

Meeting Minutes
LEE COUNTY TRANSPORTATION ADVISORY BOARD
10:00 a.m. Thursday, October 27, 2016
The Enrichment Center, 1615 S. Third St., Sanford, NC 27330

Present: Roger Bailey, Heath Cain, Debbie Davidson, Doug Doris, Lois Fleming, Bob McCarthy, Sidney Morgan, Crystal Odum, Michael Robertson, Melanie Rodgers, Sandra Thompson, Holly Hight

10:00 AM Doug Doris called the meeting to order, welcomed everyone and introductions were made. Doug Doris asked if there were any additions or changes to the agenda. There were no changes or additions. The minutes were not approved, a quorum was not present.

Doug Doris noted that there were no general public comments.

Debbie Davidson advised members are required to sign a confidentiality statement annually. She distributed the forms and collected signatures from those present. This is a Federal requirement for Public Transportation grant allocations.

Sidney Morgan distributed and reviewed the Customer Satisfaction Survey results. A copy of the results is attached to the original minutes. Doug Doris asked if a request for a ride comes from the local hospital, can COLTS transport the client? Debbie Davidson answered yes. Doug Doris asked how is COLTS doing compared to other public transportation systems in NC with survey results. Crystal Odum from NCDOT/PTD stated she will report back information at the next COLTS TAB meeting, January 2017.

10:17 AM Heath Cain arrives.

10:18 AM Lois Fleming arrives.

Doug Doris asked how often can we survey? Sidney Morgan answered COLTS will survey at least quarterly according to NCDOT/PTD reporting requirements. Heath Cain recommended using Survey Monkey for Internet based surveys. Doug Doris asked if we ever communicate with COLTS customers through email. Sidney answered COLTS rarely communicates with customers through email. COLTS riders communicate in person or by phone. There's frequent email communication with contractors, agencies and businesses who purchase transportation from COLTS for their customers and clients.

Sidney Morgan reported on the recent Drug & Alcohol Compliance Review & Safety Plan. There were a few deficiencies. However, overall the review went well. The Safety Review is going on now. Doug Doris asked for an example of a deficiency. A policy update wasn't filed properly. Debbie Davidson stated there was a deficiency at the collection site due to compliance with containers used. Debbie also stated there are some updates for the substance abuse policy.

Sidney Morgan provided a FY17 Q1 Operations Report. Total rides and service mileage has increased by 12% since last quarter, mostly due to employment rides. Doug Doris asked how many out of town medical trips are there per day. Sidney Morgan answered it varies due to reservations from DSS, elderly and disabled and anyone else in the general public making a request. Michael Robertson asked how are out of county people allowed to ride COLTS? Debbie Davidson answered that only Lee County citizens are riding COLTS out of Lee County for medical trips.

Crystal Odum, NCDOT/PTD Mobility Specialist for COLTS introduced herself and shared her background. Crystal provided FY17 grant and PTD update. PTD has reorganized, implementing new tools for all NC public transportation providers such as performance measures, success plans, work agreements and published a fiscal year calendar of activity dates for sub recipients. Doug Doris asked Crystal if she has metrics available for COLTS to know the standards of providing a good job, and what's the best we can do? Crystal answered yes, there are formularies for operating public transportation as a business and performance measures to allocate additional funds when systems have met and/or exceeded their goals. Debbie Davidson advised that the FY2018 grant requests have been keyed into Partner Connect.

Old/New Business: None.

The next meeting will be Thursday, January 19, 2017 at 10:00 a.m. at the COLTS office on Hillcrest Drive.

10:40 a.m. With no further business, the Board agreed to adjourn.

Respectfully submitted - Debbie Davidson, Secretary,

Debbie Davidson

Doug Doris, Chairman

Doug Doris 1-19-17