



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 pjernigan@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, January 3, 2020 at 3:15 p.m.

**Central Midlands Regional Transit Authority Service Committee
Wednesday, January 8, 2020-12:00 P.M.
3613 Lucius Road, Columbia, SC 29201 - Conference Room A**

Members Present:

John V. Furgess, Sr
Skip Jenkins*
Derrick Huggins*
Colonel (R) Roger Leaks, Jr., Chair
Geraldine Robinson

Guests Present:

Katherine Cason, Lexington County*
Larry Gabaldon, Interim Transdev, General Manager
Zane McGhee, Engineer, Davis & Floyd
April Platts, Interim Paratransit, Operations Manager

Absent Committee Members:

Carolyn Gleaton
Lil Mood

**indicates participation by phone*

The COMET Staff Present

John Andoh, Executive Director/CEO
Dr. Arlene Prince, Director of Regulatory Compliance & Civil Rights Officer
Paige Jernigan, Administrative & Customer Service Specialist

1. CALL TO ORDER AND DETERMINATION OF QUORUM

Col. Leaks called the meeting to order at 12:22 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)

No representation

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.

Nurie

5. MINUTES FROM November 13, 2019 MEETING

Motion:

A motion was made by Mr. Furgess and seconded by Col. Leaks to approve the minutes.

Approve: Furgess, Huggins, Leaks

Absent: Gleaton, Mood

Motion passed.

MINUTES FROM December 11, 2019 MEETING

Motion:

A motion was made by Mr. Furgess and seconded by Col. Leaks to approve the minutes.

Approve: Furgess, Huggins, Leaks

Absent: Gleaton, Mood

Motion passed.

6. MATTERS REFERRED FROM THE BOARD OF DIRECTORS

A. DISCUSS PREVIOUS MOTIONS FROM 2017 TO PRESENT.

Mr. Andoh summarized the motions.

- Service Committee development of long-term service plan
- Streetscape plan for Harden & Taylor
- DART ADA Service Area Boundaries
- No eating or drinking policy
- Fare Free Pilot
- Appoint Transdev Key Personnel



7. TRANSDEV OPERATIONS REPORT

Mr. Gabaldon reviewed the Operations Report. He stated there were two (2) preventable accidents.

Events

- Completed Gamecock Football Shuttle on November 30, 2019
- Route temporarily moved - Columbia Place Mall Superstop on November 26, 2019
- Began IWC Shuttle on November 1, 2019
- Route 93X Began - Chapin Park-N-Ride on November 1, 2019
- Columbia, SC Regional Bus Rodeo - November 16, 2019 (1st, 2nd and 3rd place winners)
- Participated in the Veteran's Day Parade
- Career Day - Hopkins Elementary School on November 15, 2019
- Thanksgiving Holiday Meal sponsored by Capital Building Services

Col. Leaks inquired about the Human Resource temporary placement. Mr. Gabaldon explained that currently Transdev has hired a temporary Human Resources Assistant to help Ms. Woodson with her daily tasks due to being in the dual role of Operations Management and Human Resources. Mr. Furgess asked if this would be considered a promotion for Ms. Woodson. Mr. Gabaldon explained that Ms. Bowers and Ms. Woodson would share the same Operation Management title with different responsibilities. Mr. Andoh confirmed that since this change has not been approved by the Service Committee, personnel changes will be presented to the committee next month.

Mr. Furgess referenced the article in the American Association Retired Persons magazine with Mayor Benjamin and The COMET. Mr. Huggins expressed his gratitude to Mayor Benjamin for stepping up and promoting The COMET.

8. RIDERSHIP REPORT

Mr. Andoh reviewed the Ridership Report. He added that the Key Performance Indicator report will be presented next month for November and December.

Boardings

- November boardings of 224,897 were down from 234,417 in 2018. Mr. Andoh explained that boardings were up by 9,520. He added that the Fixed Route ridership is down by 15,848, but the efficiency has increased by 2.6 passengers.



Col. Leaks asked about the accuracy of the reporting. Mr. Andoh reminded the committee that when the automated passenger counters are installed these numbers will be more precise. He stated as of now we rely on the drivers to count the passengers manually. Mr.

Andoh suggested that the Service Committee needs to focus on studying the routes that are underperforming based on a one (1) year period. Discussion ensued regarding targeted marketing to the underperforming routes and adding additional buses to the performing routes.

Mr. Furgess mentioned that he has observed several buses that are in operation displaying the wrong route. Mr. Gabaldon stated that he will investigate that, and he is aware of the issue. Mr. Gabaldon added that he will work with his staff to monitor closely for improvement.

9. DISCUSSION AND ACTION ITEMS

A. Passenger Amenities Program Update and Bus Shelter Design

Mr. Andoh introduced Mr. McGhee from Davis & Floyd to give an update on the recent projects and update regarding the passenger amenities program. Mr. McGhee added that they have completed permitting for four (4) shelters and one (1) bench. He added as a result of the CDBG funding requirements, an environmental assessment will be required for permit review sites prior to construction.

Col. Leaks inquired about the Planner position. Mr. Andoh stated that this will be brought to the Board to discuss the salary cap. He added that he is looking to temporarily hire a qualified candidate through a transit planning agency as part-time until the full-time vacancy is filled.

B. Disaster Recovery Plan

Mr. Andoh referred to Page 24. He continued that the Committee reviewed the Transdev Disaster Recovery Plan and asked for improvements. He referred to the attached revised document, and The COMET Emergency Operations Plan with Inclement Weather Procedure attached. He stated no action is needed.

C. Microtransit Follow Up

Mr. Andoh referred to Page 136 and stated that in the Board meeting it was requested that the Service Committee review what microtransit is and the steps that The COMET will take prior to implementation of a microtransit program. He continued that the microtransit service provided would only be offered in specific areas. He referred to the maps on Page 137. He added that the microtransit zones are approximately four to eight square miles in



size. Each area contains a SuperStop that has been identified. The SuperStops are locations where passengers may transfer to other transit services.

Mr. Andoh mentioned that the COMET will use its two wheelchair-accessible gasoline vans to deliver the microtransit service. These vehicles are already in the DART fleet and can accommodate up to five ambulatory and one wheelchair passenger. Should the pilot program not be continued after the one-year pilot period, the vehicles could be used for existing DART service.

The COMET will provide TransLoc software to Transdev to be used for reservation taking, scheduling, and payment of the fare. Transdev will also accept reservations via phone (i.e., using the DART Call Center), and trips may be provided to individuals waiting at "hubs" or walk-ups, stated Mr. Andoh.

The COMET has developed a series of performance metrics to ensure that the microtransit service is meeting the goals. The following describes each metric and how they will be measured.

- o Productivity
- o Cost effectiveness
- o Shared Rides
- o Connecting transit trips
- o Customer satisfaction

Mr. Andoh continued that Staff has identified a need for public transit service in the Spring Valley/Pontiac, Crickentree, Lake Carolina area of Richland County. This area has multiple residential, shopping, recreation, medical and employment opportunities that are underserved by fixed route transit. Staff is unsure if fixed route transit service is the appropriate level of service at this point, so the proposed implementation of a microtransit service might make sense to test the potential for public transit demand in this area. Col. Leaks suggested looking at the Monticello, Broad River, Columbiana Mall area and above Denny Terrace. Mr. Huggins agreed.

It was discussed that the Staff and the Service Committee will reexamine the areas mentioned to quantify the need.

10. MOTIONS PERIOD

None

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



None

12. ADJOURN

Motion:

A motion was made by Mr. Furgess and seconded by Col. Leaks to adjourn.

Approve: Furgess, Huggins, Leaks

Absent: Gleaton, Mood

Motion passed.

The meeting adjourned at 1:10 p.m.

CENTRAL MIDLANDS REGIONAL TRANSIT AUTHORITY

Adopted this February, 2020, Agenda Item _____

Prepared by:


Paige Jernigan, Administrative & Customer Service Specialist

Approved by:


Andy Smith, Secretary