



**PLANNING & PROGRAM DEVELOPMENT
COMMITTEE MEETING**

Wednesday, April 17, 2019

Immediately following the Finance & Administration 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. Service Enhancements Public Meeting Updates
- VI. BRT Team Update**
- VII. Marketing – Get on Board Day Presentation**
- VIII. Resolutions for Consideration and Approval- None**
- IX. On Time Performance Recovery Plan**
- X. Items for Information and/or Discussion**
 - A. Departmental Reports
- XI. Old Business**
- XII. New Business**
- XIII. Adjournment**

**Planning & Program Development
Committee Members**

LeDon Jones, Chair
Ruby Davis
Donald Harwell

PLANNING & PROGRAM DEVELOPMENT COMMITTEE MEETING MINUTES *Informational Meeting*

Thursday, March 21, 2019

Call to Order

The meeting was called to order by Committee member Donald Harwell at 10:45 A.M. in the Executive Conference Room located at 1801 Morris Avenue, Birmingham, Alabama 35203.

Committee Members Present: Donald Harwell

Quorum: No- Informational Meeting

DiNaira Gilbert, Board Administrator, conducted roll call and did not establish a quorum.

Committee Members Absent: Ruby Davis; LeDon Jones

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

Staff and Others Present:

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

Interim Executive Director's Report

The following updates were provided:

- A. *Local Funding Sources*- Preparing for the upcoming budget cycle by identifying all local funding sources. This information will be shared with the full Board soon.
- B. *Participating Governments Workshop*- Planning to hold this event the first or second week of April. Will send out a Save the Date for the event. The budget calendar will be sent out as well. We want to make sure that all participating municipalities are aware and understand the process. We will be following the time lines established in the enabling legislation.
- C. *Service Enhancements*- Planning for a two-year budget to help with service planning. Improvements are being made to current routes and new routes are being created in

Jefferson County. Public meetings will be scheduled soon to make the public aware of these changes before they begin on May 20th. The parameters for On Time Performance have been updated to reflect the requirements of the Board. The new parameters are 0 minutes early and 5 minutes late.

Adjournment

The meeting adjourned at 11:13 A.M.

Committee Members: **LeDon Jones (Chair)**
 Ruby Davis
 Donald Harwell

Birmingham – Jefferson County Transit Authority

STAFF SUMMARY AND COMMENTS

TITLE/DESCRIPTION:	DATE: March 2019
Marketing Report	INITIATOR Myrna Pittman Director of Customer Care & Marketing

1.0 Completed Projects:

- Provided two tours of the Intermodal Facility to students at the Horizons School.
- Met with representatives of Urban Impact, Inc. to discuss potential partnership for community outreach projects
- Met with Summit Media about advertising opportunities
- Hosted the League of Women Voters of Greater Birmingham (LWVGB) community meeting at the Intermodal facility
- Meetings with staff about upcoming schedule changes to occur in May of 2019
- Met at Alabama Power to discuss ways that they can assist with locating maintenance facilities and other initiatives

2.0 Working Projects:

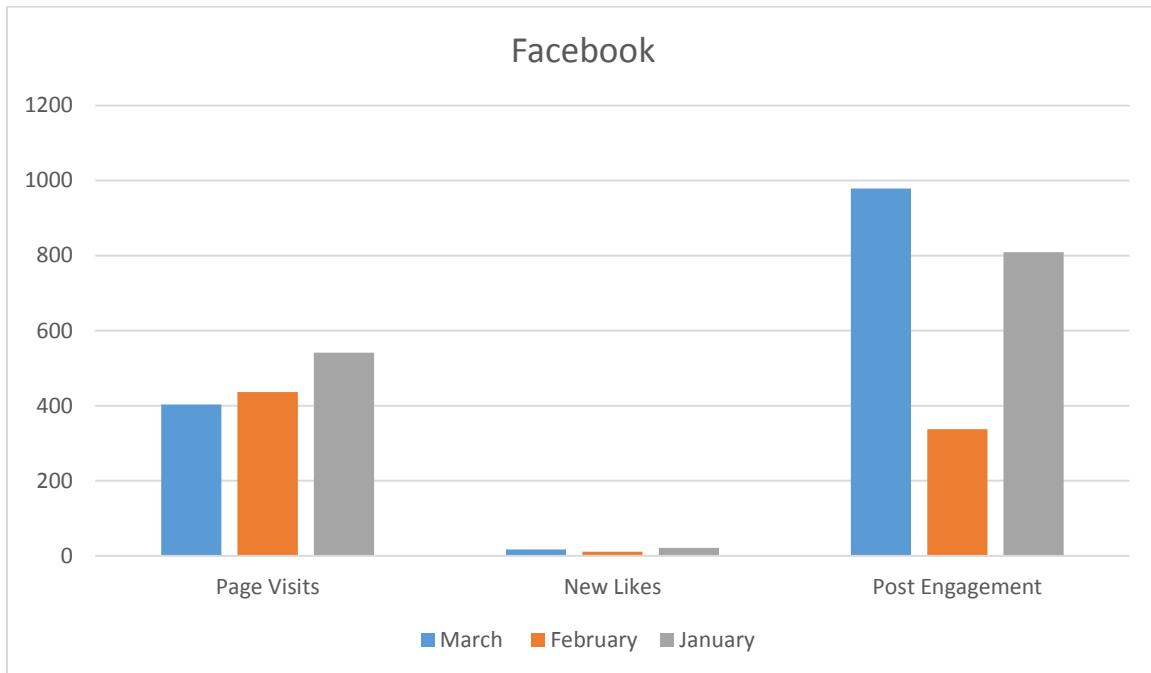
- Working with Message Point Media on prototype for customized website
- Working with our PR firm, the Intermark Group, to coordinate plan for Get On Board Day, marketing the Magic City Connector, Farmer's market and other projects
- Finalizing PowerPoint presentation for monthly community meetings in all municipalities to educate riders about public transit
- Working collaboratively to redesign and reprint all public schedules
- Participated in planning meeting at the City of Birmingham about the ADECCA Farmers Market
- Meetings with the Birmingham Xpress Design team about bus design and way finding signs
- Began work on plans to host Jefferson County Mayors Association Meeting to be held 4/18/2019

3.0 Upcoming April Marketing Activities/Events:

- **TCAB "Let's Talk"** – Monday, April 1, 2019 at Central Station (6 AM – 10AM; 2PM – 6PM)
- **Rider Review: New Website** – Monday, April 1, 2019 at Central Station (8 AM – 10 AM; 4PM – 6PM)

- **Public Information Meetings for Route Changes Effective May 20, 2019** – Thursday, April 4, 2019 (9 AM; 12 PM; 5:30 PM)
- **Community Engagement Event** – Saturday, April 6, 2019 at Wenonah High School (10 AM – 3 PM)
- **TCAB Meeting** – Saturday, April 6, 2019 (10 AM)
- **Tour: Wenonah High School** – Thursday, April 11, 2010 at Intermodal Facility
- **Jefferson County Mayor’s Association Meeting** – Thursday, April 18, 2019
- **Get on Board Day** – Thursday, April 25, 2019

March Digital Report for Facebook



- Facebook page visits - 403
- New page likes – 17
- Post engagements - 979



Birmingham-Jefferson County Transit Authority

TITLE/DESCRIPTION: Planning & Development Department Monthly Update	DATE: March 2019
	INITIATOR: Joshua Johnson Director of Planning & Development
	ACTION REQUEST: <input type="checkbox"/> Approval <input type="checkbox"/> Review/Comment <input checked="" type="checkbox"/> Information Only <input type="checkbox"/> Other _____

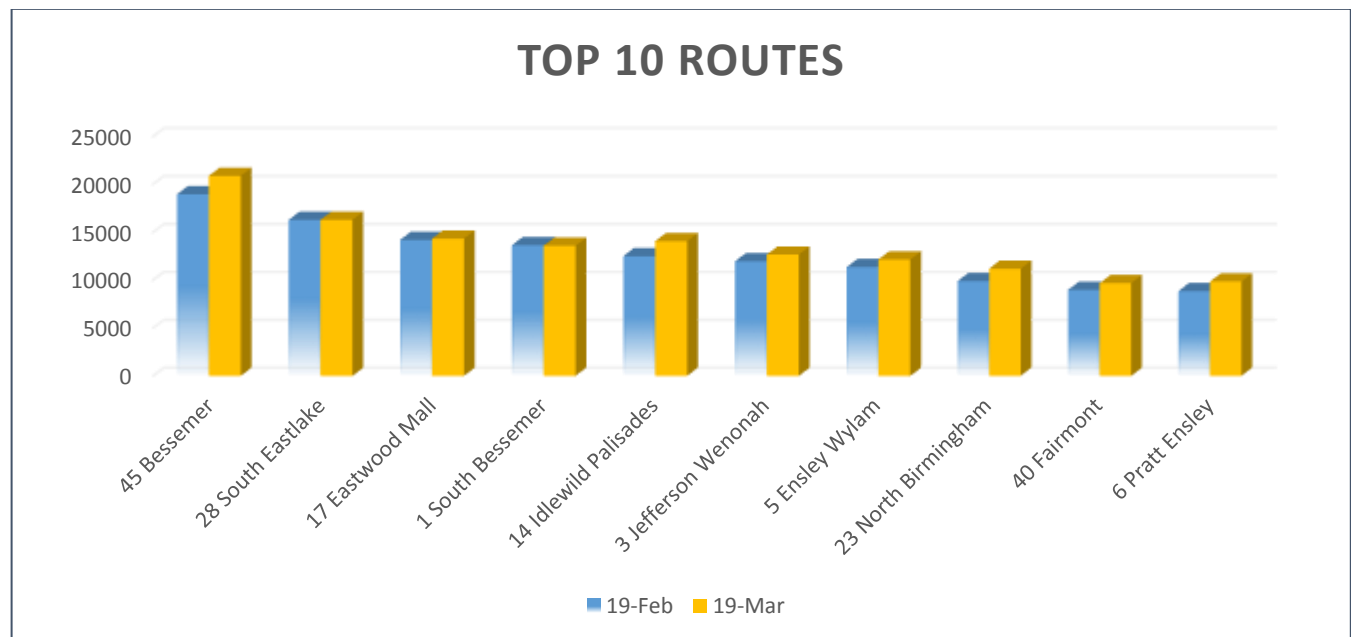
Description/Justification: The Director of Planning & Development evaluates, refines, and expands the service network as it pertains to the socioeconomic and transportation needs unique to the region.

Purpose/Objective: To provide information regarding the progress of the Planning Department.

1.1 Overall System Performance Indicators for Fixed-Route

Goal	Performance Indicators	February 2018	February 2019		March 2018	March 2019	February to March Change
Overall System Performance	Ridership-Fixed Route	276,579	239,605		243,671	229,968	-4%
	Revenue Hours	17,361	18,044		15,853	17,755	-.01%
	Revenue Miles	233,040	232,723		218,095	226,697	-0.02%
	Boardings per vehicle service hour	15.9	13.3		15.37	13	-0.02%

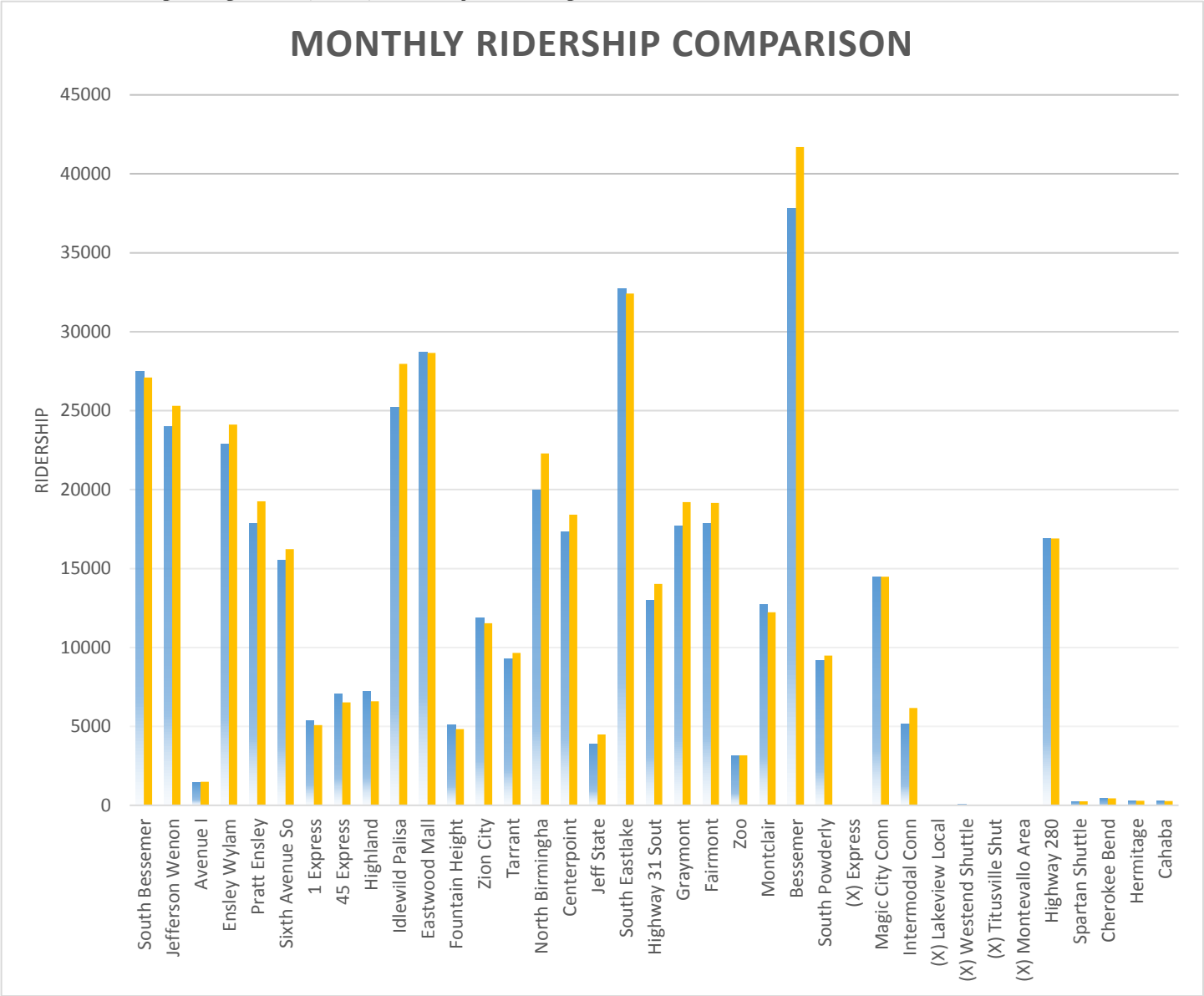
1.2 Top 10 Ridership Routes (Chart) (February 2019 compared to March 2019)



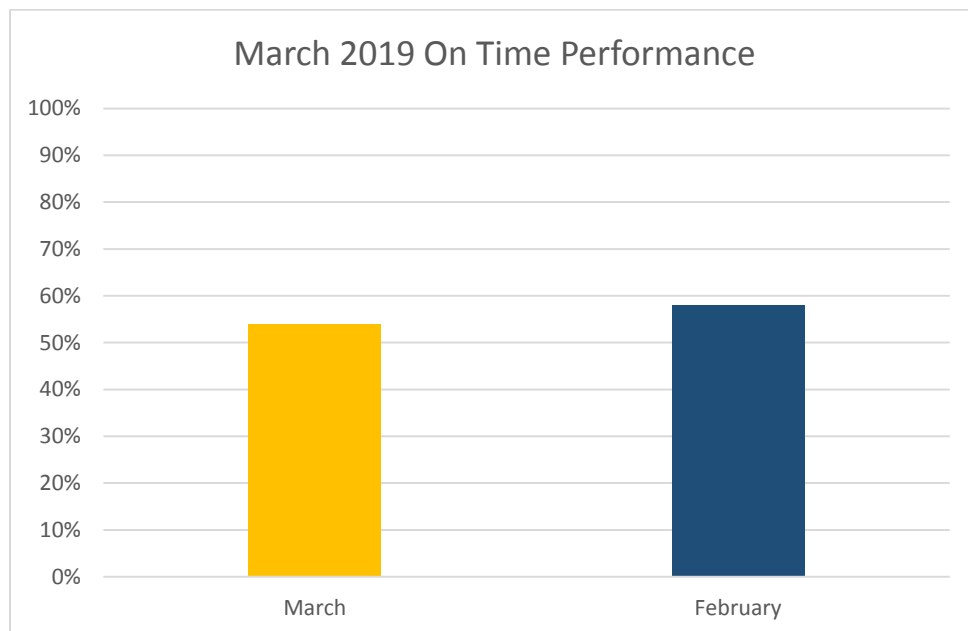
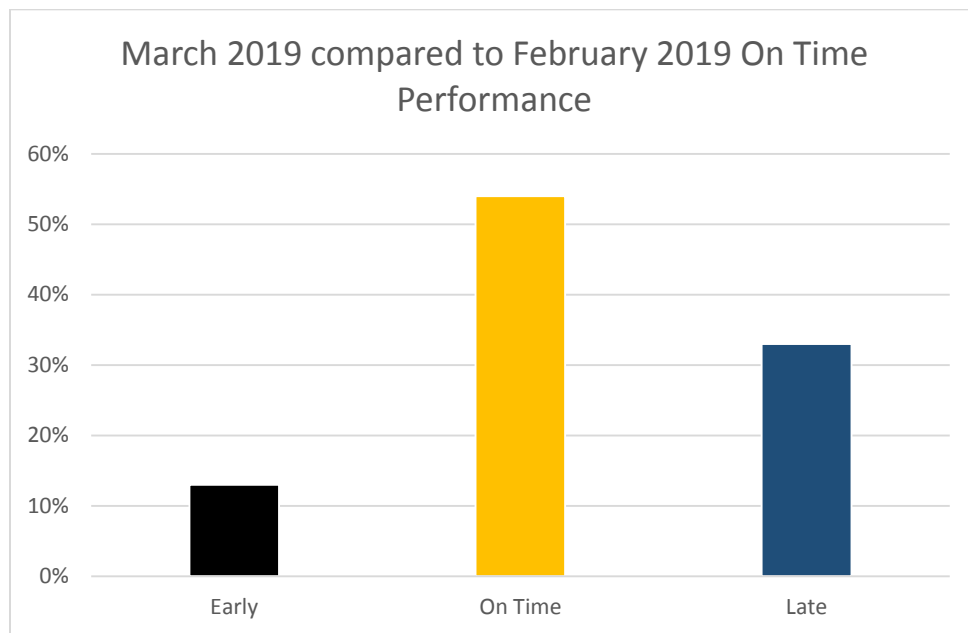
1.3 Top Route Ridership Comparison by Year

Route	19-Feb	19-Mar	18-Feb	18-Mar	19 % Change
45 Bessemer	18949	20874	20912	21908	10%
28 South Eastlake	16273	16290	15149	15593	0%
17 Eastwood Mall	14195	14330	16194	17248	1%
1 South Bessemer	13628	13576	13923	14807	0%
14 Idlewild Palisades	12493	14067	12956	14212	13%
3 Jefferson Wenonah	11964	12658	10091	9516	6%
5 Ensley Wylam	11354	12146	10994	12290	7%
23 North Birmingham	9903	11187	11011	11017	13%
40 Fairmont	8976	9680	9257	9683	8%
6 Pratt Ensley	8855	9855	9486	9607	11%

1.3 Ridership Comparison (Chart) February 2019 compared to March 2019

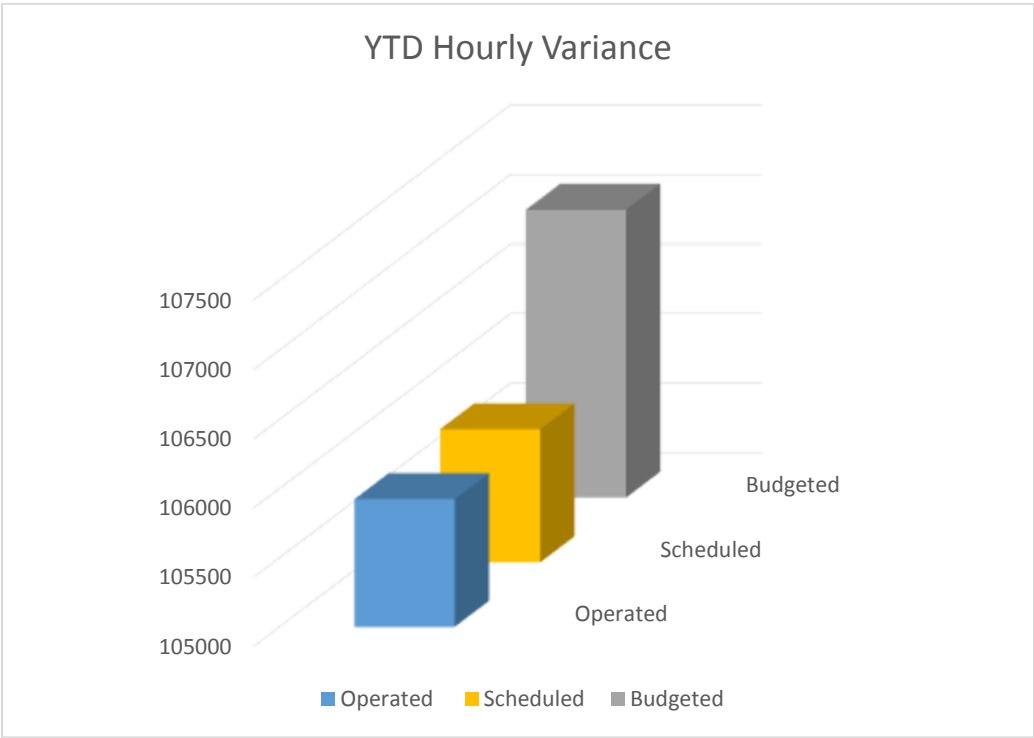


1.4 On-Time Performance and Schedule Adherence (February 2019 compared to January 2019)

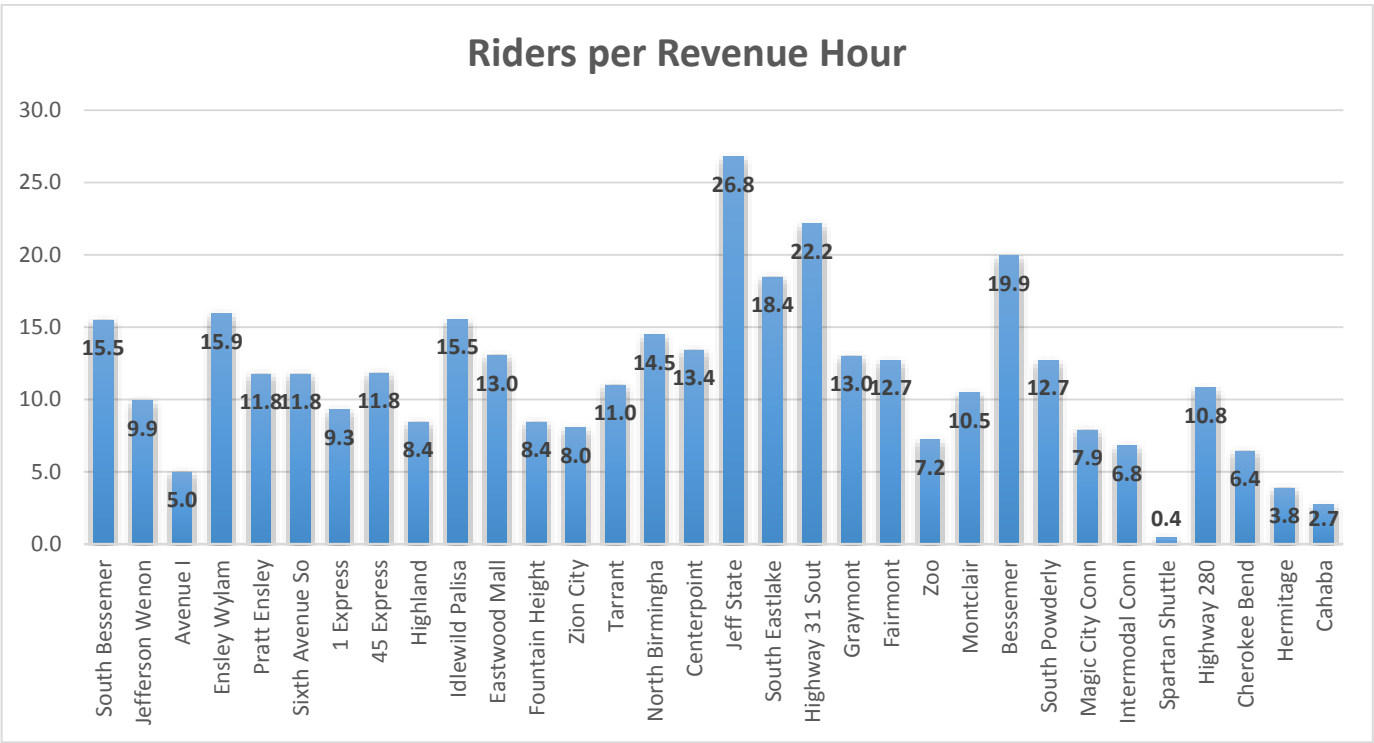


1. In March 2019, BJCTA's parameters for On-Time Performance were adjusted to mimic the Federal Transit Administration's standards. The previous threshold was -1/+5 minutes early and late. The new standard of 0/+5 permits no early arrivals. As such, the OTP has declined from the tighter standards.
2. In March 2019, the Automatic Vehicle Locator (AVL) system experienced a glitch. AVAIL was notified and by MAX staff to address the issue.

1.5 Hourly Variance



1.6 Riders per Revenue Hour



Joshua Johnson

Planning & Development Department



Birmingham-Jefferson County Transit Authority

STAFF SUMMARY AND COMMENTS

TITLE / DESCRIPTION: Grant Development and Oversight	RESOLUTION NO.: N/A
	Month: March 2019
	INITIATOR: Stephanie Walker
ACTION REQUEST: <input type="checkbox"/> Approval <input type="checkbox"/> Review/Comment <input checked="" type="checkbox"/> Information <input type="checkbox"/> Other	

Purpose/Objective:

To effectively and efficiently safeguard federal funds, seek non-traditional funding opportunities, support the Disadvantaged Business Enterprise (DBE) program by working with department heads to strengthen DBE participation in grant projects, monitor sub-recipients and adhere to compliance with Federal transit Administration financial reporting guidelines by ensuring post-award grant administration and project management activities for all applicable FTA grant programs. The Birmingham-Jefferson County Transit Authority proficiently administers FTA-funded projects and complies with grant responsibilities and reporting requirements. BJCTA satisfies regulatory requirements and is stays abreast of all pertinent materials to assist in the management of federally-assisted grants.

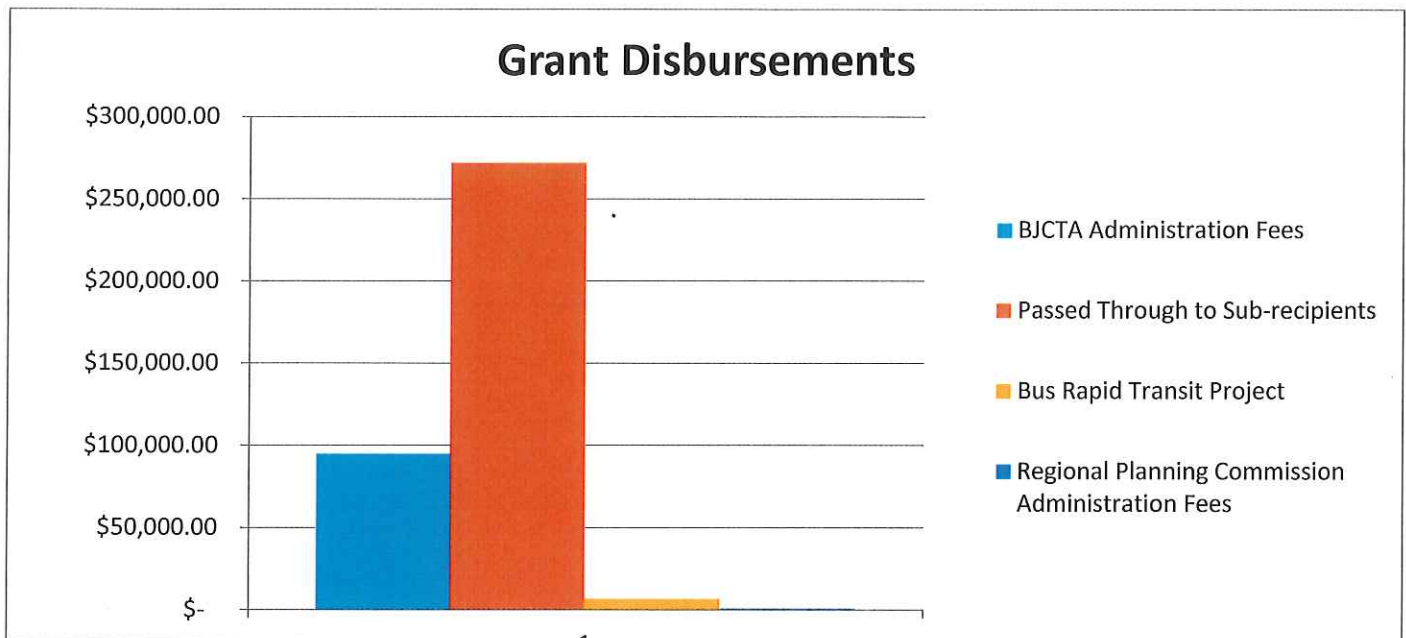
Grants Overview: The Birmingham-Jefferson County Transit Authority (BJCTA) currently manages and provides quarterly reports on nine (9) active FTA grants. Four (4) of which are pass-through and the remaining five (5) are BJCTA designated grants.

- Prepared and submitted the Federal Financial Accountability and Transparency Act (FFATA) reports for all sub-recipient payments over \$25,000 in the month of February. There was only one payment to a sub-recipient this month that fell within this FTA-established threshold; \$261,189 to ClasTran.
- Calculated and submitted the Sub-recipient Fixed Asset Depreciation report for the month of March. This fixed asset log currently contains a total of seventy-three items and entails vehicles and capital equipment operated by sub-recipients.
- Received FTA approval for three grant budget revisions to allocate available balances to the Bus Rapid Transit (BRT) On-Board Survey and Ridership Forecast project:
 - AL-95-X007, \$73,327
 - AL-2017-004, \$21,567
 - AL-2018-005, \$33,857
- Notified of award funding for Federal Application Identifier Number (FAIN) AL-2019-003 for \$3,600,000 to be utilized toward the purchase of six of the eleven fixed-route buses on order, software updates on fare boxes and maintenance facility needs.
- Commenced calendar year 2019 sub-recipient Desk review cycle. ClasTran was the first sub-recipient agency on the schedule. Lakeshore is next, with a May 2019 review schedule. The Desk Review consists of the following eleven components:
 - Name and titles of all key personnel
 - Vehicle Maintenance Records
 - Physical Inventory Listing
 - Procurement Policy
 - Driver Training Records
 - DBE Compliance documentation
 - ADA Compliance documentation
 - Title VI
 - Drug and Alcohol Policy
 - EEO Plan

Other Activities:

- *March 7th* - Held a meeting with department heads to finalize BJCTA's standard operating procedure (SOP) for the disposal of FTA-funded grant assets upon completion of useful life.
- *March 12th* - Met with representatives from the Alabama Clean Fuels Coalition to discuss the funding allocations of the Volkswagen Settlement to assist BJCTA in replacing diesel vehicles with clean energy counterparts.
- *March 15th* - BRT meeting to review vehicle specifications for the BRT/Birmingham Express
- *March 18th* - Met with attorneys to discuss the MOU with the City of Birmingham for the ADECA Farmer's Market grant project, as well as to prepare Certifications and Assurances for the FY 2019 grant cycle.
- *March 29th* – Held meeting to establish a formal procedure for fixed asset entry, disposal and transfer as it relates to FTA-funded assets.

Fiscal Year Grant Spending To Date



A total of \$375,007 in federal funds were drawn in the month of March. The funds were expended as follows:

- \$95,177 - BJCTA administration fees for oversight and technical assistance to sub-recipients
- \$ 272,066 was passed through to sub-recipients (\$ 261,189 to ClasTran and \$10,877 to Travelers Aid)
- \$6,790 was allocated to the BRT Project for payment to Barge for preliminary engineering and design services
- \$974 was remitted to RPC for technical assistance provided to sub-recipients in the procurement of their awarded Section 5310 projects

Grant Status Report March 2019

Pass-Through Grants		Date	FTA Award	Previous Balance	Drawn this Period	Balance
New Starts Environmental		09/2006	\$6,768,706	\$ 256,375.00	\$ 6,790.00	\$ 249,585.00
FFY 2016 Enhanced Mobility		07/2017	\$889,228	\$ 82,798.00	\$ 10,877.00	\$ 71,921.00
FFY 2017 STPBH-Flex to Para-transit		04/2017	\$3,080,000	\$ 533,668.00	\$ 353,522.00	\$ 180,146.00
FFY 2017 Section 5310 Enhanced Mobility		03/2018	\$680,745	\$ 662,677.00	\$ 3,818.00	\$ 658,859.00
			\$11,418,679	\$ 1,535,518.00	\$ 375,007.00	\$ 1,160,511.00
BJCTA Grants		Date	FTA Award	Previous Balance	Drawn this Period	Balance
2013 CMAQ-Flex for In-Town Transit		02/2015	\$4,772,241	\$ 2,029,436.00	\$ -	\$ 2,029,436.00
FFY 2017 Bus & Bus Facilities		01/2018	\$690,931	\$ 446,351.00	\$ -	\$ 446,351.00
FFY 2017 Preventative Maintenance BJCTA		03/2018	\$7,134,241	\$ 883,426.00	\$ -	\$ 883,426.00
FFY 2018 Section 5307 Preventative Maintenance		02/2019	\$ 7,352,975.00	\$ 7,352,975.00	\$ -	\$ 7,352,975.00
FY 17 Discretionary Bus & Bus Facilities		03/2019	\$3,600,000	\$ 3,600,000.00	\$ -	\$ 3,600,000.00
			\$23,550,388	\$ 14,312,188.00	\$ -	\$ 14,312,188.00
			\$34,969,067	\$ 15,847,706.00	\$ 375,007.00	\$ 15,472,699.00

Birmingham-Jefferson County Transit Authority

Grant Inquiry Report

Grant #: AL-2018-006 Description: FFY Section 5310 BJJCTA Enhanced Mobility Echo #: ☐ Inactive

Drawdowns

Tran Type	Fiscal Year	Tran #	Transaction Date	Reference #	Description	Amount	Updated
2	11.80.00	2019	353	2/21/2019	9535164636	Grant Amount Draw Down	
	Project #: 1036			Src: F	Grant #: AL-2018-006	\$1,665.00	<input checked="" type="checkbox"/>
						ECHO #: 20	
2	11.80.00	2019	354	2/21/2019	9535164636	Grant Amount Draw Down	
	Project #: 1036			Src: F	Grant #: AL-2018-006	\$16,403.00	<input checked="" type="checkbox"/>
						ECHO #: 20	
2	11.80.00	2019	385	3/28/2019	9570159080	Grant Amount Draw Down	
	Project #: 1036			Src: F	Grant #: AL-2018-006	\$2,844.00	<input checked="" type="checkbox"/>
						ECHO #: 24	
2	11.80.00	2019	386	3/28/2019	9570159080	Grant Amount Draw Down	
	Project #: 1036			Src: F	Grant #: AL-2018-006	\$974.00	<input checked="" type="checkbox"/>
						ECHO #: 24	

Tran Type Total: \$21,886.00

Birmingham-Jefferson County Transit Authority

Grant Inquiry Report

Grant #: AL-03-0058-NEUWSTARTS			Description: New Starts Discretionary Funds		Echo #:	<input type="checkbox"/> Inactive
Drawdowns						
Tran Type	Fiscal Year	Tran #	Transaction Date	Reference #	Description	Amount Updated
2	44.23.02	390	3/14/2019	9557154623	Grant Amount Draw Down	\$6,790.00
Project #: 1017		Src: F		Grant #: AL-03-0058-NEUWSTARTS		ECHO #: 22
						<input checked="" type="checkbox"/>
Tran Type Total:						\$6,790.00

Birmingham-Jefferson County Transit Authority

Grant Inquiry Report

Grant #: AL-2018-003 Description: FFY 17-18 BJCTA STPBH Flex Enhanced Mobility Echo #: ☐ Inactive

Drawdowns

Tran Type	Fiscal Year	Tran #	Transaction Date	Reference #	Description	Amount	Updated
2	11.71.13	2018	213	4/19/2018	8228137759	Grant Amount Draw Down	
	Project #: 1037			Src: F	Grant #: AL-2018-003	\$22,408.00	<input checked="" type="checkbox"/>
						ECHO #: 64	
2	11.71.13	2018	218	5/15/2018	8254139347	Grant Amount Draw Down	
	Project #: 1037			Src: F	Grant #: AL-2018-003	\$235,386.00	<input checked="" type="checkbox"/>
						ECHO #: 69	
2	11.71.13	2018	227	6/20/2018	8289152397	Grant Amount Draw Down	
	Project #: 1037			Src: F	Grant #: AL-2018-003	\$247,847.00	<input checked="" type="checkbox"/>
						ECHO #: 78	
2	11.71.13	2018	236	8/3/2018	8334143039	Grant Amount Draw Down	
	Project #: 1037			Src: F	Grant #: AL-2018-003	\$231,831.00	<input checked="" type="checkbox"/>
						ECHO #: 84	
2	11.71.13	2018	239	8/23/2018	8354134553	Grant Amount Draw Down	
	Project #: 1037			Src: F	Grant #: AL-2018-003	\$237,635.00	<input checked="" type="checkbox"/>
						ECHO #: 87	
2	11.71.13	2018	262	9/20/2018	8382159658	Grant Amount Draw Down	
	Project #: 1037			Src: F	Grant #: AL-2018-003	\$254,695.00	<input checked="" type="checkbox"/>
						ECHO #: 97	
2	11.71.13	2018	288	10/25/2018	8417146404	Grant Amount Draw Down	
	Project #: 1037			Src: F	Grant #: AL-2018-003	\$221,207.00	<input checked="" type="checkbox"/>
						ECHO #: 5	
2	11.71.13	2018	301	11/30/2018	8456136580	Grant Amount Draw Down	
	Project #: 1037			Src: F	Grant #: AL-2018-003	\$251,686.00	<input checked="" type="checkbox"/>
						ECHO #: 10	
2	11.71.13	2018	306	12/20/2018	8473139975	Grant Amount Draw Down	
	Project #: 1037			Src: F	Grant #: AL-2018-003	\$232,902.00	<input checked="" type="checkbox"/>
						ECHO #: 14	
2	11.71.13	2018	310	2/1/2019	9515139683	Grant Amount Draw Down	
	Project #: 1037			Src: F	Grant #: AL-2018-003	\$231,066.00	<input checked="" type="checkbox"/>
						ECHO #: 17	
2	11.71.13	2018	349	2/21/2019	9535164119	Grant Amount Draw Down	
	Project #: 1037			Src: F	Grant #: AL-2018-003	\$256,335.00	<input checked="" type="checkbox"/>
						ECHO #: 18	
2	11.71.13	2018	383	3/20/2019	9563163433	Grant Amount Draw Down	
	Project #: 1037			Src: F	Grant #: AL-2018-003	\$261,189.00	<input checked="" type="checkbox"/>
						ECHO #: 23	
2	11.80.00	2018	219	5/15/2018	8254139347	Grant Amount Draw Down	
	Project #: 1037			Src: F	Grant #: AL-2018-003	\$9,000.00	<input checked="" type="checkbox"/>
						ECHO #: 69	
2	11.80.00	2018	228	6/20/2018	8289152397	Grant Amount Draw Down	
	Project #: 1037			Src: F	Grant #: AL-2018-003	\$16,667.00	<input checked="" type="checkbox"/>
						ECHO #: 78	

Birmingham-Jefferson County Transit Authority

Grant Inquiry Report

Grant #: AL-2018-003 Description: FFY 17-18 BJCTA STPBH Flex Enhanced Mobility Echo #: ☐ Inactive

Drawdowns

Tran Type	Fiscal Year	Tran #	Transaction Date	Reference #	Description	Amount	Updated
2	11.80.00	229	6/20/2018	8289152397	Grant Amount Draw Down	\$25,667.00	<input checked="" type="checkbox"/>
	Project #: 1037			Src: F Grant #: AL-2018-003		ECHO #: 78	
2	11.80.00	237	8/3/2018	8334143039	Grant Amount Draw Down	\$9,000.00	<input checked="" type="checkbox"/>
	Project #: 1037			Src: F Grant #: AL-2018-003		ECHO #: 84	
2	11.80.00	240	8/23/2018	8354134553	Grant Amount Draw Down	\$9,000.00	<input checked="" type="checkbox"/>
	Project #: 1037			Src: F Grant #: AL-2018-003		ECHO #: 87	
2	11.80.00	263	9/20/2018	8382159658	Grant Amount Draw Down	\$9,000.00	<input checked="" type="checkbox"/>
	Project #: 1037			Src: F Grant #: AL-2018-003		ECHO #: 97	
2	11.80.00	289	10/25/2018	8417146404	Grant Amount Draw Down	\$9,000.00	<input checked="" type="checkbox"/>
	Project #: 1037			Src: F Grant #: AL-2018-003		ECHO #: 5	
2	11.80.00	302	11/30/2018	8456136580	Grant Amount Draw Down	\$9,000.00	<input checked="" type="checkbox"/>
	Project #: 1037			Src: F Grant #: AL-2018-003		ECHO #: 10	
2	11.80.00	307	12/20/2018	8473139975	Grant Amount Draw Down	\$9,000.00	<input checked="" type="checkbox"/>
	Project #: 1037			Src: F Grant #: AL-2018-003		ECHO #: 14	
2	11.80.00	311	2/1/2019	9515139683	Grant Amount Draw Down	\$9,000.00	<input checked="" type="checkbox"/>
	Project #: 1037			Src: F Grant #: AL-2018-003		ECHO #: 17	
2	11.80.00	350	2/21/2019	9535164119	Grant Amount Draw Down	\$9,000.00	<input checked="" type="checkbox"/>
	Project #: 1037			Src: F Grant #: AL-2018-003		ECHO #: 18	
2	11.80.00	384	3/20/2019	9563163433	Grant Amount Draw Down	\$92,333.00	<input checked="" type="checkbox"/>
	Project #: 1037			Src: F Grant #: AL-2018-003		ECHO #: 23	

Tran Type Total: \$2,899,854.00

Birmingham-Jefferson County Transit Authority

Grant Inquiry Report

Grant #: AL2017019 Description: FY 2016 Section 5310 Enhanced Mobility Echo #: ☐ Inactive

Drawdowns

Tran Type	Fiscal Year	Tran #	Transaction Date	Reference #	Description	Amount	Updated
2	11.12.03	2017	134	8/21/2017	7987136678	Grant Amount Draw Down	<input checked="" type="checkbox"/>
Project #: 1032			Src: F	Grant #: AL2017019		\$293,530.00	ECHO #: 81
2	11.12.15	2017	181	2/9/2018	8158157603	Grant Amount Draw Down	<input checked="" type="checkbox"/>
Project #: 1032			Src: F	Grant #: AL2017019		\$78,023.00	ECHO #: 41
2	11.13.03	2017	290	10/26/2018	8418141010	Grant Amount Draw Down	<input checked="" type="checkbox"/>
Project #: 1032			Src: F	Grant #: AL2017019		\$71,757.00	ECHO #: 6
2	11.13.15	2017	129	8/21/2017	7987136346	Grant Amount Draw Down	<input checked="" type="checkbox"/>
Project #: 1032			Src: F	Grant #: AL2017019		\$37,880.00	ECHO #: 78
2	11.13.15	2017	154	11/21/2017	7079149002	Grant Amount Draw Down	<input checked="" type="checkbox"/>
Project #: 1032			Src: F	Grant #: AL2017019		\$1,208.00	ECHO #: 15
2	11.13.15	2017	291	10/26/2018	8418141010	Grant Amount Draw Down	<input checked="" type="checkbox"/>
Project #: 1032			Src: F	Grant #: AL2017019		\$84,588.00	ECHO #: 6
2	11.42.20	2017	144	10/6/2017	7033150979	Grant Amount Draw Down	<input checked="" type="checkbox"/>
Project #: 1032			Src: F	Grant #: AL2017019		\$611.00	ECHO #: 3
2	11.42.20	2017	179	2/9/2018	8158157603	Grant Amount Draw Down	<input checked="" type="checkbox"/>
Project #: 1032			Src: F	Grant #: AL2017019		\$4,307.00	ECHO #: 41
2	11.62.20	2017	180	2/9/2018	8158157603	Grant Amount Draw Down	<input checked="" type="checkbox"/>
Project #: 1032			Src: F	Grant #: AL2017019		\$8,599.00	ECHO #: 41
2	11.71.13	2017	161	12/5/2017	7093147218	Grant Amount Draw Down	<input checked="" type="checkbox"/>
Project #: 1032			Src: F	Grant #: AL2017019		\$12,129.00	ECHO #: 23
2	11.71.13	2017	168	1/3/2018	8122140404	Grant Amount Draw Down	<input checked="" type="checkbox"/>
Project #: 1032			Src: F	Grant #: AL2017019		\$12,122.00	ECHO #: 31
2	11.71.13	2017	175	1/17/2018	8136147398	Grant Amount Draw Down	<input checked="" type="checkbox"/>
Project #: 1032			Src: F	Grant #: AL2017019		\$8,885.00	ECHO #: 36
2	11.71.13	2017	185	2/20/2018	8170137320	Grant Amount Draw Down	<input checked="" type="checkbox"/>
Project #: 1032			Src: F	Grant #: AL2017019		\$9,473.00	ECHO #: 45
2	11.71.13	2017	191	3/20/2018	8197142605	Grant Amount Draw Down	<input checked="" type="checkbox"/>
Project #: 1032			Src: F	Grant #: AL2017019		\$10,730.00	ECHO #: 52

Birmingham-Jefferson County Transit Authority

Grant Inquiry Report

Grant #: AL2017019 Description: FY 2016 Section 5310 Enhanced Mobility Echo #: ☐ Inactive

Drawdowns

Tran Type	Fiscal Year	Tran #	Transaction Date	Reference #	Description	Amount	Updated
2	11.71.13	2017	214	4/23/2018	8232139104	Grant Amount Draw Down	
	Project #: 1032		Src: F	Grant #: AL2017019		\$10,061.00	<input checked="" type="checkbox"/>
						ECHO #: 65	
2	11.71.13	2017	221	5/24/2018	8262164218	Grant Amount Draw Down	
	Project #: 1032		Src: F	Grant #: AL2017019		\$9,998.00	<input checked="" type="checkbox"/>
						ECHO #: 72	
2	11.71.13	2017	226	6/20/2018	8289152589	Grant Amount Draw Down	
	Project #: 1032		Src: F	Grant #: AL2017019		\$12,156.00	<input checked="" type="checkbox"/>
						ECHO #: 79	
2	11.71.13	2017	238	8/3/2018	8334145200	Grant Amount Draw Down	
	Project #: 1032		Src: F	Grant #: AL2017019		\$11,519.00	<input checked="" type="checkbox"/>
						ECHO #: 85	
2	11.71.13	2017	242	8/31/2018	8362137358	Grant Amount Draw Down	
	Project #: 1032		Src: F	Grant #: AL2017019		\$12,202.00	<input checked="" type="checkbox"/>
						ECHO #: 89	
2	11.71.13	2017	259	9/27/2018	8382159874	Grant Amount Draw Down	
	Project #: 1032		Src: F	Grant #: AL2017019		\$13,885.00	<input checked="" type="checkbox"/>
						ECHO #: 98	
2	11.71.13	2017	292	10/26/2018	8418142123	Grant Amount Draw Down	
	Project #: 1032		Src: F	Grant #: AL2017019		\$12,117.00	<input checked="" type="checkbox"/>
						ECHO #: 7	
2	11.71.13	2017	300	11/30/2018	8456136330	Grant Amount Draw Down	
	Project #: 1032		Src: F	Grant #: AL2017019		\$14,922.00	<input checked="" type="checkbox"/>
						ECHO #:	
2	11.71.13	2017	305	12/20/2018	8473139590	Grant Amount Draw Down	
	Project #: 1032		Src: F	Grant #: AL2017019		\$13,310.00	<input checked="" type="checkbox"/>
						ECHO #: 13	
2	11.71.13	2017	308	2/1/2019	9515139363	Grant Amount Draw Down	
	Project #: 1032		Src: F	Grant #: AL2017019		\$9,079.00	<input checked="" type="checkbox"/>
						ECHO #: 15	
2	11.71.13	2017	381	3/7/2019	9550134255	Grant Amount Draw Down	
	Project #: 1032		Src: F	Grant #: AL2017019		\$10,877.00	<input checked="" type="checkbox"/>
						ECHO #: 21	
2	11.71.13	2017	388	4/4/2019	9577161851	Grant Amount Draw Down	
	Project #: 1032		Src: F	Grant #: AL2017019		\$11,020.00	<input checked="" type="checkbox"/>
						ECHO #: 25	
2	11.80.00	2017	125	8/14/2017	7980138561	Grant Amount Draw Down	
	Project #: 1032		Src: F	Grant #: AL2017019		\$11,937.00	<input checked="" type="checkbox"/>
						ECHO #: 74	
2	11.80.00	2017	141	9/20/2017	7017142948	Grant Amount Draw Down	
	Project #: 1032		Src: F	Grant #: AL2017019		\$9,218.00	<input checked="" type="checkbox"/>
						ECHO #: 91	

Birmingham-Jefferson County Transit Authority

Grant Inquiry Report

Grant #: AL2017019 Description: FY 2016 Section 5310 Enhanced Mobility Echo #: ☐ Inactive

Drawdowns				Transaction Date	Reference #	Description	Amount Updated
Tran Type	Fiscal Year	Tran #	Project #				
2	11.80.00	178	1032	2/5/2018	8155136881	Grant Amount Draw Down	\$980.00
				Src: F	Grant #: AL2017019		ECHO #: 40
2	11.80.00	192	1032	3/20/2018	8197142605	Grant Amount Draw Down	\$2,798.00
				Src: F	Grant #: AL2017019		ECHO #: 52
2	11.80.00	206	1032	4/17/2018	8225163689	Grant Amount Draw Down	\$2,136.00
				Src: F	Grant #: AL2017019		ECHO #: 61
2	11.80.00	220	1032	5/15/2018	8254147195	Grant Amount Draw Down	\$853.00
				Src: F	Grant #: AL2017019		ECHO #: 70
2	11.80.00	230	1032	6/27/2018	8297160629	Grant Amount Draw Down	\$2,433.00
				Src: F	Grant #: AL2017019		ECHO #: 80
2	11.80.00	235	1032	7/19/2018	8319157773	Grant Amount Draw Down	\$2,131.00
				Src: F	Grant #: AL2017019		ECHO #: 83
2	11.80.00	241	1032	8/23/2018	8354135051	Grant Amount Draw Down	\$610.00
				Src: F	Grant #: AL2017019		ECHO #: 88
2	11.80.00	268	1032	10/8/2018	8400134127	Grant Amount Draw Down	\$4,865.00
				Src: F	Grant #: AL2017019		ECHO #: 2
2	11.80.00	303	1032	11/30/2018	8456137136	Grant Amount Draw Down	\$1,994.00
				Src: F	Grant #: AL2017019		ECHO #: 11
2	11.80.00	309	1032	2/1/2019	9515139475	Grant Amount Draw Down	\$9,544.00
				Src: F	Grant #: AL2017019		ECHO #: 16
2	11.80.00	351	1032	2/21/2019	9535164347	Grant Amount Draw Down	\$241.00
				Src: F	Grant #: AL2017019		ECHO #: 19
2	11.80.00	352	1032	2/21/2019	9535164347	Grant Amount Draw Down	\$3,599.00
				Src: F	Grant #: AL2017019		ECHO #: 19
Tran Type Total:							\$828,327.00

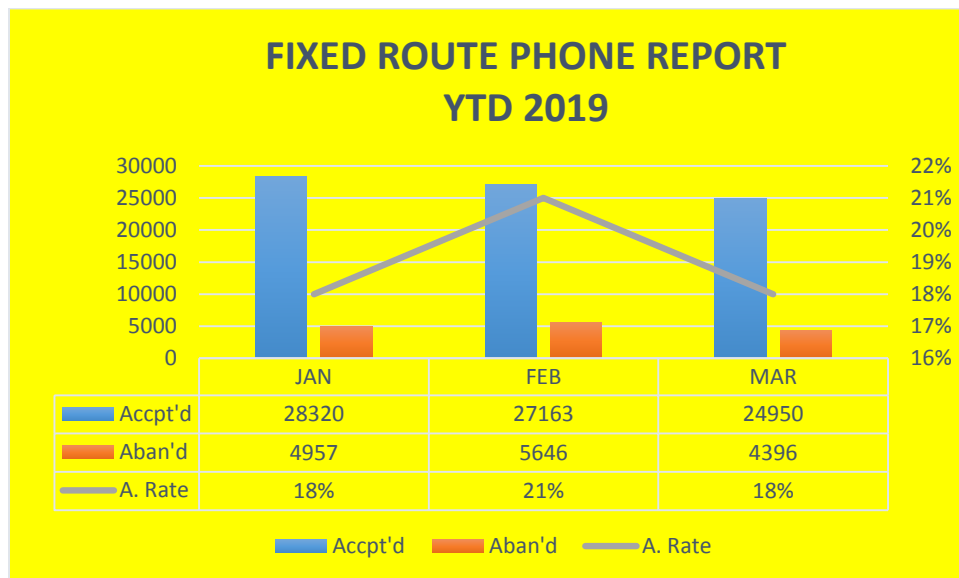
**Birmingham-Jefferson County Transit Authority
STAFF SUMMARY AND COMMENTS**

TITLE/DESCRIPTION:	DATE: March 2019
Customer Care Center Report	INITIATOR Myrna Pitman Director of Customer Care & Marketing

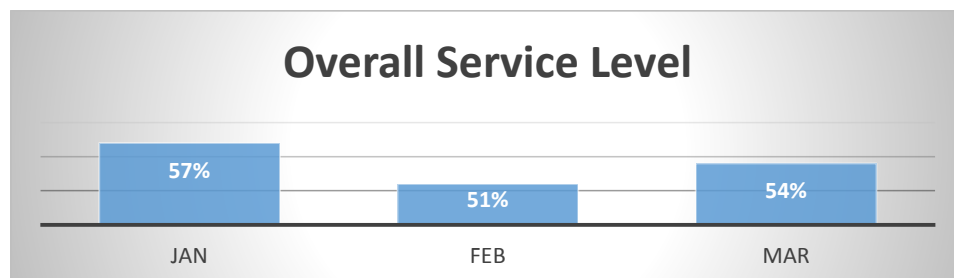
Customer Care Center Activities:

- Hired six customer care agents that started on March 18, 2019
- Hosted One Roof initiative benefiting homelessness at Central on March 11, 2019
- Hosted Southern Poverty Law Center voter registration drive at Central Station on March 29, 2019

Fixed Route Statistics:

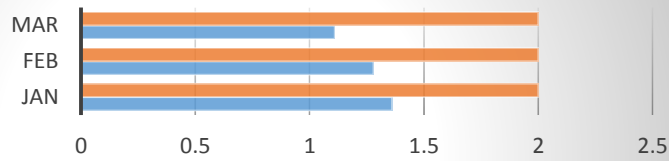


**National Abandonment Rate Goal: 10%*



**Service Level Goal: Answer 70% of calls in 30 seconds*

Fixed Route Phone Que Wait Time Report YTD 2019



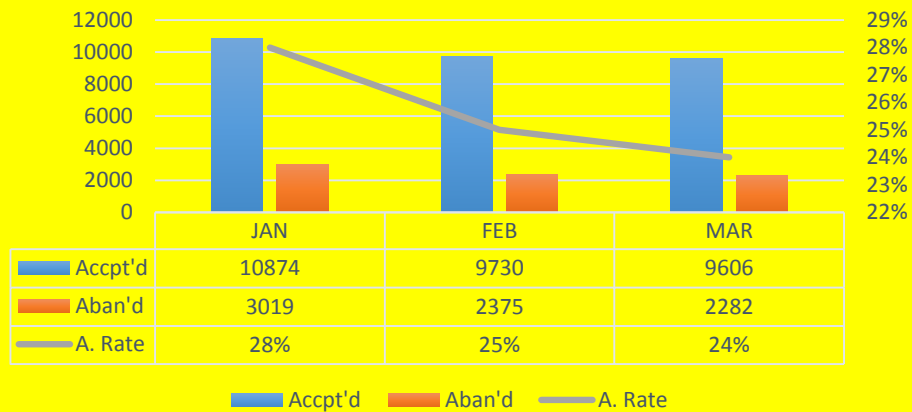
	JAN	FEB	MAR
Average number of Logged in Agents	2	2	2
Average Wait Time for Answered Calls	1.36	1.28	1.11

■ Average number of Logged in Agents
 ■ Average Wait Time for Answered Calls

**Time is calculated in minutes and seconds
Short by three FTE's during this month*

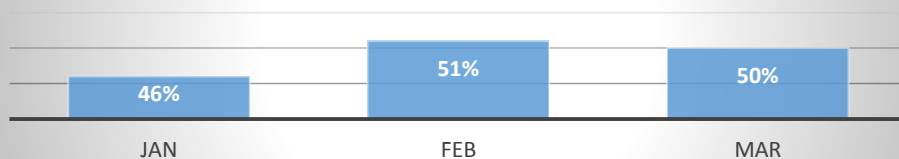
Para Transit Statistics:

PARA TRANSIT PHONE REPORT YTD 2019



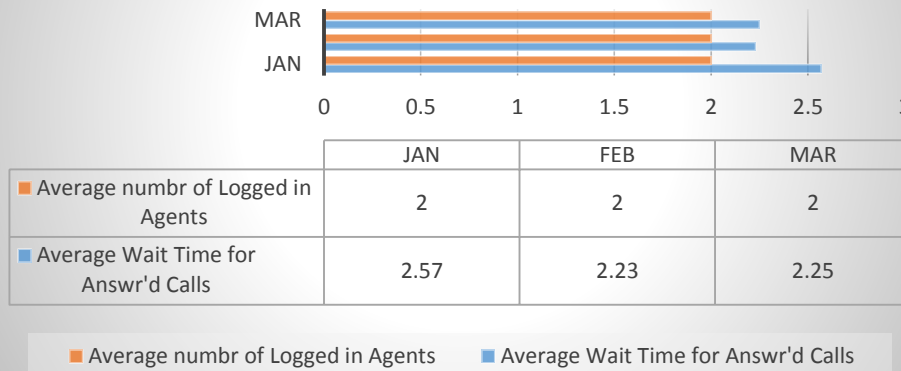
**National Abandonment Rate Goal: 10%*

Overall Service Level



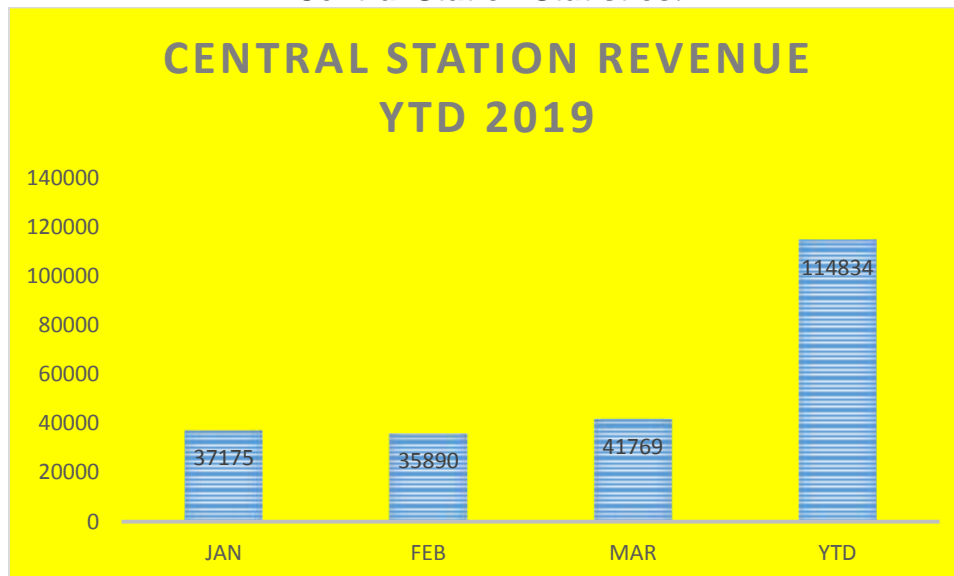
**Service Level Goal: Answer 70% of calls in 30 seconds*

Para Transit Phone Que Wait Time Report YTD 2019



**Time is calculated in minutes and seconds
Short by three FTE's during this month*

Central Station Statistics:



- Totals indicate the sum for the sale of all tickets and bus passes*

Customer Comments
Mar. 2019

DEPT.	Complaint	Compliment	Suggestion	Total	Resolved
FIXED	11			11	11
MAIN					
PLAN					
CCC	2			2	2
SAFETY					
ADMIN					
PARATRANSIT	16	1		17	16

**Customer comments are reported from the 25th of the previous month to the 25th of the next month.
Any unresolved comments will be resolved during the following month*