



Person Area Transportation System
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Transportation Advisory Board (TAB) Minutes
March 6th, 2019

Members Present:

- ☒ Pam Cook
- ☐ Gregg Foushee
- ☒ Maynell Harper
- ☐ Charles Derrick Sims
- ☐ David Newell
- ☒ Melinda Hudson
- ☒ Kim Morgan
- ☒ Jason Torian
- ☒ Jerri Swann
- ☒ Bridget Goodwin
- ☒ Kelly Oswald
- ☒ Douglas Young
- ☒ Glen LaBar Jr.

Special Guest: Sandra Stanfield DSS Supervisor & Sybil Tate Assistant County Manager
(Authorizing Official designee)

Meeting was called to order at 3:58pm by Chairperson Melinda Hudson.

Due to the large amount of newly appointed members, everyone introduced themselves.

Minutes:

The previous meeting (December 2018) minutes were approved. Maynell made a motion to approve the minutes and it was seconded by Kim. All members approved.

Announcements:

Glen announced the start of the new Roxboro Shuttle route (formerly the Uptown Roxboro Shuttle) on Monday March 4th. Melinda asked about ridership. Glen said it was about the same

but that PATS has received a large amount of calls asking about it. Melinda expressed concern about the 11:30 to 12:30 break. Glen said that the plan was to do a test run with the new schedule and if needed changes will be made on the needs. Maynell discussed how the Senior Center purchased prepaid tickets for the shuttle on a donation and that many seniors are excited to utilize the service.

Glen also announced that PATS will be providing services for dialysis patients on selected holidays and program trips for seniors.

Old Business:

Glen advised that the board currently has 13 members with one vacant permanent spot. The permanent spot is the RPO for Person County, which is the Director of the Kerr Tar Regional Council of Government. We are currently waiting for her application.

Since Melinda stayed on the board and the new by-laws state a Chair and Vice-Chair will be elected every July, Melinda will remain as the Chair until July. Nominations were open for the vacant Vice-Chair position. Maynell nominated herself and the nomination was seconded by Kelly. All members approved.

New Business:

Item 1: Title VI Acknowledgement Form

-Since the Title VI policy was updated reflecting the new Title VI Coordinator, all members were asked to sign the Title VI Acknowledgment Form. All members were emailed a copy of the policy.

Item 2: Passenger Policy

-Passenger Policy was updated by Glen and he brought it before the board to ask input from the Board. Glen advised that the policy was updated to discuss many items that have been brought up with passengers recently and have not been formally written. Glen advised the no-show wait time is recommended to stay at 5 minutes. There was a request for PI to make it 10 minutes but after some discussion with the Director, there was an agreeance of 5 minutes. Jerri said 5 minutes was reasonable, especially when a bus is full of passengers that need to get to their destination. She recalled one time where the driver waited 10 minutes and believes that it's too long. Glen discussed proposed changes to fares, inclement weather and the food/drink portion. Kelly recommended reaching out to ABC 11 to have any delays or closing put on there. Melinda brought up a concern that in the past a wheelchair passenger had to have an attendant. Glen advised there was no policy on that and will address that issue with the staff. Kelly made a motion to approve the passenger policy as defined and the motion was seconded by Maynell. All members approved.

Item 3: TAB Member Manual & By-Laws

-Glen advised it is a requirement that all new TAB members have an orientation session and a new member manual. All new members have gone through our new orientation process and all members have been emailed a TAB member manual. As part of the manual, the board must approve by-laws. The by-laws were sent out for members to review via email. Maynell asked if there were any changes since the email and Glen advised no. Glen advised that he was hoping to have the by-laws approved today to go before the Board of Commissioners at their March 18th meeting. Pam made a motion to approve the by-laws and was seconded by Kelly. All members approved.

Item 4: Vehicle Advertisements

-Glen told the Board that he had been approach by a number of businesses asking about advertising on the buses. Glen said he reached out to a number of other transit agencies and got some information. Glen handed out a proposed contract which had the pricing, locations and terms/conditions on it. Glen said he wanted input from the Board on the pricing and language. Glen did disclose that he had not put this before the County Attorney as he wanted to get the Board's approval before hand. Kim and Maynell both asked about the possibility of having two sets of pricing, one for non-profit 501(c)(3) and one for profit organizations or businesses. Doug stated that he thought the pricing was low for profit organizations and businesses and that he has paid double to triple for advertising in the past. Glen advised he was looking at reasonable pricing for the area but enough to be able to cover the costs of application/removal and to bring in some additional revenue. Kelly made a motion to keep the current pricing for non-profits and to double the pricing for profit organizations/businesses. Maynell made a second of Kelly's motion. All members approved. Glen advised he will adjust the pricing and forward on the contract to the County Attorney for review. Glen advised this would start July 1, 2019.

Item 5: Rider Satisfaction Surveys

-Glen advised about the results of the surveys that were collected in Jan. He said 20 surveys were collected with a variety of questions asked including recommending our services, customer service rating, prepaid ticket info and asking about other services we can provide. Overall the surveys were positive. Glen stated there were a few main recommendations on services including the ability to email in rides, operate 7 days a week, courtesy calls, exceptions for emergency transport needs and operate on Saturdays. Glen advised that passengers can email in there rides like DSS does to the pats@personcountync.gov email, we have been providing exceptions for emergency purposes at the Director's approval and have given a lot of thought to operating on Saturdays. Glen advised he sent out a survey to the community today asking similar questions about operating on Saturdays and other opportunities.

Item 6: FY20 Budget

-Glen provided a quick overview of the proposed FY20 budget. He advised the biggest change was a new software system request at a one-time cost of around \$35000 and a monthly cost of around \$700. Glen provided a quick overview of this system and how it will make PATS more efficient and allow PATS to possibly increase the cutoff time for transportation and eventually even provide same day service.

Item 7: Marketing Ideas

-Glen provided a quick overview of the marketing that has taken place over the past couple months and asked for ideas for future marketing. Melinda said that the door to door service at Cavel Village was awesome and it was appreciated. Glen told the Board to provide any input via email or phone as they thought of it.

The meeting was adjourned at 5pm by a motion from Maynell. Pam seconded the motion and all members approved.

Minutes taken and submitted by Glen LaBar Jr.