



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 Paige Jernigan at cometadmin@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 Friday, July 5, 2019 at 3:30 p.m.

**Central Midlands Regional Transit Authority Service Committee
Wednesday July 10, 2019 -12:00 P.M.
3613 Lucius Road, Columbia, SC 29201 - Conference Room A**

Members Present:

Ron Anderson
John V. Furgess, Sr
Derrick Huggins
Colonel (R) Roger Leaks, Jr., Chair

Guests Present:

Leo Auger, Auger Consulting
Jackie Bowers, Operations Manager, Transdev
Sara Fleming, Lexington County
Larry Gabaldon, Interim General Manager, Transdev
Tanisha Gibbons, HR Manager, Transdev
Frannie Heizer, Burr, Foreman, McNair Law Firm
Marsha Johnson, Midlands Transit Riders
Association
Larry Livingston, Interim, Transport Care Services
Rosalind Lorick, Quality Analyst, Transdev
Zane McGhee, Engineer, Davis & Floyd

Absent Committee Members:

Skip Jenkins
Carolyn Gleaton
Lill Mood
Geraldine Robinson

**Indicates participation by phone.*

The COMET Staff Present

John Andoh, Executive Director/CEO
LeRoy DesChamps, Director of Administration & Operations/COO



Paige Jernigan, Interim Administrative & Customer Service Specialist

1. CALL TO ORDER AND DETERMINATION OF QUORUM

Col. Leaks called the meeting to order at 12:25 P.M.

A quorum was present at the opening of the meeting.

2. ADOPTION OF AGENDA

Motion:

A motion was made by Mr. Furgess and seconded by Mr. Huggins to adopt the agenda.

Approve: Furgess, Huggins, Leaks

Absent: Gleaton, Mood

Motion passed.

3. MIDLANDS TRANSIT RIDERS ASSOCIATION UPDATE (Verbal)

Ms. Johnson mentioned she was upset that the Midlands Transit Riders Association have had no representation in the past. But added that she is happy to be in attendance and is looking forward to sitting in on future meetings.

4. CALL TO THE PUBLIC

- COMMENTS MUST PERTAIN TO ITEMS NOT ON THE AGENDA. THE BOARD CANNOT COMMENT.
- INDIVIDUALS WISHING TO ADDRESS THE BOARD MUST SIGN UP PRIOR TO THE CALL TO ORDER.
- COMMENT TIME LIMIT - TWO (2) MINUTES PER PERSON.

None.

4. MINUTES FROM JUNE 12, 2019 MEETING

Motion:

A motion was made by Mr. Furgess and seconded by Mr. Huggins to approve the minutes from the June 12, 2019 meeting.

Approve: Furgess, Huggins, Leaks

Absent: Gleaton, Mood

Motion passed.

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

A. DISCUSS PREVIOUS MOTIONS FROM 2017 TO PRESENT.

Mr. Andoh referred to Page12 in the Service Committee Packet.



December 20, 2017

Motion to direct staff and Service Committee to develop a long-term service plan primarily in Richland County. Staff received approval by CMCOG to prepare a Short-Range Transit Plan which will update the 2010 Comprehensive Operational Analysis. This will be started in FY 2019. Consultant has been selected and project is underway.

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. 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 regarding Carolina Crossroads improvements. Consultant has been selected and project is underway. An app, two park and ride lots and operational funding to be provided.

November 28, 2018

Develop Streetscape Plan for Harden & Taylor Streets, plus SuperStop. Concept approved on 5-22-19. Davis and Floyd refining concept and working with SCDOT and City on next steps.

June 24, 2018

Remove Executive Director from all negotiations from selecting a General Manager with Transdev. To be discussed today.

All Soda Cap Connector brochures must list Allen University and Benedict College. This was discussed in April 2019. They are listed in all Soda Cap Connector brochures. Timetable will not be reprinted. To be discussed today.

MOTION PERIOD

None

6. TRANSDEV OPERATIONS REPORT (Jackie Bowers, Larry Gabaldon, Tanisha Gibbons, Rosalind Lorick)



Mr. Larry Gabaldon introduced himself as the new Interim General Manager from Transdev. He referred to Page 13 for the Transdev Operations and Safety Monthly Report Summary for May 2019.

6 Preventable Accidents:

- Improper Vehicle Position (3)
Fixed Object
- Following to Close
- Medical Event

Facility Maintenance

"Improve Transit Center and Facilities"

- Paint Service Line Restroom.
- Install Motion Sensor switches in Restroom 1st and 2nd floor.
- Install fan in Fitness Center.
- Repair Sink in Men's Restroom.
- Assembled and Placed Rocking Chairs at Transit Center.

Mr. Gabaldon stated that they had ninety-eight (98) complaints for the month and an on-time performance percentage of 61%. Mr. Furgess asked if any of these complaints have been taken to The COMET per the auditors' suggestions. Mr. Andoh responded by stating this will be discussed at the July Board meeting and no action has taken place because this would be considered a change of contractual terms.

Col. Leaks asked about the large amount of complaints. Ms. Bowers stated that as she has mentioned in the last Board meeting, most of the complaints are driver attitude and on time performance. She added they are continually trying to improve these matters.

Mr. Furgess asked about the maintenance issues and status. Ms. Bower's stated that Transdev is in the process of working on the issues and the matters have been sent to the Corporate office for review and then they will develop a plan of action.

7. RIDERSHIP REPORT (John Andoh)

Mr. Andoh reviewed Pages 112 of the packet. Our boarding's increased by 7,594 total, the fixed route increased by 3/451, the flex route by 1,115 and the DART route by 699 boarding's.

He added that the main corridors continue to perform. He briefly mentioned the Special Services, Trip to Congaree ParkUber, Lyft, Vanpool and BikeShare. He mentioned that we are going to do some target marketing to the low performers. Some marketing strategies



will be postcards, advertising in local newspapers, attending neighborhood meetings, churches, etc.

8. OLD BUSINESS

A. Passenger Amenities Program Update

Mr. Andoh introduced Mr. McGhee from Davis & Floyd to give an update on the recent projects.

Mr. McGhee stated that for the month of June five (5) sites have been permitted, including four (4) shelters, one (1) boarding and alighting area. In addition to these sites, eight (8) are under review for permitting or easements and seventeen (17) that are in design and will be moving to permitting soon.

Mr. McGhee stated that twenty-two (22) of the thirty (30) identified routes and will identify specific sites to being permitting shelter and benches. He added they have acquired available Right of Way plans and performed a google earth desktop review of six (6) of the remaining routes. Bids for the SuperStop located on the Columbia Place Mall property are anticipated to have bids in early June.

Mr. Anderson stated there are two pieces of this review and asked if Davis & Floyd would have conversations with the operators and get input regarding stops. Mr. Andoh stated that we are going to use some college interns and high school students to interview the operators. Mr. Anderson mentioned that the interns may not be the best interviewers of the operators. Ms. Bowers mentioned that she has spoken with the drivers and received feedback regarding locations of shelters.

Ms. Johnson asked about the temporary situation at Crossing and 45 making a left at Rosewood in the Publix parking lot. She added that it is a long hike and would like to see a change there.

Col. Leaks asked about the shelters discussed at the last meeting. Mr. Andoh confirmed that we have not received those shelters yet.

9. NEW BUSINESS (John Andoh)

A. Tomato Shuttle Service Request

Mr. Andoh referred to Page 120. He added that the staff recommends that the Service Committee approve and recommend to the Board of Directors operating a special shuttle for the Tasty Tomato Festival on July 13, 2019. The COMET received a request from Sustainable Midlands to provide shuttle service at the Tasty Tomato Festival at Earlewood Park in North Columbia area (North Main or NOMA). The shuttle would operate from 1:30 p.m. to 7:30 p.m. and serve stops along North Main Street.



The service would be free. One bus would operate. The COMET will be considered as a sponsor and a partner of this event. They will allow The COMET to set up a table to provide transit information at this event. These services comply with The COMET's special service policy and are not considered "charter" as they utilize existing The COMET route alignments and bus stops, they are open to the public and they are advertised broadly as transit service. In addition, no fare is being collected and no monetary contribution is being provided.

Mr. Andoh explained that this would be considered a retroactive approval. He added Transdev rates changed July 1, 2019 which explains the price differential of from the Soda Cap Connector. He added that in the future we will work on having the partners give us enough time to present to the Board for approval.

Motion:

A motion was made by Mr. Furgess and seconded by Mr. Huggins to retroactively recommend to the Board the shuttle service request for the Tasty Tomato Festival on July 13, 2019.

Approve: Furgess, Huggins, Leaks

Absent: Gleaton, Mood

Motion passed.

B. DART ADA Paratransit Service Area Boundaries

Mr. Andoh referred to item # 10B in the committee packet. He stated that the staff recommends that the Service Committee provide direction to staff regarding ADA paratransit service area boundaries.

The Board of Directors at The COMET as of January 24, 2018 reviewed the Paratransit Service Area boundary and determined that no change in policy was required. The current policy is that The COMET is providing service within a 3/4-mile radius of existing The COMET fixed routes based on time of day and service span. Those eligible for DART that live outside the radius would have to find alternative transportation to access DART services within the radius.

Mr. Andoh added that according to FTA, public transit provider shall provide complementary ADA paratransit service as defined below:

The entity shall provide complementary paratransit service to origins and destinations within corridors with a width of three-fourths of a mile on each side of each fixed route. The corridor shall include an area with a three-fourths of a mile radius at the ends of each fixed route.

Fiscal Impacts: The Board of Directors merely cannot grandfather in one resident and leave other residents without similar access, therefore, should the Board of Directors wish to expand



beyond a 3/4-mile radius of Route 75, then the policy must apply systemwide. Presently, The COMET expends \$4,066,377 on ADA paratransit costs in FY 2017-2018 and carries 72,815 passenger trips over 33,054 vehicle hours paid to Transdev.

Mr. Andoh added, if we expand the boundaries to a 1-mile radius for this instance we will add an additional 3,800 passenger trips, which could translate to an additional 1,000 revenue hours of service or \$65,000 per year in cost at a rate of \$65.00 per hour (not counting fuel). This cost would be burdened by the Richland County Penny as all the available FTA funds allocated to ADA paratransit is being used (10% of the overall apportionment, or \$523,605). Lexington County would also need to be consulted to increase their contribution to match the systemwide increase in radius.

DART, under the ADA cannot have trip denials. Now, with the Board adopted service area, DART is close to meeting capacity. Therefore, adding an additional growth to the service area will create additional need for vehicles, bus operators and cost, which The COMET doesn't have the capacity at this time.

The COMET received an FTA Section 5310 grant to cover mobility management and operation of pilot programs such as subsidized taxi, travel ambassadors and mileage reimbursement programs. These programs will provide mobility for those that live in the Columbia Urbanized Area, but outside The COMET fixed route service area. These programs will be launched by Able-SC later on this fiscal year and Mr. Forester would be covered by these programs, covered by a grant without additional cost to The COMET.

Mr. Huggins asked about the quality of life programs mentioned. Mr. Andoh explained the subsidized taxi and a mileage reimbursement program. Mr. Andoh explained that Attorney Heizer mentioned that this would affect Lexington County and reminded the Penny can't pay for Lexington. Mr. Furgess stated that Mr. Forrester considered a unique situation and the bus passes by his home in both directions, but the park is unsafe. Attorney Heizer said she could try to contact Lexington, but she knows the FTA frowns upon individual accommodations. Ms. Johnson suggested to focus on this gentleman alone to not impact the Penny tax.

Mr. Huggins asked about the cost of his travel. He suggested to look at actual reimbursement numbers to see what we can do. Mr. Andoh explained that Mr. Forrester is not the only one affected, approximately 80 individuals are impacted. Mr. Andoh recommended marketing for the new quality life programs to these located outside the bubble. Mr. Andoh recommends using the mobility management strategies marketing as soon as possible and abide by our current policy.



Motion:

A motion was made by Mr. Huggins and seconded by Mr. Furgess to remain with current policy in place but use direct staff to implement 5310 grant funds as soon as possible.

Approve: Furgess, Huggins, Leaks

Absent: Gleaton, Mood

Motion passed.

C. Transdev General Manager

Mr. Andoh referred to Agenda Item #10C. Staff recommends that the Service Committee provide direction to staff regarding the selection and oversight of the Transdev General Manager. At the June 2019 Board of Directors Meeting, Mr. Furgess made a motion to "Remove Executive Director from any and all negotiations from selecting a General Manager with Transdev".

Attorney Heizer reminded that the Board does not hire the Transdev General Manager. She added the Board could interview, ask for credentials, review resumes, etc. She also suggested to the Committee/Board not to exclude the Executive Director.

Col. Leaks recommends just accepting the person that Transdev chooses. Attorney Heizer stressed it really is up to the Board on due diligence. Mr. Furgess expressed that he does not feel that the entities should comingle. Attorney Heizer explained that under Mr. Andoh's contract as the transportation professional, he has the discretion to make decisions on a day to day basis.

Mr. Huggins expressed his concern on the staff turnover and the importance of consistency. Attorney Heizer recapped that the staff inconsistency is something that needs to be stressed to Transdev and she will be going through the Transdev contract to identify the use of the word "authority."

Presently the contract as it reads states the following:

Section 5. The Contractor shall report to and be responsive to the Director and the Authority Board. The Director and the Authority Board will be responsible for evaluating the Contractor's performance in accordance with the provisions of this Contract.

Request for Proposal as an Exhibit to the Contract: Section C. 2.: The COMET is subject to an intergovernmental agreement amongst the members that outlines procedural aspects of terms, membership, responsibility and interaction. The Board directly hires an Executive Director, responsible for the all aspects of the organization with the exceptions of those duties held by the members of the Board (motions, votes, etc.). The Executive Director directly hires and supervises all COMET employees and contractor activities.



Exhibit 1 Section A, Management: states All "key personnel" that will be associated with the provision of services under the Contract shall be identified in the proposal. These positions shall be dedicated 100% to the management of the Authority Contract and shall not be responsible for the management of, or used as a resource for, any other projects without prior written approval from the Authority. The Contractor is required to staff fully the "key personnel" positions identified in its proposal as it is considered part of the pricing. If positions are no longer needed, the Contractor may seek to adjust the Contract terms and pricing, where appropriate. The qualifications and expertise of all key personnel shall be demonstrated in the proposal document.

The Authority shall have the right to approve any key personnel employed by the Contractor. Any change in or extended absence of key personnel requires prior written approval of the Authority. In addition, if a key personnel position will be vacant, whether on vacation or otherwise, for more than two weeks, the Contractor must notify the Authority in writing of such vacancy. During the period of performance, the Contractor shall make no substitutions of key personnel unless the substitution is necessitated by illness, death, termination of employment, promotion, or the employee leaving employment.

The Contractor shall furnish a full-time qualified General Manager, acceptable to the Authority to supervise the fixed route and paratransit services. The Authority can withdraw approval of the General Manager at any time. The Contractor will have (90) ninety days from the date of written notice to furnish a qualified successor General Manager acceptable to the Authority. Failure of the Contractor to provide a qualified replacement within the ninety (90) day time frame, unless such time is extended in writing by the Authority, may constitute a ground of default under the Contract.

Mr. Andoh asked for direction on how the Service Committee wishes to address this matter. It is industry practice that the Executive Director/CEO or a high-level staff member act as the person responsible for the day to day oversight and direction in relation to the Contractor's activities, including removal or approval of the General Manager. From his experience, this is not a Board of Directors function. Since "Authority" is not clearly defined, nor is who is the "agent" for the "Authority", the Board will need to provide clarity on how they wish the selection of a General Manager should be.

Options could include:

1. Executive Director/CEO selects the General Manager based on his/her process
2. Accept whomever Transdev wants to provide to The COMET
3. Board of Directors form a committee and determines a criterion of accepting or rejecting the General Manager



Col. Leaks reviewed the options listed above. Mr. Furgess stated that number two (2) is too vague and needs clarification but is a good option and echoed the comingling of entities is not a good idea and we need to let Transdev hire the position.

Motion:

A motion was made by Mr. Furgess and seconded by Mr. Huggins to rely on Transdev provide a qualified General Manager hired by Transdev per the contract.

Approve: Furgess, Huggins, Leaks

Absent: Gleaton, Mood

Motion passed.

Mr. Huggins interjected that he does not think we should just accept candidates without at least reviewing resumes. He further added that we need more due diligence than that. Attorney Heizer suggested presenting resumes to the Board to look for red flags. Col. Leaks suggested sending the resumes just to the Service Committee, a minimum level of due diligence.

Mr. Andoh asked about the process of rejection of a candidate. Attorney Heizer recommended making the process of accepting and rejecting consistent. Attorney Heizer summarized that to reject the candidate, the Executive Director sends the concerns to the Service Committee then to the full Board for action.

Motion:

A motion was made by Mr. Furgess and seconded by Mr. Huggins to send resumes to the Executive Director then to the Service Committee for review and then to the full Board for acceptance or rejection with or without a recommendation. For removal of the General Manager, the Executive Director communicates concerns to the Service Committee for review and then to the full Board to proceed with the action of removal.

Approve: Furgess, Huggins, Leaks

Absent: Gleaton, Mood

Motion passed.

D. Soda Cap Connector Marketing

Mr. Andoh reviewed Agenda Item #10C. The staff recommends that the Service Committee review Soda Cap Connector marketing and provide direction to staff.

The Soda Cap Connector Marketing Plan was approved by the Board of Directors at the April 2019 Board Meeting. Mr. Furgess made a motion that states "All Soda Cap Connector brochures must list Allen University and Benedict College". All Soda Cap Connector marketing materials list Allen University and Benedict College.



Mr. Furgess stated that his motion was to be printed on the outside cover of the brochures. Mr. Andoh stated that we are only printing rack cards. As result, this motion has been met. Mr. Andoh stated that the current brochures in circulation have been exhausted and will be invalid on August 12, 2019.

Mr. Huggins mentioned orientation at USC and suggested we contact Jodi Salter to set up next year for shuttles for families.

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

None

11. ADJOURN

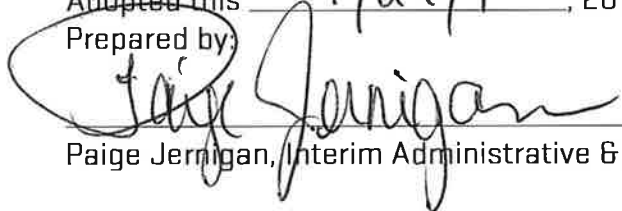
Motion:

A motion was made by Mr. Furgess and seconded by Mr. Huggins to adjourn. The meeting adjourned at 1:36 p.m.

CENTRAL MIDLANDS REGIONAL TRANSIT AUTHORITY

Adopted this 7/26/19, 2019, Agenda Item _____

Prepared by:

A handwritten signature in black ink, appearing to read 'Paige Jerrigan', is written over a horizontal line. The signature is circled in red.

Paige Jerrigan, Interim Administrative & Customer Service Specialist

Approved by:

A handwritten signature in black ink, appearing to read 'Andy Smith', is written over a horizontal line.

Andy Smith, Secretary

