

The TAB board met 6/24/20 at 10 am to discuss quarterly updates.

Members in attendance: Randy Wiggins, County Manager; Maria Hass, Asst County Manager; Cindy Palmer, DSS; Dennis Meyers, IOI; Jennifer West, Transit Director; and Lisa Stroud, Transit Coordinator.

The following updates were presented by Jennifer West.

COVID-19: Overall, when COVID began, CCT ridership decreased. CCT implemented social distancing. CCT performed single trips whenever possible. CCT also increased cleaning- seats and high touch surfaces are being cleaned between every passenger. Masks are strongly encouraged.

CCT is pretty well stocked on PPE for the time being. When COVID began, gloves and masks were the hardest item for us to locate. Emergency Management helped us stay stocked with gloves and masks. CCT recently received a large amount of cloth face masks from the Area Agency on Aging. FTA/NCDOT has also committed to helping with PPE.

We have looked into **implementing physical barriers** in the vehicles. Combination of shower curtains, hooks, rods, and/or duct tape can be used to create a barrier between the operator and the passengers. We chose not to use these due to a potential for the shower curtain falling or interfering with the operator's visibility.

We also looked at **the Plexiglas shields**. We have a quote and hope to implement soon.

Another measure of protection we are looking at is a **cashless fare card system**. This is something we have access to through HBSS, our current software provider. The other agencies in our maintenance agreement had it implemented earlier this year. Our maintenance fees are the same whether we use it or not, so we are going to look into it and see what all it entails. I am hoping it will be beneficial to our employees and passengers.

CARES 5311: Through the CARES Act, the FTA is providing funds to counteract the decrease in revenues and increase in operating costs. This grant goes through the end of FY21. It has no local match. It is 100% federal funds, and it will reimburse us for net operating and admin expenses normally covered under the 5311 grant. It may also reimburse capital expenses. NCDOT will have a second round of funds, but it may be need based.

5311 Admin: No new updates. (FY21- We applied for \$169,378. DO NOT HAVE AGREEMENT, YET.)

5310: We received the FY21 agreement for \$75,000.

ROAP: NCDOT allowed the county to choose whether or not to return any used funds from FY20. They will carry over to FY21. I am expecting to have approximately \$20,000-\$25,000 to carry over in ROAP funds.

Home Community Care Block Grant: FY21 packets have been submitted (\$62,742). We have continued our senior transportation for nutrition throughout COVID-19. We have also helped transport food boxes from food banks to seniors in need. (120 boxes) This is a new allowable expense during the pandemic as long as it doesn't interfere with our regular services.

Downtown and Around (Deviated Fixed Route): trips have reduced 50%. When Harrah's was closed due to COVID, we noticed a trend. We were saving approximately 40 miles a day and 4 gallons of fuel/day. \$500/week....As a result we are currently leaving Harrah's as a deviation to the Downtown and Around route. We will still service the stop when we have requests, but otherwise, Walmart is the fixed point on that end of the route. We looked at the number of passengers utilizing the stop 6 months before COVID. It was an average of 1 per month. I feel that making Harrah's a deviation is a sound financial decision. ***I would like to have any thoughts from the TAB Board.Consensus agreed.***

Title VI Plan: In April, we submitted our Title VI plan to NCDOT's Office of Civil Rights.

The plan spells out that CCT, as recipients of federal funding, will not discriminate against anyone based on **race, color, national origin, sex, creed (religion), age, disability, Limited English Proficiency, or low income.** It discusses our services, decision making processes, contract language, complaint and investigative procedures, service area population, and public involvement.

The Office of Civil rights suggested we do more surveying to find out about the needs and demographics of the community. Transit would like public outreach and surveying ideas from the TAB.

Transit website review- TAB Calendar, customer surveys, Spanish Translation.

We have strategies for public involvement outlined in our Title VI plan, but I would like any suggestions from the Board.

Translation services needed.

Things TAB can do to help public involvement: TAB meetings are open to the public, direct people to our website, change meeting times and dates to increase accessibility. Location could change for better ADA access.

Members for FY21- another place we can discuss getting a better representation of the public. Bylaws represented.

TAB suggested various members of the community for TAB or community contacts. Translation services suggested. Dates and times of meetings are open to the public. Tab chose to keep meetings at current times unless we have requests for changes. Suggestions made to post agendas and meetings online. Currently, public may participate via zoom.