

**THE COAST RTA-WACCAMAW RTA  
BOARD OF DIRECTORS MEETING  
OCTOBER 29, 2014  
9:00 AM**

**Board Present:**

Bernard Silverman, Chair  
Joseph Lazzara, Vice Chair  
Katharine D'Angelo  
Nicholas Twigg  
Chuck Ottwell  
Lillie Jean Johnson  
Ivory Wilson  
Wilbur James  
Gary Loftus

**Staff Present:**

Julie Norton-Dew, Interim General Manager  
Felicia Beaty, DGM of Operations – COO  
Lynette Nobles, Grants Administrator/Board Liaison  
Doug Herriott, Transportation Manager  
Tom Arends, Material Controls & IT Analyst  
John Glover, Transportation & Service Planning Manager  
Michelle Cantey, Public Information Officer  
Ericka Hill, Business Development  
Rick Carroll, Street Supervisor  
Coast RTA Maintenance Department  
Sharon Howlett, Customer Service  
Halsey King, Maintenance Consultant

**Also Present:**

Eustace S. Steidtmann, Coast RTA rider  
Jason Rodrigues, Sun News  
Darrell Eickhoff, AARP  
Bobby Lamb, Citizen  
Abdullah Mustafa, NAACP  
Jim Wiles, MB resident

***In accordance with the Freedom of Information Act (FOIA), the 2014 meeting schedule was provided to the press at the beginning of the 2014 calendar year, stating the date, time and location. In addition, notice of this meeting was provided to the press, stating the date, time, and place of the meeting on Monday, October 27, 2014.***

**CALL TO ORDER:** Chairman Silverman called the meeting to order at 9:00 AM and welcomed everyone.

OCTOBER 29, 2014

**INVOCATION/PLEDGE OF ALLEGIANCE:** Mr. James gave the invocation. The Pledge of Allegiance was recited.

**ANNOUNCEMENT OF QUORUM/ROLL CALL:** Roll call was taken. A quorum was present.

**RECOGNITION OF VISITORS:** Mr. Silverman reminded everyone that this meeting is being recorded and asked that all cell phones be put on silent and to limit side conversations. Prior to his recognizing visitors, Michelle Cantey distributed talking points to each of the board members to guide them when answering questions regarding Coast RTA, to be sure everyone is on the same page. Mr. Silverman asked if anyone wished to make any public comment.

**PUBLIC COMMENT:** Mr. Steidtmann shared that in his position, strictly in a wheelchair, the service provided by Coast RTA from his home to his doctors is more than could be expected and without it, he would probably not be able to leave his house.

Mr. Mustafa to make his public comment. He spoke to his disappointment in the board regarding disrespecting Mr. Wilson and made it clear that the NAACP will support Mr. Rollins.

**EMPLOYEE RECOGNITION:** Ms. Beaty introduced each member of the maintenance staff and thanked them for their efforts in cleaning up the maintenance area and going above and beyond their normal duties to make the maintenance department more productive. She expressed her gratitude to the group for their accomplishing the tasks assigned to them and presented each of them with a certificate of recognition. The board members thanked these individuals for their efforts. Ms. Beaty then recognized Mr. John Glover for taking on the supervision of the maintenance department after the departure of the maintenance manager.

Mr. Roger Montgomery was recognized as Operator of the Quarter. Mr. Rick Carroll, Street Supervisor, and Sharon Howlett, Customer Service, were recognized as Employees of the Quarter. Each of these three individuals were awarded a certificate and a \$50 gift card.

Mr. Silverman added his thanks to the maintenance staff and the Operator and Employees of the Quarter. He commended Ms. Beaty for her hard work and Ms. Norton-Dew, as well.

Mr. Loftus, Mr. Wilson, Mr. Lazzara, and Mr. James expressed their thanks, as well.

Mr. Silverman digressed to allow Mr. Mustafa to make a public comment.

**APPROVAL OF MINUTES:** It was properly moved and seconded that the minutes of the September 24, 2014 meeting be approved. There being no questions, a voice vote was taken. No nays being heard, the motion carried.

OCTOBER 29, 2014

## **MONTHLY REPORTS:**

**By-laws Committee:** Ms. D'Angelo, Chair of the committee, began with a review of the board reconstitution effort. The By-laws Committee met, with the majority of the board in attendance. The committee voted 2-1 that the board increase the number of board members from 9 to 11, with the 2 additional seats being appointed by Horry County, for a total of 3 representatives. Mr. Loftus made a motion that the board be increased to 12 members, with 3 additional appointees from Horry County, giving them 4 representatives on the board. Mr. James expressed that he thinks this should be tabled for a later date. Ms. D'Angelo and Mr. Ottwell stated that they do not believe this needs to be tabled again; but voted on today, so the board can move forward. Mr. Loftus withdrew his motion. Mr. Silverman asked that the board vote on this recommendation (Resolution OCT2014-57) by the By-Laws Committee. A voice vote was taken, with 8 Yeas and 1 Nay, the motion carried.

Ms. D'Angelo announced that the By-Laws Committee will be reviewing the By-Laws and making any necessary changes, after the first of the year (2015).

**Fund Development Committee:** Mr. James asked to make his report after the Operations update.

**Operations and Maintenance:** Ms. Beaty began by saying that there are no action items or action item updates this month. Year-to-date ridership for FY2015 is 132,958; for the month of September, ridership was 34,164 or a decrease of 30% from the month of August. The decrease is attributed to the end of summer service on August 31, 2014 and the beginning of winter service on September 1, 2014. This is typical when winter service begins. Mr. Loftus asked what was cut when we went to winter service. Ms. Beaty explained that frequency was cut from every 30 minutes to every hour on the Myrtle Beach routes. Also, on Route 7, frequency went from every hour to every other hour. Mr. Ottwell asked if our schedule couldn't be more flexible to take advantage of all the events taking place in Myrtle Beach. Fixed routes cannot be flexible. Ms. Beaty explained that during our spring and summer schedule, a lot of our drivers also drive for Horry County School District and we lose those drivers when school reconvenes. If we kept that same schedule, overtime would go through the roof. Some of the board members requested that we keep the same service year-round. Ms. Beaty explained that all of these scenarios are effected by financial constraints. Ms. Norton-Dew explained that it's not possible to change the frequency of only one route, because the riders have nothing to connect to. Ms. Beaty explained that we have kept the same hours for the routes, but increased the frequency. Mr. Wilson asked if there had been complaints from the riders. Ms. Beaty replied that the only complaints were concerning changing the frequency from every hour to every two hours. Mr. James reported that people are telling him that the buses are not on time. Ms. D'Angelo proposed that the board members get on a bus and see for themselves whether or not the buses are late. Mr. Silverman shared that he has found the buses to be amazingly reliable; he connects very easily and very well. Mr. Ottwell reported that the people in his area are very happy that there is public transportation and with the fares. Ms. Beaty said that having signage should be very beneficial. Ms. Beaty then reviewed the route performance. She also shared that she has been riding the buses to check the accuracy of the schedules that are out there; is the bus where it needs to be at the time on the schedule. She said that Ms. Norton-Dew will be talking about the signage.

OCTOBER 29, 2014

Ms. Hill spoke about Coast RTA's public outreach. She talked about the 9<sup>th</sup> annual Coast for Kids campaign and gave each board member a Coast for Kids information packet. Dr. Twigg asked how this event relates to United Way. Ms. Hill answered that this is our event and is actually not related at all to any other similar event. This year, the coats and other items will be distributed immediately following the Conway Christmas Parade, on December 13, 2014, from noon – 2:00 PM in the Coast RTA conference room. Ms. Hill shared that her other duties include keeping our website current; updating the bulletin board at the Transfer Center; updating and ensuring that we have current route schedules; keeping route schedules updated in several locations within Horry and Georgetown counties; handles transit advertising on the buses and coordinating the removal and installation of new wraps on the buses. She also delivers schedules to the hotels on the boulevard; coordinates the international students for City of Myrtle Beach and City of North Myrtle Beach. Ms. Hill is also working on the Coast RTA Annual Report. Ms. Hill is also a member of the Safety Committee, a member of the Hospitality Association Board of Directors, and the staff liaison for the Citizens Advisory Committee. Ms. Hill also handles the various campaigns (i.e. "Dump the Pump", Ticket To Ride, Try Transit (in 2015), and "Getting America Back to Work") and she also attends the Chamber After Hours events representing Coast RTA, as well as various other luncheons and breakfast meetings. Mr. Ottwell stressed that advertising revenue is down and something needs to be done about that. Ms. Beaty addressed the issue of advertising revenue and shared that Coast RTA is in the process of rebuilding its image. It's difficult to sell advertising on the buses when buses are down and all the negative press regarding the company. Ms. Beaty commended Ms. Hill on her efforts.

Ms. Beaty shared that Coast RTA is taking part in the Horry County clean-up effort by providing buses to transport the participants, as well as having several employees assisting with the cleanup. Ms. D'Angelo suggested that board members participate in this event. Ms. Beaty invited board members to attend the State of the Coast event on December 3, 2014 at 6:00 PM, where employees will receive their years-of-service pins.

Ms. Beaty introduced Mr. Halsey King, who assisted with the FTA Triennial Review, and offered to come in and assist with the maintenance department. Road calls have significantly decreased and there have been zero road calls in the past three (3) weeks; in the month of January, there were 35 road calls. Mr. King spoke about how companies call him when they have issues in their maintenance shops. He stated that when he arrived at Coast RTA, there was a bus that had been in the shop for two (2) months. Mr. King called Cummings and the owner came out and took a look at the bus and that bus will be fixed. Mr. King shared that he assists small companies like Coast RTA all the time; the large transit agencies don't need his help. Mr. King told the board that Coast RTA is ahead of the game because the guys in the maintenance department are motivated and really want things to improve. Mr. Lazzara asked Mr. King about money for buying new buses; Mr. King replied that he is trying to help Coast RTA with getting buses. Mr. Silverman thanked Mr. King for his coming in to help and asked him if he had any recommendation for repairing the cracked floor in the maintenance department.

Ms. Beaty and Mr. King took the board members on a tour of the maintenance department so they could see first-hand what has been accomplished in a very short amount of time since their last tour.

The board reconvened and the meeting resumed with the monthly reports.

OCTOBER 29, 2014

**Interim General Manager:**

Ms. Norton-Dew began by recognizing Ms. Anne Wright, Horry County; and Mr. Dean Richardson, McGregor & Company (auditor). Mr. Richardson shared that McGregor & Company has been the auditor for Coast RTA for the past six (6) years. He reviewed the draft copy of the audit for the year ended June 30, 2014 and 2013. Mr. Silverman asked why the audit had been done earlier than in the past. Ms. Norton-Dew replied that it is due to the requirement included in the funding agreement with Horry County. Mr. Richardson continued his review of the draft audit.

**Planning and Development:** Ms. Norton-Dew continued the meeting with the report on Planning and Development. Per the agenda, regarding the Intermodal Transit Center/Feasibility Study, there was a meeting with The City of Myrtle Beach a couple of weeks ago, and this project will be back up and running. We received the documents from Stantec to support the work that was done in the past (the deliverables). The idea is that we would put out the same solicitation and send the information to the bidders. We expect it to be approximately \$175,000. Hopefully, the solicitation will go out the first of the year (2015). The funds are almost ready to be obligated with FTA; it takes about six (6) months and the process began in May, 2014. We will secure the funds prior to releasing the solicitation. These funds are for planning only; therefore, cannot be used for anything other than planning.

Regarding the shelters, twenty-four (24) of the shelters will be picked up on November 12<sup>th</sup> by Georgetown; and the other twenty-four (24) around Thanksgiving. Mr. Silverman asked where these shelters are going; Mrs. Norton-Dew replied they are going to Georgetown and the City of Myrtle Beach. The remaining ten (10) will be picked up prior to the March 2015 deadline. Regarding the signage project, the preliminary calculation has been done and it is expected that the cost will be approximately \$400,000. We would like to ask GSATS to support and run that project. Regarding purchasing new buses, we did not get the grant. However, between Ms. Norton-Dew's contacts in Florida and Mr. Halsey King's efforts, Coast RTA may be able to secure high-floor Gilligs which are being disposed of by other agencies. The last item on the agenda is the route analysis. A Transit Task Force is being developed, with Dr. Twigg leading the effort. Representatives from organizations and companies will be included on the task force. Evaluation of the routes is one of the items included in the Horry County funding agreement.

**Finance and Administration:** Per the agenda, there is one resolution to be presented today, regarding approval for "emergency procurement" repairing the rapidly deteriorating concrete foundation in the maintenance shop. Its \$29,700 to repair two (2) areas; and, the quotes are from a DBE firm. The funds will be taken from the money set aside for bus purchases.

Ms. Norton-Dew then reviewed the financials included in the board packet. Mr. Ottwell asked about (page 27) the Non-reimbursable Expense in the amount of \$53,500; to which Ms. Norton-Dew replied that the amount has been set aside for the job search, peer review, and forensic audit. There will be additional audit services as relates to the Horry County recommendations. This is local funds, so the amount can be changed.

Ms. D'Angelo asked about the check register. Ms. Norton-Dew replied that the check register was e-

mailed to the board, but not included in the board packet. Ms. D'Angelo asked about why there was a charge for Time Warner and another for Mi-Fi. Ms. Norton-Dew replied that the Mi-Fi's were originally purchased for use on the Charleston buses; and are now being utilized by employees when they travel. Time Warner is for the cable and internet service.

Ms. Norton-Dew reviewed the remainder of the September financials. She pointed out that the Current Ratio is 178%. The Fare Box recovery rate, without administrative costs, is 16.1%.

Ms. Norton-Dew asked Mr. Kevin Parks to give the Procurement update. He began by saying that in response to the request from the board, he contacted a company (Mid West) regarding leasing refurbished buses. He distributed information to each of the board members. For one refurbished bus, after a 14-month lease, the cost would be \$44,800 with a charge of \$2,100 - \$2300 for delivery. There is no warranty. This is an option for Coast RTA. Ms. Norton-Dew reported that Gillig no longer makes high-floor buses and that's what we need due to the difficulty our mechanics have working on low-floor buses.

Mr. Parks reported that the Request for Information for a contractual general manager has been completed and has been approved by SCDOT and has been released to multiple mass transit-management companies. It has also been posted on SCBO (South Carolina Business Opportunities) website; and will be open and send to several mass transit publications. An RFP for as-needed legal representation had been drafted and is now at SCDOT for approval. Once SCDOT approves it, it will be released as a public solicitation. This should be brought back to the board in January, 2015.

Regarding the interior hand rails, there is no firm date at this time, as the rails are hand crafted. Hopefully, this should be completed prior to the January board meeting.

It's been one year since the facility renovations and there was a walk-through with the contractor. They are to come in and complete the items on the punch list.

Ms. Norton-Dew reviewed the list of ten (10) items received from Horry County. Ms. Anne Wright and Ms. Diana Seydlorsky, with Horry County, will be coming in at 1:45 to review the list with the board. Ms. Norton-Dew stated that Coast RTA has policies regarding all of these items, and they are followed.

Regarding the Triennial Review, the response for one of the items is due October 30<sup>th</sup>; however, the remainder of the items are due by December 31, 2014. We do have a plan to address everything. The DBE Program is not quite complete and we will probably have to come back to the board for your approval on a later date. A representative from SCDOT (Curtis Sims) will be coming in two weeks to assist with getting the DBE Program done. Some of the items have already been submitted and approved. Ms. Norton-Dew reported that, from the SCDOT review from 2011, there were seven (7) items still open; the responses were sent for all seven and there is one item that remains open. We have to conduct a four-factor analysis of our Limited English Proficiency Program. We have to do that and forward it to them by the end of the year. Mr. Silverman asked how we get to be removed from the "high-risk" agency designation. Ms. Norton-Dew replied that she has sent a letter answering all of the items; they want Coast RTA to have a business plan, which Coast RTA is working on with a group from

Coastal Carolina University. Coast RTA is also working on a short-range plan with the Transit Task Force that is being revamped. In addition, policies and procedures have been revised and standard practices have changed a lot in the past six months, as the board is taking a much more active role in the critical decisions of the organization. Those are some of the things they were looking for.

Ms. Norton-Dew thanked the board for allowing her to participate in Leadership APTA and announced that she graduated. This concluded the report.

Mr. Silverman announced this as a working lunch to discuss the next steps for the Search Committee to move forward. Ms. Beaty reviewed the steps in the process and gave several industry publications in which the position should be posted. She also recommended not including the salary in the posting. She advised that the committee/board set a deadline for taking applications; appoint one person (HR) to receive applications. The designated individual will enter the information for each applicant in a data base, review the applications and separate those who do meet the minimum requirements and those who do not meet the minimum requirements. All applicants will receive a letter thanking them for their application. The next step is to select a diverse interview panel to conduct the initial interviews, in order to eliminate any appearance of discrimination. Also, develop a set of interview questions to be asked and answered by each applicant; the members of the panel make their notes and after the interview is over, the panel rates each applicant accordingly. Ms. Beaty recommended conducting a series of interviews, the initial being a “getting to know you”; the second being a “technical” interview. At that point, narrow the field down, conduct reference and background checks and have the Search Committee conduct the next interview. She also recommended that the final candidate go through drug and alcohol testing. She then reviewed the Don’ts; you cannot ask an applicant for their age, disability, marital status, whether or not they are a veteran, religious affiliation, organizational affiliation. In the event a member of the interview panel personally knows an applicant, they should recuse themselves from the panel. The Search Committee includes: Mr. James (Chair), Mr. Ottwell, Mr. Loftus, and Ms. Johnson. Mr. James will arrange a meeting of the committee. The deadline for receiving applications is December 31, 2014.

**Fund Development Committee:** Mr. James announced that he would like to see Coast RTA hold a Transportation Summit. It was suggested to suspend the Fund Development Committee. Mr. Silverman expressed that he would like to see a purpose, an agenda, and goals for the proposed Transportation Summit.

**APPROVAL OF RESOLUTIONS:**

Ms. Nobles read the following resolution into the record:

**WACCAMAW REGIONAL TRANSPORTATION AUTHORITY  
RESOLUTION NO. OCT2014-56**

**APPROVAL FOR “EMERGENCY PROCUREMENT” REPAIRING THE RAPIDLY  
DETERIORATING CONCRETE FOUNDATION IN THE MAINTENANCE SHOP**

OCTOBER 29, 2014

A motion of the Board of the Waccamaw Regional Transportation Authority to approve an "Emergency Procurement" for repairing the rapidly deteriorating concrete foundation in the Maintenance Shop.

Mr. Loftus asked if the vendor has been vetted. Kevin's response was that they were checked in SAM. Kevin called several DBE firms and this was the only firm to respond. They came and inspected the site and gave a price. This is being classified as sole-source due to the emergency situation.

There was a motion and a second to approve the resolution. There being no further questions, a voice vote was taken. No nays being heard, the resolution carried.

## **WACCAMAW REGIONAL TRANSPORTATION AUTHORITY RESOLUTION NO. OCT2014-57**

### **APPROVAL OF CHANGES IN THE BY-LAWS**

A motion of the Board of the Waccamaw Regional Transportation Authority to revise Article V, Section 2, Items (a) and (b); changing the number of voting Directors to eleven (11) and increasing the number of appointments for Horry County from one (1) to three (3).

A voice vote was taken during the By-Laws Committee report, with 8 Yeas and 1 Nay, the motion carried.

**OLD BUSINESS:** None

**NEW BUSINESS:** None

**ANNOUNCEMENTS:** Ms. Beaty announced the State of the Coast on Wednesday, December 3, 2014 beginning at 6:00 PM and Horry County Clean-up Day on Saturday

Anne Wright and Diana Seydlorsky, with Horry County, joined the meeting to review the areas to be covered under the special audit process required in paragraph 5 of the Funding Agreement between Coast RTA and Horry County. Mr. Silverman began by reading paragraph 5 of the Funding Agreement and expressed that we want to provide whatever is required by Horry County. Each board member was given a copy of the ten (10) items for which the county would recommend as areas of consideration for more in-depth audit engagement by an independent auditor. Mr. Richardson also came into the meeting. It is necessary to have a scope and range for these items, in order for the independent auditor to accomplish what the county is requesting. Per Ms. Wright, what they are looking for is evaluation of the current policies and procedures for the items listed; and recommended that Mr. Richardson develop a scope and range.

OCTOBER 29, 2014

Ms. Norton-Dew expressed that the ten items are reasonable and there should be no problem having this completed by the end of April. She then said that she will write the scope, submit it to Mr. Richardson who would then send a letter of engagement to Coast RTA.

It was clarified that this is **not** a “forensic audit”. Ms. Wright recommended that when the letter of engagement is received, it be presented at the Horry County Administration Committee meeting in December.

Mr. Silverman thanked Ms. Wright and Ms. Seydlorsky for coming.

**EXECUTIVE SESSION:** At 2:15 PM, there was a motion and a second to go into executive session to deal with a personnel matter.

There was a motion and a second to come out of executive session at 2:35 PM. There was no decision made and no vote taken in executive session.

**ADJOURNMENT:** It was properly moved and seconded that the Board adjourn. A voice vote was taken. No nays being heard, the Board was adjourned at 2:37 PM.

OCTOBER 29, 2014