

# MCTS Advisory Board Minutes

February 16, 2017

**Members Present:** Yvette Ausby, transit representative, Louis Gregory, Board of Commissioners, Karen DeCata, Sandhills Community College, Pamela Alsobrook, Employment Security Commission, Wendy Carter, Arc of Moore County, Melissa Packett, Moore County Department of Social Services, Rahnelle Rosado, Secretary, Rhonda Priest, Moore County Department of Aging

**Staff:** Lydia Cleveland, Sonia Biggs, Tawanna Williams

**Introductions:** Ms. Williams introduced Sonia Biggs as the new lead driver. Ms. Biggs, in addition to driving will also be in charge of scheduling all of the drivers and routes.

Ms. Williams gave an overview of all of MCTS's contracts and brief description of the Rural Operating Assistance Program (ROPE) and trip costs associated with that program.

**Minutes from September 15 2016:** Minutes were approved.

**Financials:** Reviewed financials and discussed that revenue stream from tokens and the A Pines Line was doing very well. Ms. Williams mentioned that they were in the process of submitting next years budget. Ms. Cleveland indicated that expenses for next year were going down and they would move to a flat rate vs. shared mile. Ms. Williams mentioned that they were waiting on approval by the state to start providing non-emergency transportation services for DSS.

**New Business:** Ms. Williams mentioned that they were waiting on approval by the state to start providing non-emergency transportation services for DSS. Ms. Williams also mentioned that they were preparing their compliance capacity application plan (CCAP). CCAP will include a review of record keeping, drivers training records, safety, and drug testing compliance.

Ms. Williams announced that there currently was 1 vacancy for Veterans Services.

Ms. Williams announced that MCTS would be represented at the Spring Career fair at Sandhills Community College and Moore County Transportation Fair.

Discussed the growth of the A Pines Route that was on target to reach 300 trips for the month of February. MCTS staff are currently researching capacity and the need for additional drivers and vans at peak times.

FY18 application has been submitted.

All success plan goals have been met.

Were able to complete enough satisfaction surveys

A Pines Line-approaching 300 trips a month. There has been significant growth each month.

Deviation from the route has increased dramatically (7 routes per day with average of 4 or 5 deviations)

**Old Business:**

**Adjourn:**