



3613 LUCIUS ROAD. • COLUMBIA, SC • 29201

WWW.CATCHTHECOMET.ORG • (O) 803.255.7133 • (F) 803.255.7113

## Central Midlands Regional Transit Authority SERVICE COMMITTEE AGENDA

Wednesday, July 12, 2023 - 12:00 p.m.

3613 Lucius Road, Columbia, SC, 29201

Conference Room A (Large) - 2<sup>nd</sup> 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)

1. CALL TO ORDER AND DETERMINATION OF QUORUM
2. ADOPTION OF AGENDA PAGE(S) 1
3. MIDLANDS TRANSIT RIDERS' ASSOCIATION UPDATE (Walter Durst)
4. ADOPTION OF MINUTES FROM June 14, 2023 PAGE(S) 2-7
5. DISCUSSION AND ACTION ITEMS
  - A. Passenger Amenities Program Update (Zane McGhee-Davis & Floyd) PAGE(S) 8-10
  - B. Lucius and River SuperStop Update (Eric Harris) Verbal
  - C. Transit Operations Report May 2023 (Lenny Cooksey) PAGE(S) 11-37
  - D. DART Non-Certified Passengers/Fixed-Route Fares (Dennis Franklin) PAGE 38
  - E. Ridership Analysis – May 2023 (Eric Harris) Verbal
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 Public Information Specialist and Clerk of the Board, 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](mailto: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 TheCOMET to the Meeting! Route 6 and DART serve the facility. Visit [www.catchthecometsc.gov](http://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 of the meeting, please contact Angela Jacobs at [ajacobs@thecometsc.gov](mailto: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 June 9, 2023

**Central Midlands Regional Transit Authority  
SERVICE COMMITTEE MEETING  
Wednesday, June 14, 2023-12:06 P.M.  
3613 Lucius Road, Columbia, SC 29201  
Conference Room A (Large) - 2<sup>nd</sup> Floor**

**Members Present**

Will Brennan  
Carolyn Gleaton \*  
Tina Herbert \* **Joined at 12:08**  
Lill Mood, Chair  
Allison Terracio\* **Joined at 12:08**

**Members Absent**

John V. Furgess, Sr.

**Advisory Members Absent**

Skip Jenkins  
Al Koon  
Geraldine Robinson

\*Via phone or virtual

**COMET Staff Present:**

Rosalyn Andrews, Director of Finance/CFO  
Jackie Bowers, Director of Operations  
Pamela Bynoe-Reed, Director of Marketing and Community Affairs  
LeRoy DesChamps, Interim Executive Director  
Angela Jacobs, Board Clerk & Community Programs Specialist  
Michelle Ransom, Regional Grants Manager\*  
Arlene Prince, Director of Compliance & Civil Rights Officer  
Margaret Woodson, Procurement & Compliance Manager

**Guests Present:**

Kevin Bundrick, RATP Dev  
Courtney Coney, RATP Dev\*  
Lenny Cooksey, RATP Dev  
Walter Durst, MTRA\*  
Dennis Franklin, TCS  
Olga Graziano, RATP Dev\*  
Natavis Eric Harris, Planning Consultant  
Christopher Lawson, COMET Board Member  
Rickey Mack, RATP Dev  
Zane McGhee, Davis & Floyd \*  
Alicia Peterson, RATP Dev \*

**1. CALL TO ORDER AND DETERMINATION OF A QUORUM**

Ms. Mood called the meeting to order at 12:07 P.M. A quorum was present at the opening of the meeting.

## 2. ADOPTION OF AGENDA

Page 1

### Motion:

A motion was made by Mr. Brennan and seconded by Ms. Gleaton to adopt the June 14, 2023, Agenda.

**Approved:** Brennan, Gleaton, Mood

**Absent:** Furgess, Herbert, Terracio

**Motion passed.**

## 3. MIDLANDS TRANSIT RIDERS' ASSOCIATION UPDATE

Mr. Durst reported that he rode Bus 88 on June 12<sup>th</sup> and the driver who has been with the agency for a while said she did not know why the shelters are at Lucius Road and he suggested that RATP Dev communicate with the drivers the purpose of the Super Stop.

## 4. ADOPTION OF APRIL 12, 2023 MINUTES

Page 2-6

### Motion:

A motion was made by Mr. Brennan and seconded by Ms. Gleaton to adopt the March 8, 2023, meeting minutes.

**Approved:** Brennan, Gleaton, Herbert, Mood, Terracio

**Absent:** Furgess

**Motion passed.**

## 5. DISCUSSION AND ACTION ITEMS

### A. Passenger Amenities Program Update (Zane McGhee)

Pages 9-11

Mr. McGhee reported that they are continuing to coordinate with Mr. Harris and Ms. Bowers on work to be completed and currently there are 3-4 stops that require easements from property owners to move forward. In the past month AOS has completed construction at one stop. Ms. Mood asked Mr. McGhee if they have checked to make sure the stops do not conflict with the changes in Phase 1 of Lucius and River. Mr. McGhee said he had checked with Mr. Harris and confirmed that there are no conflicts.

### B. Lucius & River Road Superstop, (LeRoy DesChamps, Eric Harris)

Mr. Harris reported that the kickoff meeting for the public outreach held the week of June 5<sup>th</sup> was successful and a lot of feedback was received. He shared with the public that the timeline for the project is the most aggressive approach which starts with the implementation phase on September 1<sup>st</sup>. He reported that as of today they have concern about the September 1<sup>st</sup> implementation date due to the quality of the concrete. Staff have noticed some cracks in the concrete and wanted to address the issue early. There have been several internal meetings as well as a meeting with the contractor to rectify the situation. The contractor has provided a deadline of August 21<sup>st</sup> to complete any changes necessary to occupy the space. Mr. Harris said because of that date he recommends to the committee that implementation of Phase 1 be moved to January 2024 to ensure that after the August 21<sup>st</sup> date there has been enough time to review the space and make sure it is safe to move forward. Ms. Mood asked what happens in terms of the contract when something is built but not durable. Mr. Harris said there is still room in the contract for them to make corrections, the project is considered 100% financially and physically complete on paper, but if there are issues with the quality of the construction there is leverage to have any issues corrected. Ms. Mood said her concern is that the stability of the

ground may be an issue. Mr. DesChamps said it has also been a concern of staff which is why they have constantly visited the site and raised concerns with the contractor. Staff have also met with Brownstone, the project manager, and asked for a timeline on how and when the issues will be fixed. Mr. DesChamps said Brownstone, Davis & Floyd and SCDOT have also come up with a solution for the issue with the entrance to the Super Stop by grading the entrance of the lot and should be completed by the end of June.

Mr. Brennan asked if the issue was with Davis & Floyd's drawings being correct and the contractor not performing to their design, and Mr. Harris replied that Davis & Floyd did a very good job designing the site plan with very little issues. He said there are some issues with construction and possibly underlying water issues that no one could identify or may have overlooked and those are the areas where the majority of cracking is taking place. Mr. Brennan asked if payment had been withheld and by what percentage. Mr. DesChamps said there is a retainer of 10% and as project manager, Brownstone covers the retainer until the project is completed according to the scope of work. He said there is a subcontractor for the concrete work and the contractor has a retainer in place for that work as well. Mr. Brennan suggested that a third party be called in to test their work, if needed, provided by the contractor's insurance company and that staff take any necessary action to get the quality construction the project deserves. Mr. Harris said staff have had several meetings with the contractor sharing their dissatisfaction and disappointment. Mr. DesChamps said the contractor will now provide detailed weekly updates on the project. He expressed to the project manager that need to hold the contractors accountable because staff has a huge responsibility, from how the project is funded, how it's delivered to the public and the final outcome of the project. Ms. Mood asked if staff has the authority to withhold funds and involve third party contractors and Mr. Brennan said there should be infrastructure protections in the contract. Ms. Mood asked about restroom access and Mr. Harris said they are working aggressively to have restrooms installed by September whether there is service at the location, as opposed to the new January implementation date. Ms. Mood said she had concerns about building restrooms on the site so quickly and that we need to be sure we are on solid ground before building anything else on the site. Ms. Mood and Mr. Brennan agreed that pushing the entire project back, restrooms included, would be best.

Ms. Mood asked Mr. Harris if he had received any feedback from the public about delays in commuting times due to the route changes. Mr. Harris said he had several questions on that topic but equally had positive feedback on the Loop that is being proposed which bridges the gap. Currently the Loop has a 20-minute frequency with one bus and staff are exploring all possibilities for efficiency. He said there were not many grievances but riders want assurance that by the time the project is over there will not be a long waiting period.

Mr. Brennan asked staff if the addition of the restrooms was a capital improvement project and if funding was available. Ms. Ransom said currently there is nothing in the existing grants for capital needs at the Super Stop. Staff could try to obtain funds through a subsequent year grant and get pre-award authority, but this was presented as a bus stop and that is all that was covered. Ms. Mood asked for clarification on the pre-award authority and Ms. Ransom said there are allocations that could be applied for relative to the Super Stop, but would be hesitant to use pre-award authority, because it is

when you go ahead and spend the money when you are sure you are going to get the grant dollars approved through the FTA. With this being an unusual project, hesitate to spend the money ahead of getting approval, but would not necessarily take a year. Ms. Ransom said funds could be taken from vehicle replacement and put towards amenities at the site. Mr. Brennan said because restrooms are a capital project could the funding come from a source other than grants. Ms. Ransom said it could be paid for with 100% local funds, which is the penny tax. Ms. Ransom said there are funds available but cost estimates and an application to FTA for approval are required and could take 3-4 months. Mr. Brennan asked for clarification on paying for the project with 100% local funds and Mr. DesChamps said approval would need to go through the Finance Committee first. Mr. Harris said he is already working on the numbers to submit to the finance staff and viable options will be presented to the Finance Committee. Ms. Mood said she understands the importance of having the 80/20 federal funding in lieu of using 100% of local funds and that staff seems to have a process worked out. Ms. Ransom said maintenance, security and janitorial should be factored into the numbers that are submitted to finance for the restroom project.

**Motion:**

A motion was made by Mr. Brennan and seconded by Ms. Gleaton to recommend to the Board that the phase 1 implementation date of the Super Stop at Lucius Road be moved to January 2024 rather than the present September 1, 2023, implementation date.

**Approved:** Brennan, Gleaton, Herbert, Mood, Terracio

**Absent:** Furgess

**Motion passed.**

**C. Transit Operations Report May 2023 (Lenny Cooksey)**

**Pages 12-41**

Mr. Cooksey introduced the newly promoted Maintenance Manager, Kevin Bundrick, and new Assistant Operations Manager, Rickey Mack. He included a COVID-19 graph in his report to show where the agency's numbers were between October 2021 and April 2022 and the numbers show that the impact is not as much but there is still a need to be aware. He reported that customer service has had a number of strong months with some fluctuation in safety and reliability, but overall, the numbers are good. Ms. Mood asked if the reliability complaints were due to the new schedule changes and whether the posted schedules are up to date. Mr. Cooksey said the availability of multiple apps and the website to track where the buses are should help to increase reliability. He said they are still working out technical challenges of OTP and are ongoing. Ms. Mood asked that for those customers who are not tech savvy or don't use the technology would the posted schedule's variation in the arrival time would be so small that it would not generate a reliability complaint or mislead the public. Mr. Harris added that it is a collaborative effort and that each service change is reviewed to see if there are any updates needed to make the schedules more reliable. He said the current schedule is probably the most efficient thus far with OTP around 80% more or less and they have a lot of trust in what is presented to the public including the new Route Guide Booklet created by Pamela Bynoe-Reed. He said they are being more diligent in how information is displayed and how it is evaluated in between each service period. He said the software Swiftly give the variation from 1-2 minutes between every stop and if service is consistently one minute behind the software would recommend that adjustments be made, and he said that with the collaborative effort The COMET has with RATP Dev they are on the right track. Ms. Gleaton

said she notices the drivers are really making every effort to be on time in her service area and wanted to commend them on their efforts.

Mr. Cooksey recognized Jeremiah Waller (Fixed-Route) for Employee of the Month, and Cindy Williams (DART/TCS) for Employee of the Quarter. RATP Dev is prepping for Hurricane Readiness and an exercise will be held in the coming weeks by Mr. Mack. He reported that preventive maintenance was at 100% and miles between road calls was exceeded. He reported the following OTP and Ridership Performance:

### OTP

- Fixed Route OTP for May 2023: 78.46%
- Fixed Route OTP decreased by 0.49% compared to April 2023 at 78.85%
- DART/Paratransit OTP increased for May 2023: 90.35%
- DART/Paratransit OTP increased 0.09% compared to April 2023 at 90.26%

### Ridership

- Ridership increased by 7.96% compared to May 2022
- 131,263 total ridership for May 2023
- 121,579 total ridership for May 2022
- Decrease in ridership of 11.18% compared to April 2023
- 131,263 total ridership for May 2023
- 147,800 total ridership for April 2023
- Gamecock Ridership saw a decrease 11.18% due to the beginning of USC's Summer break

Mr. Brennan asked if any new routes have been planned due to the University switching over to a remote parking approach and Mr. Harris said staff is working with USC and have proposed two patterns for Route 20 to accommodate students with the new parking approach.

Mr. Cooksey said there has been a decrease in preventable accidents over the year and are now working to improve their injury frequency rate (slips, trips, falls) and during the last safety meeting the focus was on wheelchair securement which was successful. He reported that RATP Dev is fully staffed and there is a waiting list of individuals who would like to come onboard. He reported that KPIs are being exceeded and are on track.

Ms. Gleaton thanked staff for their work on the new Route Guidebook and said she encourages others to use it as it has lots of helpful information.

D. Ridership Analysis – April 2023 (Eric Harris)  
No report. Update will be given in July.

Pages N/A

## 6. ADJOURNMENT

**Motion:** A motion was made by Ms. Gleaton and seconded by Mr. Brennan to adjourn.

**Approved:** Aye (Voice Vote, 12:58 P.M.)

*The meeting was adjourned at 12:58 P.M.*

CENTRAL MIDLANDS REGIONAL TRANSIT AUTHORITY

Adopted this \_\_\_\_\_, 2023.

Prepared by:

Angela R. Jacobs, Board Clerk & Community Programs Specialist

Reviewed by:

---

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

Approved by:

---

Christopher Lawson, Secretary

DRAFT

July 5, 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
- Easement agreement finalized with property owner at Stop #799
- SCDOT encroachment application submitted for Stop #799
- Monthly Meeting with Jackie Bowers/Eric Harris 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
- Coordination with McEntire Produce regarding Stop #195 easement agreement

**UNRESOLVED ISSUES:**

- SCDOT addressing ADA compliance issue with new sidewalk at Stop #1650

**PENDING ITEMS REQUIRING CLIENT ACTION:**

- None

Very truly yours,

**DAVIS & FLOYD**



Todd J. Warren, PE  
Vice President



## COMET Shelter and Bench Permitting Status July 2023

### Completed Sites

#### Shelters

\*Stop #1231 Sumter Gervais SB

#### Benches

None for this period

#### Boarding and Alighting

None for this period

### Approved Sites

#### Shelters

None for this period

#### Benches

Stop #1650 Hardscrabble Bush NB (Provided to AOS, coordinating with SCDOT project)

#### Boarding and Alighting

None for this period

### Sites Currently Under Permit Review

#### Shelters

\*Stop #799 Decker Boulevard and Quiet Ln (SCDOT Encroachment)

\*Stop #195 McEntire Produce (Awaiting signed easement)

#### 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 #43 Pendleton Barnwell EB

Stop #3203 Midlands Tech College NE SuperStop

Stop #838 Main Elmore NB

### Benches

Stop #225 Harbison Boulevard and Parkridge Drive

Stop #1134 Broad Zimalcrest SB

Stop #331 Broad Shivers SB

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

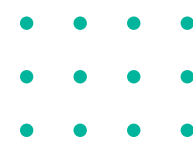
Stop #1233 Sumter College SB

Stop #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

June  
2023



# Hot Topics:

---

COVID-19 – Lenny Cooksey

Customer Service – Alicia Peterson

Maintenance – Kevin Bundrick

Operations – Rickey Mack

Safety and Training – Mary Saunders

Human Resources – Courtney Coney

Performance Indicators - Lenny Cooksey





# Covid-19



Face masks required.



TSA requires proper wearing of face masks per federal law. Face masks are to be worn at all times. Failure to comply will result in denial of entry to the screening area, and may result in penalties.



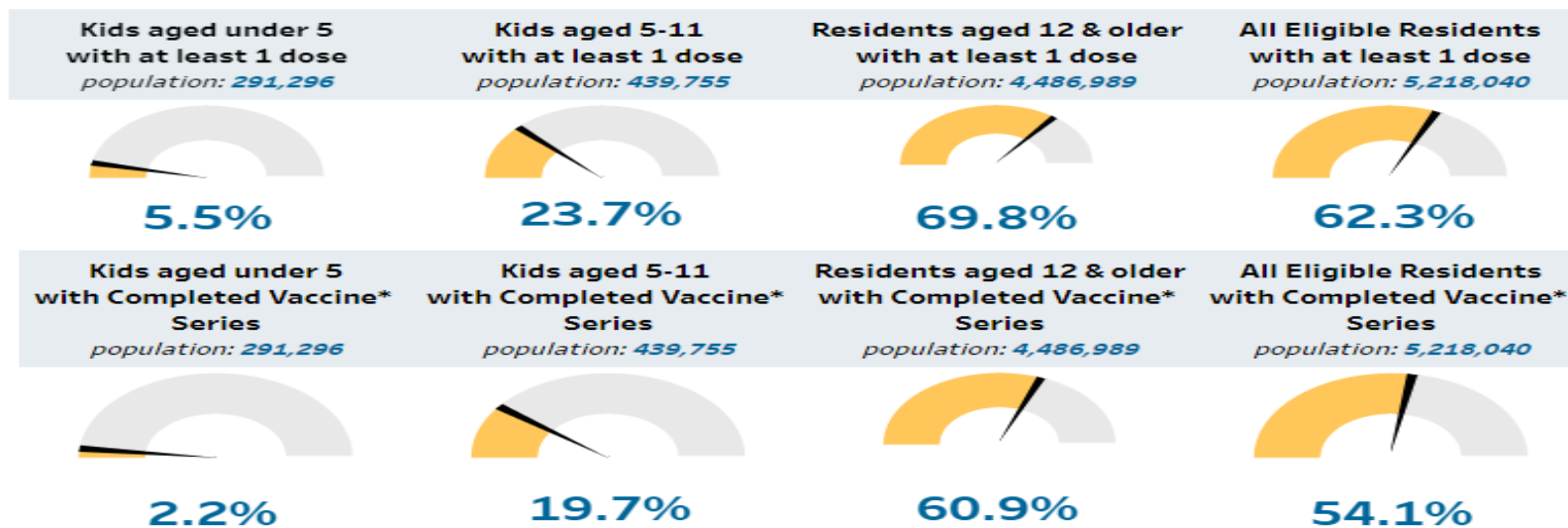
Bus Cleaning	Totals
Detailed	414
Special Detail	8

## COVID-19 VACCINATION AMONG ELIGIBLE RESIDENTS OF SOUTH CAROLINA BY POPULATION

Data as of 11:59 PM on June 24, 2023

AT LEAST 1 DOSE

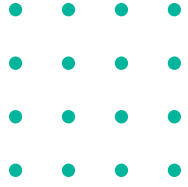
COMPLETED VACCINATIONS



Data Notes: This page is updated weekly using data from the Statewide Immunization Online Network (SIMON), used to track person-level vaccine doses. \*Completed Vaccination is any resident 5 and older who received 1 dose of Janssen or 2 doses of Pfizer/Moderna or resident under 5 who received 2 doses of Moderna or 3 doses of Pfizer







# Customer Service

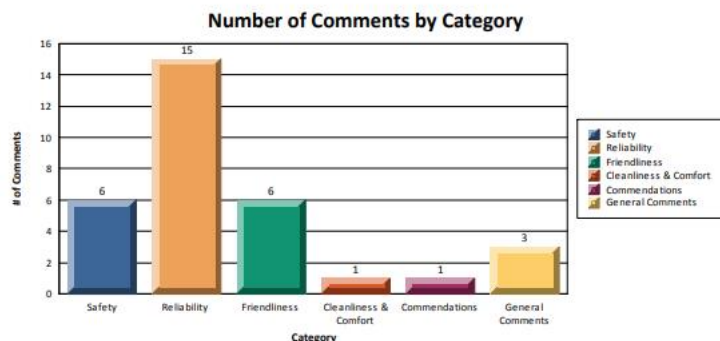




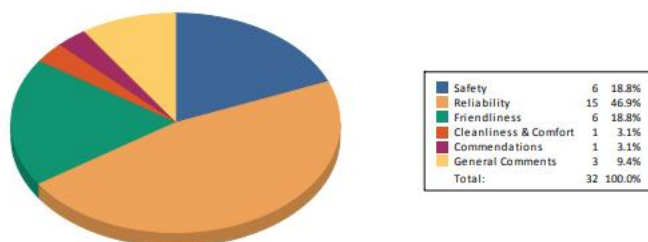
# Customer Service

## CUSTOMER COMMENTS

For the Period: 6/1/2023 to 6/30/2023



Percentage by Category



For the month of June 2023, RATP Dev had a total of 30 customer complaints comparing to 32 of May 2023, that is a 1.07 % decrease from the previous month. The Safety category was increased to 18.8% from 14.3% and the Reliability category decreased to 46.9% from 51.4% of the previous month.

The complaint rate 2.34% (complaints per 10,000 riders) for the month of June 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.

# Employee Recognition

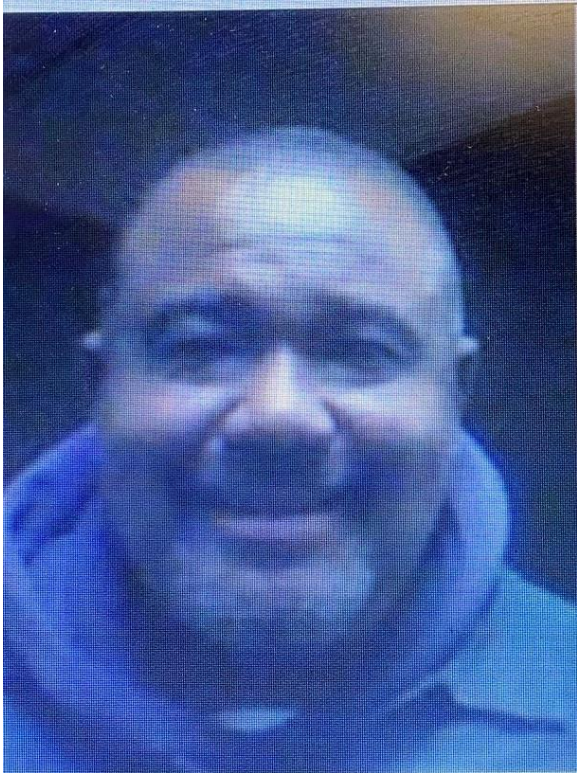


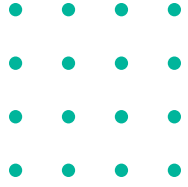


Marshal Gamill  
DART-Service Line  
(22 yrs.)

# Employee Recognition

---



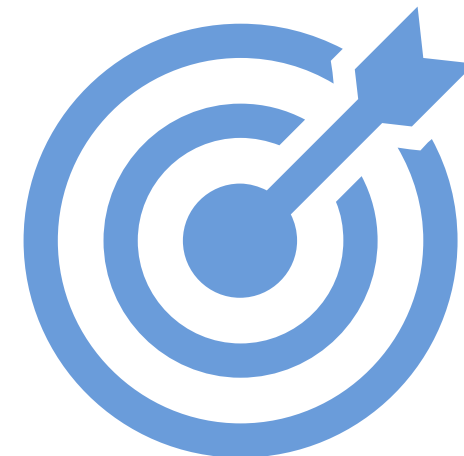
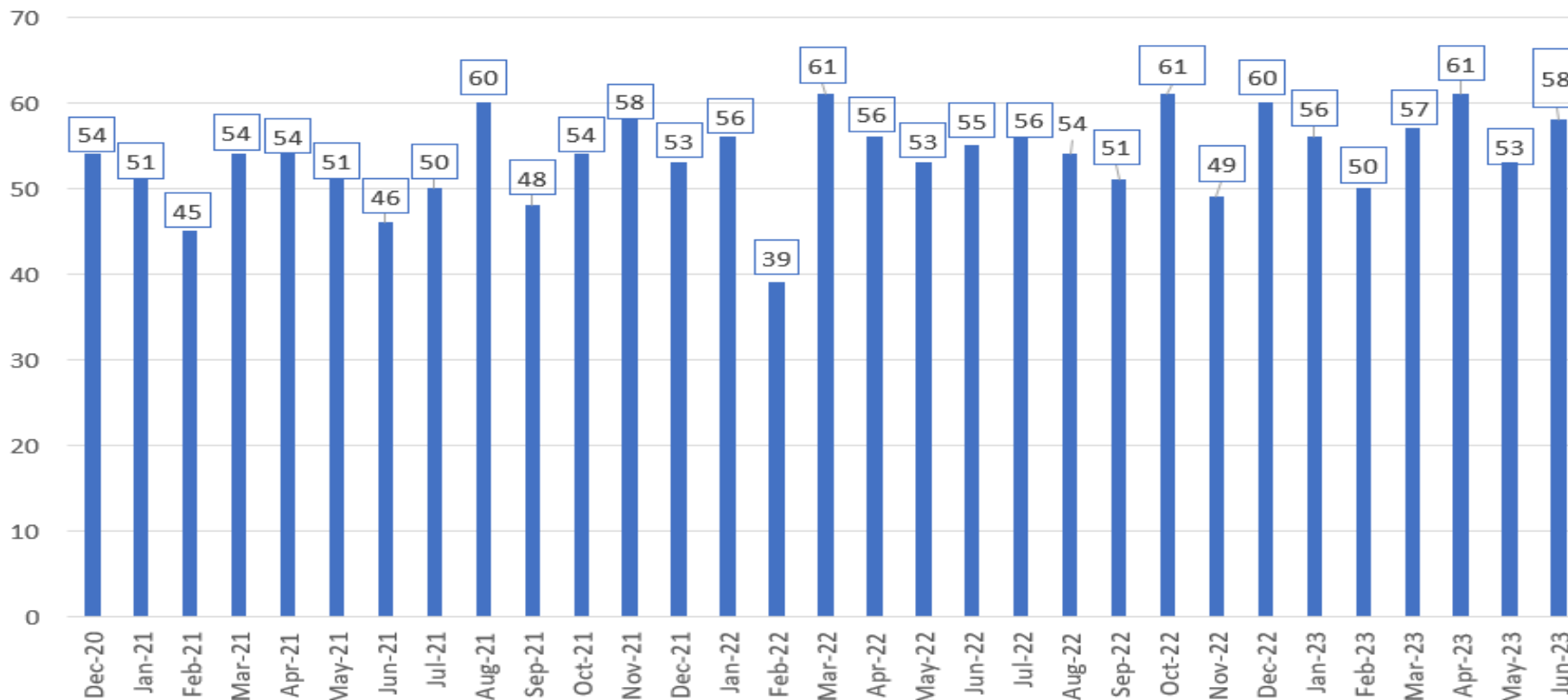


# Maintenance





# Preventive Maintenance



Scheduled PMIs = 58

Completed PMIs = 58

100% On-Time

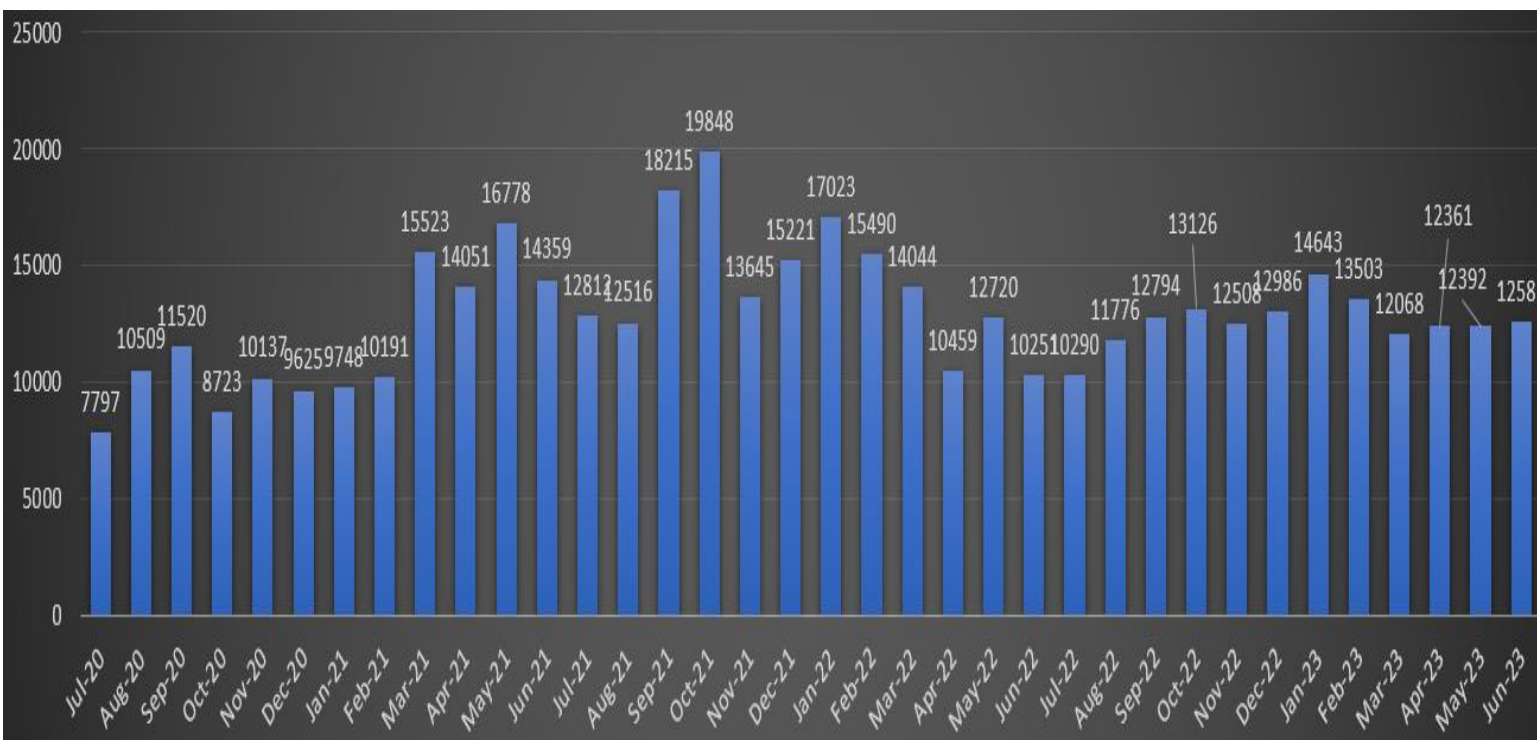
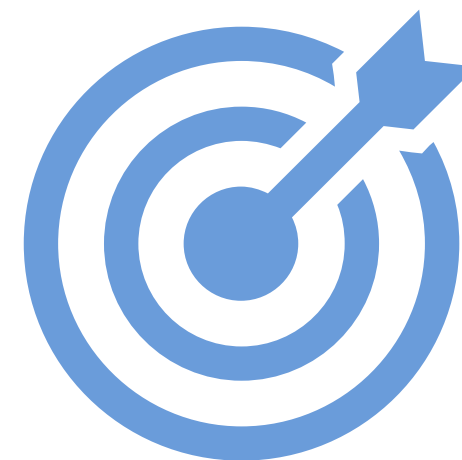
PMI'S ARE TRIGGERED BY ACCUMULATED MILEAGE

AMOUNT VARIES BY MONTH





# PM Results



Vehicle Preventative Maintenance Interval Statistics

Total Miles Between Road Calls = **12581**  
Target Miles Between Road Calls = 12581



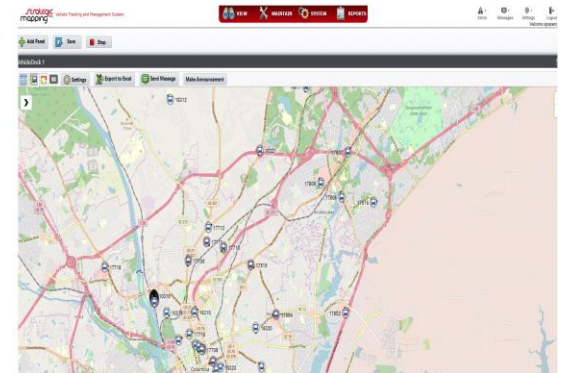


# On Time Performance (OTP)





# OTP for Fixed Route / DART / Flex

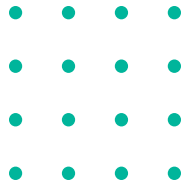


On-time performance is a leading indicator of service reliability and is inscribed as an essential [service standard](#). On-time performance measures the percentage of actual arrival times that are between (<1) minutes early and five (<6) minutes late at designated points along transit routes. The metric is reported by the COMET's AVL system for Fixed Route ( Strategic Mapping) and DART Paratransit (Trapeze).

- Fixed Route OTP for Jun 2023: **77.78%**
- Fixed Route OTP decreased by 0.68% compared to May 2023 at **78.46%**
- DART/Paratransit OTP for June 2023: **91.05%**
- DART/Paratransit OTP increased **0.08%** compared to May 2023 at **90.26%**

*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.*





# Ridership Summary







# All Aboard

- **127,984 total ridership for June 2023**
- 121,607 total ridership for June 2022
- Ridership has increased by 5.00% compared to May 2022





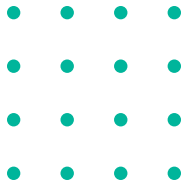


# Previous Month Comparison



- **127,984 total ridership for June 2023**
- 131,263 total ridership for May 2023
- Ridership decrease of 2.49% compared to May 2023





# Average Daily Ridership

Average Daily Ridership					
Month	Monthly Ridership		Average Daily Ridership		
	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	158,632	19,850	22,662	14%
April	134,878	147,800	19,268	21,114	10%
May	121,579	131,263	17,368	18,752	8%
June	121,607	127,984	17,372	18,283	5%
July	118,533		16,933		-1,000%
August	150,627		21,518		-1,000%
September	170,842		24,406		-1,000%
October	155,044		22,149		-1,000%
November	122,649		17,521		-1,000%
December	111,331		15,904		-1,000%
<b>Year to Date</b>	<b>1,564,773</b>	<b>860,273</b>	<b>223,539</b>		<b>-4,94%</b>





# GAMECOCK RIDERSHIP

Route	June 2023 Total	May 2023 Total	Variance	% Change
13 North Loop	28	419	391	-1396%
14 Express	394	488	94	-24%
15 Yellow	No Service	79	#VALUE!	#VALUE!
16 Greek Village	No Service	15	#VALUE!	#VALUE!
17 Green	No Service	117	#VALUE!	#VALUE!
18 Red	No Service	249	#VALUE!	#VALUE!
19 Blue	No Service	288	#VALUE!	#VALUE!
20 West Campus	234	423	189	-81%
24 Evening 1	No Service	13	#VALUE!	#VALUE!
25 Evening 2	No Service	0	#VALUE!	#VALUE!
	656	2,091	1,435	-219%



- 656 Total passenger boardings
- Difference of -1,435 passengers compared to May



# DART Ridership



## Passenger Information

<i>Clients</i>	76.18	%
<i>Companions</i>	0.00	%
<i>Attendants</i>	23.50	%
<i>Others</i>	0.32	%
<i>Pass. Per Trip</i>	1.25	
<i>Average Length</i>	31.46	Minutes
<i>Average Distance</i>	8.54	Miles
<i>Transferred Passengers</i>	0	

## Requested Trip Information

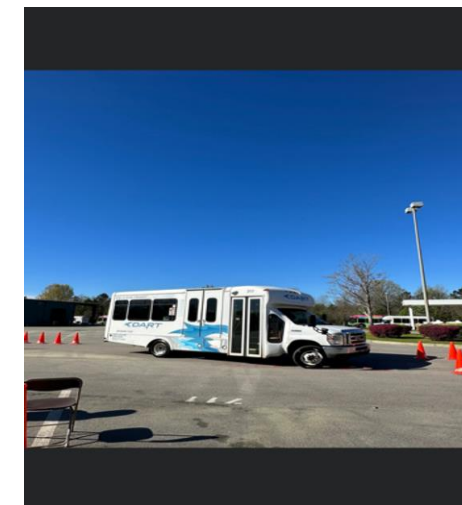
<i>Total Requested</i>	5325	<i>No Shows</i>	79
<i>Unscheduled</i>	0	<i>Cancels CD</i>	104
<i>Unscheduled</i>	0.00 %	<i>No Shows</i>	3.44 %
<i>Cancel Adv.</i>	1459		
<i>Late Cancels</i>	21	<i>No Shows Other</i>	0
<i>Same Day</i>	43	<i>Cancel Other</i>	0
<i>Site Closure</i>	0	<i>Missed</i>	0
<i>User Error</i>	59	<i>MissedT</i>	0
<i>Cancels</i>	29.71 %	<i>Missed</i>	0.00 %
	<i>Transferred Trips</i>		0

## Hours Allocation

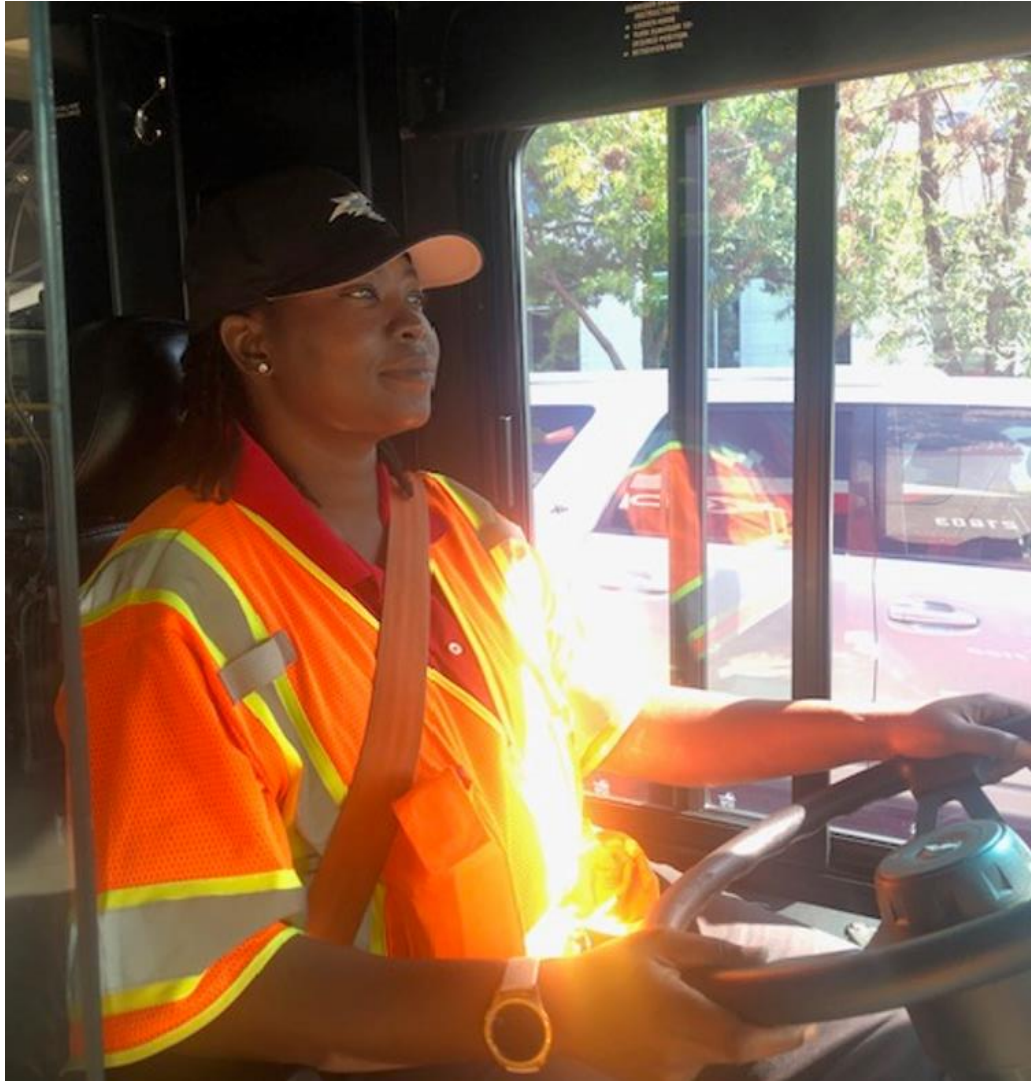
<i>Total</i>	2710.42	Hours
<i>Deadhead</i>	9.61	%
<i>Service</i>	90.39	%
<i>Live</i>	90.39	%
<i>Brk, Lnch, or Out</i>	0.00	%
<i>User defined breaks</i>	0.00	%

## Miles Allocation

<i>Total</i>	44252.8	Miles
<i>Deadhead</i>	9.78	%
<i>Service</i>	90.22	%
<i>Live</i>	90.22	%
<i>Brk, Lnch, or Out</i>	0.00	%
<i>User defined breaks</i>	0.00	%

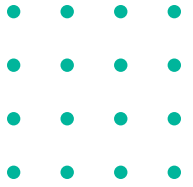






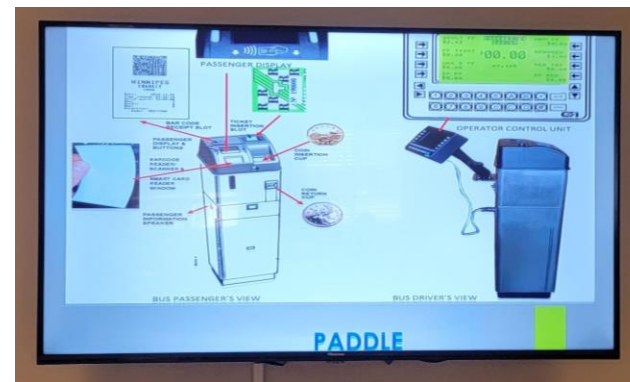
**Safety First,  
Safety Always**

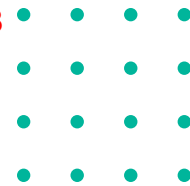




# Safety First

- Safety First Safety Always
- Safety Meeting – Spring Into Safety
- Facilities Inspection
- Mandatory Safety Bulletin
  - Drive Cam
- Preventable RATPDEV – 3(1.10) Per 100,000
- Preventable DART-0
- Total Collisions – 5 Per (1.82) 100,000





# Safety Performance

Vehicle Accidents				
	Fixed	Flex	Dart	Total
Revenue Incidents/Accident	5	0	0	5
Deadhead Incidents/Accidents	0	0	0	0
Per 100,000 Miles	0	0	0	1.82
Total Incidents /Accidents	5	0	0	5

Injuries				
	Fixed	Flex	Dart	Total
Revenue Injuries	1	0	0	1
Deadhead Injuries	0	0	0	0
Per 100,000 Miles	0	0	0	0.37
Total Injuries	1	0	0	1







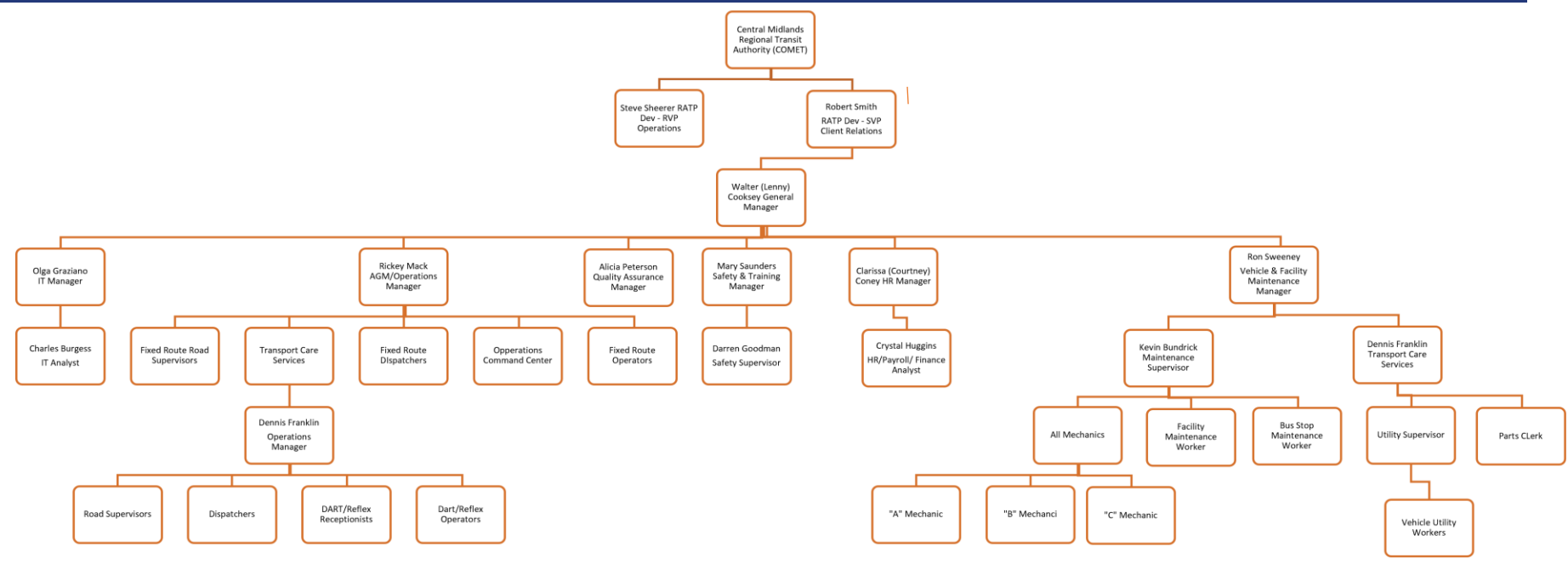
# Human Resources







# Organizational Chart





# Staffing & Recruitment

Description	Active	Training	Leave	Total
Fix Route Operators/USC	116	3	7	126
Ops Supervisor (USC)	2			2
Dispatcher/supervisor (USC)	1			1
Fix Route Operations Supervisor	1			12
Fix Route Dispatcher	2			2
DART/Reflex Reservationist	3.5			3.5
TCS Total Operators	27		3	30
IT Analyst	1			1
Mechanics	13	0	0	13
Lead mechanic/Maintenance Supervisor	1			1
Utility Worker	9			9
Shopkeeper	1			1
Totals	177.5	2	10	201.5





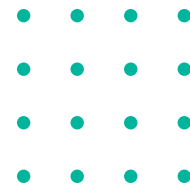
# Key Performance Indicator (KPI)





# Key Performance Indicator (KPI)

Performance Measure	<i>RATP Dev Contract Goal</i>	<i>RATP Dev June /Actual</i>
On-Time Performance (Fixed Route / Paratransit)	<i>85% / 90%</i>	<i>77.78%/ 91.05%</i>
Miles Between Road Calls	<i>12,000</i>	<i>12,581</i>
Customer Complaints (Per 10,000 Customers)	<i>6.0</i>	<i>2.34</i>
Preventable Accidents (Per 10,000 Miles)	<i>2.0</i>	<i>0.11</i>



Thank You



## Transport Care Services LLC

121 Executive Center Drive  
Suite # 113  
Columbia, SC 29210  
Ph# (803) 661-9662  
[www.transportcareservices.com](http://www.transportcareservices.com)

Date: 7/6/23

### Overview of DART:

Currently DART receives 5,800 to 6,200 trips requested per month. On average, DART transports 4,900 to 5,200 trips per month. Per Able SC, there are two service providers in the area that have shut down their operations and all of their former passengers are being certified to ride DART. There is an average of 40 to 50 new riders being approved every month. From 2020 to today, the average trip increased from 22 minutes per trip to 31.8 minutes per trip. The average miles during the same time frame increased from 5.62 miles to 8.75 miles. On June 15, 2023, Transport Care Services, RATP Dev, USA and The COMET Staff met to discuss issues and recommendations.

Currently, if a passenger applies for the DART service, then we would pick them up for free and take them to Able SC for their assessment. There is a liability issue of DART transporting non-certified passengers. If there was an injury or accident that happened while they were on the bus, they are not certified to ride. Recommendation is that we only transport passenger that are currently certified through Able SC for recertification only and to discontinue the free transportation to Able SC. Passengers will need to set up their appointments with Able SC and secure their own transportation for their initial assessment.

If a passenger is conditionally certified to ride DART, then they have shown enough proof that they can no longer ride the fixed route system. We are currently offering free fixed route rides to all the DART passengers. Recommendation is to discontinue free rides on fixed routes for DART passengers.

Respectfully,

*Dennis Franklin*

Dennis Franklin

DART Operations Manager