



MEETING MINUTES
Piedmont Authority for Regional Transportation
Board of Trustees
January 15, 2020

Board Members Present:

Abuzuaiter, Marikay – City of Greensboro TAC
Besse, Dan – City of Winston Salem
Butler, Jim – City of Burlington
Carter, Steve – Alamance County
El-Amin, Fleming – Forsyth County
Fox, Mike – NCDOT Board of Transportation
Frye, Darrell – Randolph County
Grimes, Neal – High Point TAC
Marion, Mark – Surry County
Hightower, Sharon – City of Greensboro
Morris, Rick – Stokes County
Richardson, Mark – Rockingham County
Truell, Don – Davidson County
Williams, Lenny – Burlington-Graham

Others Present:

Terry Anderson, PART; Connie Conklin, PART; Gary House, PART; Pat Ivy, Division 9, NCDOT; Mark Kirstner, PART; Kyle Laird, PART; Mike Mills, Division 7, NCDOT; David Morris, PART; Supriya Raghav, PART; Scott Rhine, PART; Jon Stewart, PART; Tom Terrell Jr., Fox Rothschild; Tammy Turner, PART.

Call to Order:

Chair Dan Besse called the January 15, 2020 PART Board meeting to order 8:30am.

Speakers from the floor

None

Consideration of Minutes

Motion to accept the November 13, 2019 minutes: Mark Richardson

Second: Marikay Abuzuaiter

Discussion: None

Vote: Unanimous

Consideration of Consent Agenda

A. Record Retention Policy Amendment

B. Adjust – Cash Deposit Limit

Motion to approve the Consent Agenda: Darrell Frye

Second: Steve Carter

Discussion: None

Vote: Unanimous

Consideration of Board Business Items

A. New Business

1. Adopt PART Inclement Weather Plan presented by Scott Rhine:

The PART Board approved the PART Inclement Weather policy which includes service adjustments such as: late start, limited service and early end. PART staff has developed an Inclement Weather policy for Board consideration. This will be in three tiers with Tier 1- Late Start -being Poor Morning Conditions, Tier 2 – Limited Service-being Poor Conditions All Day, and Tier 3 – Early End – Poor Evening Conditions.

Logistic information under each tier will be located on PART’s web page.

Motion to accept the PART Inclement Weather Policy: Mark Richardson

Second: Marikay Abuzuaiter

Discussion: None

Vote: Unanimous

2. FY2020 NCDOT Program Resolution presented by Scott Rhine:

The PART Board approved the State Maintenance Assistance Program (SMAP). A requirement to receive these funds is submission of generalized cost budget that verifies state funds do not exceed local funds, and a Certified Statement from the governing Board.

Motion to approve the certified statement: Mark Richardson

Second: Fleming El-Amin

Discussion: None

Vote: Unanimous

3. Consideration of Replacement Vehicle Purchase presented by Scott Rhine:

The PART Board approved the purchase of three LTV’s (Light Transit Vehicles). With the approval PART will utilize the \$6.78 million dollars that was requested and received from Federal Transit Administration Section 5339 dollars to place an order with Creative Bus Sales.

Motion to approve the purchase of three LTV replacement vehicles: Fleming El-Amin

Second; Neal Grimes

Discussion; Mark Richardson: what is the typical lead time for this type of order?

Scott Rhine; lead time can range anywhere from 5 to 10 months. The State DOT contract has a minimum lead time of 90 days for vehicle chassis delivery, and then manufacturing time would be added. Our purchase has a limited to a total 125 days for delivery from the issuance of a PO.

Vote; Unanimous

4. Customer Satisfaction Survey presented by Scott Rhine:

Scott gave a presentation of the results of PART’s Customer Satisfaction Survey that took place from October 7, 2019 to November 1, 2019. There were 287 completed surveys having 22 different questions. The largest portion of our riders based on the survey is between age 50 – 64. The questions help with marketing and outreach as this helps us focus on certain demographics within our communities.

Jim Butler; The overall consensus of the Customer Satisfaction Survey is: The model shows 89% of our riders commute three days a week or more now, verses 70% in the past. That 19% jump in frequency gives you a lot more opportunity to experience customer service or professionalism where you have just as many chances to impress or offend. For this survey in general, I look at how many people would recommend PART, 85% versus 75% last year. We have riders that use it more frequently and more riders that are more likely to recommend and that is a good summation of overall satisfaction.

Scott Rhine; our service in general and what we provide to our customers is customer driven. Our success is directly related to what folks say and it is different for all of our customers that utilize our service. It is convenience and getting folks to change their mobility habits. It is cost saving and convenient. we have wi-fi on the buses, mobile faring - TouchPass which are end user benefits for using public transportation.

Marikay Abuzuaiter; from time frame of survey would it be possible to do this quarterly? This may capture a better rider count for that time period and this would give a snap shot of summer when riders when students are gone.

Scott Rhine; we will look at possibly twice a year to address your point. We have to balance that our with the other surveys we undertake. For example, we are releasing a new survey related to our mobile fare system – TouchPass. We just completed a survey specific to Davidson and Randolph County. So, our biggest challenge is to balance our surveys, and not over burden.

Fleming El-Amin; what is the cost of doing the survey?

Scott Rhine; for us it is primarily staff time, there is no external contract services. I will get back with you as this is related to staffing hours to develop, and managed data.

Dan Besse; the full Customer Satisfaction Survey presentation will be sent to you.

Mike Fox; I want to add we had a couple of items. One; some Board members attended the Transportation Summit that DOT had in Raleigh. The first speaker talked about changes happening in the future and the most comment given was exhilarating and terrifying all at the same time. I will send to Scott a link that has all the presentations for you to look at. The second item, I have been working on a one-day meeting where we are trying to pull together the Regional Transit Organizations across the state with Greensboro as a central location and hopefully will meet in late Spring and share challenges and solutions as well as successes.

Old Business

None

Departmental Staff Reports presented by Scott Rhine;

Scott Rhine; We applied and received funds through NCDOT, SPF funds related to the Travel Demand Model household survey. We will be working on this with a local agreement through the City of Greensboro. The majority of the project will be managed by PART, but the City of Greensboro will handle roles and responsibilities; as well as NCDOT grant agreement. One more item; in February, I have confirmation we will have a presentation from NC Railroad at our meeting.

Dan Besse; subsequent to our November meeting, legislature resolved our transportation funding issues including the SMAP funding for the State budget.

Scott Rhine; there are a few things NCDOT is working on and Mr. Fox may be able to go into more details. There is cash management, balancing budgets and funds that are available. Budgets are in place and some projects are delayed because of cash management issues.

Mike Fox; last year due to storms and the aftermath following NC hurricanes, we were down \$780 million dollars. Through the legislature we received \$200 million dollars. You still have a \$500M dollar gap. The good news is we have a legislative floor and ceiling where our cash balance can be. Normally it is about \$270 million dollars, and if we go below that we can't issue contracts if there is an emergency. If we go above a billion then we have to report to legislation what steps were taken to spend that money down. The addition of the \$200 million dollars helps in making sure we stay above that floor. That concern is not as critical as it was last fall, but replacing the delta between the seven, two and the five hundred million dollars still makes it difficult to execute your program as it was planned. There are still delays in terms of projects, everything that was funded in our plan is still funded but it may happen a little later than it was originally scheduled. Interestingly enough, for some projects the plan may be ahead of what it was three years ago. In 2017 we had challenges; we had the money but executing the projects was an issue. Improvements were being made by the secretary on how we do projects by implementing a process of completing different projects that require the same type of work at the same time.

Darrell Frye; is that gap State and Federal?

Mike Fox; yes, on that it is a mix. The federal money would be more in the map Act provisions. Federal money goes mostly toward new construction although there are a number of programs the Feds support, the maintenance money is more State money and that is what was impacted by the hurricanes and storms, although we get reimbursed for a certain percentage of that. FEMA is slow on reimbursements, and we are still trying to collect money from the hurricane in 2016. Federal Highways has recouped our money. We have had a lot of good help from our Congressional representatives, and they have tried to help to speed that process up.

Scott Rhine; Finance Committee meeting after the Board meeting in February, I will follow up with the Board members. Also, we have an Operations and Planning Committee meeting today. I would like to introduce our new Grants accountant here at PART. Mrs. Shae Tharrington. Welcome Shae!

Adjourned: 9:35am