



**OPERATIONS  
COMMITTEE MEETING**

Wednesday, April 17, 2019

*Immediately following the Planning and Program Development Committee Meeting*

**AGENDA**

- I. Call to Order**
- II. Roll Call/ Establishment of Quorum**
- III. Adoption of Agenda**
- IV. Adoption of Meeting Minutes**
  - A. March 21, 2019
- V. Interim Executive Director's Report**
  - A. BJCTA Participating Governments Workshop
  - B. Update on Maintenance Facility
  - C. IT Consultant Presentation – O&M Systems
- VI. Resolutions for Consideration and Approval - None**
- VII. Items for Information and/or Discussion**
  - A. Departmental Reports
- VIII. Old Business**
- IX. New Business**
- X. Adjournment**

**Operations Committee Members**

Theodore "Ted" Smith, Chair

Kevin Powe

Martin Weinberg

## OPERATIONS COMMITTEE MEETING MINUTES

### *Informational Meeting*

Thursday, March 21, 2019

#### **Call to Order**

The meeting was called to order by Committee Chair Smith at 11:16 A.M. in the Executive Conference Room located at 1801 Morris Avenue, Birmingham, Alabama 35203.

**Committee Members Present:** Theodore "Ted" Smith

#### **Quorum: No Quorum – Informational Meeting**

DiNaira Gilbert, Board Administrator, conducted roll call and no quorum was established.

**Committee Members Absent:** Kevin Powe; Martin Weinberg

**Other Board Members Present:** Darryl Cunningham; Donald Harwell; Theodore "Ted" Smith

#### **Staff and Others Present:**

Frank T. Martin; Joshua Johnson; Toney Chestnut; Myrna Pittman; April Penchion; Christina Griggs; Justin Ridgeway; Christopher Brewster; Deirdre Byrd; Christy Howard; Alice Gordon-Holloway; Valerie Rivers; Darryl Grayson; Thomas Stringer; Christin French; Sam Ford; DiNaira Gilbert; Mikesha Harvill

#### **Interim Executive Director's Report**

The following updates were provided:

- A. *Radio Procurement*- Toney Chestnut provided the update. He shared that the Jefferson County system will expire in July. Talks have begun with ALLCOM and grant money has been identified. The team is working with AVAIL and ALLCOM to make sure the equipment will work together. We will be on ALLCOM's system, which is much broader than the county's system. The project should be complete by July.
- B. *Vehicles Procurement*- Darryl Grayson shared that we initially had 9 35 ft buses and now we have 11 fixed route CNG buses on order and they are projected around August. WE have 10 paratransit buses on order. There will be electric buses on the BRT route largely due to the partnership with Alabama Power.

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- C. *Maintenance Facility*- Attempting to identify a broker and work with Alabama Power's economic development department's commercial real estate staff to identify potential locations. Also working to identify a temporary and permanent location. More information will be provided later.

**Adjournment**

The meeting adjourned at 11:36 A.M.

**Committee Members:**        **Theodore "Ted" Smith (Chair)**  
   **Kevin Powe**  
   **Martin Weinberg**



**Birmingham-Jefferson County Transit Authority  
STAFF SUMMARY AND COMMENTS**

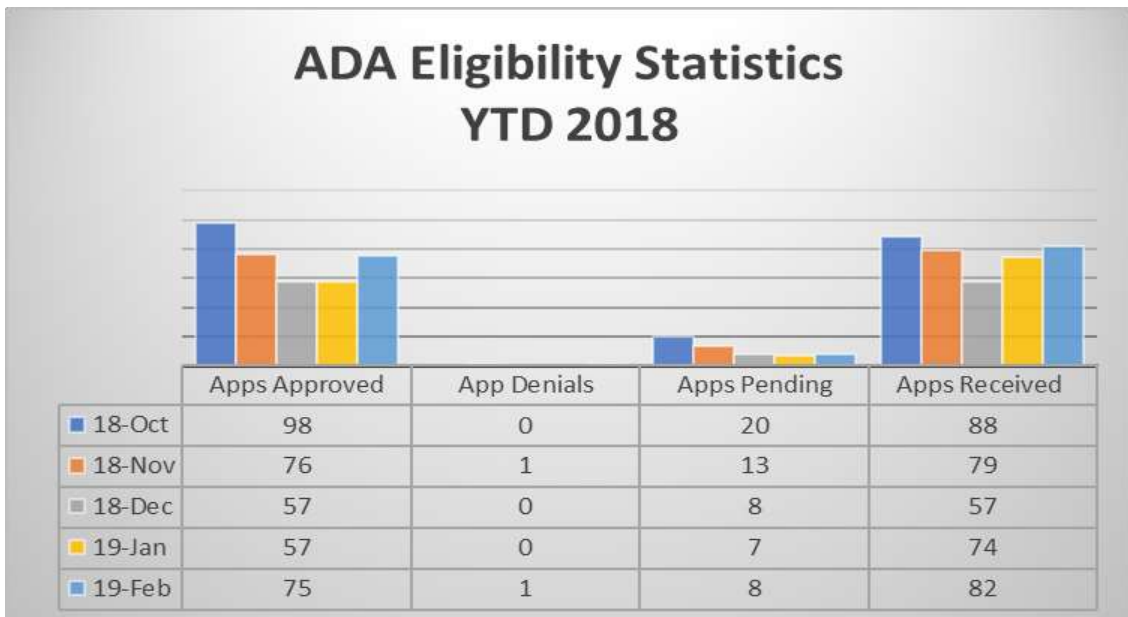
<b>TITLE / DESCRIPTION:</b>  <b>Americans With Disabilities Act (ADA)</b>	<b>RESOLUTION NO.:</b> N/A
	<b>DATE:</b> April 5, 2019
	<b>INITIATOR:</b> Compliance
<b>ACTION REQUEST:</b> <input type="checkbox"/> Approval <input type="checkbox"/> Review/Comment <input checked="" type="checkbox"/> Information <input type="checkbox"/> Other	

**1.0 Purpose/Objective:**

- 1.1 The purpose of this staff summary is to provide information to the Birmingham-Jefferson County Transit Authority (hereafter, BJCTA) Board of Directors, regarding ADA General Eligibility data and concerns.

**2.0 Eligibility Statistics**

- 2.1 To receive BJCTA Paratransit service, individuals must undergo an application process and be certified “ADA paratransit eligible.” The applicant shall return the completed BJCTA Paratransit Application for ADA Paratransit Service to the BJCTA office. In order to complete, the applicant must provide and sign all information requested on the Application for ADA Paratransit Service and the Release of Information Form included in the Application for ADA Paratransit Service.
- 2.2 This information is tallied on the 22nd of each month for the previous month. Applications are pending due to incomplete paperwork or unverifiable information from the client. Below is the most recent update:



### 3.0 Paratransit Applications Monthly Report

3.1 Within the eligibility statistics, BJCTA generates applicants in approval levels, which are:

- 3.1.1 Unconditional Eligibility – Permanent Disability
- 3.1.2 Conditional Eligibility – Intermittent Disability
- 3.1.3 Temporary Eligibility – Temporary Impairment
- 3.1.4 Out of Service Area – Service is not complementary to fixed route
- 3.1.5 Visitor – Visiting from another service area and is approved
- 3.1.6 Withdrawn – Applicant withdraws application

3.2 This information is tallied on the 22nd of each month for the previous month. Below is the most recent update:

2018 Paratransit Applications	Oct	Nov	Dec	Jan	Feb
Full Approval	83	66	43	45	48
Conditional	15	10	14	10	26
Temporary	0	0	0	1	1
Denials	0	1	0	0	1
Visitor	1	1	0	1	0
Out of Area	2	5	0	6	5
Withdrawn	1	0	0	1	0
Pending	20	13	8	7	8
Completed	122	96	57	71	89
Received	88	79	57	74	82

3.3 Breakdown of the 82 applications received for the month of February:

- 3.3.1 New applications = 51
- 3.3.2 Recertifications = 23
- 3.3.3 Pending applications = 8

### 4.0 Facility Accessibility

4.1 Within the eligibility statistics, BJCTA generates applicants in approval levels, which are: The DOT Standards contain extensive requirements for scoping, access, parking, passenger and bus loading, path of travel to and within facilities, signage and communication, telephones and fare vending, and emergency egress and places of refuge.” “The DOT Standards do not permit changes in level between the access aisle and the vertical pull-up space, and they require the access aisle to be the full length of the vehicle pull-up space and on an accessible route to the facility entrance.” (FTA C 4710.1)

4.1.1 The access aisle for the only designated handicap accessible parking space at the BJCTA Intermodal Building is partially obstructed with a vertical post

- 4.1.2 The footpaths of travel surrounding the bus loading dock at BJCTA Central Station do not contain tactile paving or tiles (textured ground surface indicators) for persons with visual impairment

## **5.0 Monitoring of Operations**

- 5.1 Section 37.167(b)(1) requires a transit agency to announce stops at major intersections or destination points with appropriate orienting information (e.g., the destination name and the intersection location).

- 5.1.1 Highway 31 Fixed Route does not announce arrival at Brookwood Baptist Medical Center. (New Flyer #606)

- 5.1.1.1 Compliance contacted the appropriate departments regarding this concern

- 5.1.1.2 IT and Planning are working with Avail to ensure the stop in the announcement queues

## **6.0 Alternative Accessible Formats**

- 6.1 All public transportation customers need access to adequate information to use a particular service. This requirement obligates transit agencies to ensure that individuals with disabilities also have access to adequate information.” (FTA C 4710.1)

- 6.1.1 Upon request, a large print version may be made available; however, BJCTA’s Paratransit Rider’s Guide is currently not available in an alternative format such as braille.

- 6.1.1.1 BJCTA is in the process of seeking alternative formats for all Civil Rights notifications

## **7.0 Public Comment / Input**

- 7.1.1 The BJCTA’s ADA Paratransit Advisory Committee Meeting was held February 21, 2019. Members in attendance discussed formal Paratransit Travel Training classes on BJCTA’s Fixed Route vehicles. Travel Training will assist paratransit riders in utilizing fixed route vehicles. BJCTA will work diligently in developing training.

- 7.1.2 BJCTA contacted other agencies to get involved and the agencies below attended:

- 7.1.2.1 Alabama Department of Rehabilitation Services

- 7.1.2.2 Disability Rights and Resources

- 7.1.2.3 Easter Seals

- 7.1.2.4 Horizons School



**Birmingham-Jefferson County Transit Authority**

<b>TITLE/DESCRIPTION:</b>  <b>Operations Monthly Update</b>	<b>RESOLUTION: N/A</b>
	<b>DATE: March 2019</b>
	<b>INITIATOR: Christopher Ruffin, Sr. Director of Operations</b>
<b>ACTION REQUEST:</b> <input type="checkbox"/> Approval <input type="checkbox"/> Review/Comment <input checked="" type="checkbox"/> Information Only <input type="checkbox"/> Other _____	

**Purpose/Objective:** To provide information regarding the progression of the Operations Department; both Fixed-Route and Paratransit.

**1.0 Fixed Route**

- The Operations Department met on Monday, March 4, 2019 with the Safety and Human Resources Departments to discuss having a hiring blitz.
- The Director of Operations attended Executive Staff Meetings on March 5, 8, 12, and 19, 2019. The Fixed Route Manager attended Executive Staff Meeting on March 26, 2019 in the absence of the Director of Operations.
- The Director of Operations attended the BJCTA Regular Meeting of the Board of Directors on March 6, 2019.
- On Friday, March 8, 2019, Operations collaborated with Consultant, Thomas Stringer regarding presentations for the March 20<sup>th</sup> Operations Committee Meeting.
- The Director of Operations had a conference call with Consultant, Thomas Stringer regarding presentations for the Operations Committee Meeting.
- The Operations Department interviewed nineteen (19) applicants for Operator positions on March 11-12, 2019.
- The Director of Operations attended a meeting on FY20 Proposed Service Plan Operating Hours at the Intermodal Facility on Monday, March 11, 2019.
- The Operations Department participated in “A Day in the Life of an Operator”, helped at the Intermodal Facility and interviewed applicants for operator positions on Wednesday, March 13-15, 2019.
- The Director of Operations attended a meeting regarding CMAQ Grant Opportunities for new service with the Grants Department at the Intermodal Facility on Thursday, March 14, 2019.

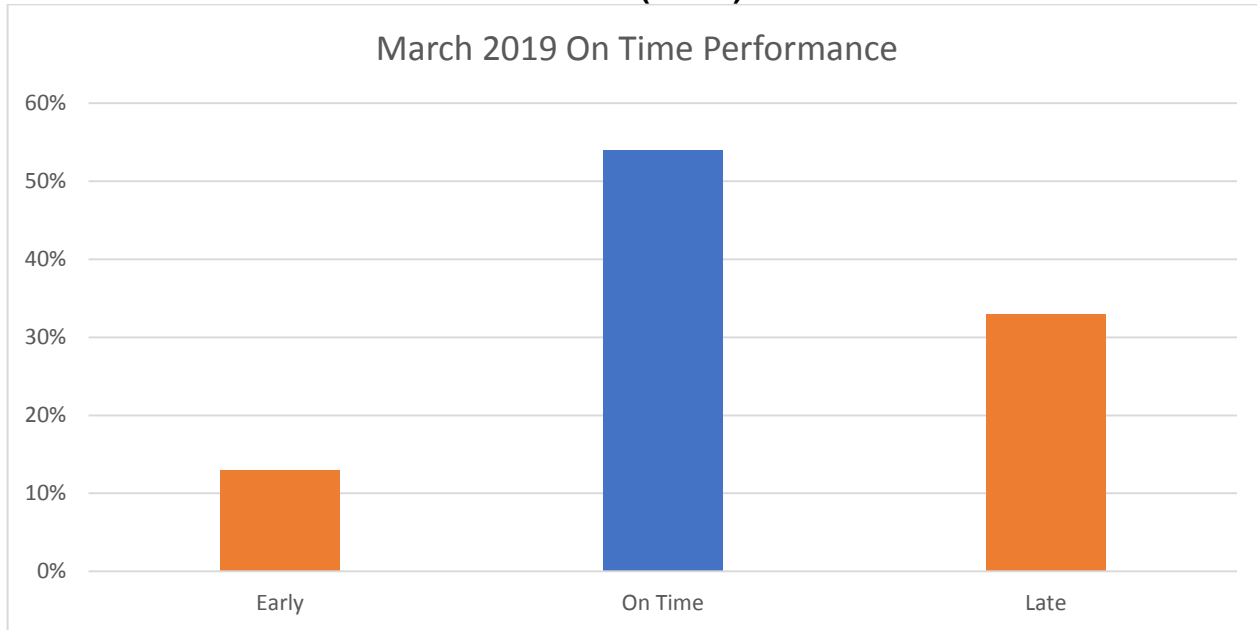
- On Friday, March 15, 2019, the Director of Operations attended a Farebox Meeting at the Intermodal Facility with the Maintenance and IT Departments.
- The Director of Operations attended an IT Budgetary Discussion at the Intermodal Facility on Friday, March 15, 2019.
- The City of Birmingham hosted a meeting regarding the preview paint designs for the Birmingham Xpress Rapid vehicles, in which the Director of Operations was present.
- The Operations Department interviewed four (4) applicants for Fixed Route Operator positions on March 22, 2019.
- The Director of Operations attended a meeting with Consultant, Thomas Stringer in preparation for the presentation at the Operations Committee Meeting on Monday, March 18, 2019.
- The Director of Operations attended a prep meeting for the Operations Committee Meeting on Wednesday, March 20, 2019 at 8:30am.
- The Director of Operations assisted in serving both Operations and Maintenance staff lunch in observance of National Transit Drivers Day on Friday, March 22, 2019.
- The Fixed Route Manager attended a meeting regarding Phase 3 Commuter Service Implementation.
- Operations attended the Mandatory Drug & Alcohol Training given by ATG in the Safety Training Area of the Maintenance Facility on March 22 & 28, 2019.
- The Fixed Route Manager participated in a conference call with Consultant Thomas Stringer and Safety Manager Sammy Kato in the 8<sup>th</sup> Ave Conference Room, speaking with Alabama Power about assisting the organization with securing both temporary and permanent maintenance facilities.



### 1.1 On Time Performance

- On-Time Performance is measured in the Avail System by the percentage of Runs that are Early (based on 0 minutes); On-Time (based on 1-5 minutes); Late (based on 5.01+ minutes).

### 1.2 Fixed Route On-Time Performance (Chart)



Early (0 min)	On Time (1-5min)	Late (Anything over 5 min)
13%	54%	30%

### 1.3 Missed Trips

- Avail calculates trips that are missed due to the operator not being logged on and system issues as “Missed Trips”. The department is always in constant contact with Avail to provide the most accurate information possible just in case there are software updates.

### 1.4 Missed Trips (Chart)

#### February Missed Trip Information from Avail

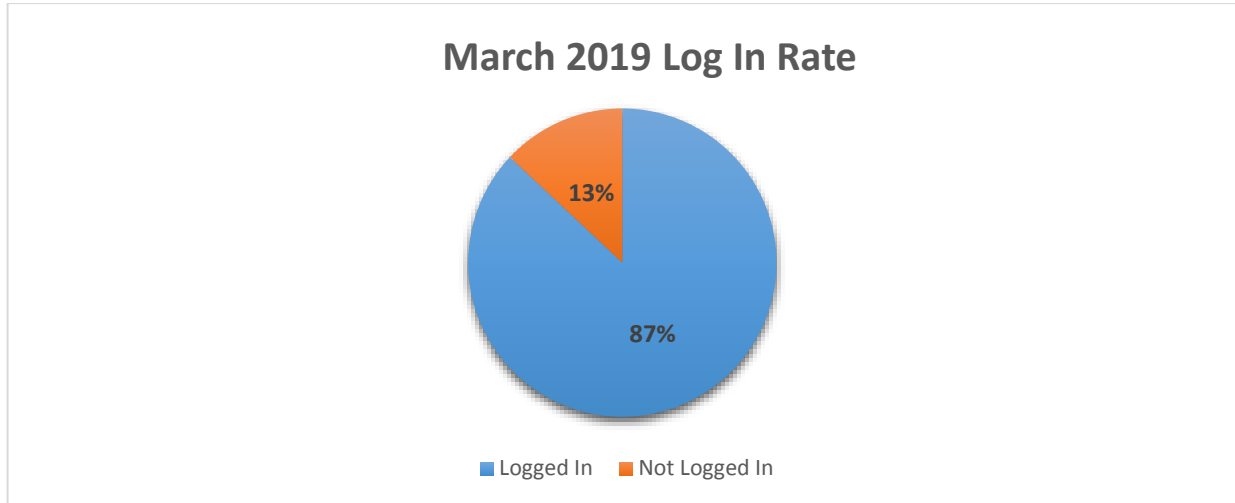
Total for the Month	Lowest Missed Trips	Highest Missed Trips	Average Missed Trips
928	25	73	37

*\*Missed trips do not consist only of trips that are missed by operators. This number consists of bad communications between the Avail System and BJCTA network, operator log-in rate (failure to log-in), and trips that are missed because of mechanical issues.*

### 1.5 Operator Log-in Rate

- The Operator Log-in Rate is the percentage of Operators that are logging into the Avail system before starting their specified runs without having to be logged in by Dispatch.

### 1.6 Operator Log-In Rate (Chart)



Logged In	87%
Not Logged In	13%

### 1.7 Operator Attendance

- It is important to understand how attendance affects other Key Performance Indicators. Operator Attendance will be provided on a medium basis for the month. Attendance is calculated based on operators that are Marked-off, are on FMLA, Vacation/Sick Time, Suspended, or on Workman’s Compensation.

### 1.8 Operator Attendance (Chart)

February Operator Attendance (Absentees on Average)				
Mark Offs	FMLA	Vacation/Sick	Suspended	Workman's Comp
3	2	6	1	1

### 1.9 Customer Complaints (Operations)

February Customer Complaints (Total)		
Closed/Resolved	Open	Total Complaints
11	0	11

\*Customer Complaints are calculated in total numbers to reflect how many complaints the Customer Care Center has received with concerns of operators and/or bus information such as tardiness, missed pick-ups, etc.

## 2.0 Paratransit

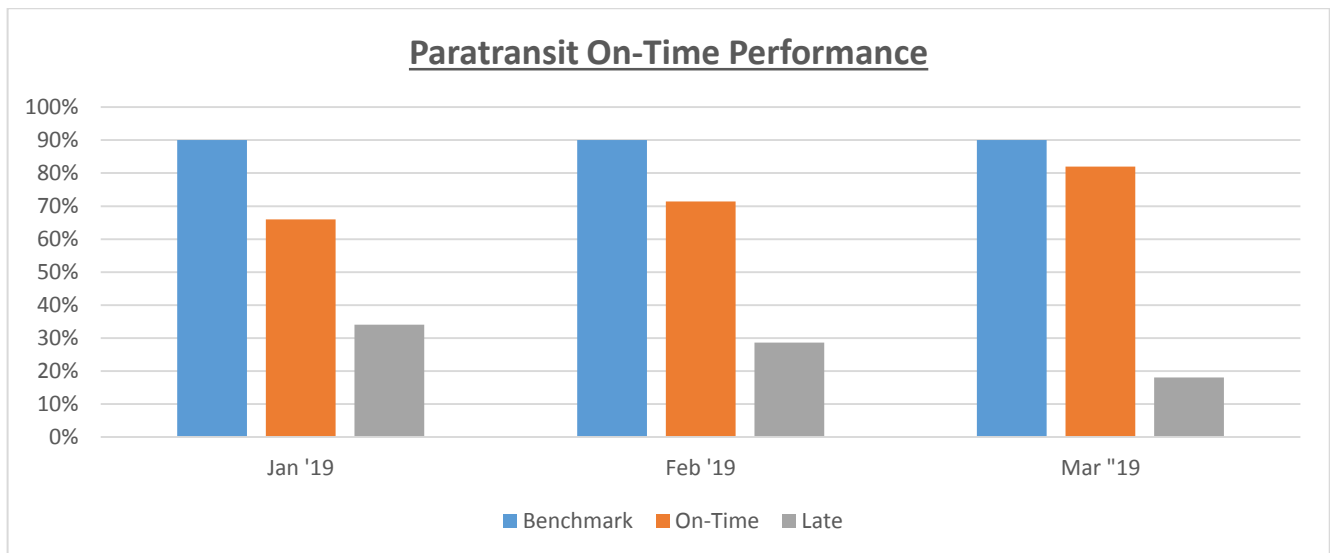
- The Paratransit Manager attended Executive Staff Meetings on March 5, 8, 12, 19, & 26, 2019.
- Operations collaborated with Consultant, Thomas Stringer on a presentation to be made to the Committees on Friday, March 8, 2019.
- The Paratransit Manager attended a meeting at Workshops Inc. for the monthly Paratransit Advisory Meetings.
- The Paratransit Manager attended a prep meeting with Consultant, Thomas Stringer, for the Operations Committee Meeting on Wednesday, March 20, 2019 at 8:30am along with the Director of Operations.
- The Paratransit Manager visited several dialysis centers in the western corridor of the service area, requesting passenger chair times to better assist them with accurate pickups and drop-offs.

### 2.1 Paratransit On-Time Performance

- On-Time Performance is measured in the Route Match System by the percentage of Runs that are Early (based on 15+ minutes); On-Time (based on 1-30 minutes); Late (based on 15+ minutes).

### 2.2 Paratransit On-Time Performance (Chart)

*\*The chart below indicates the average for the On-Time Performance over the last three months for comparison purposes.*



	<u>Jan '19</u>	<u>Feb '19</u>	<u>Mar '19</u>
<b>Benchmark</b>	90%	90%	90%
<b>On-Time</b>	65.98%	71.40%	81.95%
<b>Late</b>	34.05%	28.60%	18.05%



Birmingham-Jefferson County Transit Authority  
STAFF SUMMARY AND COMMENTS

	<b>RESOLUTION NO.:</b> N/A
	<b>DATE:</b> March, 2019
	<b>INITIATOR:</b> Christopher Brewster
<b>ACTION REQUEST:</b> <input type="checkbox"/> Approval <input type="checkbox"/> Review/Comment <input checked="" type="checkbox"/> Information Only <input type="checkbox"/> Other _____	

**1.0 Purpose/Objective:** This report is to provide information regarding Safety, Training, and Security for the month of March 2019.

**Training Overview:** *The Birmingham Jefferson County Transit Authority’s Training Department is committed to providing a safe environment, as well as first class, consistent training to BJCTA employees and stakeholders.*

- *The Birmingham Jefferson County Transit Authority’s Training Department has successfully graduated all Operator Trainees. The Paratransit trainees (2) are working in regular service. The remaining Fixed Route trainees are in revenue training.*
- *The Birmingham Jefferson County Transit Authority’s Training Department Hosted two training sessions. Work place/Sexual Harassment, presented by Cobbs Allen and Drug and Alcohol, presented by ATG.*

**Security Overview:** *The Birmingham Jefferson County Transit Authority’s Security Department is committed to providing a safe environment – and providing a positive perception regarding personal safety while on BJCTA property.*

- The Security Department is continuing to work to identify and ensure that all cameras at 8<sup>th</sup> Avenue, Sites A, B and C are working.
- The Security Department is continuing talks with Apollo Video Technology for formal proposal to retrofit fleet with Apollo Video equipment.

**Safety Overview:** *The Birmingham Jefferson County Transit Authority's Safety Department provides an environment that enforces and encourages a positive safety experience for its employees, customers, and stakeholders.*

- The Fixed route preventable accident rate compared to the national average (1.5) at 0. accidents per 100,000 miles. The Paratransit accident rate this month is below the national average (1.0) at 0.00 preventable accidents this month.
- Fixed route had 3 preventable accidents for March. Paratransit had 1 preventable for the month of March which marked 88 days of none preventable accidents.



**Birmingham-Jefferson County Transit Authority  
STAFF SUMMARY AND COMMENTS**

<b>TITLE/DESCRIPTION:</b> Maintenance Department	<b>RESOLUTION NO.:</b> N/A
	<b>DATE:</b> March 2019
	<b>INITIATOR:</b> Johnathan Mitchell
<b>ACTION REQUEST:</b> <input type="checkbox"/> Approval <input type="checkbox"/> Review/Comment <input checked="" type="checkbox"/> Information Only <input type="checkbox"/> Other	

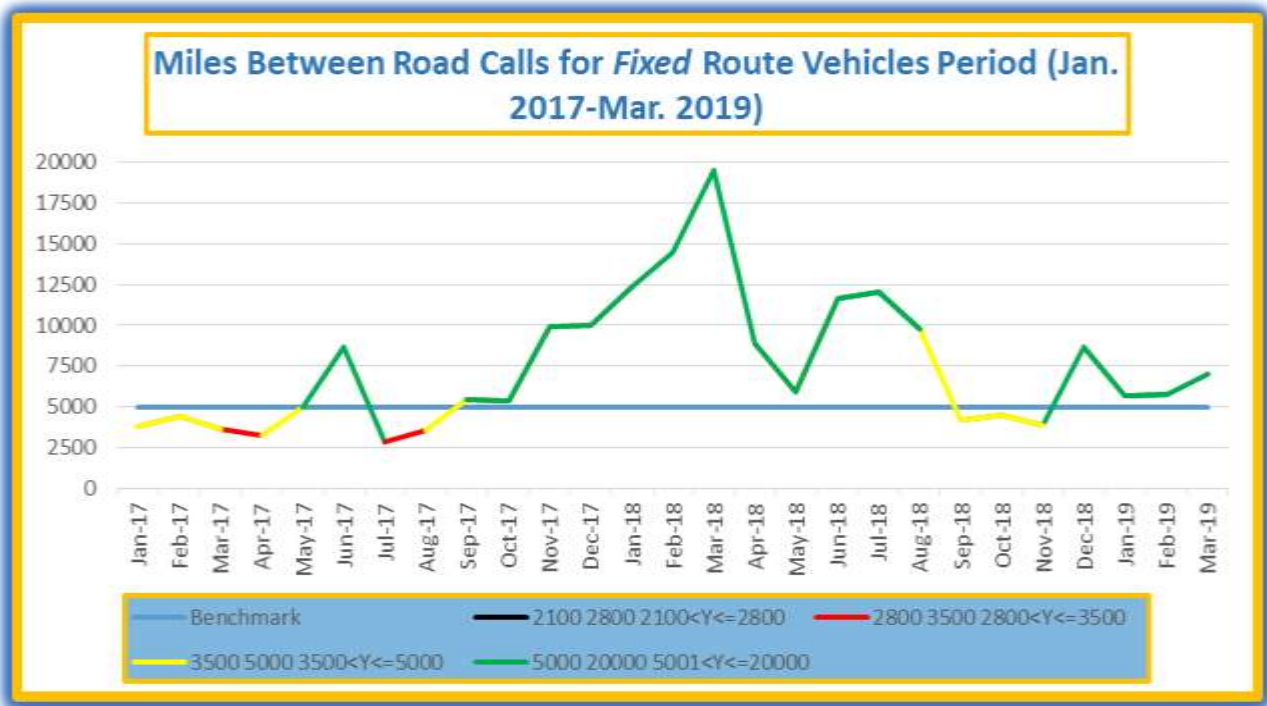
**1.0 Purpose/Objective:** To provide information regarding the progress of the Maintenance Department.

**2.0 Description/Justification:** As indicated monthly, many of the projects discussed during last month’s board report are still in progress and will be updated as they continue to develop.

- Repaired all reported vehicle defects, inspections & safety checks in a timely manner
- Achieved 31% inspections for the month of March—a total of 52 inspections with 36 past due; this is due to the restructuring of the inspection process—discontinuing basic “walk-around” inspections (3k Inspections) and adding a more in-depth inspection/brake check—which helps eliminate the possible failures that could occur within a 3,000-mile mark
- Maintained the upkeep of all fleet
- Completed all 3 building/facility inspections due
- Submitted ADEM Inspection Information
- Repaired waste machine, outside security lights & roof leak at the Intermodal
- Repaired drains in Wash Bay
- Repaired family restroom, sink leak, & women’s handicap restroom at Greyhound
- Changed out filters on Diesel gas pumps at service line
- Installed doors behind Amtrak’s baggage area room
- Installed A/C diffusers at Amtrak
- Participated in the Employee Appreciation Day Lunch

**Road Calls** – The standard benchmark for mileage between road calls is 5,000 miles.

MAX Maintenance went an extraordinary 6,980 miles between mechanical failures in March 2019—surpassing the benchmark by 1980 miles and showing a 1,195 miles increase from February 2019. There were 31 mechanical failures for the entire month of March. Maintenance continues to work diligently to reach, maintain & exceed the standard benchmark.



TOTAL MILES BETWEEN MECHANICAL ROAD CALLS FOR FIXED ROUTE VEHICLES												
	Month											
	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
<b>2017</b>	3767	4418	3592	3253	4938	8688	2871	3521	5444	5363	9910	9972
<b>2018</b>	12338	14482	19501	8875	5878	11684	12047	9778	4174	4505	3896	8634
<b>2019</b>	5675	5785	6980									

*Johnathan Mitchell*

Johnathan Mitchell, Director of Maintenance