

**South East Area Transit
Board of Trustees
Regular Meeting Minutes**

October 20, 2021

I. Call to order

Mr. Ufholz called to order the regular meeting of the South East Area Transit Board of Trustees at 12:04pm on October 20, 2021 at 205 N. Fifth Street, Zanesville, OH.

II. Roll call

Ms. Gill conducted a roll call. The following persons were present: Ron Gombeda, Rob Guentter, Robert Hill, Doug Hobson, Mary Kitzig, Ellen Rucker, Jody Spencer, James Spraggins, Kurt Ufholz and Keely Warden. No Board Members were absent. Staff present were: Howard Stewart, Andrea Dupler, Rich Wood and Dianne Gill.

III. Approval of Board Minutes

The September minutes were reviewed. Mr. Hobson made a motion to approve the minutes with a second by Mr. Spencer. **Vote: (Verbal) In Favor – Unanimous at 12:05 pm.**

IV. Official Communications

There was no official communications.

V. Transit Director's Report

Mr. Stewart gave his Transit Director's Report.

- **Staffing** issues are still ongoing. COVID is affecting us. It was tough during September. Some interviews will be happening soon. Social Media seems to be the best way to advertise.
- **ODOT** is coming to visit us on the 28th of October to meet with us to discuss Mobility Ohio since we already operate a call center. They are just coming for a visit.
- The **Transit Peer Conference** is happening. Ms. Gill has been working on it. We are up to 112 attendees. Mr. Hobson will be presenting Fire Safety during the conference.
- We were having **electrical problems** in Guernsey County. Found out it was a ground hog chewing on wires. It has been taken care of.
- Working with **NEORide** to do a survey on our vehicles. Trying to simplify fares for the EZ Ride app.

- **AT&T** – our phones are working great. The data has been great to have. A reliable phone system is very important to us and it seems as though we have that.
- Not going to have the employee weiner roast due to COVID.
- ODOT is going to give us an update on **vehicle shortages**.
- **COVID vaccination** – 24 of 55 employees have been vaccinated. We are still offering the \$100 incentive. Mr. Spencer said that we should probably leave the incentive open. Mr. Guentter stated that he heard that federally funded employees are going to be required to be vaccinated. He asked if that would impact SEAT. Mr. Stewart stated that he hadn't received any guidance on that yet and if that did come to pass, we would probably have some grievances, but that we would address the situation as it occurs.
- **Customer Appreciation Day** went very well on October 8th.
- **Justin Sowards** has been on our billboard. We would like to appoint him as an Ambassador for SEAT. There is a resolution being presented today for that.
- Our **Mobility Manager** Nicki Silver has been praised throughout the State of Ohio for the work she has been doing in Muskingum and Guernsey County.
- Our **Marketing & Media Coordinator** Katie Harrah is doing a great job on getting SEAT's name out there. She did a great job on organizing the Customer Appreciation Day. We have over 1,000 followers now. We are getting great analytics from Ms. Harrah.
- Mr. Stewart presented to the **Zanesville City Council**. They were very pleased at our growth and what we are doing for the City.
- We had a **software breach** in our server. We think we have narrowed it down to where it came from. We believe it was through an open remote port. We are trying to work toward using the remote ports less often. We have been talking to the City about this in dealing with the Gasboy program. The City is going to put in a fiber connection so that the Gasboy isn't going to be on our server and would not need remote access.
- Mr. Stewart is going to revisit working with the City to **get a generator** as a backup power source in case something happens. Mr. Guentter recommended reaching out to the County EMA office to see if they had FEMA dollars to purchase one since SEAT is part of the County plan.
- We have a **passenger in Cambridge** who has stated that we aren't supplying the proper transportation for her. She comes from a larger city with more buses and vehicles available. We did some analytics and in 3 years, we have transported her 142 times and have only denied her twice. That is a 98.59% rate. She has stated that she is going to write the Board a letter.
- We are going to participate in the **Festival of Trees** this year.

- We are offering **COVID test kits** for the employees. They were given to us by the Health Department. We are still sanitizing to keep our staff safe.
- We have had a couple of **bed bug** incidents recently.

Operations Report was given by Ms. Dupler. She stated that we have had to limit the amount of trips taken due to shortages of staff. We used to have open ended from 4am to 8pm. We currently have 75 standing orders before 6am. We are topped out. We can't add any more so we have had to cap it off. We let the individuals know that we don't have the availability but take their information in case we have an opening. Over 40% of those individuals are in mobility devices so we cannot utilize vendors. The 6pm to 8pm time from has 62 standing orders. The majority of them are work trips. We have had to scale back due to lack of availability. We are going through an education process with our passengers to let them know to schedule as far in advance as possible. We have hit a max capacity at this point. MVHC is soaring. They just hired a 5th driver. All agency vendors are busy and we are using them as much as possible. Street Routes are up and running again. The ridership seems to be good. We still have new staff at the Transit Center. The Supervisor is doing a great job training. There are currently 5 new employees. We have hit over 700 calls in one day.

Maintenance Report – Mr. Wood said that the report was enclosed for their review. There were no questions.

Ms. Gill gave the **financial reports** for September, 2021. There are budget revisions included in our meeting today, so the budget figures on the financials is not accurate. The budget figures reflect the previous budget, due to the fact that the revisions haven't been approved yet. In the month of September, we used the last of the CARES funds and have now moved into the 5311 Operating and Capitalized Maintenance funds. Due to that, there were three invoices submitted for Operating this month, along with two Mobility Management Quarterly invoices and a Quarterly InterCity invoice.

The September Income statement had a total YTD revenue of \$5,721,634. The YTD expenses totaled \$4,611,115. That gives us an overall gain of \$1,110,519 through the end of September.

The September Balance sheet showed cash of almost \$2,600,000 in the bank with an AR of \$1,069,345. Current Asset total is \$3,785,289. The total current liabilities are \$486,357 for a positive net position of \$3,298,932.

Mr. Stewart stated that the Bank Account for Mid-Ohio Mobility Solutions has enough to pay SEAT back for the \$10,000 seed money that was donated initially. A MOMS Board meeting will be held to discuss this.

Mr. Hill made a motion to approve the September Financials as presented, second by Mr. Guentter. **Vote: (Verbal) In Favor – Unanimous at 12:45pm**

VI. **Executive Session** – An executive session was needed to discuss a personnel/employment matter.

Mr. Hobson made a motion to go into Executive Session, with a 2nd by Mr. Guentter. **Vote (Roll Call) – all voted yes at 12:45pm.**

Came out of Executive Session at 1:29pm

VII. **Old Business**

Resolution 2021-24: Approve Document Disposition Policy

(This policy was tabled at the September Board Meeting)

At the Direction of Legal Counsel, a Document Disposition Policy was created to coincide with the new Records Retention Schedule. This was suggested at the most recent Records Retention Committee meeting.

A motion was made by Mr. Hobson to approve Resolution 2021-24 as presented, with a second by Ms. Rucker.

Vote: (Verbal) In Favor – Unanimous at 1:30pm

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Resolution 2021-25: Approve Amended CARES Budget

(This policy was tabled at the September Board Meeting)

A final CARES budget revision was presented to the Board for approval. The revision matched the final invoice submitted for September expenses.

A motion was made by Mr. Hill to approve Resolution 2021-25 as presented, with a second by Mr. Hobson.

Vote: (Verbal) In Favor – Unanimous at 1:30pm

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Resolution 2021-28: Approve Compensation Program Admin Policy

(This policy was tabled)

A motion was made by Mr. Spencer to table Resolution 2021-28 until a future meeting, with a second by Mr. Hobson.

Vote: (Verbal) In Favor – Unanimous at 1:31pm

VIII. **New Business**

Resolution 2021-26: Appoint Justin Sowards as a SEAT Ambassador

This resolution was presented to officially appoint Justin Sowards as an Ambassador for SEAT.

A motion was made by Mr. Hobson to approve Resolution 2021-26 as presented, with a second by Ms. Kitzig.

Vote: (Verbal) In Favor – Unanimous at 1:32pm

Resolution 2021-27: Approve 5311 Operating and Capitalized Maintenance Budgets

The 5311 Operating and Capitalized Maintenance budgets for the remaining months of 2021 was presented to the Board for their review and approval.

A motion was made by Mr. Spencer to approve Resolution 2021-27 as presented, with a second by Mr. Hobson.

Vote: (Verbal) In Favor – Unanimous at 1:33pm

Discussion was held regarding the current wages of the Customer Service Representatives and the Dispatch staff. The Board voted to increase the hourly rate for those positions by \$1.00 per hour, with the exclusion of the Scheduler who is currently being paid \$15.00 per hour. This is effective Monday, October 25th, 2021.

A motion was made by Mr. Hobson to approve the \$1.00 per hour increase as stated above, with a 2nd by Mr. Spraggins.

Vote: (Verbal) In Favor – Unanimous at 1:34pm

The next meeting will be held Wednesday November 17, 2021 at 12:00pm

IX. Adjournment

Mr. Ufholz adjourned the meeting at 1:35pm with a motion to do so from Mr. Hill, and a second from Mr. Hobson.

Board President

Board Secretary/Treasurer

Witness


The signatures are: a large stylized signature (likely the Board President), a signature that appears to be 'Theresa Spraggins' (likely the Board Secretary/Treasurer), and a signature that appears to be 'Dianne Hill' (likely the Witness).