

MONONGALIA COUNTY URBAN MASS TRANSPORTATION AUTHORITY**BOARD OF DIRECTORS MEETING****March 14, 2001**

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AUTHORITY MEMBERS PRESENT:

Bob Roberts

Larry Calemine

John Spears

Sandy Holepit

Jenny Dinsmore

Bruce Gilbert

Frank Scafella

OTHER PERSONELL PRESENT:

David Bruffy

Wayne Pifer

Sheila M. Wolfe

Paul Burns

CALL TO ORDER:**The Transit Board Meeting was called to order at 12:01 P.M.****ELECTION OF OFFICERS****Sandy Holepit made a Motion to postpone election of officers until Larry Calemine and John Spears arrived. Jenny Dinsmore seconded the Motion.****For: All Present and Voting Opposed: None**

John Spears arrived at 12:05 P.M.

Larry Calemine arrived at 12:06 P.M.

READING AND APPROVAL OF MINUTES (February 14, 2001)

Frank Scafella asked what it meant when Liz Miranov said the Authority should put a small office in City Hall so a MAT bus could be put back on?

The General Manager stated that at a previous meeting she had volunteered to answer the phone and schedule van appointments if space was made available.

Jenny Dinsmore made a Motion to approve the February 14, 2001 minutes. Larry Calemine seconded the Motion.

For: All Present and Voting Opposed: None

OPPORTUNITY FOR PUBLIC COMMENTS:

Bob Brock stated that he would like to obtain a copy of the last petition that had been signed, and asked why was it declined? He would also like copies of any legal documentation.

General Manager asked where it was turned in?

Jenny Dinsmore said it was mentioned in with the Consultants Report and believed it had come from the County Commission. She also stated that the Transit Authority Board had never received it.

General Manager stated that he had a copy of the petition that was included in the Consultants report, and that he would look at it and see if it is the one that Bob Brock is talking about. As to legal documentation, it was never discussed so there is none at this time.

Rick Patton requested that the Monthly Bus Pass be made valid on "The Ride" and the new Jitney Shuttle that will soon be starting.

General Manager stated that the revenue for these services is funded by sponsors and not from the Transit Authority budget. He further added that success of these services depends on fare box revenues and has not been included on monthly passes for that reason.

Bob Roberts asked if the Monthly Pass stated on it which services were available?

Rick Patton stated that it was indicated on the back of the pass. He also asked where the funding to buy the buses came from?

General Manager stated that operating money came from a grant that was received by the University for the operation of this service. All vehicles are purchased through federal funds.

Frank Scafella asked how many monthly bus passes do we sell?

General Manager said we sell around 35 passes per month.

Frank Scafella stated that Transit Authority would be serving the Wharf District. He would like to reconsider using the bus passes for the "The Ride" and the Jitney Shuttle.

This could be done as a service to the community.

Bob Roberts asked Mr. Bruffy to go to sponsors and ask if they would consider honoring the monthly passes on "The Ride" and the Jitney Shuttle.

General Manager stated that it is such a small amount of money that he didn't think it would be necessary to go back to the sponsors if the Board would make it a policy change.

Bob Roberts suggested we make a motion on the bus pass issue and add it to the special runs. He stated that the motion would be made under New Business.

Joe Ferno asked if it could go to the Morgantown Mall first instead of the K-Mart because he goes to K-Mart to buy groceries. If he has anything to do at the Morgantown Mall he has to carry his groceries all through the Mall. He suggested just going one way. He also asked if the Green Line could make a loop up past the Warner Theater for people who have business uptown. There is a walk light at University and Pleasant but there is still

the right turn on red, which makes it hard for people who are walking to cross the street. Can the City put up a warning light for pedestrians?

Frank Scafella said he would check into that.

General Manager stated that the Green Line would have difficulty making a trip uptown because of the flow of traffic at different times of the day would take too much extra time and the bus could not stay on schedule.

Bob Brock suggested putting a crosswalk on University Avenue to help with the public crossing the Avenue.

Joe Ferno suggested a walk light, and then enforce it by putting a police officer there for a while.

Frank Scafella said he would check into this and see what could be done.

Joe Ferno asked why there wasn't a bus to go straight to the different hospitals from here?

Sandy Holepit thanked Mr. Ferno for his comments and stated that they would be taken into consideration when they are reviewing the bus routes.

Rick Patton suggested just turning the Gold Line around and that would put the hospitals at the beginning of the route.

Bob Roberts stated that the people who work at the hospital wouldn't be able to get to work on time at the hospitals.

General Manager stated that then the people who have just been to the doctor would have that long ride home. Blue and Gold can't be used because it has to match up with several other routes. We are looking at some other options to make that route a better one.

ELECTION OF OFFICERS:

Sandy Holepit made a Motion that the officers elected 03/14/01 stay in office until 2002. John Spears seconded the Motion.

For: All Present and Voting Opposed: None

Written ballots were cast by all of the Board Members. The results were:

President: Bob Roberts

Vice President: Larry Calemine

Secretary: John Spears

Treasurer: Sandy Holepit

Personnel Chairman: Jenny Dinsmore

Jenny Dinsmore made a Motion to accept the vote as tallied. Frank Scafella seconded the Motion.

For: All Present and Voting Opposed: None

COMMITTEE REPORTS:

Bob Roberts stated that there wasn't any at this time.

CORRESPONDENCE:

The General Manager stated that we have asked Wanda Spencer, our Customer Service Representative, encouraging our riders to file comments, suggestions, and complaints in writing. The customers comments help make the Administration and the Board aware of any concerns or requests, and these forms are included in the Board's packet for review.

Jenny Dinsmore stated that she liked the Customer Comment sheets because they seemed to be fair and balanced. We are actually getting positive comments.

The General Manager stated that by Mrs. Spencer's interaction with the passengers in the lobby there is now a more relaxed atmosphere.

The General Manager also let the Board know that on February 22, 2001 service was discontinued for 4 hours because of the weather.

FINANCIAL REPORT:

A. Consideration of Approval of February 2001 Financial Report

The General Manager stated that this past month was the best revenue month that we have had in Mountain Line's history. Revenue was up and expenses were down and ridership was up.

Bob Roberts asked a about the difference between Football Shuttle and WVU Football Shuttle. The General Manager replied that the WVU Football Shuttle is the one between the Brown Lot and Blue Lot to the stadium and the Football Shuttle is the one that Mountain Line operates.

Jenny Dinsmore asked if we would be putting the insurance out for bids and are we covered through June? The General Manager replied that it would be put out for a bid, and that we were covered through June 30, 2001.

Frank Scafella made a Motion to accept the Financial Report. Bruce Gilbert seconded the Motion.

For: All Present and Voting Opposed: None

DRIVER OF THE MONTH PRESENTATION:

The Board announced the Authority's February "Driver of the Month", Mr. Clyde Lowe. The Board also recognized Don Cummings, Curtis Jenkins, Terry Lewis, and Bernie Cordray for outstanding performance the month of February 2001.

OLD BUSINESS

a. Establishment of a Personnel Committee (tabled February 14, 2001)

John Spears stated that he didn't think it was necessary to have a standing committee. Suggested to leave the same as before and let the Personnel Chairman bring concerns to the Board when deemed necessary.

It was decided that a Personnell Committee would only be formed if needed.

b. Review of Deviation Fares (tabled February 14, 2001)

Mr. Bruffy stated that the issue is not the financial cost it is a time cost. If you make a deviation free, the Authority runs the risk that routes will run late. This is a premium service and is available to everyone who has an approved deviation.

Larry Calemine stated that without that deviation service fee everyone would want it. That is one of the things that were a concern of the drivers when the Board had our meeting with them. The routes are already tight and if there is no charge it will make them even worse. Mr. Calemine reminded the Board that the consultant, Mr. Jenkins, agreed that with no charge the system could get overrun.

Sandy Holepit read the recommendation from the Consultants report recommending that the deviation fee be discontinued.

John Spears asked how many people actually use this service. He also asked if there are abuses?

Mr. Bruffy stated that at this time there is not any abuse of this service because we do have the fee in place. The Authority has 59 approved deviations.

Frank Scafella suggested taking the recommendation as it is and see how it works and if it doesn't we can always come back.

Larry Calemine said that without that fee someone who really needs to ride may not get to ride because the bus is already doing a deviation for someone else.

Sandy Holepit agreed with Frank's recommendation that we drop the fee and then come back later and put on a minimal fee of maybe 25 cents.

Wayne Pifer stated that at the last meeting with Mr. Jenkins, he was asked if he thought with the deviation fee taken off if the system would be overrun, and Mr. Jenkins replied, "yes."

Jenny Dinsmore suggested making the fee 25 cents and seeing how that works first.

Jenny Dinsmore made a Motion to make the deviation fee 75-cent fare plus 25 cents extra for the deviation. Frank Scafella seconded the Motion.

For: All Present and Voting Opposed: None

c. Complaint Process for Elected/Appointed Officials

The General Manager presented the board with a Complaint Form for Elected and Appointed Officials for their review and approval.

John Spears made a Motion to accept the form the General Manager had provided. Frank Scafella seconded the Motion.

For: All Present and Voting Opposed: None

NEW BUSINESS:

a. County Commission & City Council Meeting Recommendations (Draft)

Frank Scafella presented the Transit Authority Board with a rough draft of the mission statement that the City Council and County Commission expected the Transit Authority Board to follow.

Bob Roberts wanted to know what "makes all policy decisions" for the bus systems actually means. He said some of the statements in this document need more clarification.

Jenny Dinsmore suggested taking out the word decisions and then it will read the Transit Authority Board makes the policy.

Jenny Dinsmore stated that there were several things suggested that will take more money but she sees no mention of additional funds being given to help accomplish these goals. We need to meet with the County Commission and the City Council.

Frank Scafella stated that is the next step.

Larry Calemine asked if this is something that we will be doing on an annual basis?

Frank Scafella said that it could be done informally but the consultant says to get the Mission set and then the County Commission and the City Council step back and let the Transit Authority do its job. If there are problems that the Transit Authority can't deal with then it could come back to its funding bodies.

Jenny Dinsmore suggested that they have a work session as a board to go over the Mission statement. There are many things in here that are not clear. What if we can't do everything the funding bodies want done then what do we do?

Frank Scafella said then you come to the funding bodies and say we have done everything that we can do according to the funding that we have. You need to meet with the County Commission and the City Council and ask them do you realize what the recourse will be if we do some of these things.

The General Manager stated that items number one and number two of the "Bus System" section are conflicting statements. This is one of the areas that need to be clarified so that we will know exactly what is expected of the Transit Authority.

Bob Roberts stated that these are some of the reasons we need a joint meeting with the County Commission and City Council. We need better clarification of the goals for the Transit Authority Board.

Wayne Pifer stated that item number twelve of the "Bus System" section conflicts with the growth of future ridership that targets high-density sites for future growth of ridership. That is one of the items that the Authority is being criticized for in its current operations.

Bob Roberts requested that all Transit Authority Board Members send him E-Mail on anything that they feel needs better clarification.

Frank Scafella stated that a joint meeting is needed.

Sandy Holepit requested the meeting sometime the first week in April for the Transit Authority Board, City Council and County Commission.

Frank Scafella said that the County Commission and City Council do not want to micro-manage the Transit Authority.

John Spears stated that the Mission Statement is not meant to

micro-manage, but it is to set goals that the Transit Authority can work toward and at the end of the year assess how many of those goals were met.

Frank Scafella stated that the County Commission and City Council want an active board. These are objectives and then County Commission and City Council will step back and let the Transit Authority do their job.

Frank Scafella Made a Motion to have a meeting between Transit Authority, County Commission and City Council on Wednesday April 4th at 6 P. M. at the Monongalia County Senior Center. Jenny Dinsmore seconded.

For: All Present and Voting Opposed: None

b. Implementation Recommendations from ADA Assessment

1. Appointment of an ADA Coordinator (immediate)

The General Manager stated that he can immediately appoint an ADA Coordinator. He stated that he has someone on staff that would be very good for the position.

Frank Scafella Made a Motion to accept the appointment of an ADA Coordinator. Jenny Dinsmore seconded.

For: All Present and Voting Opposed: None

2. Ridership Surveys (Immediate)

General Manager stated that we have to gather information from our riders as to where they are coming from and where they are going. We need to do these surveys before we can rework the routes. It was recommended by the Consultant to provide more thru routes. The question is do we provide a less expensive trip for 70% of riders or a more expensive trip with transfers for the other 30%.

Jenny Dinsmore asked if Mr. Bruffy would be providing all the data to make this decision.

Mr. Bruffy stated that he didn't think that he could provide all the data needed to make decisions about route changes given the Authority's resources and desire to make quick changes.

Frank Scafella requested that the Manager bring to the Board all the information that he can gather and present it to the Board.

Frank Scafella Made a Motion to do the ridership surveys to gather information on rider needs. Jenny Dinsmore seconded.

For: All Present and Voting Opposed: None

3. Establish a Citizen's Advisory Committee "CAC" (1 month)

The General Manager described the makeup of the Citizen's Advisory Committee. He also gave examples of how the Citizen's Advisory Committee would provide feedback.

Bob Roberts asked if there would be a driver on the Citizen Advisory Committee?

Mr. Bruffy stated that he didn't see any reason for this because they are not the ones being served.

Jenny Dinsmore suggested that someone from the Blacksville Senior Center be added to the committee.

Frank Scafella asked how often would this committee meet? He also suggested that it be an 11 member Board instead of 21.

Mr. Bruffy stated that it would be monthly until route changes are completed and later on maybe less often. He chose a 21 member Board so that he could have a representative from each area concerned.

Frank Scafella Made a Motion to accept applications for members to the Citizens Advisory Committee. Jenny Dinsmore seconded the Motion.

For: All Present and Voting Opposed: None

4. Preparation of New, Individual Route Schedules for Existing Routes, Reviewed by CAC (3 months)

The General Manager stated that he would make up some of the sample schedules for the Citizens Advisory Committee to look at and get some feed back from them.

Frank Scafella Made a Motion to make some sample schedules for the Citizen Advisory Committee to look at. Jenny Dinsmore seconded the Motion.

For: Frank Scafella Opposed: Sandy Holepit

Jenny Dinsmore

John Spears

Larry Calemine

Bruce Gilbert

5. Modify Destination Signs, Reviewed by CAC (4 months)

The General Manager stated that we should to talk to the Citizens Advisory Committee about what kind of signs they want to mark the destination signs on buses.

Sandy Holepit suggested not getting in to big of a hurry until we improve on some of the routes.

Jenny Dinsmore said that there is no reason not to work on some of these schedules since it could take up to 12 months to get everything in place.

Frank Scafella Made a Motion to talk to the Citizens Advisory Committee and then present them some sample signs made from their recommendations. Jenny Dinsmore seconded the Motion.

For: Frank Scafella Opposed: Sandy Holepit

Jenny Dinsmore

John Spears

Larry Calemine

Bruce Gilbert

6. RFP for Marketing Services (services to begin July 1, 2001)

The General Manager presented the Board with a draft RFP for Marketing Services.

Frank Scafella Made a Motion to approve the RFP presented by the General Manager. Jenny Dinsmore seconded the Motion.

For: Frank Scafella Opposed: Sandy Holepit

Jenny Dinsmore

John Spears

Larry Calemine

Bruce Gilbert

7. Route and Schedule Study (12 months)

The General Manager included a route schedule RFP that was done for Charleston in 1990. The information that the Board had discussed at their last meeting as to what they would like to see done would cost \$80,000 dollars. He also said that Susan O'Connell, director of the WVDPT, would be willing to help out with the cost of a \$20,000 RFP.

Jenny Dinsmore asked if the Board would be able to specify some of the items they would like covered?

The General Manager said it was possible.

Jenny Dinsmore Made a Motion to ask Susan O'Connell to help fund the RFP. Larry Calemine seconded the Motion.

For: Frank Scafella Opposed: Sandy Holepit

Jenny Dinsmore

John Spears

Larry Calemine

Bruce Gilbert

Frank Scafella Made a Motion to change the Monthly Passes and let them be accepted on the Jitney Route and the Night Rider. Jenny Dinsmore seconded.

For: All Present and Voting Opposed: None

Bruce Gilbert suggested to do a trial fix on the Sabraton route by letting the Red and Gold run 3 trips 9:15 AM, 10:45AM, and 12:15PM for 3 weeks and advertise it in the paper and if no one uses it, then just do away with it.

Sandy Holepit would like for the Sabraton bus to run its original route from Unity Manor and end at Walmart and Aldi.

Frank Scafella stated that he thought it was a good suggestion. He asked Mr. Bruffy to bring us back a recommendation of if it can be done and how much it will cost and bring it back to the Board at the next meeting.

Jenny Dinsmore also wanted to know where the money would have to be taken from to do this.

Sandy Holepit would like for Mr. Bruffy to bring back a recommendation on how to better serve Chestnut Hills Apartments.

Bob Roberts asked if Mr. Bruffy could survey the riders to find out what the riders needs are.

Sandy Holepit asked for the Personnell Manual to be updated to add a clause for the abuse of sick leave.

The General Manager stated that one of the things that the Board passed when he first started was a Resolution that authorized him to put in place administrative policies that are needed to enforce the Boards policies and procedures as long as they don't conflict with what the Board had already approved. He stated that he had put out a memo to all the drivers indicating that employees that have more than four days of sick leave in the last four months, they would be asked, when they use a sick day, to bring in a doctors slip.

Sandy Holepit stated that she would like this in writing in the Personnel Policy Manual.

The General Manager stated that he could put that on the agenda for April Board Meeting.

Sandy Holepit suggested that the Route Supervisor also be able to attend the Software Expo.

The General Manager stated that if he is being held accountable for outcomes, the Board needs to let him make staffing decisions about personnel who are best suited to particular duties.

Sandy Holepit also stated that the Route Supervisor should be attending work sessions concerning routing decisions. Wayne Pifer stated that he was asked but didn't attend.

Frank Scafella stated that sometimes having other department heads in meeting causes more problems. If the department head is needed at meetings for a specific reason then he could be requested to come but as a rule he doesn't attend. As a Board we can request it but we must respect the Managers decision.

Sandy Holepit presented the Board with a letter from a driver. All board members received a copy.

Wayne Pifer stated that some members of the public attending the meeting had a copy of that letter before the Board received it.

Jenny Dinsmore stated that this is an issue that should be handled by the Personnel Chairman. We need to be careful that we keep a balance of positive and negatives. She further stated her belief that some bus drivers are asking the Board to micro-manage in stepping over the General Manager and Administration.

Jenny Dinsmore asked that a memo be put out to the drivers that Mr. Bruffy is the General Manager and any personnel issues they have need to come to the Board through the Personnel Chairman.

GENERAL MANAGERS REPORT:

Information

1. Relative to the recommendations of Jenkins and Quinn, I have done some research for software to assist the Authority in performing route and ridership analysis. I have also learned of a Software Expo for transportation providers planned for the beginning of next month. I have registered to attend the Expo (information attached) and will inform you of what I learn.
2. Several of the recommendations offered by Jenkins and Quinn are time-intensive activities. In our previous discussions, the Board has asked questions about the amount of time it will take to perform a particular activity. To assist you in conceptualizing the time-frame for various changes, I have prepared an estimated Time Allocation Table (attached) for your review. The times listed on the table do not include any allowance for normal operating activities and should be doubled in their practical application.
3. A time has been set for the meeting with potential Trolley Shuttle sponsors. The meeting will be held on March 28 at 2:00 p.m. at the Depot. Based on the conclusions of those present, a final operating plan and budget will be prepared for your review. Implementation should be possible in mid-April.
4. I have attached information relative to the WV Public Transit Association's legislative initiatives now under way. This information is not for public release at this time as lobbying efforts are still underway. However, many of the efforts would positively impact the Authority's ability to provide service and to implement recommendations provided in the Jenkins and Quinn Study.
5. The Board, at your February 21st Work Session, requested that I gather information and discuss the likely cost for a study that would include five specific study items discussed at that Work Session. I have spoken with Susan O'Connell, WVDPT, and she provided me with an RFP just issued by Charleston's KRT. Director O'Connell indicated the cost for this study was more than \$80,000 dollars. I have attached a copy of KRT's RFP for your review.
6. One issue that has been raised in several venues over the past year involves the counting of people riding the bus versus the number of trips provided through our service. I have contacted three different State Directors of Public Transportation, and several Transit Directors all of whom agree it is not practical or feasible to count actual people riding the bus. Vicki Shaffer, Huntington's General Manager, also provided me with the attached summary of ridership. The attached information is a summary on this topic as prepared by the American Public Transit Association.

April 11, 2001 Meeting Time:

The April 11, 2001 Transit Authority Board Meeting will be held at 4:00 PM

Bruce Gilbert made a Motion to have the April 11, May 9 and June 13 of 2001 Board Meetings moved to 4:00 PM. Larry Calemine seconded the Motion.

For: All Present and Voting Opposed: None

ADJOURNMENT:

Frank Scafella made a Motion to adjourn at 2:08 P.M. Bruce Gilbert seconded the Motion.

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