

Meeting Minutes
LEE COUNTY TRANSPORTATION ADVISORY BOARD
10:00 a.m. Thursday, July 21, 2016
COLTS Training Room, 112 Hillcrest Drive, Sanford, NC

Present: Bob McCarthy, Doug Doris, Kendra Martin, Debbie Davidson, Bettina Seymoure, Lois Flemming, Dennis Gustafson, Nikisha McNeill, David Montgomery, Jimmy Solomon, Aaron Bullard, Harold Smith, Meg Moss, Melanie Rodgers, Sidney Morgan, Michael Sperico

10:00 a.m. Bob McCarthy called the meeting to order, welcomed everyone and introductions were made. Bob McCarthy asked if there were any additions or changes to the agenda. There were no changes or additions. Bob asked if there were any changes or corrections to the minutes from the April 21, 2016 meeting. There were no changes or corrections. Aaron Bullard made a motion to accept the agenda and minutes, seconded by Doug Doris, all were in favor.

Debbie Davidson advised since it's the first meeting of Fiscal Year 2017, officers must be elected. She opened the floor for nominations for Chair. Bob McCarthy nominated Doug Doris for Chair. Doug Doris agreed to be Chair, the motion was seconded by Meg Moss, all were in favor. David Montgomery nominated Bob McCarthy for Vice Chair. Bob McCarthy agreed to be Vice Chair, seconded by Meg Moss, all were in favor.

Doug Doris noted that there were no general public comments.

Sidney Morgan provided a review and update about zone service. Lee County zone sections are: Sanford Downtown, Deep River, Cape Fear, Broadway, Carolina Trace, Lemon Springs, Tramway, Pocket and West Sanford. Passengers schedule their appointments according to the zone section schedules. Additional stops are available on the Sanford in-town loop. Pinehurst medical trips are available 5 days a week. There are options for last minute appointments. The primary goal for zone service is efficiency. N.C. State University ITRE – Institute for Transportation Research and Education – developed zone service by analyzing existing COLTS routes and demand responses. Zone service began officially January 2016. The end of year Operations and Statistical report will help evaluate the efficiency and success of zone.

Sidney Morgan provided a FY16 year-end report. Total trips (one-way ride for one passenger) for FY16 were 59,266; FY15 trips were 63,228. There was an increase in revenue miles from FY15 total of 398,807 to 407,454 for FY16. Sidney Morgan and Debbie Davidson discussed the FY2017 Success Plan Goals for COLTS. Success Plans are an annual requirement by NCDOT Public Transportation and will be used to allocate funding levels according to completion of goals. The FY17 plan for COLTS has been approved by NCDOT/PTD. The mission statement for COLTS is, "To provide safe and efficient transportation for the citizens of Lee County." Sidney further discussed the established values which included maintaining an ethical environment, respect throughout the organization, good communications with community and collaborations, high level of professionalism when conducting all business. Strengths, weaknesses, opportunities and threats were identified in the plan along with tactics. There are three (3) tactics: 1. Mobility through increase of service options, 2. Commitment to Safety through monthly safety meetings, daily safety briefings, quarterly review of camera data with drivers. Safety Officer, separate from COLTS Dept., will handle monthly training to ensure COLTS is a work loss accident free environment, 3. Zoning route system will improve utilization, reduce service miles, increase revenue miles and improve cost per trip. The FY17 Success Plan was emailed to TAB members on 7/5/16. Debbie Davidson reviewed the questions submitted. Bob McCarthy, private citizen on the TAB, asked who would be the safety officer for COLTS. Debbie Davidson advised Jimmy Solomon, Senior Services Safety Officer. Kendra Martin, Interim Director, United Way of Lee County, asked two questions. 1. "In the COLTS Analysis section, it says "Weakness inside the agency to fix all the success moments." Aren't success moments good? I wasn't quite sure what this means." Debbie replied, "Success moments are good but can be time consuming hence a weakness on the part of management to get other things accomplished." 2. "On page 2 of the document, under Weaknesses, it says 'Meeting all the transportation needs of our citizens.' If those needs are being met now, wouldn't that be a good thing rather than a weakness? I'm wondering if this means that a current weakness is the inability to meet all the transportation needs of our citizens. Or does it mean that people are relying on COLTS for something that it isn't designed to do (i.e., it isn't supposed to meet everyone's

transportation needs but people expect it to anyway)?" Debbie replied, "COLTS cannot meet all transit needs of our citizens as we do not operate 24/7. We seek to refer to entities but still all needs are not met. For the most part if people are willing to work with the service available there is a mobility means for them, just maybe not in their desired timeframe. We have to run as efficiently and cost effectively as possible." Sidney Morgan advised that a survey of passengers is required. Melanie Rodgers distributed the survey and reviewed the format and questions. Doug Doris, private citizen, asked how many surveys will be taken. Sidney replied at least 100. Sidney advised depending on how COLTS meets the goals in the FY17 Success Plan, additional funding could be awarded the following fiscal year. Meg Moss, Director, Sanford Chamber of Commerce, asked if an unduplicated count of passengers can be obtained. Sidney replied yes, through the end of year reports and ITRE can assist in tabulating. With no further discussion, the TAB approved the FY17 Success Plan.

Debbie Davidson provided a FY17 grant and PTD update. COLTS Mobility Specialist Tamra Shaw is retiring 7/31/16. Her replacement has been hired, Ryan Mayers. Upcoming compliance audits for COLTS includes: Drug & Alcohol on 8/30/16 and Safety on 10/5-6/16. Doug Doris asked what is entailed with drug and alcohol compliance audit. Debbie replied that COLTS uses the Lee County Government plan through Human Resources. This plan meets the standards for PTD. Debbie replied that the safety compliance is much more extensive, thus the two days for the audit. Debbie has submitted the survey to PTD for the next CTP, Community Transportation Program, 5-year plan. No further correspondence has been received from PTD.

Old/New Business: None.

Several board members provided general agency reports. The next meeting will be Thursday, October 20, 2016 at 10:00 a.m.

10:45 a.m. With no further business, the Board agreed to adjourn.

Respectfully submitted - Debbie Davidson, Secretary,

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Doug Doris, Chairman

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