayce), which is down about 50% in ridership), Route 61 (Shop Road), which is our route for Alvin S. Glenn Detention Center. He said this concludes his report.

Ms. Mood said that looking over those months of data, it seems we were seeing a gradual building back, not up to the level we had before the pandemic but a kind of steady, gradual growth, with maybe one dip in October. She said we saw a tremendous growth in the vanpool participation.

Ms. Mood asked where the university service shows up on our ridership reports.

Mr. Harris said the university service Route 20 is the most popular route, and all other routes are pretty consistent across the board. He said that everything is trending back toward normal service. Mr. Andoh clarified for Ms. Mood, that that information is shown under the Connector/Shuttle category, and it's Routes 13-25. He said the one performing best is Route 20, and all the others are underperforming, which is expected because the campus has been primarily on a hybrid schedule, which is half online courses and half in-person courses.

Ms. Mood said she noticed that for some months, our weekend ridership went above the 2019 levels. Mr. Harris confirmed for Ms. Mood, that this increase is absolutely due to fare-free service.



Mr. Furgess said that with us being about 15 bus drivers short, and with USC going back to full classes in the fall, he wonders how we will alleviate that crisis. Ms. Mood suggested holding this topic until the RATP Dev report, because they can report to us on their staffing level. Mr. Furgess concurred.

Ms. Gleaton joined the meeting.

Mr. Green asked Ms. Mood to forward him the ridership statistics. Mr. Harrison said that we could do that.

9. DISCUSSION AND ACTION ITEMS

A. Passenger Amenities Program Update

Mr. McGee said that for the past month, we've received eight encroachment permits from the DOT, and also the shelters that were ordered have been delivered, and AOS is working to install those right now. He said that on Page 53 of the report, for any of the shelters in the work-in-progress section, if they are listed as shelter available, those are the ones that have received a shelter and should be installed within the next month. He said that since we sent this report, Stop #784 has been approved, and we also currently have 14 shelters and 7 benches in design, and yesterday we received an additional list from The COMET, that we'll begin working on as well. He said that concludes his report.

Ms. Mood said this report reflects a substantial amount of work, and she asked if there are any questions. Hearing none, she accepted Mr. McGee's report and thanked him.

Ms. Terracio asked if we're having good responses from the neighbors and surrounding businesses, when we install amenities. She said that she got a call from a neighbor down the street from her, who got word that there would be an amenity near his home and was very much against it.

Mr. Harris said that for the most part, we are receiving positive responses. He said that what would normally happen is, someone would reach out to us, and we would respond to that request for an amenity, whether it's a bench or a shelter. He said that equally, we are looking at performance metrics to figure out best locations for safety and all other matters, to place a bench or shelter at those locations as well. He said that anytime we've received any response or recommendation from the various cities, they're recommending that we reach out to the neighborhood associations, and we've done that as well.

Ms. Mood asked if the kind of call Allison got is really the exception rather than the rule. Mr. Harris said that it absolutely is, and that anytime we receive those phone calls, we try to work with them and the neighborhood associations, to see what we can do to either amend the work plans for that location or take a look at moving the work to another location. Ms. Mood said that it's good to know we follow up on those, because that's really important. She asked whether this answers Ms. Terracio's question. Ms. Terracio said it sounds like we're



really taking a community-led approach to amenities, so that sounds great.

Mr. Furgess said that around town, they seem to do a very good job with these benches and shelters, but if you live in the northeast, it seems they put bus stops and shelters on the opposite of the street that's in the middle of the block, rather than at a corner. He said maybe they have some justification for that, but it means the rider has to cross 6-8 lanes of traffic to get across the street. But he said that overall, things look very good.

Mr. Harris said that what we would do is, coordinate with DOT, to see where on their roadway they're planning to install a crosswalk, and from there, we're trying to prioritize shelters and benches and other amenities to address pedestrian needs.

Ms. Mood suggested Mr. Furgess follow up with Mr. Harris after the meeting, regarding a specific location. Mr. Furgess said all of them are up Two Notch Road, heading to Sandhill on the left side, about three or four in the middle of the block, which is a safety factor.

B. Service Delivery Update since February 8th, 2021

Ms. Mood said the reason for the date of February 8th is that it's when we had the rollout of changes in the service. She said we know we hit some rough spots, so this is just a chance for Mr. Bell and RATP Dev to update us on where we stand now, what sort of things they've been able to work through, and then COMET staff can comment, if they have anything to add.

Mr. Furgess said he's not familiar with Mr. Bell. Ms. Mood explained that he's the general manager for RATP Dev.

Mr. Bell said we all know the challenges have been ongoing, and we've been working very hard to find other ways to supplement service and figure out how to maximize the utilization of all of our operators, to make sure service is being delivered. He said that unfortunately, due to the shortage in operators, it continues to be a challenge, and we'll be reporting here a little bit later, on some of our efforts towards that.

Mr. Bell said that right now, we do see the afternoon as being the most difficult time for us to provide service, outside of normal challenges, day to day. He said that right now, we consistently receive about five operator call-off's, on average, and that's contributing to some of the additional challenges we have with this new service change. He said there are efforts to try and take a look at the routes and piece them apart, working with the COMET staff to try to particular routes. He said that was the first step, which was started on February 8th, to take a look at those ridership numbers, to see whether that would be beneficial.

Mr. Bell said the challenges we ran into with this matter came from being unable to pull apart what we refer to as interlines and blocks. He said that became a challenge that would



disrupt other services, and so we had to refrain from that. He said that in part, RATP Dev has been aggressively looking at receiving operators from other properties, and we're trying to establish some start dates, going into next week, to get some folks from North Carolina as well as possibly one of our other contracts in Colorado, to help us out with some staffing. Mr. Bell said we have nine individuals currently undergoing training which should be completed between the end of this month and the beginning of next month, and that will help us to fix the problem.

Mr. Bell said we've had some meetings with Mr. Andoh and the rest of the COMET staff, and we recently received a clearance to reevaluate the run cut and try to make changes in that portion of the system. He said we're working with our team to try to reduce the number of part-time routes we have, in order to reallocate those under covered routes to operators we currently have available in our system. He said the current plan is to start seeing those changes take shape into next week, with being able to provide actual start dates and additional progress, as we move forward.

Mr. Bell said we're looking at seeing some of our current efforts take shape in mid-April and start to provide impact. He said the main changes were schedule changes with the run cut, taking effect during April. He said this is definitely an ongoing effort.

Mr. Bell said that recent changes in the criteria for operator eligibility have helped us start to recruit more drivers, and we currently have seven individuals scheduled to begin training next week.

Ms. Mood said the initiatives being taken to supplement the staff for a while and to recruit new drivers all sound positive. She asked Mr. Bell how many more operators we need, in order to be fully staffed.

Mr. Bell said that right now, we're short 11-12 operators, based on the current run cut, the open pieces of work that we have, and our current operator staffing. He said that ideally, we'd want to make sure we have an extra board to prepare for operators who call in sick for whatever reason. He said that right now, we have 10 individuals out due to FMLA, COVID, situations like that.

Mr. Bell said this an ongoing issue for every transit authority. He said we're trying to get at least a 20% extra board by June, because as time goes on, you do lose some operators due to relocation, family challenges, or the job just isn't what they had anticipated. He said typically you lose 50% of your employment pool with every step, including the interview process, background check, drug screening, and training, and then after 90 days, there is a tendency to lose more from your pool dramatically with each step. He said we see this as a moving target, give or take about 2-3%, based on the number of operators we're currently hiring.



Mr. Furgess asked Mr. Bell if there's a minimum age for CDL licenses. Mr. Bell said he believes it's age 22, and that it depends on insurance and state law, but he thinks it's 22 here. He said we always look for candidates who are CDL certified, because that reduces the amount of training they need. He said when we have an operator come off the street that is not CDL certified, it takes 4-5 weeks, but a CDL operator only takes 3 weeks.

Mr. Furgess said a lot of college students were rural bus drivers in high school. He asked if we've tried recruiting at the colleges for part-time bus drivers. Mr. Bell said he actually just had a meeting about recruitment with a representative at the college, and they are going to start having routine meetings about recruiting operators, so we can provide service not just for them but for us as well. He said we want to make sure we're doing some cross training here and keeping things fluid.

Mr. Furgess asked whom Mr. Bell contacted at the college, and Mr. Bell said it was Esther. Ms. Mood asked if we're talking about the University, and Mr. Bell said we are. Ms. Mood said Esther is with University of South Carolina. Ms. Mood said she knows Mr. Furgess is also interested in some of the other colleges. Mr. Furgess said we have several colleges around, Columbia, Benedict, Webster, Midlands Tech, etc. Mr. Bell said that's definitely an avenue for us, and we're working with our HR Department as well as our corporate staff to pursue the matter.

Mr. Brennan said the Department of Corrections has a wonderful CDL re-entry program, and Ms. Mood said that's a good thought. Ms. Mood said the technical colleges usually have a higher percentage of what we might call non-traditional students in terms of age, and that may be a more fruitful area, if the minimum age is 22.

Mr. Andoh said we're already in discussions with Midlands Technical College about developing a bus operator class, which would allow members of the community to sign up for the class, and they'll be trained to get a Class C license. He said the curriculum would be the South Carolina Department of Motor Vehicles Commercial Drivers' Handbook. He said that once this class is established, it could potentially create a pool of drivers for us. Ms. Mood said that would be really wonderful.

Mr. Andoh said we've already met with their senior provost of continuing education to get that operator course started, so they're talking about how it can be implemented, the costs, and the next steps. He said we'll be collaborating with RATP Dev on that, since there's a provision in their contract, that they're supposed to provide an instructor for that class.

Mr. Brennan asked Mr. Andoh to coordinate with the City of Columbia. He said Columbia Water and our Public Works are always looking for CDL-certified employees and would love to contribute to that.

Ms. Mood said this committee knows well that we aren't at liberty to start and stop service



on a whim. She said we have a whole process for going through any kind of service changes. She said she's wondering if Mr. Andoh and Mr. Bell can explain what happens, when we don't have drivers to run the scheduled routes.

Mr. Bell explained that typically in the industry, from an operations standpoint, you always end up creating what is referred to as a cut list, which is when there are multiple buses performing one route, but there isn't large ridership, so some of those operators and resources can be allocated to an area with a shortage. He said this could result in a 15-minute headway and 4 buses being reduced to a 30-minute headway and 2 buses, or an hour headway and one bus. He said it's not eliminating an entire route but only reducing it, based on what ridership demand is, for a short period of time.

Mr. Bell said that when there's a cut list, customer service has the information in advance, so the changes are communicated to customers, via road supervisors providing notification on placards, or operators sharing information when they're picking up and dropping off passengers during those times of day, for however long that route will be impacted for that purpose.

Ms. Mood said it sounds like the cut list is really a previously agreed upon set of routes, because this can't be a unilateral decision of either the contractor or the COMET, without other people being involved. She asked whether we have a list of routes that are a potential for a cut list, and how that works. Mr. Bell said we definitely want to do that, and we've already initiated talks with the representative who helps us do our run cuts, to identify runs that are set up for a cut list in the event of an emergency.

Mr. Bell said that obviously, we don't want to be in an emergency without enough operators, but if there were another pandemic, there is an opportunity to cover for service elsewhere. He said that identifying those in advance just talks about the proactive nature, from an operations standpoint, and unfortunately, we were not in a position to do that, with some of the technology challenges and the transition from Clever Devices. He said this was our first run cut that we instituted, since the start of this contract.

Ms. Mood said buses every 15 minutes sounded like paradise to us. Mr. Andoh said that close to 80% of The COMET's system runs one bus per route per hour. He said the only routes that have multiple buses are the routes that operate with 30-minute headways on major corridors, and those are our harder-performing routes, so this is where we would need direction from this committee. He said that if we want to a formalized cut list, we need to decide whether to cut lower performing routes, which will leave some areas without transit service, or to reduce the higher performing routes to one-hour headways, in order to free up personnel to cover the routes in the outlying areas, so that the entire service area still maintains some level of baseline service.

Ms. Mood said that's a huge decision, and we're not in a position to make some sort of



recommendation here at this meeting. She said that sounds very much like the kind of decision-making that we'll have to face, when we listen to the report on the long-term plan, which will come up at our next Board meeting. She asked the committee members to think seriously about Mr. Andoh's question, because it's part of that reduction of coverage, and it's a major question that also has an immediacy, if we're confronted on a daily basis with routes without enough drivers to cover them.

Mr. Bell said that everything Mr. Andoh said is on point, and in this system, it's a little bit unique. Mr. Bell said that with the new hiring standards allowing us to select more operators, there's a huge probability that we won't be in a position like this again. He said he's saying this loosely, because with some of the operators we're bringing on, and the fact that we're getting more applicants that are eligible now, it's definitely going to change the face of how we deliver service in the future.

Ms. Mood said it's a great relief to hear that we'll be getting out of this situation, and it won't be an ongoing experience. She said it gives us a little bit of breathing room to make the kind of big decision on coverage that we, as a Board, do need to make.

Mr. Furgess inquired about the changes in hiring criteria for operators. Mr. Bell said it was changed from basically zero violations to allowing up to two moving violations, depending a lot on what those violations are.

Mr. Andoh said the contract says no moving violations, but the definition of moving violations was not addressed, so there was a difference of interpretation of moving violations. He said that in the latest change order, we defined moving violations the same way as South Carolina Department of Motor Vehicles and then added the two moving violations. Ms. Mood asked if this is the change order the Board approved, and Mr. Andoh confirmed that it is. He said the South Carolina language now gives clarity to RATP Dev to follow the state's law when defining moving violations and also allows them to accept people with two or more, within a specific period of years. Mr. Bell apologized for being new, but he knows there's some history involved in this, and he said the regional VP, Steve Sherrer could elaborate on this subject.

Mr. Sherrer explained that the original contract on July 1st outlined the requirement of no moving violations for a continuous, three-year period, and a safe driving record, as determined by the contractor. He said RATP Dev took the three-year restriction on moving violations seriously, because it was made very clear to us in conversation and e-mail communication, that that was the new expectation.

Mr. Sherrer said that to help this committee understand how we got where we are, when we took over the contract in late May and early June, we didn't have access to employee driving records, because they weren't our employees. He said that as we started transitioning those employees and performing motor vehicle record checks at the beginning of June, there



were several employees identified who no longer met the contractual requirements to be either a bus operator or a mechanic. He said that through conversation, it was made very clear, that those people would no longer be eligible to work under this contract.

Mr. Sherrer said that very late in the game, the day before the service was transitioning, June 30th, we did come to an agreement, that there would be a temporary relaxation for those existing employees, allowing them to work on July 1st. He said that lasted through January 31st, 2021, so that allowed us to keep some of those existing employees. He said the new requirements did not allow us to hire any operators or any safety-sensitive employees, unless they had zero moving violations in a continuous period of three years.

Mr. Sherrer said there was never a point where RATP Dev denied a potential employee for a non-moving violation such as a seatbelt violation or parking ticket. He said some candidates had legitimate moving violations such as speeding tickets that made them ineligible, but they held CDLs in good standing. He said that after the Board recently approved Modification 6 to our contract, which allowed the relaxation of hiring criteria, we went back through applicants from the past, and we were able to bring on several applicants who, under the previous requirements, were not eligible.

Mr. Sherrer said we've also continued to recruit, and we've got a good number of operators scheduled to graduate from training in the coming weeks. He said the relaxation of the hiring requirements made it much easier to fill these positions. He said the situation is improving through work with the The COMET, because we have a steady flow of applicants. He said the modification to the contract is much appreciated.

Ms. Mood thanked Mr. Sherrer for providing the information.

C. Soda Cap Connector Service

Ms. Mood explained that this is going back to one of the motions sent to this committee from the Board.

Mr. Andoh referred to page 64 of the packet. He said this service started in 2017 with two routes and has been modified continually since then. He said the system now consists of four routes, Route 1 (Main Street/Vista/West Columbia/Cayce), Route 2 (Main Street/Five Points/Waverly), Route 3 (Segra Park during games), and Route 4 (Downtown orbit).

Mr. Furgess asked what part of Waverly the Soda Cap serves for Route 2. Mr. Andoh said it travels on Taylor to Harden and serves Allen University, Benedict College, and Five Points, then comes through USC to downtown. Mr. Furgess said Harden Street is not Waverly, so Waverly should not be listed as served by Route 2. Mr. Furgess clarified for Ms. Mood that he thinks only the names of the actual roads should be used.

Mr. Andoh said Route 4 does an orbit on Richland, Sumter, Assembly, and Blossom Street.



Mr. Andoh said we suspended Soda Cap Connector Service briefly, when the pandemic began in March 2020. He said we restored Route 1 due to complaints that people were unable to access West Columbia, Cayce, House of Raeford, and jobs along Gervais Street. He said that when the Board authorized entering into a contract with USC, we then in September restored Route 4, which connected people from COMET Central to the USC transit system.

Mr. Andoh said that based on the performance of Soda Cap Connector since the pandemic, we're presently only running Routes 1 and 4, while Route 2 remains suspended, and Route 3 has not begun, due to no games yet at Segra Park. He said Route 3 is a contractual route we have with the Columbia Fireflies.

Mr. Andoh said Soda Cap has barely been meeting performance standards. He said Route 1, between June and January, has averaged about 6.5 passenger trips per hour, and Route 4, since its restoration, has averaged about 7 passengers per hour. Ms. Mood asked Mr. Andoh to remind this committee of the standard for the connectors, and Mr. Andoh said it's eight passengers per hour.

Mr. Andoh said that, should this committee recommend to the Board to continue to suspend the entire Soda Cap Connector system, it would create connectivity issues for people trying to access Cayce and West Columbia, since they do contribute to the overall cost of Route 1. He said that for Route 4, it would create frequency issues for people trying to connect to popular downtown destinations such as USC and Assembly Street.

Motion:

A motion was made by Mr. Furgess to eliminate the Soda Cap Connectors, until we get back to collecting fares. The motion did not receive a second.

Mr. Andoh said the Finance Committee met earlier this morning, and they'll be recommendation to the Board to restore fares on April 12th.

Ms. Mood asked for another recommendation, in light of the information that fares will resume on April 12th.

Mr. Brennan asked for clarification about this committee's assignment regarding this topic. Ms. Mood asked Mr. Andoh to elaborate on what the Board asked the Service Committee to do. Mr. Andoh clarified that the Board asked the Service Committee to study the potential suspension of Soda Cap Connector service, due to low ridership, until the pandemic ends. Ms. Mood said they asked us to study that, so any action we take on this would be a recommendation back to the Board on that issue.

Mr. Brennan said that studying any other delivery model for the Soda Cap would be a



different round of motions. Ms. Mood concurred and said we're not in a position to change the service.

Mr. Andoh explained that, following the trends shown on Page 67, it appears that the ridership on Soda Cap is slowly coming back. He said it's not at the levels it was before the pandemic, but it's currently serving to prevent in a gap in service for COMET riders trying to reach Cayce, West Columbia, and the university. Ms. Mood said that pattern is consistent with the one Mr. Harris described for the system overall.

Ms. Mood said that since we're soon restoring fare collection, she'd welcome a motion to recommend to the Board to refrain from suspending Soda Cap Service at this time.

Mr. Furgess said his concern is that it's been misidentified as Waverly for years, and he knows where 95% to 98% of the riders are, and the only two stops are at Harden/Taylor and Hampton/Harden. He said that for the past several months, the only ridership on Soda Cap has been the homeless. He said Soda Cap was initiated as a free service for commercial venues, but now it's about getting to West Columbia and Cayce instead, which does not fall under the originally intended purpose of the Soda Cap service.

Ms. Mood said she does recognize that we've had changes in the entire service system, since we initiated the Soda Cap. She asked for allowance to sort this out. She said Route 2 is currently suspended, so we don't need a motion to ask the staff to correct the description of that route. She said we can do it without a motion.

Ms. Mood said that regarding what the Board asked of this committee, she would entertain a motion stating that at this point, the Service Committee does not recommend a change in Soda Cap service. She said the rationale behind that does have to do with activity with new services that have developed since the origin of Soda Cap. She asked for a motion.

Motion:

A motion was made by Ms. Terracio to make no changes in Soda Cap services, from what is currently being provided for the present.

Mr. Furgess asked if this eliminates Harden Street. Ms. Mood said that right now, Route 2 is suspended. Mr. Furgess said it's making a motion for the service to leave that area, where the majority of the riders are. Ms. Mood said the motion is because service is gradually increasing, and we've had system changes that make Soda Cap an issue of connectivity with other routes, and we're about to reinstate fares. She said this isn't taking any new action on Soda Cap right now. She said the other option is not to have a motion and instead just report this discussion to the Board.

Mr. Furgess said it's always nice to see where people stand.



Ms. Mood asked Ms. Terracio to restate her motion. Ms. Terracio said the intent of the motion is to keep Soda Cap Service as it is for now, until fares are being collected, and we can reassess ridership. Ms. Mood said the basic point of the motion is to make no changes to Soda Cap for now. Ms. Terracio concurred.

Motion:

A motion was made by Ms. Terracio and seconded by Mr. Brennan to make no changes to Soda Cap service for now.

Approved: Brennan, Terracio, Gleaton, Mood

Opposed: Furgess

Motion passed.

D. Key Personnel Process

Ms. Mood said the packet shows the following required process, as outlined in the COMET documents.

- The review of any potential appointments by the contractor to key personnel positions.
- Referral of said review to the Service Committee to evaluate whether they met the contract requirements (the ED could be asked to vet those and have an interview).
- A recommendation back to the Board.
- The Board would approve the key positions.

Ms. Mood said that in the transition and subsequent personnel changes, we found that that was a very cumbersome process, at a time when both the contractor and COMET were eager to have key personnel in place, and we found our processes actually being an obstacle to that. She said that for the past few months, we've essentially been waiving those requirements. She said the contractor has made resumes available to the ED and Service Committee, and we have simply allowed those people to go ahead and be appointed to their positions, without going through the original process.

Ms. Mood said the question before this committee relates to the following options.

- Revamp our original process and propose a new process for what the Board, Service Committee, and ED do with potential appointments by the contractor to key positions.
- Make a formal change in that process, so that it matches what we're doing now.
- Go back to what we were doing.

Ms. Mood said that in order to proceed from here, she would like to get a feeling from the group, because rather than trying to spell out the exact process, she just needs this committee to decide whether we want to go back to our original process or direct staff to propose a modified process for our actions regarding key personnel positions. She asked for comments.



Ms. Terracio said she would support seeking a modification that more closely resembles what we're currently doing.

Ms. Gleaton asked if we're using temporary appointments. Ms. Mood said sometimes they were interim appointments, and sometimes they were permanent, so we had a mix of the two for the most recent past. She said we could just ask the staff to draw up a proposed modification in the key personnel appointments process, that we could then consider at our next meeting. Ms. Gleaton concurred.

Hearing no opposition, Ms. Mood asked staff members to draft something for our next meeting. Mr. Andoh said that he will have his staff collaborate with Ms. Mood on the matter. Ms. Mood said we'll put this on the agenda for our April meeting.

E. RATP Dev Operations
a. On-Time Performance

Ms. Mood said this involves looking at some of the IT issues. She said the packet contains a proposed way to proceed from both The COMET and RATP Dev, which we asked them to bring to us. She asked Mr. Bell to elaborate on the RATP Dev part and Mr. Andoh to add anything from The COMET's perspective.

Mr. Bell said that fixed route for the month of January was at 51%. He said that in previous meetings, we've shared the challenges we've experienced with technology, and we're in the process of transitioning over from Clever Devices to Strategic Mapping to help resolve those issues.

Mr. Bell said there are 32 vehicles that have been completed for installation of Strategic Mapping, and they're averaging about 3 vehicles per day, so there are almost 60 vehicles left to be installed. He said that as they get through that process, the month of February will be a challenge for information on on-time performance. He said we're taking steps to use our road supervisors to check various timepoints and to help out with a manual recording of on-time performance, which is a little challenging at this time, because of our operator staffing. He said that as we start to see more operators released from training, we'll be able to repurpose those supervisors to help with improving the manual recording of on-time performance.

Mr. Bell said the technology of Strategic Mapping was a challenge, as we were going into January, because of how long it took Clever Devices to update the service schedules into their system, so it could record the OTP. He said the new service schedule was not updated into the system during January, and it wasn't finished until February 8th, so it was kind of sporadic during the month of January, which contributes to why we are running low numbers of 51% OTP for the month.



Mr. Bell said that from a paratransit standpoint, we're still operating above plan, 96.4% for the month of January.

Mr. Andoh said the data from Clever Devices was done in accordance with the timeliness of the service change. He said that once the data has been done by Clever, it needs to be uploaded into 58 buses, and they're delaying that, so as of last week, 57 of 58 buses have been done. He said that since we're in the transition to Strategic Mapping, he wouldn't just deem Clever irrelevant, because every time we install a Strategic Mapping unit, a Clever Device unit is being removed, which will impact the overall OTP reporting.

Mr. Andoh said that for months of March and April, we won't be able to give OTP reporting from a technology standpoint, because of this installation change, but starting in May, when the entire 89-vehicle fleet has Strategic Mapping installed, we should have a better sense of OTP rating for the entire system.

Mr. Andoh referred to Page 93 and said it shows how that fixed-route ITS solution will ultimately look, once everything is done. He said that many of the features will be integrated with Strategic Mapping, which reduces the number of independent ITS solutions that The COMET and the contractor have to manage. He said we'll be using the course of March, April, and May to train COMET and contractor staff on how to utilize the Strategic Mapping system. He said that starting now, we're phasing out Clever Devices, and the system will hopefully become irrelevant by April.

Ms. Mood said she's hearing that the new system should be fully installed, people fully trained, and producing good data by May. Mr. Andoh said that by the time we present in May, we should have a preliminary report from Strategic Mapping on all 89 vehicles.

Ms. Mood said she's hearing that Mr. Bell is saying that in the interim, they would make an effort to do checks by their supervisors on on-time performance. She said she knows this is important not just for our evaluation as the Service Committee but for actually making sure the service is running, as all of us intend it to run.

Ms. Mood asked Mr. Bell and Mr. Andoh to say what degree of effort is really warranted in doing that manual tabulation for the interim.

Mr. Bell said it will be a large manual effort. He said we'll have to determine whether to focus attention on primary routes and do random snapshots of different stops for those particular routes, or to focus on main locations like COMET Central and looking at the OTP at those locations. He said we must determine which will be the primary ones to register, as we go through this transition.

Ms. Mood asked the Committee if they'll allow her to ask Mr. Bell and Mr. Andoh to get together and agree on what kind of oversight, what sort of tracking they each think is



reasonable to do for the interim, until the new technology is installed. She asked Mr. Bell and Mr. Andoh to do that, and to report back to the next meeting, what they agreed upon as an adequate manual oversight for the interim.

Mr. Andoh said he needs to advise that even in a manual approach, when you track on-time performance, you're tracking it against every trip that has operated in the transit system, at least on the fixed-route side, and right now, we're not operating 100% of all the trips in the fixed-route system. He said that even though reporting manually is helpful to give us a concept, it will ultimately be misleading to the Committee, because if you hear a number of, say, 86%, it will be 86% of the trips that truly ran, but when you factor in the trips that didn't run, that 86% could drop to as low as 50%, because they all have missed trips due to lack of operators. He said we should be mindful and careful, in how we present the data, until we get confirmation that 100% of all fixed-route transit trips are operating.

Ms. Mood said she's asking Mr. Bell and Mr. Andoh to spell this out for us, so we know exactly what we're looking at, as well as those important considerations that Mr. Andoh is pointing out, so that it's not misleading. Ms. Mood said she hopes Mr. Bell and Mr. Andoh will come to an agreement on what kind of monitoring to do to assure service runs on time as well as possible, without diverting time from people who need to be doing actual bus driving. She said that for this interim, we know it won't be perfect, but she asked Mr. Andoh to come to the next meeting with an agreement on how we would monitor, manually, until the new technology is fully installed, and a report on what we learned from said monitoring. She asked if this is acceptable to the Committee.

Mr. Furgess said a problem is that, for about the past three years, we get to this point, that when we get down to on-time performance and ridership, something is not working, something is not installed. He said we've made major changes in the system over the past 2-3 years, changing routes, cutting routes, while none of the data is any good, because we suspended fares for a year, but yet we're still making changes. He said somebody is suffering with these changes, so he thinks the Board needs to have some input into this, because we're hearing this too much, that this data is in error.

Ms. Mood said she agrees that it seems we've had perpetual technology problems for a long time, and each time we come up with what we think will be the solution, it hasn't achieved everything we want it to. She said we're in the midst of another series of changes, at the same time we're in this transition period, and with the pandemic mixed in. She said all she's asking is that we cover this the best we can for the interim, get the best data possible with manual monitoring, and then hold to that by May, when we should have good data coming from the new technology. She said she will report on this to the Board from this meeting.

Ms. Gleaton asked if we have an IT person working to help us come up with this data. Mr. Andoh said we'll be hearing a presentation about validating the data, from our data management consultant, but The COMET has an IT manager, and RATP Dev has two IT



positions. Ms. Mood said this must be a collective effort of all those people.

Mr. Andoh said we made this change a year ago, because we realize that this hodgepodge of IT solutions was starting to become a problem, and the reliability of the data from all these legacy IT systems was starting to become a challenge for COMET staff to manage, without having the knowledge of how to operate those IT systems.

Ms. Gleaton thanked Mr. Andoh for clarifying.

b. Customer Complaints Status

Ms. Mood said we have two standards for customer complaints. She said RATP Dev has a standard for a certain number of complaints per 10,000 passengers, and another standard for how quickly we investigate and respond to complaints. She asked Mr. Bell where we are with meeting the standard of complaints per 10,000, and she asked Ms. Gibbons to then report on where we are with meeting the standard for response to complaints.

Mr. Bell said that regarding the number of complaints per 10,000 passengers, for the month of January, we finished at 4.01 complaints per 10,000, with a target goal of 6 per 10,000. He said February is in calculation right now, and it will definitely be higher because of the service change, but in January, we were below that requirement.

Mr. Bell said that one of the areas of note was the two highest marks for the month. He said reliability was at 17, and friendliness was at 12. He said the lowest areas were cleanliness at three, and then planning and service at two. He said we have a lot of general complaints, nine, and we had eight safety complaints, but for the most part, January seemed decent. He said we want to get into the reliability and take a look at some of what the general complaints are, to try to redefine them, if necessary, based on the details of those complaints.

Ms. Mood asked for questions for Mr. Bell. Hearing none, she asked Ms. Gibbons to proceed with the report on complaint response.

Ms. Gibbons said Mr. Bell is correct with his numbers. She said the most common complaints for January and February were regarding missing buses. She said that in looking through the responses by RATP Dev, they are getting back to customers on some of the complaints, and some responses are just general comments being put into the system, meaning that we may have to get with a customer to teach them how to ride the bus. She said there's no viewing of the cameras or operator names listed, if they're in violation. She said we're just going to have to get together and discuss some of those items with the general comments.

Ms. Mood said that after reviewing this data, we have to look at those two standards. She said the complaint data gives us an opportunity to track down what patterns we see, that



would lead us to ask how we would make a more focused response to prevent some of the complaints. She said the complaints really do cluster, and that when she did her own math on some of these, of this list of 228 complaints that we've gotten since January 1st, 124 (54.3%) of those were service-disruption complaints regarding on-time performance, or buses not showing up. She said we knew the service was disrupted, so Ms. Gibbons' report really just confirmed the overall picture that we got.

Ms. Mood said that when she looked at friendliness, she counted the ones that said the driver was either discourteous or inattentive, and she put those things in the friendliness category, and that was our next-biggest one, comprising 16.6% of the complaints. She said the categories that Mr. Bell pointed out were the two big areas for focus.

Ms. Mood said she doesn't know who does this kind of analysis, but she would really like for RATP Dev and our staff to put heads together to look at what patterns are showing up by route, driver, day of the week, variance by morning versus afternoon, what patterns are about complainants, such as whether we're getting lots of complaints from one person or a lot of different people complaining about the same thing. She proposed really trying to focus in on another level of analysis to see what the patterns are, because it lets us have a more focused prevention strategy than to just have a scattered picture of the whole system. She said she's just reinforcing what Mr. Bell and Ms. Gibbons have already said about looking at more detail to identify these patterns, so you can focus the intervention.

Ms. Mood asked if any other members want to speak about complaints, but none wished to do so.

c. Solutions for Transit and Data Analytics

Mr. Andoh said there have been concerns with data consistency, and how the data is coming from various systems that The COMET has previously procured. He said we got quotes from various vendors for a transit data management solution, so we can consolidate data into one database and be able to validate and verify the data, so that when we're presenting information, we have a consistent source of information with everything matching up. He said this is important for reporting to state agencies, federal agencies, and to the Board of Directors.

Mr. Andoh said we ended up providing a purchase order for Solutions for Transit, which is based in California, and they're providing the data analytics necessary, so that the data we give to the various agencies is concise and consistent. He said Bobby Kuhn and Kari Wilson are the proprietors for Solutions for Transit, and they can talk about the reporting solution, and the work that they've done with the COMET since June 2020.

Mr. Kuhn introduced himself and Ms. Wilson. He said they do not consider themselves consultants. He said they both retired after 25 years in public transportation, as directors with high-level positions. He said that after they retired, they started working with transit



agencies to help them comply with federal regulations. He said they've both worked with FTA for many years, and Ms. Wilson worked directly with FTA and NTB.

Mr. Kuhn said that the reporting solution is the data management system. He said most transit agencies now have gone to a data management system, so that they can analyze data from multiple sources, and it allows you to see the whole package.

Mr. Kuhn referred to documents given to the committee members, and he said these documents contain exact federal requirements, and where to find them. He said he's not just saying things, and that this is actually a federal docket, and these regulations are what you're graded against by any of your auditors. He said that these documents contain everything he's about to say, only he's going to reduce it a bit.

Mr. Kuhn said all funding requirements originate from the master agreement with FTA, which tells you that you have to comply with the uniform system of accounts and records and reporting system. He said that is defined as NTB in other documents. He said NTB is the database where you record all of your information about what you've performed for the year. He said NTB is very clear, and it says that all agencies must report actual miles and hours, and that language has been there for many years, but it wasn't as enforced as it is now. He said the FTA has found over the years, that many of the agencies were reporting incorrect data because they were averaging, and that led to a lot of issues, so audits now are very strict in identifying what the actual miles and hours are, and what your process is for recording them.

Mr. Kuhn said that the process for data reconciliation and accuracy is, your contractor simply goes into a website that Mr. Andoh provides, and when they enter the block number, it automatically populates what the scheduled times are, and then they just enter the odometer readings for four stops, when they leave the yard, when they get to the first stop, when they get to their last stop, and when they return to the yard. He said they would then change any of the times, based on exceptions, such as if the bus was stopped on the way back due to a train, which seems to happen a lot there, and they would just change that time. He said that overall, the process is anywhere from 30 seconds to a minute, depending on who makes the entries, and Mr. Andoh's system times that, so we know that to be factual.

Mr. Kuhn said that every week, the system sends back what is called an exception list to the contractor, and they can see, for instance, that this bus was on two different routes at the exact same time, so it was likely that the wrong bus was entered. He added that, however, the system is smart enough to know what the odometer readings should be on that bus that day, because it's also looking at maintenance records and saying, that couldn't have been that bus. He said there's a logic applied to every component in the system, but the end game is that with those error checks, by sending them weekly with the exception list, they can go back to the driver and ask what really happened, because it's fresh in the driver's



mind.

Mr. Kuhn said that at the end of every month, the system does a much larger comparison check, and it looks at each of the pieces of information entered and compares it against the schedule, and Mr. Andoh has given a tolerance of plus or minus 5%. Mr. Kuhn said that if the piece of work exceeds 5%, then the exception list goes back to the contractor and asks why we went over the scheduled time by more than 5%, and then they enter a comment. He said the system sends those comments back to him and his team, and they look at the comment and ask whether it makes transit sense, whether it fits what the transit industry would look for, and if his team says that it does, then they accept that, preliminarily.

Mr. Kuhn said that at the end of the month, once they feel that all the data meets the FTA and NTB requirements, they would send that to Ms. Gibbons and Mr. Deschamps and say, we recommend that you approve the month, based on these exceptions, and they would get a copy of those exceptions.

Mr. Kuhn said that he used to just send authorization to the contractor, but when FTA reviewed the data management system, they liked it a lot, and they thought it met compliance regulations, but they didn't like that we gave the authorization, so he changed that. He said that now his team would give The COMET staff all the information they have, abbreviated to just the exceptions and the comments, and COMET staff would make the decision, and then the invoice COMET staff would run comes directly from Mr. Andoh's data management system. Mr. Kuhn said that many of the reports required in the contract, Ms. Wilson has written on the data management system, so they would just run them, rather than try to gather new information.

Mr. Kuhn said that Section 5 of the contract with RATP Dev defines the requirements for reporting actual miles and hours on Page 152. He said it says, each monthly payment shall be based on the actual number of in-service vehicle hours, for which a contractor is billing for in that month. He said that language is actually required under FTA, by law, to notify your contractor that they're required to follow, as a subrecipient, all of the requirements of the FTA Master Agreement as well as any flow-down contract that comes from there, so that's why that language is there.

Mr. Kuhn said that Ms. Gibbons and Mr. DesChamps would be looking to the database system, to validate that those are actual miles and hours entered, before they give them authorization to invoice.

Mr. Kuhn said the contract language in that section is required under the FTA Master Agreement, and it's also required, that you notify your subcontractor, as in your third-party participant, of the language. He said the contract also references several sections of Section 49, USC 5335, which is the reference to the National Transit Database. He said all language must comply with the NTD. He said the NTD input is done through a database, and



when you enter the information for the service run, it actually error checks it again, so rather than submitting that once a year for annual reporting, and finding out there were errors 11 months ago, The COMET's data management system checks those weekly. He said it's a smart system, and most transit agencies have gone to a data management system like this.

Mr. Kuhn said that for moving onto the next section, the concerns and issues over the data and solutions toward correcting it, he would let Ms. Wilson talk.

Ms. Wilson said that before July 2020, SFT recommended that all the operators and dispatchers be trained, so that they understood what was changing on July 1st, when RATP Dev was taking over. She said those operators and dispatchers had worked with TransDev, and they were following TransDev's guidelines and procedures, but they needed to be trained on what the new contractor's culture and expectations were.

Ms. Wilson said that in the course of the transition, there were some operators who were partially trained, and there were some dispatchers who had a little bit of training, but there was not a visible, concerted effort to train all the operators, so that they could correctly fill out their Driver Vehicle Inspection Report, which is where the information comes from. She said that's what the dispatcher is entering into the DMS.

Ms. Wilson said there was a trend, probably partially due to COVID and fare-free, where several of the operators were neglecting to log in, or they were logging in but weren't counting the passengers. She said that to get accurate ridership data, operators must be logged into GFI and clicking on a button every time somebody gets onboard, but entire hours would go by where service was running, and the operator hadn't clicked a button the entire time. She said this would impact any decisions by the Planning Department, if a route is deemed to be unproductive, when in fact, operators just haven't been logging ridership. She said Mr. Harris, for instance, may see a route as being very low in ridership, where in fact, it may be much higher, if all of the riders were being counted.

Ms. Wilson said there are many possible solutions for rectifying some of the continuing issues. She said that first and foremost, it's getting to the source, which is the operators. She said they have to log in to count ridership, and they have to completely, accurately, and legibly fill out their DVIRs, so that information can be put into the DMS, such as the actual miles and hours they're driving.

Mr. Kuhn said that while his team was there, they were trying to help the operators understand, that if they logged onto the fare box during their pre-trip, and something was wrong with the fare box, they could switch the bus out and get it corrected, before they go into service. He said that instead, if drivers were logging in at all, it may be at or after the first stop, and if the fare box wasn't working, that meant passengers had to sit and wait for a replacement bus. Ms. Wilson said it also meant that the operator sometimes continued in



service with a non-working fare box, which meant they couldn't count the passengers.

Ms. Wilson said SFT is trying to identify the source of the issues that transpired between July and now, when we're still seeing some of the same type of issues. She said that if the operators and dispatchers were trained, it would help. She said that in September, a now-former RATP Dev employee gave some direction to just enter everything as scheduled instead of actual, because that would reduce the number of errors the DMS finds. She said the DMS is smarter than that, and while one type of error may have been eliminated, it created a whole bunch of other types of errors, so it's like you corrected one source, but you created more which won't be corrected, unless the actual miles and hours are entered into the system.

Mr. Kuhn said that training the staff is a step in the right direction. He said that TCS, for the month of July, has almost completed correcting everything there. He said he's in constant contact with TCS, and they seem really eager to get all these things corrected. He said they're talking about identifying any drivers they have concerns about, regarding not logging on correctly, and they'll go meet with those drivers to start correcting those errors.

Mr. Kuhn said that July should be done this week, and TCS has asked to move forward immediately with August, so that they can get the prior months corrected. He said they're now correcting the current months, so they've corrected the problem, going forward, and they're just going back to correct the data, which is the exact way to resolve this. He said he thinks the TCS side has a good path, going forward.

Mr. Kuhn said that he hasn't seen any correction of errors by RATP Dev. He said there are 11 manifests missing from July, despite repeated requests for the manifests, over the past month from his team to RATP Dev.

Mr. Kuhn said he doesn't have a current schedule for the run cut. He said RATP Dev sent a schedule that was incorrect and had the 501 ending at 1:00 p.m. instead of continuing for the day. He said he sent that back about a month ago and said that these don't appear to be correct, and this is an example of why it's not correct. He said he worked with Mr. Harris last month, going over everything that should be there, trying to validate that the run cut contains everything that's there, but there hasn't been good communication, going forward with that.

Mr. Kuhn said that right now, all that's in the system is a best guess at what they should be running. He said that they're not running everything, so normally, the system could go back and determine which pieces are missing, based on what you're running, but since you're not running everything, we can't do that either.

Mr. Kuhn said that regarding Strategic Mapping, Mr. Andoh commented on having everything in one system. Mr. Kuhn said he works with a lot of transit agencies on project management,



on accepting systems like CAD/AVL and GPS. He said the intent is to import all the Strategic Mapping data into the system.

Mr. Kuhn said he's already looked at the data, and he knows his team will be able to provide an on-time performance report from the database, that can either be by stop or by time point, or by any way you want it run. He said there are about 30 buses that are already entered, and if we had that connection set up, we actually could tell you which of those 30 buses are providing on-time performance. He said that theoretically, you could rotate those buses amongst the routes and not put in additional staff, and just let your database do the work for you. He said it would be partial information anyway. Ms. Wilson added that with Road Supervisor, it would be even less, because you only have so many roads to provide.

Mr. Kuhn said that if drivers were actually logging into the fare box when they're supposed to, he could give a partial on-time performance, on whether they left the yard on time, whether they arrived at the first and last stop on time. He said this provides information and doesn't cost staffing. He said those are things his team has done for other transit agencies to help them through this, but unfortunately, there's lack of consistency in whether operators are logging in, and the data that's going into the system is inconsistent.

Mr. Kuhn said we don't have enough information to fall back on something else. He said if they were providing inconsistent entries, we could fall back on the GFI data, the farebox. He said we pull a backup of farebox data every four hours, so we can see what times the drivers logged in. He said the fareboxes are tied to the atomic clock in Colorado, so we call that gospel, because NASA uses that time as gospel. He said that when operators don't log in properly, we can't use that time.

Mr. Kuhn said it comes to the training of operators. He said if we had operators doing what they're supposed to be doing, logging into the farebox during the pre-trip and logging out when they return to the shop or switch over to a new operator, you'd have the data you need, which is the whole point of a data management system. He said it only takes a few minutes to train an operator. He said there are properties that actually put a blinking sign at the gate, saying please remember to log into your farebox, and that's been very successful.

Mr. Kuhn said FTA requires that for a vehicle to be in revenue service, they must be capable of collecting revenue and counting passengers, and right now, when you don't log into the fare box, you cannot count passengers nor collect revenue. He said it's an easy fix, and it boils down to training operators and/or dispatchers.

Ms. Mood said she appreciates all this clarity. She asked for questions from the members.

Mr. Furgess asked whether this is something proposed, or something already being done. Mr. Kuhn said this has been in place since July, and we have been working with RATP Dev, Mr. Andoh, Ms. Gibbons, and Mr. DesChamps, on what information we're seeing. He said



Strategic Mapping is not tied in yet, but Mr. Andoh has asked us to tie it in.

Mr. Furgess said we're still not getting good data.

Ms. Mood explained that they seem to have a really good system with the subcontractor, TCS, in terms of training the operators to enter the data, following up with them on exceptions, and getting data corrected. She said that they seem to need a similar kind of working relationship with RATP Dev, the main contractor, for the fixed-route data. Mr. Kuhn said this accurate.

Ms. Mood said they see what needs to be done, and now we need to determine which staff should work most directly with Solutions for Transit to assure that what's happening in the subcontractor paratransit is also happening on fixed route.

Ms. Mood said we can't overstate the importance of this matter of counting riders, because it determines how we plan for rides, and it is the database for RATP Dev reporting actual hours of service, so their income is tied into this. She added that there's also the whole issue of us being required, as an agency, to report this data to FTA in order to get federal funds, so our money is tied into this too. She said it seems like this is one of the most critical things for us to get right.

Mr. Bell said he agrees with Ms. Mood, but he disagrees with the described account of the efforts that RATP Dev is making, because he's been working directly with the consultant who's had meetings with Mr. Kuhn and his team. Mr. Bell added that he's been working with his team to get some things remedied. He said this is very touchy, and he truly understands, with his tenure in this industry, how important this data is. He said he can't stress enough, how difficult it's been to try to duplicate the vision they see, and to find stopgaps to move forward in a manner that does not create further occurrences. He said he thinks it's an opportunity to review what's been shared and come back later with a response, because in the past, we've noted on several occasions, some of the challenges we've had with the system.

Mr. Bell said this has been an ongoing discussion since July, and RATP Dev has gone to great lengths to communicate that, not just to local staff but in other presentations. He said we're still working to fix the problems, by digging through manifests, looking up DVIRs, redesigning DVIRs to make sure we're eliminating the challenges that are presented by Solutions for Transit.

Mr. Bell said he can't express enough, how much we know the importance of resolving this issue, because our name is on this just as much as The COMET. He said we want to do our best for everybody involved, but to do so, there has to be a meeting of the minds. He said there are meetings soon to be scheduled, with efforts to try to resolve some of the items, moving forward with the February 8th service change and trying to make sure the



technologies are communicating effectively. He said it's an ongoing effort, and we need to come back with a more detailed explanation on the things shared here today.

Mr. Furgess asked if RATP Dev was not in at the beginning of this. He asked Mr. Bell if his training isn't up to The COMET's training. Mr. Bell said he wouldn't say that. He said that since the start of the contract, or at least since he's been here, he's noticed a large turnover in management staff, and therefore, there are some areas where employees have not followed through, and we had to redirect. He said that happens everywhere you go, and it's something that you have to be able to catch. He said we've identified some reports that weren't available to us, that we need to be able to utilize, in order to catch operators in advance, when it happens during the day, versus at the end of the month, or well after the damage has been done. He said there are a multitude of items we have to address.

Mr. Furgess asked how long Mr. Bell has been in Columbia. Mr. Bell said he's been here since December 1st. Mr. Furgess inquired about when all these issues will be resolved, and when RATP Dev will become whole. He said that we keep hearing, we can't do this, turnover, etc., and that at some point, that should end. Mr. Bell agreed. Mr. Furgess asked when RATP Dev will say, we got ahold of this, and it's running fine. Mr. Bell said this is where he needs to come back with a true answer on that. He said he can't say right now, because he knows there are some technology challenges that need to be addressed first.

Ms. Mood asked Mr. Bell to identify who needs to be part of this effort, and she asked him to designate someone from the RATP Dev staff to be the point person on this. Mr. Bell said he is the one who is heavily involved in it, so he's coordinating with just about everyone on the RATP Dev team, and he's been communicating directly with the consultant as well.

Ms. Mood asked if Mr. Kuhn and Ms. Wilson were involved in this directly. Mr. Kuhn said that a couple weeks ago, he told RATP Dev and Mike Hubbell that his team wouldn't attend any more of the conferences, until there is an inch of progress. Mr. Kuhn said the fuelers weren't completely fueling the propane buses, and the bus would go out the next day and sometimes go only 7-10 miles and then run out of fuel.

Mr. Kuhn said he explained that if you're low on operators **(inaudible, 2:10:35)**, the easiest thing to do would be **(inaudible)** to just check that gauge, before they park the bus, and make sure it's completely fueled. He said that he suggested just posting a notice, saying you want them to do that, and send him a picture, and then he'd attend the meeting, but otherwise, if he saw no progress, he can't have his staff on a two-hour phone call every week to talk about the same things over and over again. He said they don't get paid for that, and the contract is based on a yearly service fee, and they'll be happy to provide you everything that you ask for during that time, but they won't sit in on a two-hour meeting discussing the same things over and over again, without an inch of progress forward.

Mr. Kuhn explained that RATP Dev had said the July data was complete, but he told them it



looked like they were missing some information, and they were low on their hours, which would give them more money, not less. He said our system isn't looking at a position for The COMET or a better position for RATP Dev, but it's looking for accuracy. He said he told them they have 11 pieces of work missing, and here is where they can be found, and if you can provide that, he'd put them in himself, so RATP Dev wouldn't even have to do it. He said he's been asking for that for a while now.

Mr. Kuhn reiterated that he and his team are not attending any meetings nor in any regular conversation or discussion. He said he was told that he would be getting the schedule a couple weeks ago but has not received it. He said he disagrees that he's been given a list of things that aren't working. He said that what he did get from Hubbell was, that he felt it would be better for the contractor to have access to a report that Ms. Gibbons designed, and that was left up to Ms. Gibbons because she designed them. He said Ms. Wilson wrote them for her, but they were for Ms. Gibbons. He said Ms. Gibbons went through that, and she gave a bunch of the reports she felt were useful.

Mr. Kuhn said that Ms. Wilson found that a lot of the reports were already in there, just in other sections. He said he knows that Mr. Andoh has tried to schedule a couple meetings with Mr. Bell about data entry, but at each of those, there were no issues, so he disagrees with the comment. He said that his database management system is over 10 years old, and it's used by a lot of federal properties, and if there were issues with it, then he would hear about it.

Mr. Kuhn said that most of his clients close a month within five days, and most of the contractors get a bonus from their corporate office, if they close within that time period. He said that his team works diligently to meet that agenda, and they provide all of the analysis in the data management system and still do a weekly review. He said he stands proud of the data management system, and he will continue to do so, until someone tells him something is not working, and then he'll fix it, but he can't think of anything that isn't working, and no one has told him that anything isn't working.

Ms. Mood said that what needs to be done now goes way beyond the Service Committee's role, but she believes that we really do have an urgency for people to sit down together with those details and take a deep breath and make a fresh start. She said that it seems like this is doable and can work, and she's not hearing that there's a technology system we've bought that doesn't function. She said that it's in the details that always involve human effort, and who does what, exactly the way it's supposed to be done, to get the results you need.

Ms. Mood said that all she knows to do, from this committee's perspective, is to ask Mr. Bell and folks from RATP Dev, Solutions for Transit, and The COMET, to really hash out the specifics of what has to be done in order to have the right information in the system to produce the desired results.



Ms. Mood asked for recommendations from committee members, about how to proceed from here.

Ms. Gleaton said that the two areas need to get their heads together and work out a system that will work best, and that's the only way the job will get done. She said that you've got to have that partnership, working together.

Hearing no further discussion, Ms. Mood said that we need that commitment, as Ms. Gleaton pointed out, to a hard effort to make this work. She said that it doesn't sound impossible, having heard everything today, and with Mr. Bell saying we need to go back and look at these specifics, and Mr. Kuhn saying he's perfectly willing to work with them on that, as long as there is some responsiveness to the things he's bringing to the table. She said that it's the same for Mr. Andoh and Ms. Gibbons, and she asked whether they see a path forward for this issue, because this is really big. She said that it's everybody's money, RATP Dev's payment, federal funds to The COMET, and this is the ridership data, on which we plan the system.

Mr. Andoh said that he believes there is a path forward. He said that we'll have a conversation with Solutions for Transit, to see if we can address the compensation piece. He said that it looks like we'll have to throw in some more resources to help with this effort, at least from The COMET's perspective, so that we can continue to work with RATP Dev on addressing some of these concerns. He said it may require a change in the cost that we pay to Solutions for Transit, but we'll have that conversation with them. He said that we'll also work with Ms. Baker and Mr. Hubbell, to see if we can bring those parties together and identify an action plan on a path forward.

Ms. Mood said that this committee is looking for an action plan that every part of the system, The COMET and the contractors, are all committed to. She asked for comment from committee members.

Mr. Kuhn stated that he's not interested in additional compensation. He said that's fraud, waste, and abuse of taxpayer money. He said that he'll provide every piece of support wanted, and all he's asking is that RATP Dev provide one inch of moving forward, whatever that is, any progress. He said that it could be as simple as posting a notice on the fuel island, asking the fuelers to ensure, by looking at the gauge, that the bus is fueled, before they park it. He said he'd write the note himself if desired.

Mr. Kuhn said that Mr. Bell will probably provide a good management solution that was lacking in the past, but the proof is in the pudding. He said that he still needs somebody to do anything at all, but he can't accept additional compensation, because he believes in taxpayers' rights, and he doesn't believe in fraud, waste, and abuse, and he doesn't want additional money. He said he just wants progress.



Ms. Mood said that we can't ask for more than that from Mr. Kuhn. She said that we'll just leave this with the expectation that Mr. Andoh, Ms. Gibbons, Mr. Bell, and the Solutions for Transit folks will put together an action plan, and we'll look forward to seeing that plan and the results of it at our next meeting.

Mr. Bell said that he believes the information this committee is looking for has been done, with respect to the fueling, because all the numbers on the fueling issue occurred from October through December, but if you look at January and February, those numbers have come way down, based on what we implemented. He told Mr. Kuhn, that effort is there.

Ms. Wilson said that the numbers we're looking at are based on comments that are added to the data entries. She said that we've noticed that very few comments were done in January or February, and that's why that report looks so good, because it is based on the comments that the dispatchers put in, saying, well, this bus was traded out due to low fuel. She said that no one has been reviewing the January and February and correcting the errors, so as soon as all those errors get corrected, she would be willing to bet there will be a significant number of low-fuel exchanges that aren't currently shown, because that report is based solely on the comments that are added to the entries. She said that she can see that most of the lines are blank, so she knows the comments have not been updated yet. Mr. Kuhn added that we do still see bus exchanges.

Ms. Mood said that at this point, we're getting way more into the weeds, in terms of what the Committee has to contribute to this, and the conversation that's begun here needs to continue, until you all can work through what the gaps are between what one person thinks has been done, and what another person has received as being done. She said that Mr. Andoh's proposal with Ms. Baker and Mr. Hubble, whoever needs to be involved in developing the action plan, should all happen at the close of this meeting.

Mr. Andoh said that he'll start that conversation with Ms. Baker immediately after this meeting, and he'll report back to this committee by the next meeting.

Ms. Mood proposed deferring the remaining agenda items, 9d, 9e, and 9f, until the next meeting. She proposed going through a final item of welcoming the new RATP Dev operations manager. She asked Mr. Bell to introduce him.

Mr. Bell introduced Mr. Joey McKelvey, and said that Mr. McKelvey has over 19 years of management experience. He said that Mr. McKelvey is from this area and went to University of South Carolina, and so he's very familiar with what's going on here. Mr. Bell said that Mr. McKelvey currently resides in Georgia, and we're looking forward to him making his final selection and moving up this way. Mr. Bell said that Mr. McKelvey has already been with us for a week and has been picking up really quickly on a lot of the processes, and we're confident he'll do well.



Ms. Mood said that she hopes it's been helpful to Mr. McKelvey to hear the discussions at today's meeting, because that will give him another piece of the picture of what we're trying to accomplish here. Mr. Bell concurred.

Ms. Mood said that the only other item on our agenda was the transit operations report, but she believes we've thoroughly covered all that.

Mr. Andoh said we need action from the Service Committee, per Board procedures, on key personnel. He clarified for Ms. Mood, that the Service Committee needs to make a recommendation to the Board regarding the appointment of Mr. McKelvey. Ms. Mood asked for a motion.

Motion:

A motion was made by Mr. Furgess and seconded by Ms. Gleaton, that we make a recommendation to the Board to approve the appointment of Mr. McKelvey as the RATP Dev operations manager.

Approve: Terracio, Furgess, Gleaton, Mood (Brennan did not vote)

Motion passed.

Mr. Bell clarified for Ms. Mood, that he has nothing left to add to the RATP Dev report at this time.

Mr. Lay (2:27:16) said that he's heard this discussion, and we did get the report on the solutions during the meeting, and we'll be glad to provide a written report in response to the document we just received. He said there are quite a few things that we disagree with, and it would be good to highlight that, to make sure we know what we're dealing with, because ultimately, we have the same goal, which is to make sure the system is working the way it should. He said that we have some very specific things we'll need to deal with, so he'd like to submit a written response to the document we just received during this meeting.

Ms. Mood said she'll leave that to Mr. Lay to work with Ms. Baker, Mr. Andoh, and Mr. Bell on this matter. Mr. Lay thanked Ms. Mood.

Mr. Furgess asked who Mr. Lay is. Ms. Mood explained that Mr. Lay is the attorney for RATP Dev. Mr. Furgess asked who Rob Stevens is. It was clarified that Mr. Stevens is an RATP Dev employee.

10. ADJOURNMENT

Motion:

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

Approve: Furgess, Gleaton, Mood

Motion passed.



The meeting adjourned at 2:30 P.M.

CENTRAL MIDLANDS REGIONAL TRANSIT AUTHORITY

Adopted this _____, 2021, Agenda Item _____

Prepared by:

Frances Von Korff

Approved by:

Allison Terracio, Secretary

DRAFT

Service Committee Motions

Motion	Committee	Status	Next Steps	Open or Closed	Completion Date
20-Dec-17					
Motion to direct staff and Service Committee to develop a long-term service plan primarily in Richland County	Service	Staff received approved by CMCOG to prepare a Short Range Transit Plan which will update the 2010 Comprehensive Operational Analysis This will be started in FY 2019	Board will discuss at March Board of Directors meeting. Information to was provided to the Board on 2-26-21.	Open	
Motion to direct staff and Service Committee to work with SCDOT to develop a plan for Park and Ride Service, as an alternative plan primarily along the I-26 corridor for the 10-year construction period designated for the Carolina Crossroads project	Service	CMCOG will recommend to Board of Directors a consultant. Three proposers responded. SCDOT is proposing two park and ride lots - I-20 and Exit 55 and I-26 and Broad River Road as part of Carolina Crossroads. The COMET staff is proposing park and ride lots at Tractor Supply in Newberry, Gazebo in Little Mountain, Walmart in Harbison and Ballentine and is identifying a location in Chapin. In addition, The COMET staff is investigating park and ride lots in Lower Richland, Dutch Square Center, Killian Road Walmart, Forest Drive Walmart and Columbia Place Mall. SCDOT responded back to The COMET in regard to Carolina Crossroads improvements.	Consultant has been selected and project is underway. An app, two park and ride lots and operational funding to be provided. Kick off meeting was on 9-11-19.	Open	
28-Nov-18					
Develop Streetscape Plan for Harden & Taylor Streets, plus SuperStop	Service	Concept approved on 5-22-19	Shelters are in the process of being installed.	Closed	
10-Mar-21					
Develop Revised Key Personnel Procedures	Service	Staff to work with Chair on development		Open	
Prepare Action Plan on Data Analytics	Service	In progress with Mike Hubbell's assistance		Open	

Ridership Report

February		2020		2021			Difference from Previous Year		
Route	Description	Boardings	Boardings per vehicle hour	Boardings	Boardings Per hour or Trip (Efficiency)	Subsidy per passenger	Farebox Recovery Ratio	Boardings	Efficiency
Systemwide totals	All Boardings Total	219,270		184,337				▼ -34,933	
	Fixed-Route Total	203,273	13.4	171,614	11.9	\$ 7.49	0.0%	▼ -31,659	▼ -1.4
	Weekday Service	162,346	13.9	138,558	12.1	\$ 7.38	0.0%	▼ -23,788	▼ -1.8
	Saturday Service	26,367	11.8	18,337	13.7	\$ 6.53	0.0%	▼ -8,030	▲ 1.9
	Sunday Service	14,560	10.5	14,719	9.2	\$ 9.70	0.0%	▲ 159	▼ -1.3
	Flex Route	3,686	3.7	1,162	2.3	\$ 38.39	0.0%	▼ -2,524	▼ -1.4
	DART	6,438	1.9	4,532	2.0	\$ 57.84	#0 IV/D!	▼ -1,906	▲ 0.1
Special Services	Trolley/Special Services	-		0	#0 IV/D!	\$ -	0.0%		
	Gamecock Express 2001	-	52.81	0	#0 IV/D!	\$ -	0.0%		
	Inclement Weather Shuttle 7	2,223	#0 IV/D!	3,199	61.9	\$ -	0.0%		
	COMET @ Night Uber	1	N/A	595	N/A	N/A	0.0%		
	COMET @ Night Lyft	878	N/A	373	N/A	N/A	0.0%		
	COMET To The Market Uber	115	N/A	144	N/A	N/A	0.0%		
	COMET To The Market Lyft	2,656	N/A	245	N/A	N/A	0.0%		
	COMET Vanpool	-	N/A	2,473	N/A	\$ -	0.0%		
	COMET Bikeshare Usage	2	N/A	1	N/A	\$ -	0.0%		
	BikeShare from COMET Stations	404	N/A	257	N/A	\$ -	0.0%		
	Pick Up Program	-		14	N/A	\$ -	0.0%		
	V-TRIP	-		0	N/A	\$ -	0.0%		
	On Demand	-		0	#0 IV/D!	\$ -	0.0%		
Weather ⚙️	↓ Ave high 63°; Ave low 41°; Ave temp 52°. ⬆️ 10 days of rain (3.91 inches)		↓ Avg high 57.9°; Ave low 41.2°; Avg temp 57.9°. ⬆️ 10.5 days of rain (1.97 inches)						
Events and Occurances ⓘ	Winter 2020 Service Change (02/03), Presidents' Day (02/17, Sunday service) Route 44X was Implemented		New service change effective Feb. 8th. Celebrated President day.						
Service weekdays	19		19						
Service Saturdays	5		4						
Service Sundays	5		5						
Service Thursdays - Rte 97 Only	4		4						
Average weekday boardings	8,545		7,293				▼ -1,252		
Average Saturday boardings	5,273		4,584				▼ -689		
Average Sunday boardings	2,912		2,944				▲ 32		
KEY	No Data (Not in service)		Not to standard <66% of Standard		>133% of Standard				
Monday through Friday									
Corridor				≥18	≤\$3	≥20%	Boardings	Efficiency	
101	North Main	15,297	18.8	14,902	27.6	\$3.24	0.0%	▼ -395	▲ 8.8
301	Farrow	9,870	17.2	8,655	16.8	\$5.34	0.0%	▼ -1,215	▼ -0.4
401	Devine	12,765	21.4	9,635	18.4	\$4.86	0.0%	▼ -3,130	▼ -3.0
501	Two Notch	16,016	20.7	14,404	26.7	\$3.35	0.0%	▼ -1,612	▲ 6.0
701	Forest	11,799	16.9	11,183	19.4	\$4.62	0.0%	▼ -616	▲ 2.4

February		2020		2021				Difference from Previous Year	
Route	Description	Boardings	Boardings per vehicle hour	Boardings	Boardings Per hour or Trip (Efficiency)	Subsidy per passenger	Farebox Recovery Ratio	Boardings	Efficiency
801	Broad River	18,713	18.9	17,234	19.1	\$4.68	0.0%	-1,479	0.3
Local					≥12	≤\$5	≥15%	Boardings	Efficiency
Rt. 6	Eau Claire	4,028	14.9	3,818	16.0	\$5.60	0.0%	-210	1.1
Rt. 11	Fairfield	4,909	11.9	4,336	12.6	\$7.08	0.0%	-573	0.7
Rt. 12	Edgewood	5,889	19.5	5,080	17.8	\$5.02	0.0%	-809	-1.7
Rt. 21	Rosewood	3,500	12.5	2,186	8.9	\$10.07	0.0%	-1,314	-3.7
Rt. 28/91	Springdale/Cayce	4,322	14.7	3,809	15.4	\$5.80	0.0%	-513	0.7
Rt. 42	Millwood Ave	4,815	17.3	4,454	18.3	\$4.90	0.0%	-361	0.9
Rt. 45	Leesburg-Hazelwood	6,697	14.4	4,967	10.5	\$8.56	0.0%	-1,730	-4.0
Rt. 55	Sandhills	4,108	7.9	3,339	9.2	\$9.68	0.0%	-769	1.3
Rt. 61	Shop	7,459	16.1	4,530	11.7	\$7.62	0.0%	-2,929	-4.3
Rt. 75	Decker-Parklane	4,494	17.9	5,343	18.8	\$4.77	0.0%	849	0.8
Rt. 84	Bush River/St. Andrews	3,743	13.4	2,974	17.6	\$5.10	0.0%	-769	4.1
Rt. 88	Beltline Crosstown	2,145	6.9	1,120	7.4	\$12.14	0.0%	-1,025	0.5
Rt. 96L	West Columbia/Cayce	1,492	5.2	974	3.9	\$23.16	0.0%	-518	-1.4
Connector/Shuttle					≥8	≤\$8	≥10%	Boardings	Efficiency
Rt. 1	Soda Cap 1	2,850	13.7	1,136	6.7	\$13.42	0.0%	-1,714	-7.1
Rt. 2	Soda Cap 2	2,383	9.2	0	#DIV/0!	#DIV/0!	#DIV/0!	-2,383	#DIV/0!
Rt. 3	Soda Cap 3	-	#DIV/0!	0	#DIV/0!	#DIV/0!	#DIV/0!	0	#DIV/0!
Rt. 4	Orbit 4	5,838	14.1	949	4.0	\$22.15	0.0%	-4,889	-10.0
Rt. 13	North Loop			285	1.4	\$63.53	0.0%	285	1.4
Rt. 14	Express			666	3.3	\$26.73	0.0%	666	3.3
Rt. 15	Yellow			230	1.1	\$78.72	0.0%	230	1.1
Rt. 16	Greek Village Express			133	1.6	\$57.14	0.0%	133	1.6
Rt. 17	Green			491	2.5	\$36.29	0.0%	491	2.5
Rt.18	Red			1,051	2.6	\$33.90	0.0%	1,051	2.6
Rt. 19	Blue			874	2.2	\$40.38	0.0%	874	2.2
Rt. 20	West Campus			1,913	4.2	\$21.30	0.0%	1,913	4.2
Rt. 22	Harden	788	3.6	370	3.3	\$27.34	0.0%	-418	-0.3
Rt. 23	Gateway/Beltline			0	#DIV/0!	#DIV/0!	#DIV/0!	0	#DIV/0!
Rt. 24	Evening 1			57	0.5	\$193.87	0.0%	57	0.5
Rt. 25	Evening 2			374	3.0	\$29.41	0.0%	374	3.0
Rt. 94	Gateway/Airport			0	#DIV/0!	#DIV/0!	#DIV/0!	0	#DIV/0!
Rt. 32	North Main - Hard Scrabble	2,016	6.8	2,274	10.3	\$8.72	0.0%	258	3.5
Rt. 57L	Killian-Clemson Local	338	1.7	158	1.0	\$86.08	0.0%	-180	-0.7
Rt. 74 (frm. 17)	Harrison-Trenholm	1,124	8.4					-1,124	-8.4
Rt. 76	Fort Jackson	797	3.2	173	#DIV/0!	\$0.00	#DIV/0!	-624	#DIV/0!
Rt. 77	Polo Road	932	6.7	752	4.4	\$20.35	0.0%	-180	-2.3
Rt. 83L	St. Andrews Local	2,004	6.9	3,012	10.1	\$8.89	0.0%	1,008	3.2
Rural					≥5	≤\$12	≥10%	Boardings	Efficiency
Rt. 46	Lower Richland ReFlex	621	2.8	0	0.0	\$0.00	0.0%	-621	-2.8
Rt. 47	Eastover Reflex	1,115	3.3	402	1.5	\$58.50	0.0%	-713	-1.8
Rt. 97	Batesburg-Leesburg	6	#DIV/0!	2	0.1	\$1,220.47	0.0%	-4	#DIV/0!
Express					≥10/trip	≤\$5	≥15%	Boardings	Efficiency
Rt. 44X	Lower Richland Express	48	#DIV/0!	31	0.1	\$694.65	0.0%	-17	#DIV/0!
Rt. 53X	Killian Road Express	681	1.6					-681	#DIV/0!
Rt. 92X	12th Street Ext. Express	239	1.9	685	9.0	\$7.86	0.0%	446	7.1
Rt. 93X	I-26 Express	247	4.7	1	0.0	\$9,293.68	0.0%	-246	-4.7
Demand Response/Flex					≥3	≤\$30	≥10%	Boardings	Efficiency
Rt. 31	Denny Terrace Reflex	1,089	6.4	606	4.6	\$20.83	0.0%	-483	-1.8
Rt. 62	Hopkins ReFlex	610	3.0					-610	-3.0
On Demand	On Demand (Routes 46/62/74)	-	0.0	0	#DIV/0!	#DIV/0!	#DIV/0!	0	#DIV/0!
DART	ADA Paratransit	5,576	2.0	4,146	1.9	\$50.84	0.0%	-1,430	-0.1
Saturday									
Corridor					≥18	≤\$3	≥20%	Boardings	Efficiency
101	North Main	2,464	18.5	1,879	19.6	\$4.57	0.0%	-585	1.1
301	Farrow	1,271	15.7	1,061	19.7	\$4.53	0.0%	-210	4.1

February		2020		2021				Difference from Previous Year	
Route	Description	Boardings	Boardings per vehicle hour	Boardings	Boardings Per hour or Trip (Efficiency)	Subsidy per passenger	Farebox Recovery Ratio	Boardings	Efficiency
401	Devine	1,499	23.4	1,257	21.3	\$4.21	0.0%	-242	-2.1
501	Two Notch	2,855	19.5	1,839	25.1	\$3.57	0.0%	-1,016	5.6
701	Forest	2,373	28.0	1,553	26.0	\$3.45	0.0%	-820	-2.0
801	Broad River	3,191	20.7	2,635	22.2	\$4.03	0.0%	-556	1.5
Local					≥12	≤\$5	≥15%	Boardings	Efficiency
Rt. 6	Eau Claire	632	12.44	607	12.1	\$7.41	0.0%	-25	-0.4
Rt. 11	Fairfield	1,452	9.2	756	10.5	\$8.55	0.0%	-696	1.3
Rt. 12	Edgewood	905	11.3	676	11.3	\$7.94	0.0%	-229	0.0
Rt. 21	Rosewood	518	8.7	478	9.2	\$9.70	0.0%	-40	0.5
Rt. 28/91	Springdale/Cayce	670	7.5	370	11.6	\$7.74	0.0%	-300	4.1
Rt. 42	Millwood Ave	783	12.5	402	7.8	\$11.43	0.0%	-381	-4.7
Rt. 45	Leesburg-Hazelwood	1,006	9.7	800	14.3	\$6.26	0.0%	-206	4.6
Rt. 55	Sandhills	913	3.2	708	9.3	\$9.61	0.0%	-205	6.1
Rt. 61	Shop	885	5.8	715	8.8	\$10.17	0.0%	-170	3.0
Rt. 75	Decker-Parklane	785	11.6	886	14.8	\$6.05	0.0%	101	3.1
Rt. 84	Bush River/St. Andrews	578	8.4	450	12.6	\$7.09	0.0%	-128	4.3
Rt. 88	Beltline Crosstown	246	5.3	1	#DIV/0!	\$0.00	#DIV/0!	-245	#DIV/0!
Rt. 96L	West Columbia/Cayce	145	2.5	74	3.2	\$28.37	0.0%	-71	0.6

February		2020		2021			Difference from Previous Year		
Route	Description	Boardings	Boardings per vehicle hour	Boardings	Boardings Per hour or Trip (Efficiency)	Subsidy per passenger	Farebox Recovery Ratio	Boardings	Efficiency
Connector/Shuttle				≥8	≤\$8	≥10%	Boardings	Efficiency	
Rt. 1	Soda Cap 1	702	11.0	82	2.3	\$39.14	0.0%	-620	-8.7
Rt. 2	Soda Cap 2	401	6.6	0	#DIV/0!	#DIV/0!	#DIV/0!	-401	#DIV/0!
Rt. 3	Soda Cap 3	6	#DIV/0!	0	#DIV/0!	#DIV/0!	#DIV/0!	-6	#DIV/0!
Rt. 4	Orbit 4	503	13.1	0	#DIV/0!	#DIV/0!	#DIV/0!	-503	#DIV/0!
Rt. 20	West Campus			63	1.8	\$51.13	0.0%	63	1.8
Rt. 22	Harden	123	1.9	8	#DIV/0!	\$0.00	#DIV/0!	-115	#DIV/0!
Rt. 32	North Main - Hard Scrabble	346	4.0	331	9.5	\$9.37	0.0%	-15	5.6
Rt. 57L	Killian-Clemson Local	83	1.4	14	0.4	\$204.52	0.0%	-69	-0.9
Rt. 76	Fort Jackson	122	2.4	24	#DIV/0!	\$0.00	#DIV/0!	-98	#DIV/0!
Rt. 77	Polo Road	134	7.4	111	3.1	\$29.02	0.0%	-23	-4.4
Rt. 83L	St. Andrews Local	699	7.3	503	8.0	\$11.21	0.0%	-196	0.7
Express				≥10/trip	≤\$5	≥15%	Boardings	Efficiency	
Rt. 92X	12th Street Ext. Express	77	2	54	4.3	\$20.99	0.0%	52	2.1
Demand Response/Flex				≥3	≤\$30	≥10%	Boardings	Efficiency	
Rt. 31	Denny Terrace Reflex	105	4.1	57	2.4	\$39.58	0.0%	-48	-1.7
DART	ADA Paratransit	440	1.7	262	1.4	\$68.82	0.0%	-178	-0.3
Rural				≥5	≤\$12	≥10%	Boardings	Efficiency	
Rt. 47	Eastover	77	3.02	45	1.9	\$46.40	0.0%	-32	-1.1
Sunday									
Corridor				≥18	≤\$3	≥20%	Boardings	Efficiency	
101	North Main	1,452	13.7	1,770	14.8	\$6.07	0.0%	318	1.0
301	Farrow	752	14.2	612	9.7	\$9.20	0.0%	-140	-4.5
401	Devine	934	19.9	1,022	11.1	\$8.03	0.0%	88	-8.8
501	Two Notch	1,463	12.7	1,468	16.0	\$5.59	0.0%	5	3.3
701	Forest	1,171	24.1	1,381	18.5	\$4.84	0.0%	210	-5.6
801	Broad River	2,222	13.2	2,551	17.2	\$5.20	0.0%	329	4.0
Local				≥12	≤\$5	≥15%	Boardings	Efficiency	
Rt. 6	Eau Claire	379	5.7	401	6.4	\$14.02	0.0%	22	0.7
Rt. 11	Fairfield	502	7.3	469	5.2	\$17.23	0.0%	-33	-2.1
Rt. 12	Edgewood	593	14.0	625	8.3	\$10.74	0.0%	32	-5.7
Rt. 21	Rosewood	285	7.6	247	3.8	\$23.46	0.0%	-38	-3.8
Rt. 42	Millwood Ave	419	11.6	262	4.1	\$21.91	0.0%	-157	-7.5
Rt. 45	Leesburg-Hazelwood	459	8.7	649	9.3	\$9.65	0.0%	190	0.5
Rt. 55	Sandhills	433	4.1	414	4.4	\$20.55	0.0%	-19	0.2
Rt. 61	Shop	568	7.0	345	3.4	\$26.35	0.0%	-223	-3.6
Rt. 75	Decker-Parklane	450	12.8	712	9.5	\$9.41	0.0%	262	-3.3
Rt. 84	Bush River/St. Andrews	337	12.9	280	6.8	\$13.18	0.0%	-57	-6.1
Rt. 88	Beltline Crosstown	124	4.8	45	#DIV/0!	\$0.00	#DIV/0!	-79	#DIV/0!
Connector/Shuttle				≥8	≤\$8	≥10%	Boardings	Efficiency	
Rt. 1	Soda Cap 1	352	13.9	138	3.1	\$29.07	0.0%	-214	-10.8
Rt. 2	Soda Cap 2	247	9.4	0	#DIV/0!	#DIV/0!	#DIV/0!	-247	#DIV/0!
Rt. 3	Soda Cap 3	-	#DIV/0!	0	#DIV/0!	#DIV/0!	#DIV/0!	0	#DIV/0!
Rt. 4	Orbit 4	548	9.4	0	#DIV/0!	#DIV/0!	#DIV/0!	-548	#DIV/0!
Rt. 20	West Campus			78	1.7	\$51.62	0.0%	78	1.7
Rt. 22	Harden	57	0.5	24	#DIV/0!	\$0.00	#DIV/0!	-33	#DIV/0!
Rt. 32	North Main - Hard Scrabble	216	7.3	452	10.4	\$8.58	0.0%	236	3.1
Rt. 76	Fort Jackson	72	4.0	6	#DIV/0!	\$0.00	#DIV/0!	-66	#DIV/0!
Rt. 77	Polo Road	112	6.7	161	3.6	\$25.01	0.0%	49	-3.1
Rt. 83L	St. Andrews Local	368	6.1	516	7.1	\$12.57	0.0%	148	1.0
Express				≥10/trip	≤\$5	≥15%	Boardings	Efficiency	
Rt. 92X	12th Street Ext. Express	45	1.7	91	5.7	\$15.57	0.0%	46	4.1
Demand Response/Flex				≥3	≤\$30	≥10%	Boardings	Efficiency	
Rt. 31	Denny Terrace Reflex	63	9.7	50	1.7	\$56.40	0.0%	-13	-8.0
DART	ADA Paratransit	422	1.3	124	1.2	\$79.81	0.0%	-298	-0.1

April 7, 2021

John Andoh
Executive Director/CEO
The COMET
3613 Lucius Rd
Columbia, SC 29201

Re: Bus Stop Shelter and Bench Permitting - Summary of Work
D&F Job Number: 13827.00

Dear Mr. Andoh:

WORK COMPLETED THIS PERIOD:

- Site Designs, Status Reports, Effort Review, and Project Management
- SCDOT encroachment permit was received for 1 site – Stop #324 Wilkes Main NB
- Bi-weekly meeting with Eric Harris to discuss new work requests and review pending questions needing COMET input
- 22 shelters were delivered and installed, 3 benches were installed
- Provided master inventory list of amenities present at each bus stop

WORK IN PROGRESS:

- Design on 14 shelter locations
- Design on 7 bench locations
- AOS has the following stops under construction (10): Stop #1186 Assembly Flora SB(under legal review), Stop #772 Beltline Withers SB (awaiting amenities order), Stop #1292 Garners Atlas EB(awaiting amenities order), Stop #349 Gervais Oak WB(awaiting amenities order), Stop #409 Two Notch Polo NB(awaiting amenities order), Stop #410 Two Notch Evergreen NB(awaiting amenities order), Stop #752 Laurel Henderson WB(awaiting amenities order), Stop #1038 Forest Lakeshore WB(awaiting amenities order), Stop #1095 Harden Gervais SB(awaiting amenities order), Stop #1561 Parklane Two Notch NB(awaiting amenities order)

UNRESOLVED ISSUES:

- Stop 7616 Fort Jackson Gate 2 – Awaiting easement from Fort Jackson – Forms have been returned to Army and Fee has been paid

PENDING ITEMS REQUIRING CLIENT ACTION:

- Shelter and bench inventory is needed for 10 sites to be completed

Very truly yours,

DAVIS & FLOYD

A handwritten signature in blue ink that reads "Todd J. Warren". The signature is written in a cursive style with a large initial 'T'.

Todd J. Warren, PE
Associate/Project Manager

COMET Shelter and Bench Permitting Status April 2021

Completed Sites

Shelters

Stop #1096 Harden Street and Taylor Street SB
Stop #1162 Harden Street and Taylor Street NB
Stop #1266 Assembly College NB
Stop #523 Devine Heidt EB
Stop #802 Heyward Cora SB
Stop #1710 Garners Dorn WB
Stop #1752 Buckner Cort WB
Stop #963 Farrow Gateway SB
Stop #426 Shop 1047 EB
Stop #512 Devine Queen EB
Stop #1514 Forest 4840 EB
Stop #1596 Fashion Forum WB
Stop #9614 Frink Foreman WB
Stop #9616 Julius Felder Frink SB
Stop #492 Hulon E Hospital EB
Stop #31 Boston Campus WB
Stop #75 Broad Riverhill WB
Stop #9601 Williams & Kmart Superstop NB
Stop #784 Knox 9th WB
Stop #863 Blossom Gadsden WB

Benches

Stop #1209 Main Sunset NB
Stop #1221 Main Avondale NB
Stop #1066 Main Lorick NB

Boarding and Alighting

None for this period

Approved Sites

Shelters

Stop #1186 Assembly Flora SB
Stop #772 Beltline Withers SB
Stop #466 Edmund Branch WB
Stop #487 Sunset Lucas EB
Stop #1292 Garners Atlas EB
Stop #349 Gervais Oak WB
Stop #409 Two Notch Polo NB
Stop #410 Two Notch Evergreen NB
Stop #752 Laurel Henderson WB
Stop #1038 Forest Lakeshore WB
Stop #1095 Harden Gervais SB
Stop #1561 Parklane Two Notch NB
Stop #324 Wilkes Main NB

Benches

None for this period

Boarding and Alighting

None for this period

Sites Currently Under Permit Review

Shelters

Stop #7616 Fort Jackson Gate 2 – Easement (Fort Jackson) The Army is in favor of this placement and the official approval is moving through the proper channels.
Stop #14 Pendleton Pickens WB – City of Columbia
Stop #174 Calhoun Gregg WB – City of Columbia
Stop #44 Laurens College NB – City of Columbia
Stop #43 Pendleton Barnwell EB – City of Columbia

Stop #1654 Broad Shivers NB – SCDOT
Stop #285 Farrow Rabon NB – SCDOT
Stop #344 Garners Sysco EB – SCDOT
Stop #1037 Forest Trenholm WB – SCDOT

Benches

Stop #1407 Bull Richland SB – City of Columbia

Boarding and Alighting

None for this period

Sites in Design

Shelters

Stop #1094 Monticello Road and Elliot Avenue
Stop #306 Barhamville Road and Germany Street
Stop #623 Fairfield Road and Stebondale Road
Stop #788 Decker Boulevard and Wedgefield Road
Stop #1723 Killian Walmart
Stop #1192 Medical Park @ Prisma Health
Stop #1248 Richland Assembly WB
Stop #1236 VA Hospital
Stop #364 Beltline Plowden SB
Stop #1208 Main Grace NB (resubmit to SCDOT after Richland Project is complete)
Stop #1210 Main Grace SB (resubmit to SCDOT after Richland Project is complete)
Stop #1218 Main Miller SB (resubmit to SCDOT after Richland Project is complete)
Stop #1219 Main Kortright SB (resubmit to SCDOT after Richland Project is complete)
Stop #515 Main Sunset SB (resubmit to SCDOT after Richland Project is complete)

Benches

Stop #1707 Longcreek Drive and Cambout Street

Stop #225 Harbison Boulevard and Parkridge Drive

Stop #9605 Knox Abbott/12th St – Easement

Stop #99 Park Abbeville SB

Stop #223 Read Oak EB

Stop #1378 W Hospital Sunset NB

Stop #1772 Veterans Byron SB

Boarding and Alighting

None for this period