3613 Lucius Road. • Columbia, SC • 29201
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Central Midlands Regional Transit Authority
SERVICE COMMITTEE AGENDA

Wednesday, March 8, 2023
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 Del.)
Tina Herbert (City of Columbia) Carolyn Gleaton (City of Columbia) Allison Terracio, (Richland County)
Skip Jenkins (City of Cayce) Geraldine Robinson (Town of Eastover) Al Koon (Town of Chapin)

COVID-19 AD-HOC SUBCOMMITTEE MEMBERS

Lill Mood (Lexington County) John V. Furgess, Sr. (Richland County Legislative Delegation)

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1. CALL TO ORDER AND DETERMINATION OF QUORUM
2. ADOPTION OF AGENDA **PAGE(S) 1**
3. MIDLANDS TRANSIT RIDERS' ASSOCIATION UPDATE (Charles Gossett/Walter Durst)
4. ADOPTION OF MINUTES FROM February 8, 2023 **PAGE(S) 2-12**
5. DISCUSSION AND ACTION ITEMS
   - **A.** Passenger Amenities Program Update (Zane McGhee–Davis & Floyd) **PAGE(S) 13-15**
   - B. Lucius and River SuperStop. Update. (LeRoy DesChamps/Eric Harris) presentation
   - C. Transit Operations Report February 2023 (Lenny Cooksey) **PAGE(S) 16-43**
   - D. Ridership Analysis – January 2023 (Eric Harris)
   - E. COVID-19 Update and other impacts (Cooksey/DesChamps/Bynoe-Reed) verbal
   - F. Discussion of request for proposed service in Batesburg-Leesville (Stephen Cain)
6. ADJOURN

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

GENERAL INFORMATION ABOUT BOARD COMMITTEE MEETINGS: The COMET will make all reasonable accommodations for persons with disabilities to participate in this meeting. Upon request to the Board Clerk/ Community Programs Specialist, The COMET will provide agenda materials in appropriate alternative formats, or disability-related modification or accommodation, including auxiliary aids or services, to enable individuals with disabilities to participate in public meetings. Requests should be sent to The COMET by mail at 3613 Lucius Road, Columbia, SC 29201, by fax at (803) 255-7113, or by e-mail to info@catchthecomet.org. For language assistance, interpreter services, please contact (803) 255-7133, 711 through the Relay Service. Para información en Español, por favor llame al (803) 255-7133.

Take THE COMET to the Meeting! Route 6 and DART serve the facility. Visit www.catchthecometsc.gov or call (803) 255-7100 for more details.

The COMET Finance 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 February 1, 2023***

Central Midlands Regional Transit Authority
SERVICE COMMITTEE MEETING
Wednesday, February 8, 2023-12:00 P.M.
3613 Lucius Road, Columbia, SC 29201
Conference Room A (Large) – 2nd Floor

Members Present
John Furgess
Carolyn Gleaton
Tina Herbert (12:08 P.M.)
Lill Mood, Chair
Skip Jenkins**

Members Absent
Allison Terracio, Vice Chair
Will Brennan
Al Koon**
Geraldine Robinson**

**Advisory Board Member

Guests Present:
Lenny Cooksey, RATP Dev
Olga Graziano, RATP Dev
Courtney Coney, RATP Dev
Tiffany Turner, RATP Dev
Alicia Peterson, RATP Dev
Walter Durst, MTRA
Zane McGhee, Davis & Floyd

COMET Staff Present:
Jackie Bowers, Director of Operations
LeRoy DesChamps, Chief Operating Officer
Blake Gibbons, Transit Services Intern
Pamela Bynoe-Reed, Director of Marketing and Community Affairs
Natavis Eric Harris, Planning Consultant

1. CALL TO ORDER AND DETERMINATION OF A QUORUM

Ms. Mood called the meeting to order at 12:02 P.M. A quorum was present at the opening of the meeting.

2. ADOPTION OF AGENDA Pages 1

Motion:

A motion was made by Ms. Gleaton and seconded by Mr. Furgess to adopt the agenda with one modification, to move item 5E, Response to Subscription Services (DART), until the next Service Committee meeting.

Approved: Furgess, Gleaton, Herbert, Mood

Motion passed.

3. MIDLANDS TRANSIT RIDERS' ASSOCIATION UPDATE

Mr. Durst noted that he could not be physically present today because his bus was an hour late.

Mr. Durst mentioned that we're mourning the passing of one of our riders, David Caldwell, who was a dedicated bus rider who really cared about work, was a man of faith, and participated in some of our ads for The COMET. Mr. Durst said his thoughts and prayers are with Mr. Caldwell's family.

Mr. Durst stated that, with the upcoming work on route changes, Mr. Caldwell would have wanted us to keep in mind that what is good for the riders may not be good for the politics in the city. Mr. Durst said we believe that the riders come first, so he asked this committee to keep that in mind when working out these changes.

4. ADOPTION OF MINUTES FROM JANUARY 11, 2023 Pages 2-13

Motion:

A motion was made by Mr. Furgess and seconded by Ms. Gleaton to adopt the minutes from the January 11, 2023 meeting.

Approved: Furgess, Gleaton, Herbert, Mood

Motion passed.

5. DISCUSSION AND ACTION ITEMS

A. Passenger Amenities Program Update (Zane McGhee) Pages 14-16

Mr. McGhee greeted the committee and stated that we've received an easement for a shelter at Stop 325, and we've provided site plans for that stop as well as for Stop 1654 to AOS for construction in January. We've had some continued coordination with Midlands Tech regarding the stop on their northeast campus as well. He and Ms. Mood called for questions. None were heard.

B. Lucius and River Road Superstop, Discussion of Proposed Route Changes (LeRoy DesChamps, Eric Harris)

Ms. Mood stated that this was the topic of our work session earlier this month, and she thanked everyone who attended it. She said that when we completed the work session, we had some items to be followed up with questions. She said there was a general consensus in the work session, that we would be ready at today's meeting to make a recommendation to the Board on Phase 1 of the plan.

Ms. Mood asked Mr. Harris to walk us through the follow-up questions, and what would be involved in Phase 1.

Mr. Harris stated that we have eight bus shelters. We have sidewalks. The final part is landscaping, but we also have a bus driver training area. They extended the median a bit to make it a safe turn onto Lucius Road.

Mr. Harris said we agreed in the meeting to implement this plan in phases. He said it was great to meet with Mr. DesChamps, Ms. Bowers, the planning team, and COMET team to figure out the best way to minimize the impact and how to phase this out the right way.

Mr. Harris stated that in Phase 1, we want to focus on low-performing routes, limiting impact, and service implementation. Phase 2 will be mid-performing routes and moderate impact in service implementation. Phase 3 will be high-performing routes which fall in the category of high impact in service implementation.

Mr. Harris said the next service change will be in May, so we want to find what we can change now and start phasing it out, and the next changes will be in September 2023 and January 2024.

Mr. Harris said that the COMET Loop is on the higher end, which means later implementation, but it will bridge that gap between all the routes that no longer serve COMET Central. The route will arrive at key destinations like Riverbank Zoo, Riverfront Park, Bull Street District, Segra Park, Finlay Park, and four hotels. He said it's still a bit of a walk to that area, but it does give access. He said the route is eight miles and will take 20 minutes to complete, with a total of 12 stops.

Mr. Harris explained how Arterial Rapid Transit utilizes minimal stops to decrease travel times to key destinations. He showed a slide indicating what the Loop would do, and which routes would no longer serve the downtown area.

Mr. Harris also showed a series of slides indicating multiple route changes for Phase 1 and explained the changes to the committee.

Ms. Gleaton asked if Route 61 will still go by USC. Mr. Harris said that it will.

Mr. Harris clarified for Ms. Mood that this is all just for Phase 1, and the next step is building out the schedules to make sure everything aligns, then testing it out with RATP Dev before moving on to service implementation. He said his request today is for the Service Committee to approve these selected routes for us to move forward in the scheduling process.

Ms. Mood said the Service Committee usually makes a recommendation to the Board to approve service changes, or we recommend that the changes go out for public comment first. She asked Mr.

Harris if these changes should receive public input first. Mr. Harris said he thinks they should. Ms. Mood concurred.

Ms. Mood asked for a motion to recommend to the full Board that we ask for public comment on the proposed route changes for Phase 1.

Mr. Cooksey asked if the target date would still be May, after we receive public feedback.

Mr. Harris stated that, depending on the level of feedback we receive from the public, we may or may not hit that May target. To directly implement it wouldn't be an issue, but we need to make sure we first take feedback into account and make any subtle adjustments. He said we're trying to fast-track this project, and immediately upon approval, we can go ahead and try to line up the various locations where we can hold a public meeting, if we don't want to do it virtually. He said the next step would be to meet with Ms. Bynoe-Reed, and once we get Board approval, it would be more of a turnkey operation, where we're immediately ready to go and trying to get word out.

Ms. Mood asked if there is more work to be done on the workability of the routes, before they go out for public comment.

Mr. Cooksey said that he understands that we're trying to fast-track this, but it still needs more work on with our run cutter to examine route timing before we even take it to the public. He noted that he doesn't even know if everything presented is possible at this time. He said September is probably more realistic, but nonetheless, we have to take it to another level for a deeper look inside. He said we're a collective bargaining agreement shop, so before we could even get this out in May, he has to get it to the union at least six weeks ahead of that, which means this would need to be ready to go by March or April, because there's a whole process we have to go through, to get it to the operators to bid on the amount of work.

Ms. Mood said we don't want to go to the public with a plan and have them approve it, and then have to come back and say we can't implement it, but we also don't want to invest a lot of work into a plan without public input first.

Mr. Harris said the safe bet is to arrive at a consensus of when the service implementation should be. He stated that if this committee agrees that September is the best path of action, he's okay with that. He said that from there, if we do move to public meetings, we would then be working with more breathing room, and we can inform the public that these are the changes we're working through. He said that would give us enough time to make any adjustments, based on what we present to the public.

There was consensus among the committee that September would be a better target. Ms. Mood said the only downside of that would be delaying the actual use of the super stop until September. Mr. Harris said we can go ahead and utilize the space, and it can be occupied without a certificate of occupancy, so we can use it for driver training, but the full intended use of the site would be delayed until September.

Ms. Mood noted that in the work session, we talked about the change in Route 6 to switch from Park Street, and whether that could make use of Lucius Road as a stop, and whether it would have to go out for public comment first.

Mr. Harris said he said he wouldn't think it would require public comment. He referred to his original presentation in the work session and said the alignment for Route 6 is cut significantly, so it would be more of a discussion and may drive more issues.

Ms. Mood inquired whether we need to wait to make that proposed change until Phase 2, the way it is on the schedule. Mr. Harris said that's correct, that we would need to wait.

Ms. Mood stated that in the work session, there was concern about the number of buses we actually have available for service, and it was noted that the Route 44X to Sumter Route 93X to Newberry have virtually no ridership. She said the staff had some work to do to alert our fellow transit agencies in Sumter and Newberry, about the proposed elimination of those routes. She said Sumter already provides a route, so ours is a duplicate, which Mr. Harris confirmed.

Ms. Mood noted that Mr. Harris had the 93X in Phase 1, and that we've talked about evaluating the ridership from May through August, which would give us time to alert the transit partners but probably not much time to change the actual ridership. She asked how this fits into the process, if we added the elimination of the 44X and 93X routes.

Mr. Furgess stated that this discussion has gone from Phase 1 routes to separate routes that we discussed, without completing Phase 1, and nothing we're discussing now is in Phase 1. Ms. Mood stated that this is what her question is about, whether the Sumter route ought to be included in Phase 1. Mr. Furgess said we had routes for Sumter, Newberry, and Chapin, but that can be later on in the process. Ms. Mood said Newberry is in Phase 1, but Mr. Harris discussed a timeline for the question of whether to continue the route. Mr. Furgess said he missed this discussion.

Mr. Harris clarified what areas the 93X serves and said it's included in the list of routes because it would be served by the new Lucius and River Super Stop, but there's no change right now in its alignment. He said that in the work session, it was recommended that we explore the idea of removing the route, considering the low ridership. We may have a use for the bus, considering that we have a limited number of buses available.

Ms. Mood noted that she hears Mr. Furgess' concern that we keep these steps and motions clear. She said that if we just take this information from Mr. Harris as the changes that would be involved in Phase 1, then we can make a recommendation to the Board for those changes to go out for public comment, and then deal with the low-performing routes as a second motion, if we want to make a motion about that.

Mr. Furgess stated that since we've heard some concerns from the general manager, he feels we should get authorization from the Board to send to Mr. Cooksey to come back and give us a timeframe on when these things can be done, and then we can go to the public.

Ms. Mood concurred with Mr. Furgess and asked when the Board would need a recommendation from this committee to go to the public if we move the timeframe to September.

Mr. Harris stated that today would be the most appropriate time to make a recommendation to the full Board. He said that gives us enough time to receive feedback from the public, and if we need to make any recommendations or adjustments, we can bring it back to the Service Committee, and to the Board if they need approval.

Mr. Furgess stated that if we approve this Phase 1 today, we would just be approving to send it to Mr. Cooksey to tell us when it can be done, because he's a determining factor in our timeline with going to the public. Mr. Furgess added that if RATP Dev isn't in the loop, we're just spinning our wheels.

Ms. Mood said the motion we'd need today would be that the routes in Phase 1 fall to the joint work between RATP Dev and The COMET staff, to ensure the changes are workable, and then come back to us with a report next month. She asked how much time this would take. Mr. Cooksey stated that we could have that information by the next meeting in a month and said that would give us time.

Ms. Mood asked whether this requires a motion from the committee, or whether it's just that we've received an update.

Mr. Furgess stated that if we don't go through the Board, we're not legally authorizing Mr. Cooksey to do it, but if Mr. Cooksey says he can come back in a month, it should be a go from the Board. Mr. Furgess expressed concern whether this can actually be done in a month, but if it can, then we could provide the finished product, because there will be additional changes, but at least we can go to the public with Phase 1 without getting a hiccup from RATP Dev. Ms. Mood concurred. Mr. Furgess stated that if they don't give us a finished product, then every timeline we make will be delayed to the public.

Ms. Mood stated that the next step is to consult with RATP Dev and The COMET staff, as to whether the proposed steps in Phase 1 are feasible. She said that if they bring that information back to us at our next Service Committee meeting, then we can have a package ready to recommend to the Board for public comment. Mr. Furgess concurred. Ms. Mood said we don't need a motion today, and we're just acknowledging the next steps to make a recommendation at our March meeting. Mr. Furgess again concurred. Ms. Mood said our goal is to be ready for September implementation of whatever is approved for Phase 1, through this process.

Ms. Mood reiterated that we can accept Mr. Harris' presentation as a progress report with the goal of implementation of Phase 1 in September, but the next steps involve The COMET staff working with RATP Dev.

Mr. Furgess stated that we can't put September on the record, because that hasn't come from the general manager.

Mr. Cooksey stated that for Phase 1 versus the main timeline, September is more realistic, but Mr. Furgess is correct, that the work needs to start with both teams.

Ms. Mood stated that if we record in the minutes that September is the goal, then if we run into something unexpected, it allows us to revise a goal if needed. Ms. Gleaton and Mr. Furgess concurred.

Ms. Mood called for a motion to accept Mr. Harris' progress report as information on Phase 1, with the goal of implementation in September, and the next steps being the work described by Mr. Cooksey for RATP Dev and The COMET staff, working with Mr. Harris to be ready to make a recommendation to the Board on Phase 1 at our March meeting. She asked if this would take care of the routes in Phase 1. Mr. Harris said that it would.

Ms. Mood called for discussion on what to recommend to staff, regarding the low-performing Sumter and Newberry routes. She asked whether it's a separate item from the Phase 1 package. Mr. Furgess said that's correct, and now is the time for that discussion. Ms. Mood called for a motion.

Mr. Furgess stated that we should eliminate all non-performing routes, and that staff should have the authority to do that anytime.

Ms. Bynoe-Reed noted that we have to give the public a 30-day notice before eliminating a route.

Ms. Mood said this does have to go through the public.

Mr. Harris recommended we try to give it a grace period. If we move forward with May, then we can give this time period to May enough of a notice, if we want to make said changes, or we can take May to September to evaluate said changes and incorporate them in the September service change.

Ms. Mood asked Mr. Harris whether his team can be prepared to make a recommendation to this committee in May, for eliminating those routes. Mr. Harris said that would be the most reasonable timeline, and it gives us enough time to give notification that we are eliminating routes.

Ms. Mood said that in the work session, it felt like there was more urgency to free up those buses.

Mr. Furgess stated that if we know there are only two riders on a route, then we should leave the meeting today with authorization to go to the Board and eliminate those routes. He asked Mr. Cooksey how many buses that would free up. Mr. Cooksey said it would free up two buses in the morning and in the evening. Ms. Mood asked whether we could reassign those buses with the routes that we currently have. Mr. Cooksey said we can only reassign them if we eliminate the routes.

Mr. Furgess expressed concern that if we keep beating this horse, it will get more confusing as we go along, and that at some point, we have to relinquish. Ms. Mood concurred.

Ms. Mood asked if we can make a recommendation to the Board, which they could actually act on at the Board meeting later this month, or whether our recommendation has to be that those two routes first go out for public comment.

Ms. Bynoe-Reed said it just got to the Board for elimination, then she has to notify the public, and public input is not needed. Mr. Harris asked about the 30-day notice. Ms. Bynoe-Reed said that if the Board meeting is on the February 22nd and it happens then, we can give a one-week grace period and have the final day of route operation occur by the end of March.

Mr. Cooksey said we may want to look at simply eliminating those routes at the next service change in May, because currently, there are operators committed to that work, who live on the other side. Mr. DesChamps concurred and added that it would keep us more consistent on the service, so we're not just making changes all throughout the year.

Ms. Bowers said that Mr. Cooksey can notify the run cutter now that, effective in May, we're eliminating those two routes, so the driver won't be able to bid on them.

Ms. Mood stated we may be ready to entertain a motion to recommend to the Board that Routes 93X and 44X be eliminated with the regular service change in May. She said that would require a public notice of the elimination of the routes but not a public hearing. Ms. Bynoe-Reed concurred. Ms. Mood asked if this is clear enough for us to have a motion.

Motion:
A motion was made by Mr. Furgess and seconded by Ms. Herbert, to recommend to the Board that Routes 93X and 44X be eliminated with the regular service change in May, with the understanding that this will require a public notice but not a public hearing.
Approved: Furgess, Gleaton, Herbert, Mood
Motion passed.

Ms. Mood noted that this gives us some time, once the Board makes the decision, to talk with the riders of those routes. She called for further discussion regarding the Lucius and River Super Stop. None was heard.

C. Transit Operations Report January 2023 and COVID-19 Update (Lenny Cooksey)
Pages 17-42

Mr. Cooksey stated that he would combine the COVID-19 Update with this Transit Operations Report.

Mr. Cooksey stated that the Biden Administration is set to end the Emergency Declaration on May 11, which means potential test vaccines and treatments are likely to rise sharply in cost. Pfizer had indicated that they plan on charging anywhere between $110 and $130 per dose for its COVID vaccine. We're still seeing a slight spike in COVID now, but the expectation is that the curve will go back down.

Ms. Mood asked if RATP Dev's insurance covers immunizations. Mr. Cooksey said he would need to confirm that and get back to her.

Mr. Cooksey said that since our flu outbreak in November and December, we've seen a slight decline across our region. It's still there, but numbers have come down.

Ms. Mood said that she recently conversed with one of our local chief public health doctors, who described the current COVID trend as very slow downward slope in the right direction.

Mr. Cooksey moved on to customer service and stated that we did exceed our target this month and had a pretty good month, overall. He said he hopes to do a deep dive next month to explore complaints and reliability, but overall, he's pleased with the decrease in that area. He said we're constantly including customer service training in what we do, to make sure we're driving that number down even further. It's one of our lowest numbers that we've had in the past year, and he's proud of the team.

Mr. Cooksey stated that we're very strong on maintenance. The mean distance between road calls was our strongest performance in 11 months. We're at 100% for preventive maintenance checks. We're very pleased with the overall work with the fleet.

For on-time performance, Mr. Cooksey said we're finishing slightly above where we were for November and December. He said that as the curve for COVID and flu trends slightly down, the on-time performance trends slightly up. He said he doesn't know if this is a correlation, but it's worth mentioning. Mr. Cooksey said we've had good performance with DART as well, up 2.36%.

Mr. Cooksey stated that he included the graph showing how late or early buses are, and looking at the latest graph through January, we're about a minute and 45 seconds outside of the window to hit 85%. He said he looks forward to collaborating with the COMET staff to potentially go in a different direction, with how this is calculated.

Regarding a ridership summary, Mr. Cooksey stated that there's a nice increase in ridership for January '23 versus January '22, and we had an increase of 25.63% in January of '23 versus December. Ms. Mood asked whether university holidays affect that. Mr. Cooksey said that they do. Mr. Cooksey added that for our average daily ridership over the last 12 months, January was our fourth highest ridership month.

Regarding DART, Mr. Cooksey said it's up all across the board. Total ridership is up, compared to December '22, and they had a good month for service hours and on-time performance. They've hired a few new drivers, which helps, and it's commendable because hiring is tough now.

Mr. Cooksey said that for safety, our preventable accidents were down, compared to last month. We have a new safety manager we'll introduce next month, and she has been super aggressive in coaching. Her safety team has an upcoming promotion called "Stop Because I Love You," which focuses on making sure drivers come to a full stop at stop signs and adhere to traffic devices. He said he thinks it's pretty clever, and they'll be out talking to drivers on Valentine's Day, bringing awareness.

Mr. Cooksey moved on to Human Resources. He explained that our HR person, Ms. Coney does a lot of virtual job fairs, works extensively with SC Works, and does and event called Walk-In Wednesday, where anyone can walk in without an appointment, and we conduct the hiring process from start to finish. He also noted that people are also applying from other parts of the country through the RATP Dev website.

Mr. Cooksey added that we're putting on an engagement called The Biggest Winner, which is a weight loss competition among RATP Dev staff. He said this month is the Healthy Heart focus for South Carolina, so we've got events for that too.

Mr. Cooksey then sent his condolences to the family of Brenda Curry, a driver who recently passed away. He said we'll be doing a balloon release for her soon.

Mr. Cooksey said that our KPIs for the month showed a good trend, super busy and fast moving.

Mr. Cooksey then concluded his report, and he and Ms. Mood called for questions.

Ms. Mood stated that it came to her attention that a fairly small school district had a team of singers scheduled to attend a competition, but they haven't been able to find a commercial driver for the event, and the school rules don't allow parents to do it. She asked Mr. Cooksey for an according recommendation.

Ms. Bowers stated that one of our drivers also drives for a charter company, so she always gives his name and number whenever people ask for services we can't provide.

D. Ridership Analysis - **December 2022 (Eric Harris)** **Pages 43-46**

Mr. Harris yielded the floor to one of our COMET interns, Blake Gibbons.

Mr. Gibbons reiterated that ridership in December was slightly decreased from November, and looking at the overall routes, there are none that stick out. He noted that Routes 93X and 44X actually had slight increases.

To address Mr. Furgess' prior point, Mr. Gibbons noted that we're constantly evaluating routes for performance, and whether they meet our expectations, but as of December, nothing sticks out. He said things are pretty strong, given the cold weather we've been having, and events going on in December, so everything is looking good.

Ms. Mood asked for actual numbers regarding Routes 93X and 44X.

Mr. Gibbons stated that for Route 93X in December 2022, we had 77 boardings, but there's no data for 2021. For 44X, we had 24 boardings in 2021 and 103 in 2022.

Ms. Mood asked, if we run 44X, whether it's two routes in the morning and two in the afternoon. She asked how many riders per route this amounts to. Mr. Gibbons said it's very low average ridership, and as previously noted, it's a duplicate route. He said that since we're the only operator who goes out to Newberry, the 93X does have a higher percentage of riders per trip, and it's just two trips per day.

Ms. Mood asked for questions. None were heard.

E. Improved Soda Cap Update (Eric Harris, Pamela Bynoe-Reed)

Ms. Bynoe-Reed informed the committee that the route map booklets are in draft form and should be completed by the next meeting. She said there's a backlog on getting Soda Cap buses wrapped, but we're in the queue for that, and hopefully, they will be done and on the road by the next meeting.

6. ADJOURNMENT

Motion: A motion was made by Ms. Gleaton and seconded by Ms. Mood to adjourn.
Approved: Aye (Voice Vote, 1:11 P.M.)

The meeting was adjourned at 1:11 P.M.

CENTRAL MIDLANDS REGIONAL TRANSIT AUTHORITY

Adopted this _____, 2023.

Prepared by:

Frances Von Korff

Reviewed by:

_____

Pamela Bynoe-Reed, Director of Marketing & Community Affairs/PIO
(Board Administrator)

Approved by:

_____

Christopher Lawson, Secretary

DAVIS & FLOYD

SINCE 1954

March 1, 2023

LeRoy DesChamps
Chief Operating Officer
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. DesChamps:

WORK COMPLETED THIS PERIOD:

- Site Designs, Status Reports, Effort Review, and Project Management
- Coordinated with USC to verify ADA compliance for stop near their Campus Village project
- Bi-Weekly Meeting with Jackie Bowers/Eric Harris/Blake Gibbons to discuss new work requests and review pending questions needing COMET input

WORK IN PROGRESS:

- Coordination with Lexington Medical regarding Stop #1378 easement agreement
- Coordination with Midlands Technical College regarding placement of Stop #3203
- AOS has Stops #1654 and #325 under construction

UNRESOLVED ISSUES:

- None

PENDING ITEMS REQUIRING CLIENT ACTION:

- None

Very truly yours,

DAVIS & FLOYD

Todd J. Warren

Todd J. Warren, PE
Vice President

240 Stoneridge Drive, Suite 305, Columbia, SC 29210
O. (803) 256-4121 F. (803) 254-4549

WWW.DAVISFLOYD.COM

COMET Shelter and Bench Permitting Status March 2023

Completed Sites

Shelters

None for this period

Benches

None for this period

Boarding and Alighting

None for this period

Approved Sites

Shelters

Stop #1654 Broad Shivers NB

Stop #325 Broad Rushmore NB

Benches

Stop #1650 Hardscrabble Bush NB (Awaiting sidewalk completion of Hardscrabble Widening)

Boarding and Alighting

None for this period

Sites Currently Under Permit Review

Shelters

None for this period

Benches

Stop #1378 W Hospital Sunset NB (Lexington Medical is reviewing easement)

Boarding and Alighting

None for this period

*Stop has been added/updated to this status since previous report.

Sites in Design

Shelters

Stop #788 Decker Boulevard and Wedgefield Road

Stop #1192 Medical Park @ Prisma Health

Stop #1037 Forest Trenholm WB

Stop #1231 Sumter Gervais SB

Stop #43 Pendleton Barnwell EB

Stop #3203 Midlands Tech College NE SuperStop

Benches

Stop #225 Harbison Boulevard and Parkridge Drive

Stop #99 Park Abbeville SB

Stop #676 Park Elmwood NB

Stop #1134 Broad Zimalcrest SB

Stop #331 Broad Shivers SB

*~~Stop #653 Main Colleton SB~~ (Property owner not willing to provide easement)

Stop #683 Main Prescott NB

Stop #21 Harden Rosewood NB

Stop #22 Rosewood Howard EB

Stop #45 Rosewood Kilbourne WB

Stop #319 Broad Heritage SB

Stop #335 Gervais Oak EB

Stop #1041 Forest Shandon Baptist EB

Stop #1233 Sumter College SB

Stop #838 Main Elmore NB

Stop #1035 Forest Trenholm EB

Stop #269 Gavilan Campanella

Stop #223 Read Oak EB

Stop #1091 Broad Marley SB

*Stop has been added/updated to this status since previous report.

RATP Dev USA Monthly Performance Report

February 2023

RATP DEV USA

LIMITED SHARING

Hot Topics:

1. COVID-19 – Lenny Cooksey
2. Customer Service –Alicia Peterson
3. Maintenance – Ron Sweeney
4. Operations – Tiffany Turner
5. Safety and Training – Mary Saunders
6. Human Resources – Courtney Coney
7. Performance Indicators - Lenny Cooksey

Covid- 19

WASHINGTON (Reuters) -President Joe Biden's administration on Monday said it will end COVID-19 emergency declarations on May 11, nearly three years after the United States imposed sweeping pandemic measures to curb the spread of the illness

Bus Cleaning	Totals
Detailed	n/a

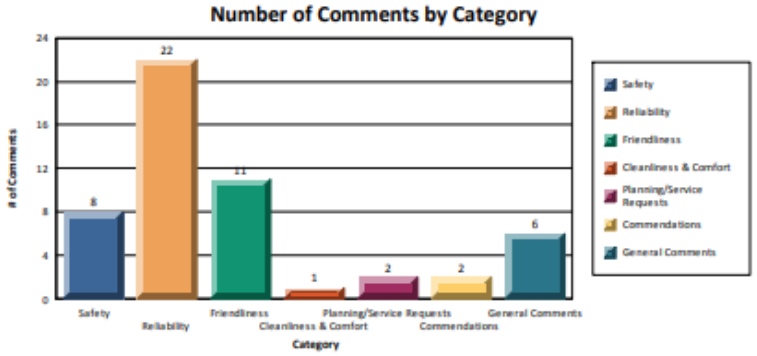
LIMITED SHARING

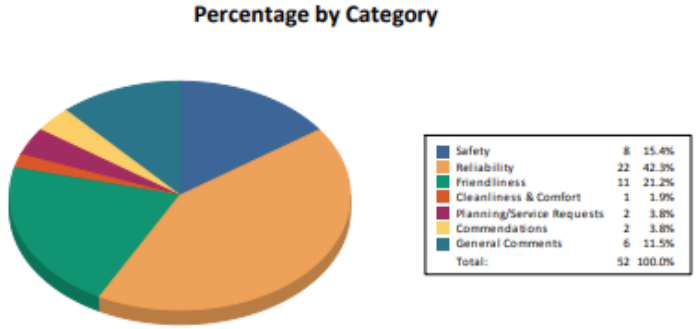
Customer Service

LIMITED SHARING

Customer Service

For the Period: 2/1/2023 to 2/28/2023





For the month of February 2023, RATP Dev had a total of 47 customer complaints comparing to 48 of January 2023, that is a 2.08% decrease from the previous month. The Safety category was increased to 15.4% from 14.8% and the Reliability category decreased to 42.3% from 49.2% of the previous month.

The complaint rate 3.12% (complaints per 10,000 riders) for the month of February is below our target goal of 4.00 to 6.00 complaints per 10,000 customers.

RATP Dev has been continuously addressing the customer complaint issues in different training programs, personal counseling/coaching, and other management actions.

Customer Point of View

YOUR SCORE

Showing data for Current Evaluation

96.00%
79/82
Overall

INFORMATION

ID #
33198

Report Date
11/15/22

Address
NA
Columbia , SC 29201
United States

Company / Survey
Columbia The Comet: Comet Fixed Route

Location
Comet 88- Beltline Crosstown ID# 88

Routes
Comet 88- Beltline Crosstown

SECTIONAL CHANGE

Showing data for all dates

Section	This Evaluation Act/Pos	Score	Last Evaluation Act/Pos	Score	Change Pts	Score	
General Ride Information	/				--	--	
Operator Conduct	40/40	100 %	40/40	100 %	+0	+0 %	--
Fare Collection	3/3	100 %	3/3	100 %	+0	+0 %	--
Driver Safety	27/27	100 %	27/27	100 %	+0	+0 %	--
ADA Compliance	4/4	100 %	9/9	100 %	-5	+0 %	--
Vehicle Condition	5/8	63 %	5/8	63 %	+0	+0 %	--

YOUR SCORE: MAJOR SECTIONS

Showing data for Current Evaluation

Operator Conduct	Fare Collection	Driver Safety	ADA Compliance	Vehicle Condition
100% 40/40	100% 3/3	100% 27/27	100% 4/4	63.00% 5/8

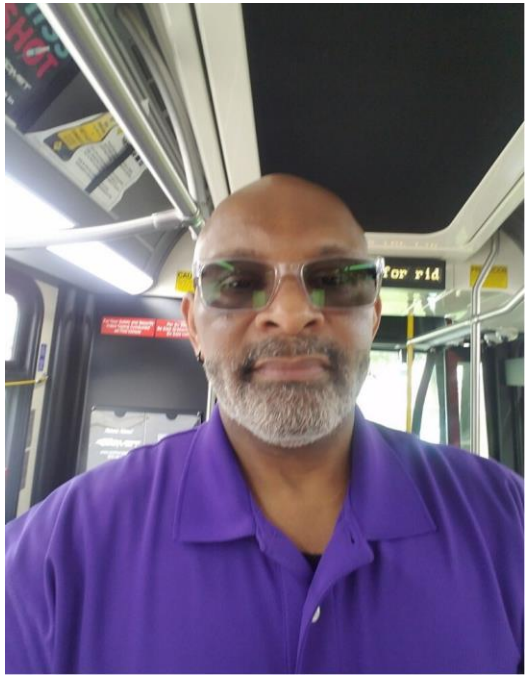
Bus Cleaning	Totals
Detailed	383

LIMITED SHARING

RATP DEV USA

Employee Recognition

James Wheeler (TASC)



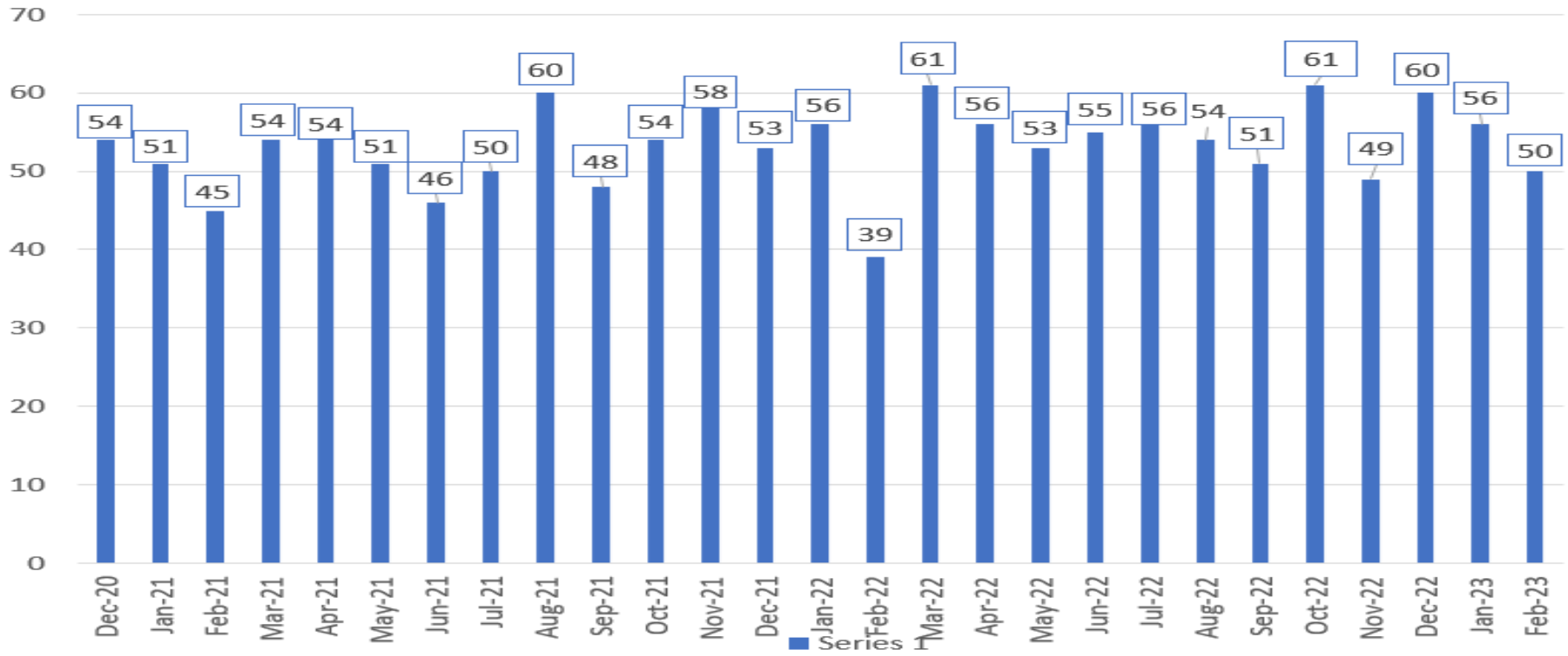
Kevin Settles (EOY) 2022

John Daley (EOM-February)

Maintenance

LIMITED SHARING

Preventive Maintenance



Scheduled PMIs =50

Completed PMIs = 50

100% On-Time

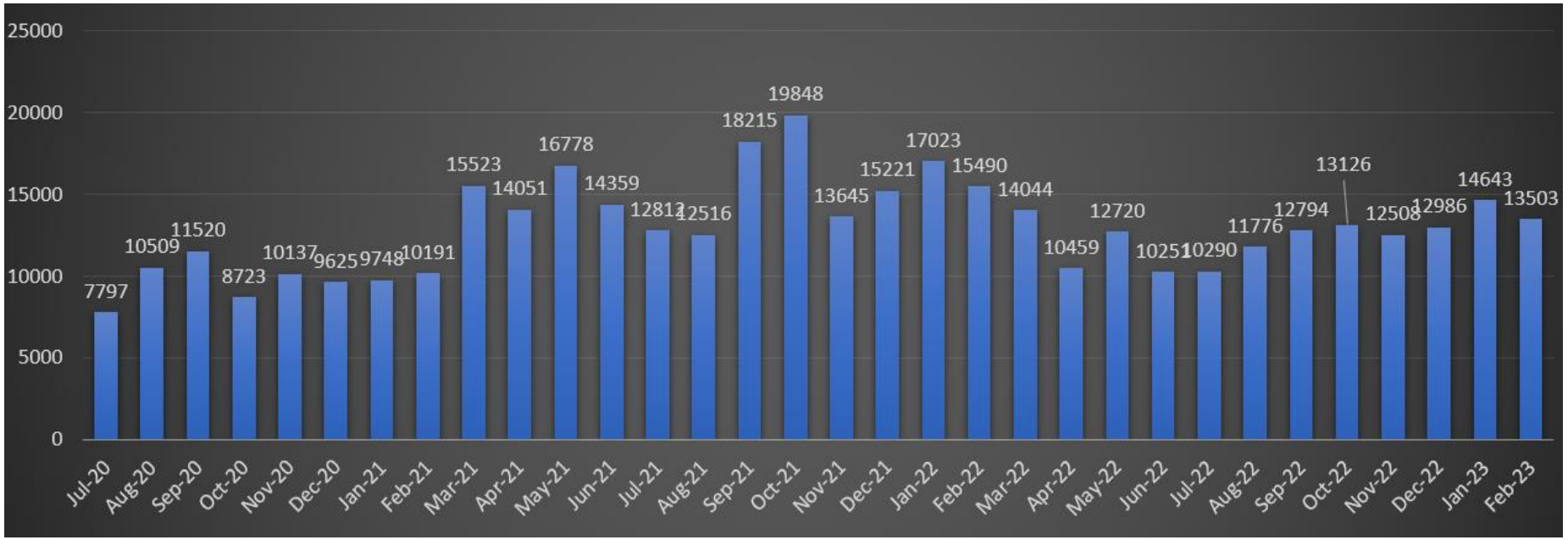
PMI'S ARE TRIGGERED BY ACCUMULATED MILEAGE

AMOUNT VARIES BY MONTH

RATP DEV USA

LIMITED SHARING

PM Results



Total Miles Between Road Calls = **13503**

Target Miles Between Road Calls = 13503

Vehicle Preventative Maintenance Interval Statistics

LIMITED SHARING

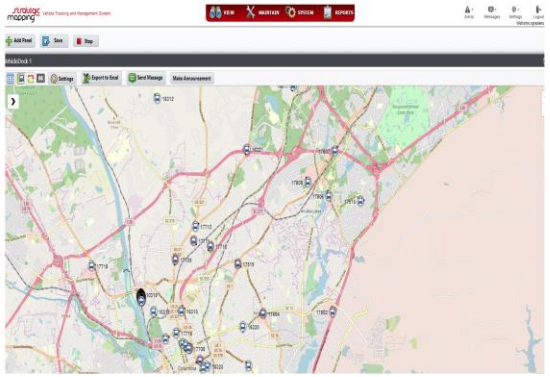
RATP DEV USA

On Time Performance (OTP)

LIMITED SHARING

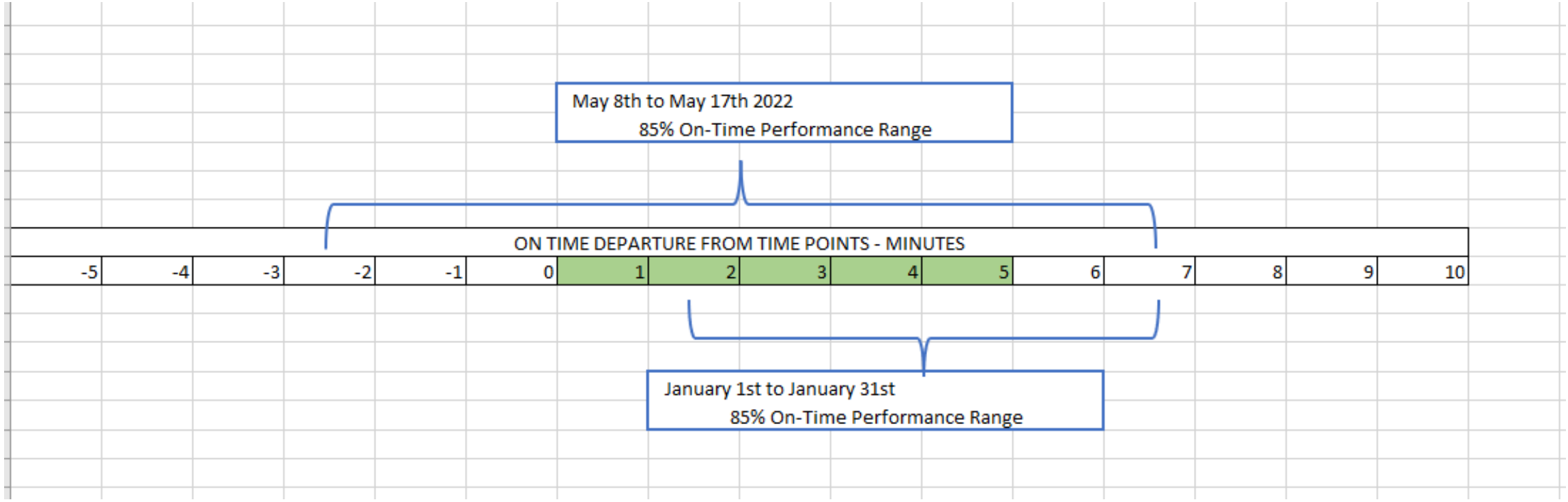
OTP for Fixed Route / DART / Flex

On-time performance is a leading indicator of service reliability and is inscribed as an essential service standard. On-time performance measures the percentage of actual arrival times that are between (<1) minutes early and five (<5) minutes late at designated points along transit routes. The metric is reported by the COMET's AVL system for Fixed Route (Strategic Mapping) and DART Paratransit (Trapeze).



- Fixed Route OTP for February 2023: **73.45%**
- Fixed Route OTP decreased by .92 % compared to January 2023 at **74.13%**
- DART/Paratransit OTP for February 2023: **% TBD**
- DART/Paratransit OTP increase xxxx compared to January 2022 at xxxx

Clever Devices has been replaced with the new AVL system, Strategic Mapping. We are currently in phase one of three-part implementation to improve depiction of the system OTP.

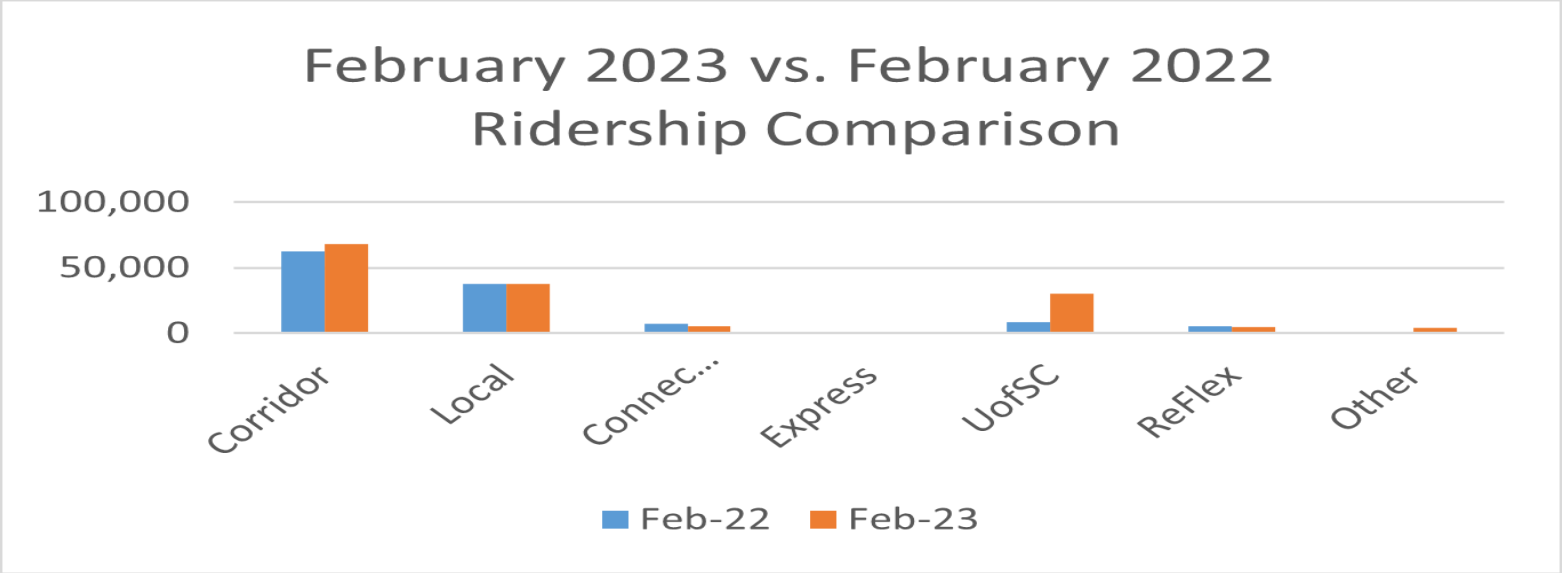

May 8th to May 17th 2022
85% On-Time Performance Range
ON TIME DEPARTURE FROM TIME POINTS - MINUTES
-5
-4
-3
-2
-1
0
1
2
3
4
5
6
7
8
9
10
January 1st to January 31st
85% On-Time Performance Range

Ridership Summary

LIMITED SHARING

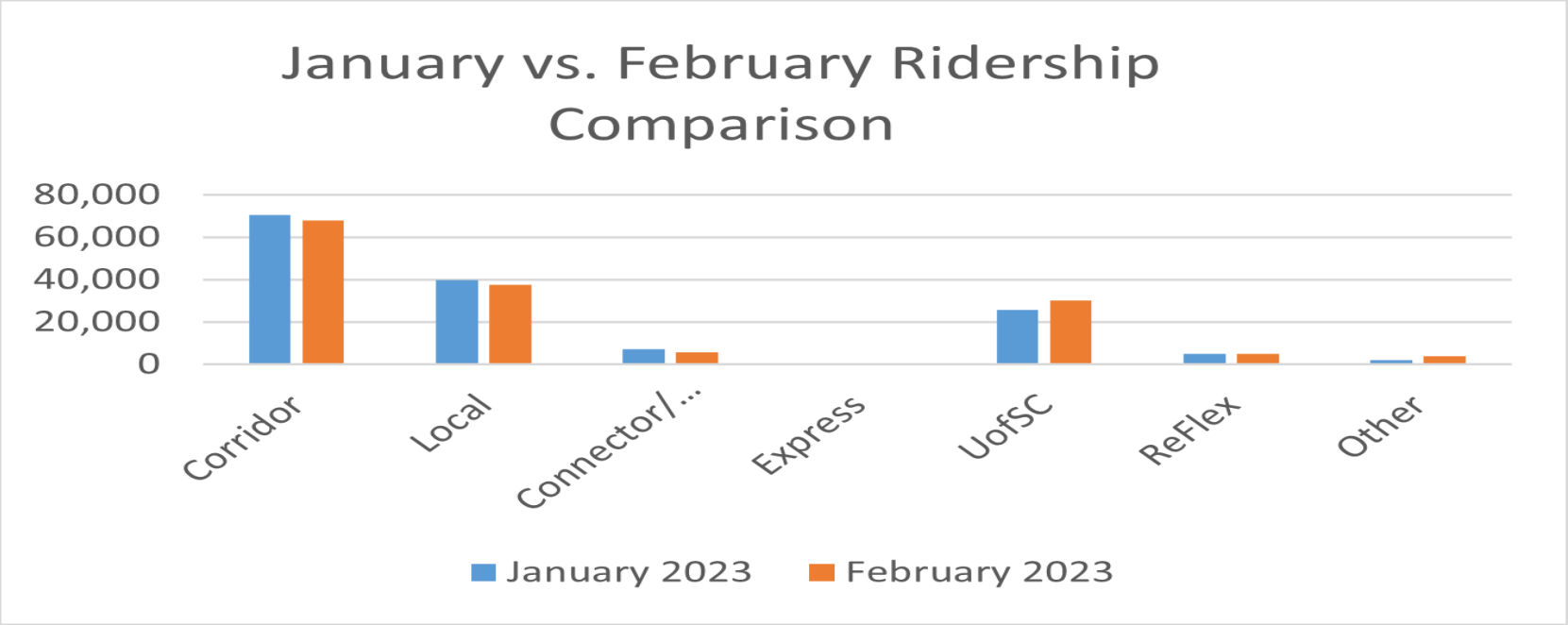
All Aboard

- **150.528 total ridership for February 2023**
- 117,057 total ridership for February 2022
- Ridership has increased by 25.01 % compared to February 2022



Previous Month Comparison

- **150,528 total ridership for February 2023**
- 144,066 total ridership for January 2023
- Ridership increase of 4.38% compared to January 2023



Average Daily Ridership

Average Daily Ridership					
	Monthly Ridership		Average Daily Ridership		
Month	**2022**	**2023**	**2022**	**2023**	**% Change**
January	106,428	144,066	15,204	20,581	35%
February	112,303	150,528	16,043	21,504	34%
March	138,952		19,850	-	-100%
April	134,878		19,268	-	-100%
May	121,579		17,368	-	-100%
June	121,607		17,372	-	-100%
July	118,533		16,933	-	-100%
August	150,627		21,518	-	-100%
September	170,842		24,406	-	-100%
October	155,044		22,149	-	-100%
November	122,649		17,521	-	-100%
December	111,331		15,904	-	-100%
Year to Date	1,564,773	294,594	223,539	42,085	-81%

LIMITED SHARING

RATP DEV USA

DART Ridership

	December 2022	January 2023
Active Riders	3,812	3839
Total Ridership	4,322	5152
Service Hours	2,422.7	2,704.8
Total Miles	38,309	42,753
OTP	87.70%	90.06%

	2022
Active Riders	3,812
Total Ridership	58,638
Service Hours	29,449.8
Total Miles	497,189
OTP	89.72%

	December vs January	January vs 2022
Active Riders	+27 / + 1%	+27 / + 1%
Total Ridership	+ 830 / + 19%	+265 / + 5%
Service Hours	+282.1 / + 12%	+ 250.7 / + 10%
Total Miles	+ 4,444 / +12%	+1,321 / + 3%
OTP	+2.36%	+0.34%

	November 2022	December 2022	January 2023
Average Daily Calls	386	410	465

Safety First, Safety Always

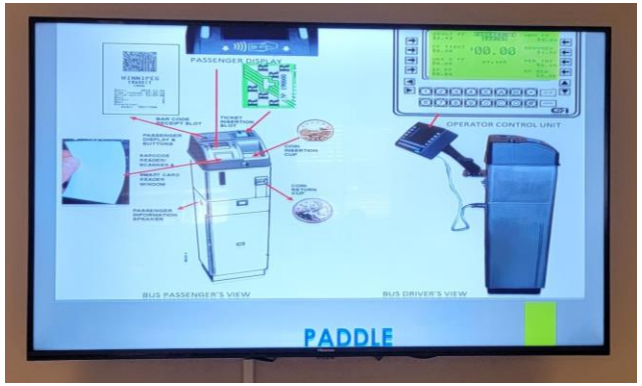
LIMITED SHARING

Safety First

- Safety First Safety Always
- Safety Meeting – ADA Awareness Training

  - ABLE South Carolina
- Facilities Inspection
- Mandatory Safety Bulletin

  - Fatigue Awareness
- Safety Campaign – S.T.O.P. B-Cuz We Luv You!!! (Stop, Think, Observe, Proceed)
- Preventable RATPDEV – 1 (0.37) Per 100,000
- Preventable DART-0
- Total Collisions – 07 Per (2.59) 100,000



LIMITED SHARING

RATP DEV USA

Safety Performance

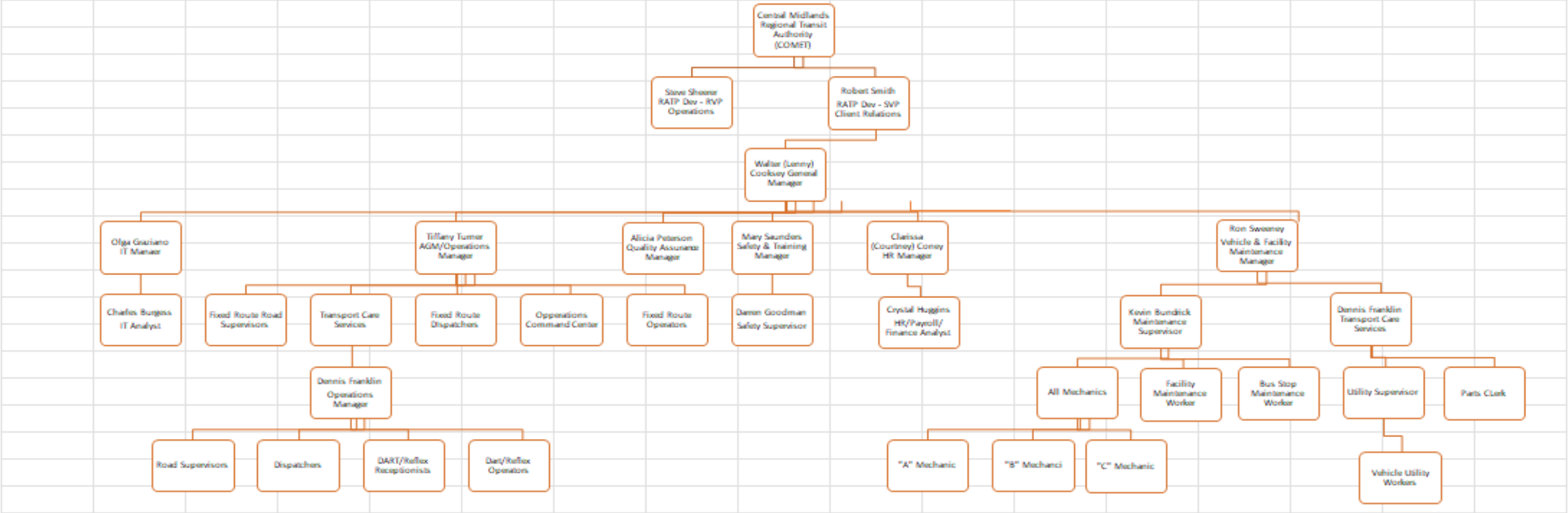
Vehicle Accidents				
	Fixed	Flex	Dart	Total
Revenue Incidents	06	0	1	07
Deadhead Incidents	0	0	0	0
Per 100,000 Miles	0	0	0	2.59
Total Incidents	06	0	1	07

Injuries				
	Fixed	Flex	Dart	Total
Revenue Injuries	1	0	1	1
Deadhead Injuries	0	0	0	0
Per 100,000 Miles	0.74	0	0	0.74
Total Injuries	1	0	1	2

Human Resources

LIMITED SHARING

Organizational Chart



LIMITED SHARING

Staffing & Recruitment

Description	Active	Training	Leave	Total
Fix Route Operators	110	4	5	119
USC Operator	17	0	1	18
Ops Supervisor (USC)	1			1
Dispatcher/supervisor (USC)	3			3
Fix Route Operations Supervisor	7			7
Fix Route Dispatcher	3			3
DART/ReFlex Reservationist	3.5			3.5
TCS Total Operators	31		3	34
IT Analyst	1			1
Mechanics	12	0	1	13
Lead mechanic/Maintenance Supervisor	1			1
Utility Worker	9			9
Shopkeeper	1			1
Totals	199.50	4	10	213.50

Engagement

LIMITED SHARING

RATP DEV USA

Key Performance Indicator (KPI)

LIMITED SHARING

Key Performance Indicator (KPI)

Performance Measure	*RATP Dev Contract Goal*	RATP Dev February/Actual
On-Time Performance (Fixed Route / Paratransit)	*85% / 90%*	*73.45/ TBD*
Miles Between Road Calls	*12,000*	13,503
Customer Complaints (Per 10,000 Customers)	*6.0*	*3.12*
Preventable Accidents (Per 10,000 Miles)	*2.0*	*0.03*

LIMITED SHARING

RATP Dev USA

RATP DEV USA

Thank You

LIMITED SHARING