

**MONONGALIA COUNTY URBAN MASS TRANSPORTATION AUTHORITY****BOARD OF DIRECTORS MEETING****April 11, 2001**

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**AUTHORITY MEMBERS PRESENT:**

President Roberts

Larry Calemine

John Spears

Sandy Holepit

Jenny Dinsmore

Bruce Gilbert

Frank Scafella

**OTHER PERSONELL PRESENT:**

David Bruffy

Wayne Pifer

Sheila M. Wolfe

CALL TO ORDER:

**The Transit Board Meeting was called to order at 4:05 P.M.****READING AND APPROVAL OF MINUTES (March 14, 2001)**

The Minutes of the March 14, 2001 Board Meeting were amended as follows: an editorial change (taking out the extra "a") on page 5, adding "during" after outstanding on page 5, and changing from "3 to 2 weeks" for the trial route for Sabraton.

**John Spears made a Motion to Amend the Board minutes for March 14, 2001. Frank Scafella seconded the Motion.**

**For: All Present and Voting Opposed: None**

**Jenny Dinsmore made a Motion to except the March 14, 2001 minutes as amended. John Spears seconded the Motion.**

**For: All Present and Voting Opposed: None**

**OPPORTUNITY FOR PUBLIC COMMENTS:**

**Bob Brock** asked if he could qualify to be a member on the Citizens Advisory Board.

**Jenny Dinsmore** stated that as a business owner in downtown Morgantown he does.

**Bob Brock** also stated that he had copies of the petitions and would give copies to the Board. He also submitted two letters from the public to be put in with the May Board packet.

**President Roberts** asked that he gives the petitions to Wayne Pifer and they would be put in with the Board's May Board packet.

### **COMMITTEE REPORTS:**

No Report.

### **CORRESPONDENCE:**

The General Manager stated that there was one proposal that was forwarded to the Authority from Jenkins & Quinn for a ride along program that is called Trans Check for a price of \$2,300.00. They would come in and do the same thing that our Supervisors do every month.

President Roberts asked about the customer comments on the Summer School Road.

The General Manager stated that they wanted the route reversed and the way it is set is to accommodate some people that work.

President Roberts would like this route to be surveyed to determine rider needs.

### **FINANCIAL REPORT:**

#### a. Consideration of Approval of March 2001 Financial Report

The General Manager reviewed the quarterly reports comparing changes in the Authority's fare box and ticket revenue. He reported that the third quarter in 2001 was the best in the history of Mountain Line. The General Manager also added a rider's graph that shows the ridership by month including March. This was started in October of 1997 to help track what happened after the routes were changed in August of 1999. The General Manager stated that for the 8<sup>th</sup> month in a row ridership has increased. The General Manager also stated that he would have an amended budget to present to the Board for consideration and a proposed budget for the next fiscal year at next month's meeting.

President Roberts asked what has been going on with the ticket and passes.

The General Manager stated that ticket and token sales were previously grouped together and now they are separate. From this breakout, it was apparent that the Authority is now selling more monthly passes.

President Roberts asked about the West Virginia Trip Tickets.

The General Manager stated that they are West Virginia trip tickets that the Department of Health and Human Service give to low income families. They do not pay regularly, but the amount of these tickets used been decreasing every year. Wayne Pifer stated that they owed about \$400.00 at this time.

President Roberts asked about the access grant.

The General Manager stated that we are owed \$45,000.00 for services rendered to date.

**Frank Scafella made a Motion to accept the Financial Report for March 2001.  
Sandy Holepit seconded the Motion.**

**For: All Present and Voting Opposed: None**

**DRIVER OF THE MONTH PRESENTATION:**

The Board announced the Authority's March "Co-Driver's of the Month", Mr. Bill George and Mr. Joe Shultz. The Board also recognized Clyde Lowe, Curtis Jenkins, and Terry Lewis for outstanding performance during the month of February 2001.

**OLD BUSINESS**

Jenny Dinsmore asked when the new buses are coming.

The General Manager stated that there are four in Charleston and we have insurance cards for them. As soon as they call we can go and pick them up.

Jenny Dinsmore wanted to know which buses the Authority is going to retire from service.

The General Manager stated that the Authority is going to auction the County buses and the buses received from Clarksburg. We are keeping the entire Goshen fleet that we have because the oldest that we have is a 1996, and is still serviceable.

Bruce Gilbert asked about anonymous complaints. He stated that he would like to require that there be a name and telephone number on all complaints.

Jenny Dinsmore stated because many of the anonymous complaints that have been filed have been verified by the driver admitting he/she did something wrong, the anonymous complaints need to be kept.

Frank Scafella stated that he believes that we should do everything we can to get names and telephone numbers from anyone filing a complaint.

The General Manager stated that we have had some issues regarding anonymous complaints involving the drivers. We have had situations where drivers have actually pressured passengers into coming in and asking to withdraw complaints.

Wayne Pifer stated that we have 22 anonymous complaints in 13 months and 16 of them were sustained (the driver admitted he was at fault). This is a small percentage of the complaints and we are making every possible effort to get names and telephone numbers.

Sandy Holepit asked why the names on the complaints are not kept from the drivers so that they could not do this.

The General Manager stated that it has been our procedure to give drivers the opportunity to answer complaints and provide their perspective. The procedure for investigating complaints was explained; the Shift Supervisor investigates the complaint by looking at the rider count sheets to find out if any other passengers were on the bus at the time, checking to see if there were any breakdowns or road closing that might have caused this complaint to be made, speaking with the passenger if necessary and speaking with the Driver. The General Manager explained that Drivers had previously complained that they did not have the opportunity to review complaints and provide their perspective on an issue and knowing who is making the complaint is often relevant to the Driver's review of the complaint.

President Roberts stated that if you say you do not except anonymous complaints then the public won't tell you what is wrong and you may find out through legal action or at a Board meeting.

The General Manager stated that in the past, many passenger complaints were ignored. He further explained that if the Authority decided not to accept anonymous complaints, it is likely that complaints would be dramatically reduced and the process will be undermined.

## **NEW BUSINESS:**

### **a. Medicaid Service Audit**

The General Manager informed the Board that the Authority had a standard audit of our Medicaid services to PACE Tech. The Draft Audit Report indicated there was a form that the Authority was supposed to be using, although the Authority was never provided with that form. The primary finding of the Audit was that this form is supposed to be filled out by driver, care receiver and the agency that we are serving and was not being properly completed. As a part of the finding, DHHS indicated that it would not be approving some audited trips, totaling \$6500.00 and the Authority would be required to reimburse DHHS for these trips.

The General Manager explained that he filed a Letter of Explanation and Appeal explaining that the Authority did not have the proper form and that of the eighteen PACE customers, only four of these individuals are their own legal guardians capable of signing for the services received. DHHS indicated that it is required that all passengers sign a service form, each day, indicating they have received the service.

Frank Scafella asked if there were any other form of Appeal that can be used.

President Roberts asked if there is a time limit on how long before they give us a response on the decision.

The General Manager stated that the main concern is payment for services rendered, there was no other form of Appeal until we receive a response from the first Appeal and it is currently unknown when the Authority might receive a response from DHHS on this first Appeal.

John Spears asked how much they owe us for services rendered.

Wayne Pifer stated that current outstanding billing is approximately \$14,000.00 dollars.

Sandy Holepit suggested a follow up letter stating we need a decision on this issue because of cash flow.

Jenny Dinsmore suggested calling the Director and telling him that the Board has requested an answer on this issue.

John Spears suggested finding out that the Auditor or Secretary is at DHHS and then the Authority may be able use some political influence.

The General Manager stated that he would keep the Board informed on where we stand on this issue.

### **b. Personnel Policy Amendment – Attendance and Leave**

The General Manager stated that he had added the requested amendment to the Personnel Policy. Page 12 section (D) A doctor's written verification is required for all absences of seventy-two (72) hours or more due to illness. In addition, the General Manager may require physician verification when he or she has reason to believe and employee is abusing sick leave privileges.

Sandy Holepit stated that this is what we agreed upon to have this statement added to the Personnel Policy.

**Jenny Dinsmore made a Motion to accept the amendment to the Personnel Policy Manual. Sandy Holepit seconded the Motion.**

**For: All Present and Voting Opposed: None**

**c. Sabraton, Friendship Manor, Unity House, and Chestnut Hill Apartment Service Option**

The General Manager presented a route option to the Board that is attempting to address some of the public's concerns. The General Manager explained the proposed service route designed to serve a number of group home facilities and re-institute the Sabraton Mall route.

Bruce Gilbert stated that the schedule was much easier to read and understand.

President Roberts suggested using the vans to do the trial until we see what the ridership is going to be.

The General Manager stated that he would have to re-assign administrative personnel to run the route, even on a trial basis, because of fiscal constraints. The General Manager explained that in order to operate this service on a trial basis, the Operations Supervisor would be reassigned to run the PACE run and the Route Supervisor would run the bus routes for Sabraton Mountaineer Mall and Chestnut Hills. The General Manager stated that this service could begin within two weeks with the Board's approval.

**Jenny Dinsmore made a Motion to implement the new route schedules for Sabraton Mountaineer Mall and Chestnut Hills, Monday through Friday, for 1 fare of \$0.75 cents and to begin the service as soon as possible. (Board Member Dinsmore also requested that the Board review ridership results at its May 9<sup>th</sup> Meeting). John Spears seconded the Motion.**

**For: All Present and Voting Opposed: None**

**d. 2001 Access Grant Application (\$185,000)**

The General Manager stated that he had requested an extra \$100,000.00 through the 2001 Access Grant applications. He further explained that the application requests funding for continuation of the Grafton, Fairmont, and Hundred runs, additional funding for a para-transit van that would serve people with disabilities to transport them to and from work, and funding to provide more through routes. The General Manager cautioned that 2002 is the last year we can receive these funds, which leaves the potential issue that we may be starting service that we may be unable to fund in the future. The General Manager expressed his reservations about the use of such "soft" money without any assurance that there would be future monies to continue service to the public.

The Board offered their consensus that the additional funding should be requested and new service implemented, with the intention of asking for additional funding should the route changes be successful.

**e. Review of Marketing Proposals Received**

The General Manager stated that he had put a copy of all the Marketing Proposals received in with the Board packet for review. The Authority received three proposals: one proposal each from the Dominion Post, RLH Public Relations, and Blaine Turner Advertising, Inc. These need to be evaluated using the evaluation form provided in the RFP.

John Spears asked what is our budget for marketing.

The General Manager stated that we had \$15,000.00 in marketing for this year.

The General Manager stated that if the Board would like an increased marketing budget that he could work on a proposal for the Board to consider.

President Roberts suggested the Board first evaluate the Marketing Proposals that were received and see what they have to offer.

Jenny Dinsmore suggested letting them do a presentation for the Board or we could streamline as to what services we need and then ask one person to make a proposal for what we really need.

John Spears suggested putting a deadline to turn in the evaluations within 1 week of April 11 Board meeting. He would like to make a decision on them at the May 9<sup>th</sup> Board meeting.

The General Manager stated that he did let Proposers know that they could be asked to make a presentation to the Board.

Jenny Dinsmore stated that as a Board they needed to determine just what the marketing position would include because the General Manager is going to be working on route changes.

The General Manager cautioned the Board that the new route schedules are going to be expensive to produce. He explained that the Authority currently produces twenty-five thousand to thirty thousand single sheet schedules per year. With the new format, the Authority will have at least fourteen different schedules, which means that it will be fourteen times the thirty thousand schedules.

Jenny Dinsmore asked about putting them out for bids to the different printer shops.

The General Manager indicated that the Authority might be able to get better pricing by putting them out for bids and that there is a possibility of sponsorship if some of the businesses along the routes are interested.

Johns Spears stated that is one of the things that should be included in the marketing services.

President Roberts stated we should get the marketing evaluations back to the General Manager so that he can schedule the top candidate to do a 20-minute presentation with a 15 minutes question and answer at the May 9 Board meeting.

#### **f. Route Deviation Requests (update)**

The General Manager stated that on our deviation list we have 55 approved deviations. We have not had a large increase in deviations since dropping the fee to \$0.25 cents, but it has not really been marketed yet.

Wayne Pifer stated that we have had 20 to 30 requests for applications right after the change was made, but new requests have dropped off since then.

The General Manager stated that we have started to track the deviations on the different routes along with the rider counts.

Jenny Dinsmore asked if we are going to market deviations.

President Roberts suggested leaving it the way it is and keep monitoring it on a monthly basis.

#### **g. Authority Board Retreat**

The General Manager stated that he had contacted the CESD and inquired about an estimated 8-hour retreat. The CESD's cost was \$1200.00 to \$1300.00.

**Jenny Dinsmore made a Motion to have President Roberts to find a place to have the Board Retreat. Frank Scafella seconded the Motion.**

**For: All Present and Voting Opposed: None**

Frank Scafella stated that he would see if the City Council and County Commission would help pay the \$1200.00 or \$1500.00.

**John Spears made a Motion that the Board organize a Planning Retreat Session to be held on May 19,2001 (Saturday) and that the Board authorize an expenditure of up to \$1500.00 for the services of a facilitator. Frank Scafella seconded the Motion.**

**For: All Present and Voting Opposed: None**

#### **h. CAC Applications**

President Roberts asked if a committee was needed to review the Citizens Advisory Committee applications.

The General Manager stated that there had been fourteen applications returned. Approximately 500 applications were mailed out and an application is posted on our web site.

President Roberts asked if anyone would like to volunteer to serve on this committee.

Jenny Dinsmore suggested a work session.

President Roberts asked if the Board should wait and see if enough applications are turned in to represent each route.

The General Manager stated that 10 of the appointees are agency related and the other 11 are from each route. The applications that we have to date do not cover all the routes.

Frank Scafella suggested we go ahead and screen what we have so that the Citizens Advisory Committee can get started.

Sandy Holepit stated that the Board as a whole should screen these applications.

President Roberts suggested that they come in a half-hour or an hour early for the May 9 Board meeting and have a work session to screen the applications.

**Jenny Dinsmore made a Motion that the Board comes in at 3:00 PM on May 9, 2001 to screen the Citizens Advisory Committee applications. Larry Calemine seconded the Motion.**

**For: All Present and Voting Opposed: None**

#### **i. Trolley Driver Position Description**

The General Manager presented a description for the position of a Trolley Driver for consideration. He informed the Board that invoices had been sent out to the sponsors to cover the cost of this service.

**Frank Scafella made a Motion to approve the Trolley Driver position at the rate of as \$11.25 Per Hour. Jenny Dinsmore seconded the Motion.**

**For: All Present and Voting Opposed: None**

President Roberts stated that he would like the Board to consider making an offer to WVU concerning students riding the bus on their student ID's at a cost of \$60,000.00 per year. This would offer bus services to students who live on existing bus routes of Mountain Line Transit. He asked the Board to make a Motion to send that letter to the University and see if this is acceptable to them.

Sandy Holepit asked where the figure of \$60,000.00 came from? Is this an adequate dollar amount?

President Roberts stated that this is just a starting point and we may have to renegotiate later.

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The General Manager stated that could do graduated levels until we find out what the ridership will be. That comes out to \$5000.00 per month. We will also be tracking student ridership.

**Frank Scafella made a Motion to send a letter to West Virginia University offering to let students along fixed routes ride the bus on their student I. D.'s for the cost of \$60,000.00 per year. Sandy Holepit seconded the Motion.**

**For: All Present and Voting Opposed: None**

President Roberts stated that if the General Manager would draft the letter he would deliver it to West Virginia University Administration.

Sandy Holepit stated that at the May meeting the evaluation forms for the General Manager would be needed because they need to be turned in and presented by June.

President Roberts reminded everyone that as a Board, they each do individual evaluations and then the President does final evaluation.

President Roberts requested that the draft by-laws be put on the May 9, 2001 meeting agenda.

## **General Manager's Report**

### **Information**

1. I am pleased to report that Mr. Paul Burns and Mr. David Beckner have both completed a course that certifies them as trainers in Rider Sensitivity and Assistance Methods. RSAM re-training of Drivers is scheduled to begin this month. Additionally, Mr. Beckner and Tom Montague are scheduled to attend a training session offered by Project Action on April 18-20<sup>th</sup>. This training will provide instruction on training the local community how to use accessible transportation and will provide models on community workshops and marketing of accessible services. This training is sponsored by the Federal Government and will be held in Ohio. Additionally, Drivers are in the process of being re-certified in First Aid and CPR training. New employees are also being trained in First Aid and CPR.
2. Meetings with potential Trolley funding sponsors have been concluded and invoices have been mailed. Assuming payment is received, this service is tentatively scheduled to begin on April 30. The service will be operated from 10:30 a.m. through 4:00 p.m. with both buses running from 11:00 a.m. through 1:00 p.m. I have attached a route schedule for your review.
3. I am pleased to announce that the Authority now employs two new Drivers, Mr. Mike Summers and Mr. Stephen McCoy. I regret to inform you that the Authority will be losing the services of Mr. Roy Hunt. Mr. Hunt has taken a full-time position near his home in Pennsylvania.
4. I attended the Mid-Atlantic Transportation Expo in Harrisburg last week. Unfortunately, very little of the software solutions offered by vendors at the Expo promised any assistance to the Authority. Most vendors were targeted toward much larger operations, primarily paratransit operators running a minimum of ten paratransit vehicles per day.

### **ADJOURNMENT:**

**Frank Scafella made a Motion to adjourn at 5:25 P. M. Bruce Gilbert seconded the Motion.**