



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](mailto: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, October 9, 2020 at 3:15 p.m.

Central Midlands Regional Transit Authority  
Service Committee Meeting Minutes  
Wednesday, October 14, 2020-12:00 P.M.  
3613 Lucius Road, Columbia, SC 29201 – Conference Room A

Members Present:

Ron Anderson\*  
John V. Furgess, Sr.\*  
Derrick Huggins\*  
Skip Jenkins\*  
Al Koon\*  
Lill Mood, Chair\*  
Geraldine Robinson\*

Guests Present:

Corey Gagnon, General Manager, RATP Dev  
Ben Limmer, Lead Transition Manager, RATP Dev  
Steven Scherrer, VP of Operations/East Region, RATP Dev  
Zane McGee, Staff Civil Engineer, Davis & Floyd

Absent Committee Members:

Carolyn Gleaton

*\*indicates participation by phone*

The COMET Staff Present

John Andoh, Executive Director/CEO  
LeRoy DesChamps, Director of Administration & Operations/COO  
Tanisha Gibbons, Customer Experience & Contract Compliance Manager  
Eric Harris, Planning & Development Specialist  
Paige Jernigan, Administrative & Customer Service Specialist

1. CALL TO ORDER AND DETERMINATION OF QUORUM

Ms. Mood called the meeting to order at 12:01 P.M.

Roll was called with Mr. Anderson, Mr. Furgess, Ms. Mood, Mr. Jenkins, Mr. Koon, Ms. Robinson and Mr. Huggins present. Ms. Gleaton was absent.



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. Anderson to adopt the agenda as written.

Approve: Anderson\*, Furgess\*, Huggins\*, Mood\*

Absent: Gleaton

Motion passed

Voice Vote:

Anderson- Aye\*

Furgess - Aye\*

Gleaton - Absent

Huggins- Aye\*

Mood - Aye\*

Motion passed.

3. MIDLANDS TRANSIT RIDERS ASSOCIATION

No Report

4. MINUTES FROM SEPTEMBER 23, 2020 MEETING

5. MINUTES FROM SEPTEMBER 18, 2020 MEETING

6. MINUTES FROM SEPTEMBER 9, 2020 MEETING

Motion:

A motion was made by Mr. Anderson and seconded by Mr. Furgess to adopt the minutes from the September 23<sup>rd</sup>, 18<sup>th</sup> and 9<sup>th</sup> meetings.

Approve: Anderson\*, Furgess\*, Huggins\*, Mood\*

Absent: Gleaton

Motion passed

Voice Vote:

Anderson- Aye\*

Furgess - Aye\*

Gleaton - Absent

Huggins- Aye\*

Mood - Aye\*

Motion passed.

7. MATTERS REFERRED FROM THE BOARD OF DIRECTORS

A. Discuss Previous Motions from 2017 to present.



Mr. Andoh reviewed the motions on page 12.

- Motion to direct staff and Service Committee to develop a long-term service plan primarily in Richland County
- Develop a plan for Park and Ride Service
- Streetscape plan for Harden and Taylor Streets

#### 8. RIDERSHIP REPORT

Report not available but anticipated to be presented at the next Service Committee meeting.

#### 9. VERBAL DISCUSSION OF TRANSIT OPERATIONS

Mr. Andoh referenced pages 13 - 22 of the packet which provided brief updates of:

- Overall Contract Compliance
- Service Delivery
- Customer Service
- Key Personnel Staffing
- Overall Staffing
- Key Performance Indicators
- Information Technology
- Vehicle Cleaning
- Bus Stop Maintenance
- Subcontractors
- Reporting and Invoicing

Mr. Furgess asked if there were any RATP Dev representatives present in the committee meeting and, if so, why are they not giving this report. Mr. Andoh stated that representatives are present, and that this agenda item is being presented by staff in lieu of RATP Dev's State of Service presentation because no accurate report was available from RATP Dev at the time of the creation of the agenda.

Mr. Furgess stated he would rather hear from RATP Dev on the record that their report is not ready, rather than The COMET staff. Mr. Andoh replied that the report was submitted on September 30, 2020 however the information was not required to be presented.

Ms. Mood requested a status report from RATP Dev personnel. Mr. Andoh indicated that Ben Limmer, Lead Transition Manager, and Steve Scherrer, Regional Vice President, were present. Ms. Mood asked for verification that those individuals were from corporate but that there were no local RATP Dev staff present. She went on to ask Mr. Furgess if would like a report from the



corporate representatives if there were no local staff available. Mr. Furgess felt that local staff would have more information and would prefer to hear from the local RATP Dev manager and operations manager as was done in the past.

RATP Dev representatives indicated they were having difficulty accessing the meeting via telephone and asked the Mr. Andoh to re-send the meeting link to local staff. He did. Mr. Furgess expressed his frustrations with the new equipment creating difficulties in getting through as well as incorrect login numbers being distributed to members.

Corey Gagnon, General Manager, joined the meeting and stated he would prefer to defer this until the next meeting when he would have accurate information to present. Ms. Mood agreed to defer the RATP Dev report until next month.

Mr. Anderson requested an operational update from Mr. Andoh.

LeRoy Deschamps stated there are weekly meetings to review and discuss service issues which includes reviews of on-time performance, underperforming routes, customer complaints, U of SC service, etc.

Mr. Furgess requested actual data and not generalities or contract compliance because that is for the legal department. Ms. Mood asked Mr. Furgess if he is asking for key issues only in this report. Mr. Furgess responded that Ms. Mood was correct.

Ms. Mood asked Mr. Andoh to summarize the key issues.

Mr. DesChamps indicated Ms. Gibbons can speak to observations of and corrective action requested of RATP Dev.

Ms. Mood asked that staff speak specifically to the items listed under Service Delivery on page 13 including missed trips, timepoint errors and extra service. She asked if RATP Dev agrees that there are missed trips and are working on identifying and correcting the causes of the missed trips.

Mr. Andoh replied that run schedules and paddles were created by Transdev when The COMET switched to an enhanced Saturday schedule due to COVID-19. The run schedules and paddles inadvertently omitted these trips. During the transition, RATP Dev opted to continue to use the incorrect run schedules and paddles which resulted in missed trips. The COMET staff was unaware the trips were being missed until a customer complaint was received. Staff



then did a reconciliation of all routes and learned of the missing trips. The contractor has opted to do a new run cut including all the scheduled trips.

Ms. Mood asked why the missed trips aren't being run now if the contractor is aware of the problem.

Mr. Furgess asked which The COMET staff member is coordinating this information with RATP Dev. Mr. Andoh indicated Mr. DesChamps and Ms. Gibbons are responsible for working with the contractor.

Ms. Mood asked if the correct service is being operated at this time. Mr. Furgess asked for Mr. Gagnon to respond. Mr. Gagnon stated that the current service is based on the run paddles that were given by Transdev. The additional information has been put into Optibus software and the hope is to have the new run paddles within the next two weeks. Ms. Mood asked why it takes so long to correct. Mr. Gagnon replied that the data file must go into the software system and must also verify that hours of service are not being violated. The routes then need to be posted and the union folks must be allowed to bid on the routes based on seniority.

Ms. Mood asked Mr. Andoh what customers are saying about the incorrect schedule information. Mr. Andoh responded that there should be "extra board" drivers running those trips and Mr. Gagnon agreed. Mr. Andoh said there have been no recent complaints.

Ms. Mood then asked for a Key Personnel update. Mr. Andoh replied that, as of today, all seven key personnel positions have been filled. There are still some staff positions to be filled.

Ms. Mood asked the status of Key Performance Indicators. Mr. Andoh replied that RATP Dev is working with Clever Devices to validate the information that system is reporting. The report is currently showing 50% but we are doing a validation check on that. The rest of the indicators need to be checked for accuracy and will be presented next month.

Mr. Andoh informed the committee that TransLoc is being replaced by Strategic Mapping. The COMET IT department is working to set it up and it will then be transitioned to RATP Dev to manage. Ms. Mood asked when the installation can be expected, and Mr. Andoh replied within the next 60 - 90 days.

Mr. Anderson asked why TransLoc was turned off if the new system wasn't ready. Mr. Andoh replied there were data inaccuracies along with operational



problems.

Mr. Anderson said that transitional issues with the contractor were to be expected but asked Mr. Andoh if things were getting any better. Mr. Andoh replied that he is not 100% satisfied. Mr. Anderson asked if RATP Dev is on track to have the issues corrected in a timely manner. Mr. Andoh said no due to contractual disputes, accusations and finger pointing. Mr. Anderson asked how long before the kinks are worked out at the rate they are moving. Mr. Andoh stated that The COMET legal counsel is working with RATP Dev's legal counsel to set up a meeting to discuss the issues and create an action plan to correct the issues. It is anticipated that many of the issues would be corrected by January 31, 2021 as per the contract.

Mr. Anderson asked the status of the U of SC service. Mr. Andoh replied that the University has not been satisfied with the service delivery. RATP Dev has refuted the issues brought forward by the University and The COMET so that letter is now with legal counsel.

Ms. Mood stated her concern that the meeting between The COMET's legal counsel, RATP Dev's legal counsel, U of SC's legal counsel and staff has not yet taken place. Mr. Andoh replied that he has a call in to legal for the status of that meeting. Ms. Mood feels there is an urgency to correct this.

Mr. Furgess expressed his concern that these were never issues in the past and wanted to know why they are happening now. Ms. Mood agreed that the meeting of legal counsels needs to get to the root of the problem in order to correct it.

Mr. Furgess indicated that there seems to be a lack of communication between The COMET staff and RATP Dev. Ms. Mood stated she shared some of his frustration and several of the performance measures seem straight forward and it is unclear why there are issues.

Mr. Furgess noted that there are two contractors responsible for bus cleaning and that the matter should be looked at. Mr. Andoh noted that TCS is responsible for daily and weekly vehicle cleaning and Capital Building Service does the detailing. He went on to say that the contract requires daily cleaning and weekly detailing on all 104 vehicles. The COMET staff member responsible for contract oversight along with spot checks indicate deficiencies which cast doubt on both the daily cleaning and weekly detailing of all 104 vehicles. There has been improvement but still not as clean as written in contract.



Mr. Andoh noted that The COMET staff notifies the contractor's General Manager of the deficiencies and it is then up to the General Manager to do what is necessary to correct them. All staff can do is enforce the contract.

Ms. Mood asked Mr. Gagnon if he had anything to contribute at this time.

Mr. Gagnon replied that he received these reports over the past couple of days and this morning he brought together the Contract Manager, Maintenance Manager and the Operations Manager and explained to them what needed to be done regarding vehicle cleanliness and how this should be done moving forward.

Mr. Anderson stressed that the issues need to be resolved and resolved quickly and he hopes not to hear these same issues at next month's Committee meeting.

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## 10. DISCUSSION AND ACTION ITEMS

### A. Passenger Amenities Program Update

Zane McGee of Davis and Floyd discussed the highlights from pages 29 - 32 of the packet.

Mr. Anderson stated how impressed he is with the progress.

### B. University Service Update

Mr. Andoh gave a brief overview of the status of UofSC service as referenced on pages 33 - 35 of the committee packet.

### C. Special Service Contract with Town of Chapin

Mr. Andoh reviewed page 36 of the packet regarding authorization of a Soda Cap Connector Trolley to be used as a shuttle in the Town of Chapin from November 12, 2020 through November 14, 2020. The service would be paid for by the Town of Chapin.

Mr. Andoh went on to say that the Columbia Housing Authority has indicated a need for transportation for seniors to voting polls. Staff recommends using The COMET's on-demand service for this purpose through November 3, 2020.

### Motion:

A motion was made by Ron Anderson and seconded by Mr. Furgess to recommend to the Board the approval of the special service request by the Town of Chapin, to be paid by the Town of Chapin within The COMET's policies on such service and to partner with the Columbia Housing Authority to utilize The COMET's on-demand service to get older and



disabled voters to the polls from now until election day.

Approve: Anderson\*, Furgess\*, Mood\*

Absent: Gleaton, Huggins

Motion passed

Voice Vote:

Anderson- Aye\*

Furgess - Aye\*

Gleaton - Absent

Huggins - Absent

Mood - Aye\*

Motion passed.

D. RATP Dev IT Manager Update

Mr. Andoh referenced page 37 of the committee packet and stated that this action is no longer needed because an IT Analyst started this week.

11. ADJOURN

A motion was made by Mr. Anderson and seconded by Mr. Furgess to adjourn, Meeting adjourned at 1:20 P.M.

Approve: Anderson\*, Furgess\*, Mood\*

Absent: Gleaton, Huggins

Motion passed

*The meeting adjourned at 12:19 P.M.*

CENTRAL MIDLANDS REGIONAL TRANSIT AUTHORITY

Adopted this November, 2020, Agenda Item \_\_\_\_\_

Prepared by:

  
Paige Jernigan, Administrative and Customer Service Specialist

Approved by:

  
Allison Terracio, Secretary

Allison Terracio, Secretary