

NOTICE

**Hopkinsville Public Transportation Advisory Committee
Special Called Meeting
June 25, 2020; 4:30 p.m.**

PURSUANT TO KRS 61.826 and OAG 20-05, THE STATE OF EMERGENCY REGARDING THREATS TO PUBLIC HEALTH PRESENTED BY THE NOVEL CORONAVIRUS (COVID-19) PANDEMIC, AND EXECUTIVE ORDER, THIS MEETING WILL BE CONDUCTED BY VIDEOCONFERENCE AND MAY BE ATTENDED BY THE PUBLIC BY VIEWING THE VIDEO CONFERENCE ONLINE AT: hopkinsvilleky.us OR facebook.com/CityofHopkinsville.

AGENDA

1. **Call to Order/Roll Call**
2. **Administrative Matters**
 - A. **Approve Minutes February 13, 2020 Special Called Meeting** *(attached)*
3. **Reports**
 - A. **Monthly Financial Report** *(attached)*
 - B. **Monthly Vehicle Maintenance Report** *(attached)*
 - C. **Monthly Ridership Reports** *(attached, emailed)*
 - D. **Monthly Deviation Report** *(emailed)*
 - E. **Inquiry/Call Log Reports** *(attached)*
 - F. **Marketing Report** *(attached)*
4. **Unfinished Business**
 - A. **FY20 Operations Grants** *(PACS)*
 - B. **Driver Recruitment and Retention** *(PACS)*
 - C. **Route and Infrastructure Evaluations**
 - i. **Bus Cameras** *(PACS)*
 - ii. **Service Hours** *(N. Durham)*
 - iii. **Stop Updates** *(N. Durham)*
5. **New Business**
 - A. **COVID-19 Response Feedback** *(attached)*
6. **Committee Member Comments**
7. **Adjourn**

MINUTES OF THE HOPKINSVILLE PUBLIC TRANSPORTATION ADVISORY COMMITTEE FEBRUARY 13, 2020 SPECIAL CALLED MEETING COUNCIL CONFERENCE ROOM, HOPKINSVILLE MUNICIPAL CENTER

A previously and publicly announced special called meeting of the Hopkinsville Public Transportation Advisory Committee was convened at 4:35 p.m., Thursday, February 13, 2020, in the Council Conference Room of the Hopkinsville Municipal Center in Hopkinsville, Kentucky, by Chairman Paul Henson.

ROLL CALL

Besides Chairman Henson, committee members in attendance were Kenneth Bates, Jennifer Hansley, Denise Hillis Alexander (*arrived at 4:37 p.m.*), Carol Kirves, Hon. Kimberly McCarley, Cameron Mitchell (*arrived at 4:48 p.m.*), and Twyla Parris (*arrived at 4:38 p.m.*). A quorum was present.

Also in attendance was Nikki Durham, Administrative Coordinator.

Attending from PACS were Harold Monroe, Executive Director, and Roy Brunner, Assistant Director.

ADMINISTRATIVE MATTERS

Approval of Minutes

Councilmember McCarley moved to approve the minutes of the January 23, 2020 regular meeting as presented; seconded by Ms. Hansley. All members present voted aye.

REPORTS

Monthly Financial Report

The group reviewed the handout. Mr. Monroe reported Hopkinsville Transit was on track to come in under projections unless gas prices went up.

Monthly Vehicle Maintenance Report

The group reviewed the handout. Mr. Monroe reported it would be under warranty if either of the two new buses needed repair.

Monthly Ridership Reports

The group reviewed the report and an updated handout.

Monthly Deviation Reports

Chairman Henson indicated emailed reports looked good.

Inquiry/Call Log Report

The group reviewed items in the packet.

Marketing Report

Mr. Bates moved to move forward with WKMS' request to offer radio and website advertising in exchange for shelter advertising; seconded by Ms. Hillis Alexander. During

discussion, the group reiterated the desire to have WKMS include social media in the trade. All members present voted aye.

UNFINISHED BUSINESS

Retreat/Future Needs Planning

FY20 Operations and Bus Grants – Mr. Monroe reported PACS was working on its budget and anticipated having the same budget as this year. He described technical issues with the state's new online grant application process. Ms. Hillis Alexander asked at what point new expenditures would need to be presented if the group wanted to propose something different. Mr. Monroe replied proposals could be made but until the state increased 5331 appropriations PACS could not commit to new expenses. Under questioning about when grant award notices were received, he added timing varied between May and September.

Financial Considerations – Mr. Monroe reported that in other counties large foundations supplemented transit systems by some \$75,000 to offset costs. He suggested industrial parks may have corporate foundations interested in supporting the system. Under questioning about former programs designed to get people to work, Mr. Monroe explained \$1.8 million in cuts to the Medicaid program resulted in the loss of the JOBS program and veterans being charged 50% for transportation programs that used to be free.

Driver Recruitment and Retention – Regarding driver safety, Mr. Monroe reported PACS applied for on-bus cameras but were turned down. The group discussed benefits of cameras and asked what it would cost to have them installed on the four transit buses. Mr. Brunner noted the range of features would have an impact on related costs. The consensus was that having sound features would be helpful. Mr. Monroe said it would take a few weeks to get cost information.

Discussion moved to what might be done to slow increases in driver turnover. Councilmember McCarley asked if exit interviews were conducted and whether turnover was high in other areas of the organization. Regarding Driver of the Month, it was suggested the recognition be offered fewer times with more money and perhaps a photo with the mayor. Ms. Hillis Alexander said she would like to hear from the drivers directly about their ideas as they work so closely with the public. Mr. Brunner offered to ask Ken Johnston if drivers offered any comments at their January 23rd meeting.

Route and Infrastructure Evaluations – Ms. Hillis Alexander also asked how much it would cost to consider extending service hours down the road. Mr. Monroe expressed that PACS had no appetite for weekend hours. He added PACS would need to step down from offering Hopkinsville Transit service if the city chose to move in that direction as they had no other programs that operated on weekends. Ms. Durham asked if PACS were comfortable extending Hopkinsville Transit weekday hours. Mr. Monroe said that would be ok as PACS already did that with other transportation programs. He noted finding diminishing returns with some hours expansions. Ms. Hillis Alexander indicated survey data showed riders desired to have extended hours available during the week. Mr. Monroe said route data showed community needs were being met. The group discussed the overflow that happens regularly mid-day, and Mr. Monroe suggested a community partner may be a viable option to address those concerns instead of extending hours. The group discussed what new route timing should be run (e.g., extra route(s) from 10:00 a.m. until 2:00 p.m., a late night route for industrial shifts, etc.). Chairman Henson noted ridership was almost nothing after

6:00 p.m. and added he did not want to get involved in running until 10:00 p.m. After a lengthy discussion, the consensus was for Chairman Henson, CAO Troy Body, and Ms. Durham to meet with PIMA and SHRM officials to gauge need and options.

Ms. Durham handed out a feedback summary from the last series of ride alongs. She also reported the two transportation-related objectives in the Community Vision Plan summary were: #3) to expand local transit services to include more destinations, longer hours, and weekend access and # 62) to provide prepaid transit passes for low income households.

Mr. Mitchell asked about options to connect to the Clarksville system. Mr. Monroe indicated the intercity bus may add Exit 11 to its route, but he noted it would only make stops twice each day.

The group also discussed possible route changes at East Parkview. The consensus was to keep the stop where it was but to consider removing the sign. Mr. Monroe indicated it would be impossible to expand the route without adding a fourth bus. Councilmember McCarley asked that the group explore what could be done to add Piggly Wiggly as many elderly shop there. The group discussed the option of working with the county to partner on expenses.

Under questioning about the status of a bus locator app, Mr. Monroe reported the project remained under review at the state but they had not made a decision. He said he was unsure if they would go with Route Match or try something else.

NEW BUSINESS

None

COMMITTEE MEMBER COMMENTS

None

ADJOURN

Mr. Bates moved to adjourn at 6:06 p.m.; seconded by Councilmember McCarley. There being no further business to come before the committee, all members present voted aye.

Respectfully Submitted:

Nikki Durham
Administrative Coordinator

Nikki Durham

From: Harold Monroe <harold.monroe@pacs-ky.org>
Sent: Saturday, June 13, 2020 8:38 AM
To: Nikki Durham; Paul Henson (HESenergy.net); Kim McCarley (gmail.com); Roy Brunner (PACS); Vickie Pennington
Cc: Troy Body; Makka Wheeler
Subject: RE: June Meeting/Financial Monthly Reports
Attachments: FY20 Hopkinsville City Transit 2020.05.31.xlsx

Nikki,

See attached financial summary for May. You will see a significant reduction in expenses charged directly to City Transit because we were able to apply many of the expenses for the month to the Paycheck Protection Program Loan we received. If you have any questions give us a call.

HAROLD MONROE

Executive Director

Pennyrile Allied Community Services, Inc

1100 South Liberty Street

P. O. Box 549

Hopkinsville, KY 42241

Office: (270)-886-6341

FAX: (270) 886-9134

Cell: [REDACTED]

harold.monroe@pacs-ky.org

www.pacs-ky.org

“Empowering low-income individuals to become self-reliant through community service, assistance, education, and partnerships.”

Pennyrile Allied Community Services
Hopkinsville City Transit
Fiscal Year To Date Month Ending May 31, 2020

Current Month 11
Routes 3

	July 19	Aug 19	Sept 19	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	March 20	April 20	May 20	June 20	FY20 Total	Annual Budget	Excess/ (Overage)
Operating Revenue															
Federal/State Share	9,900	8,162	8,096	6,192	6,154	7,673	6,774	9,023	8,476	8,732	2,434	0	81,615	95,105	13,490
City of Hopkinsville Share	9,900	8,162	8,096	6,192	6,154	7,673	6,774	9,023	8,476	8,732	2,434	0	81,615	95,105	13,490
Farebox	2,245	2,470	2,066	3,148	2,143	2,429	2,146	2,561	2,722	1,996	798	0	24,722	29,912	(5,190)
Total Operating Revenue	22,045	18,794	18,257	15,533	14,450	17,775	15,694	20,606	19,673	19,459	5,666	0	187,953	220,122	32,169
Program Expenses															
Salaries & Wages	9,276	8,787	8,238	6,987	6,117	5,888	7,982	10,116	9,509	10,672	0	0	83,572	100,000	16,428
Fringe	1,092	1,074	1,141	920	707	591	1,345	2,528	1,869	2,096	815	0	14,178	10,000	(4,178)
Supplies	0	0	0	0	0	0	0	0	1,707	0	0	0	1,707	3,000	1,293
Office Supplies	0	0	0	55	9	0	0	0	274	34	100	0	473	900	427
Communications Expense	79	85	82	82	84	84	83	85	85	88	0	0	836	0	(836)
Janitor/Other	0	0	0	16	0	0	0	0	0	142	0	0	158	0	(158)
Equipment Maintenance	2,231	915	2,043	1,029	788	3,913	300	613	455	1,319	1,925	0	15,530	26,000	10,470
Fuel/Lube	6,581	5,011	4,536	4,622	4,272	4,173	4,624	4,412	3,885	2,715	0	0	44,830	57,942	13,112
Tires and Tubes	597	605	151	0	907	1,537	605	0	1,480	0	2,241	0	8,122	0	(8,122)
Staff Development/Background Checks	69	428	248	225	132	207	345	545	67	67	52	0	2,316	0	(2,316)
Vehicle Insurance	411	411	411	411	411	411	411	411	411	411	411	0	4,519	2,780	(1,739)
Print	0	0	0	0	0	0	0	0	0	0	0	0	0	3,000	3,000
Indirect	1,711	1,479	1,407	1,186	1,024	972	0	1,897	0	1,915	122	0	11,712	16,500	4,788
Total Program Expenses	22,045	18,794	18,257	15,533	14,450	17,775	15,695	20,606	19,673	19,459	5,666	0	187,953	220,122	32,169
Net	0	0	0	0	0	0	(0)	0	(0)	0	0	0	(0)	0	0

Total Operating Costs	\$ 187,953
Average Monthly Operating Cost	\$ 17,087
Average Daily Cost	\$ 854
Average Monthly Cost Per Route	\$ 5,696

Hopkinsville Transit

Vehicle Maintenance Report

May 2020

239

5/26/2020 – Replaced bumper

240

5/1/2020 – Oil Change/tire rotation & 3 new tires

5/21/2020 – Replaced 2 tires and rear brakes

5/21/2020 – Replaced sunvisor

H03

5/12/2020 – Replaced alternator

5/22/2020 – 6 new tires

HOPKINSVILLE TRANSIT SUMMARY RIDERSHIP REPORT

Week Ending	2020 Riders	Total YTD 2020	
3-Jan	395	2 days	
10-Jan	1,004		
17-Jan	990		
24-Jan	917		
31-Jan	1,061		
Total Jan	4,367	4,367	
7-Feb	1,061		
14-Feb	1,001		
21-Feb	1,005		
28-Feb	1,064		
Total Feb	4,131		8,498
6-Mar	999		
13-Mar	920		
20-Mar	801		
27-Mar	549		6 limit 3/25
Total Mar	3,269		11,767
3-Apr	628		
10-Apr	390		
17-Apr	404		
24-Apr	386		
Total Apr	1,808		13,575
1-May	496		
8-May	436		
15-May	384		
22-May	428		
29-May	340		
Total May	2,084	15,659	
5-Jun	529		
12-Jun	540		
19-Jun			
26-Jun			16,728
Total Jun	1,069		
Yearly Total	16,728		
Lifetime Total	212,792		
Ave Monthly Rides	3,922		
Ave Monthly Rides - COVID	1,946		
Ridership Decrease (Amount)	-1,976		
Ridership Decrease (%)	-50.4%		

Nikki Durham

From: Harold Monroe <harold.monroe@pacs-ky.org>
Sent: Wednesday, February 19, 2020 5:25 PM
To: Nikki Durham
Subject: Re: Dishonesty and misrepresentation by Hopkinsville Transit

Nikki, I think the 2 per hour deviation request should be added as well as PACS reserves the right to refused any deviation request based on availability or some language like that.

Get [Outlook for iOS](#)

From: Nikki Durham <ndurham@hopkinsvilleky.us>
Sent: Wednesday, February 19, 2020 12:45:13 PM
To: Harold Monroe <harold.monroe@pacs-ky.org>
Subject: RE: Dishonesty and misrepresentation by Hopkinsville Transit

Thanks Harold! I hate to hear that this passenger responded in that way. Below is the info we have on the transit website. It sounds like it might help avoid confusion to add the notice re the 2-deviation per hour limit on other websites.

Deviations/Requesting Stops

Hopkinsville Transit operates a Deviated Fixed-Route. This means passengers may request additional stops as long as they are within city limits, no more than $\frac{3}{4}$ of a mile from an established route, and requested at least 48-hours in advance.

Click [here](#) to see the deviation maps. To request an additional stop, call Hopkinsville Transit at (270) 890-6055. Routes may be limited to no more than two deviations per hour.

From: Harold Monroe [mailto:harold.monroe@pacs-ky.org]
Sent: Wednesday, February 19, 2020 11:23 AM
To: Nikki Durham <ndurham@hopkinsvilleky.us>
Subject: FW: Dishonesty and misrepresentation by Hopkinsville Transit

FYI....Here is an email chain on a complaint we received this morning.

HAROLD MONROE
Executive Director
Pennyrile Allied Community Services, Inc

1100 South Liberty Street
P. O. Box 549
Hopkinsville, KY 42241
Office: (270)-886-6341
FAX: (270) 886-9134
Cell: [REDACTED]
harold.monroe@pacs-ky.org

www.pacs-ky.org

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From: Kristine George <kristine.george@pacs-ky.org>
Sent: Wednesday, February 19, 2020 10:08 AM
To: Harold Monroe <harold.monroe@pacs-ky.org>; Roy Brunner <roy.b@pacs-ky.org>
Subject: Fw: Dishonesty and misrepresentation by Hopkinsville Transit

I had Jennifer check into this. This is her documentation on the situation, and I have emailed the gentleman back.

Kristine George

P.A.C.S Transportation

Operations Manager

1111 S. Clay St.

Hopkinsville, Ky-42240

270-886-6641 ext.271

270-886-7999

[REDACTED] cell

From: Jennifer Hargrove <jennifer.hargrove@pacs-ky.org>
Sent: Wednesday, February 19, 2020 9:58 AM
To: Kristine George <kristine.george@pacs-ky.org>
Subject: Re: Dishonesty and misrepresentation by Hopkinsville Transit

I just spoke with Christy because she talked with this gentleman 3 days in a row. The Maxfuel on Glass Ave and W 7th St is not on our route. It was explained that he would have to call 48 hours in advance to schedule a deviation but Christy also explained that the 8:00 hour is full. We only take 2 deviations an hour to be able to stay on time. He called again this morning and demanded he be picked up at Maxfuel on Glass Ave I explained our route does not run that far. He said he made a deviation I explained I have been out on medical leave and I wasn't sure what happened but there was not a deviation in the computer. He said he was told that he could call at 7:30 am this morning and we would send the bus there because its along the route. I told him that wasn't correct that it is not along our route and he would have to schedule a deviation in advance if we weren't already full. He was very rude and cussing. Christy said everytime she spoke with him he was the same way with her. She spoke with him just a few minutes ago again because he called the medicaid line and she explained to him again that he would need to schedule a deviation but the hour he is requesting is already full.

From: Kristine George <kristine.george@pacs-ky.org>
Sent: Wednesday, February 19, 2020 9:11 AM
To: Jennifer Hargrove <jennifer.hargrove@pacs-ky.org>
Subject: Fw: Dishonesty and misrepresentation by Hopkinsville Transit

Can you please check into this? Who did he talk to?

Kristine George

P.A.C.S Transportation

Operations Manager

1111 S. Clay St.

Hopkinsville, Ky-42240

270-886-6641 ext.271

270-886-7999

 cell

From: Harold Monroe <harold.monroe@pacs-ky.org>
Sent: Wednesday, February 19, 2020 9:05 AM
To: Kristine George <kristine.george@pacs-ky.org>
Subject: Fwd: Dishonesty and misrepresentation by Hopkinsville Transit

Can you look into this? You are probably already aware of this.
Get [Outlook for iOS](#)

From: Ben Cooley <sattracer@gmail.com>
Sent: Wednesday, February 19, 2020 8:52 AM

To: Harold Monroe; Roy Brunner

Subject: Fwd: Dishonesty and misrepresentation by Hopkinsville Transit

----- Forwarded message -----

From: Ben Cooley <sattracer@gmail.com>

Date: Wed, Feb 19, 2020 at 8:50 AM

Subject: Dishonesty and misrepresentation by Hopkinsville Transit

To: <kenneth.johnston@pacs-ky.org>

I have tried repeatedly to secure transit pickups at Max Fuel, 1495 Glass Ave, Hopkinsville, KY 42240, which is just over 1 block from Hopkinsville Senior Center, 1402 W 7th St, Hopkinsville, KY 42240 and well below the 3/4 of a mile requested deviated stop. One of the ladies told it was fine, to call the dispatch at 7:30 a.m. and remind them of the pickup as this is a daily pickup, Monday through Thursday at 8:30(ish) for riding to Hopkinsville Community College. The Senior Center normal stop is at 8:29 a.m. The bus must travel the same distance either way to cover the distance to the same street (Glass Ave.) it takes to go to the Hopkinsville Community College. 3 times the dispatcher has said that Max Fuel is not a designated stop. Well, no kidding, we called for a deviation. The first time we were told that there must be a 24 hour lead time for deviations. We allowed for that and called 48 and 24 hours ahead of time. Upon calling in the reminder this morning, the woman I talked to claimed to be the supervisor and flat out refused to pick up at Max Fuel. I am disabled and on oxygen. It was very cold. I have a bus pass. I do not understand why this woman is denying the deviation clause that is displayed on the website and told to me by more than one dispatcher. The bus driver, yesterday, made my wife walk a full block in the pouring rain with books and a computer, rather than go one block to drop her off at the max fuel. I could tell by talking to the woman this morning that she is on some kind of power trip. It doesn't matter what Transit policy is, HER policy overrides. Is this lady misinformed or deliberately mistreating your disabled riders?

Benjamin Cooley





This Deviated Fixed Route transportation service is a joint project of the City of Hopkinsville, Kentucky and Pennyrite Allied Community Services, Inc. (PACS). Known as Hopkinsville Transit, the system is operated and administered by PACS and made possible by 5311 and 5339 public transit grant funding from the KYTC/Office of Transportation Delivery and General Fund appropriations by Hopkinsville City Council. All Hopkinsville Transit transportation services are open to the public. Services also deviate for the general public, including individuals with or without disabilities.

Language assistance is provided at no cost.

ayuda con el idioma se proporciona sin costo alguno.

Hopkinsville Transit operates a Deviated Fixed-Route in Hopkinsville, KY. Passengers who live within $\frac{3}{4}$ of a mile from the route may request an additional stop. If you request an additional stop you must contact Hopkinsville Transit 48-hours in advance for a deviation from the route. Call Hopkinsville Transit to schedule an additional stop from the Deviated Fixed-Route at 270-890-6055, Monday-Friday 5:00 a.m. to 6:00 p.m.

One-Way Trip Fares

Regular Fare (12 & older)	\$1.00
Elderly (60+) and Disabled	\$0.50
Active Duty Military, with military ID card	\$0.50
Children Ages 7-11, with an adult	\$0.50
Children to Age 6, with an adult	FREE
Transfers	FREE

Passes (unlimited rides while valid)

Weekly Pass	\$5.00
Monthly Pass	\$15.00

Nikki Durham

From: Nikki Durham
Sent: Friday, February 21, 2020 9:07 AM
To: Harold Monroe
Cc: Roy Brunner (PACS); Troy Body; Kim McCarley (gmail.com); Cameron Mitchell (hotmail.com); Denise Hillis-Torian (gmail.com); Jennifer Hansley (carriageservices.com); 'cjhansley@yahoo.com'; 'Kirves, Carol J (Hopkinsville) (carol.kirves@kctcs.edu)'; 'tparris28@gmail.com'; Paul Henson (HESenergy.net); Kenneth Bates (bellsouth.net)
Subject: RE: Complaint Received 2/19/20 & Discussed After Meeting

Thanks Harold! I'm copying the team so they are aware of the issue since we can no longer limit deviations to 2 per hour.

From: Harold Monroe [mailto:harold.monroe@pacs-ky.org]
Sent: Friday, February 21, 2020 8:59 AM
To: Nikki Durham <ndurham@hopkinsvilleky.us>
Cc: Roy Brunner (PACS) <roy.b@pacs-ky.org>
Subject: FW: Complaint Received 2/19/20 & Discussed After Meeting

Nikki,

Per the KYTC we do have a few options if the number of deviated stop request starts to cause us issues with striving for a 1 hour loop. I am forwarding you an email from them when I explained to them they should be prepared for other complaints when we are taking longer than an hour loop.

1. We can request additional payment for any deviated stop request. If we see this causing issues we may look at a charge per the extra stops. Maybe an extra \$1.00 - \$2.00 or so per each ¼ mile (roundtrip) request . Food for thought as we see what impact this has.
2. We need to make sure we clearly advertise this is a deviated fixed route and all route times are 'tentative/approximate/depending on factors that may be beyond our control because this is not a fixed route service but is a deviated-fixed route service, which FTA requires that you deviate for anyone who requests

Anyway food for thought if this becomes an issue.

HAROLD MONROE
Executive Director

Pennyrile Allied Community Services, Inc

1100 South Liberty Street

P. O. Box 549

Hopkinsville, KY 42241

Office: (270)-886-6341

FAX: (270) 886-9134

Cell: [REDACTED]

harold.monroe@pacs-ky.org

www.pacs-ky.org

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From: Morris, Derek C (KYTC) <Derek.Morris@ky.gov>
Sent: Thursday, February 20, 2020 9:52 AM
To: Harold Monroe <harold.monroe@pacs-ky.org>
Cc: Roy Brunner <roy.b@pacs-ky.org>; Martin, Tabitha S (KYTC) <Tabitha.Martin@ky.gov>; Alisha Mattice <alisha.mattice@pacs-ky.org>
Subject: RE: Complaint Received 2/19/20 & Discussed After Meeting

Harold,

PACS requires that deviations are requested 48 hours in advance (per your website). The website doesn't clearly state, but most transit systems who perform deviated service, typical charge extra, comparable to standard fare, for a deviation.

I believe that those two practices serve to control the possibility of an unreasonable number of deviation requests at a time. Secondly, regarding timing not being perfect on each route, it should also be understood by passengers that all times are 'tentative/approximate/depending on factors' because this is not a fixed route service, it is a deviated-fixed route service, which FTA requires that you deviate for anyone who requests. However, you are not prevented from putting logical requirements on deviation requests, which you have with the 48 advanced notice, which prevents a driver/schedule from not being previously informed about the scheduled deviations for that day.

Considerations

You could consider charging for deviations also, if you don't already, because they obviously can impact your schedule and increase your cost due to traveling off the route. Also, the ¼ of a mile deviation boundary determined by PACS is not a requirement (that is an ADA Paratransit rule which applies to True Fixed Route Service, whereas a Deviated-Fixed Route by FTA definition is a type of Demand Response Service), I'm sure there is a reasonable distance requirement for deviations somewhere, but there is nothing unreasonable about a ¼ mile or ½ mile boundary also. Bluegrass Community Action, for example, they send separate vehicles at times to transport passengers, depending on their needs/deviation request, if it works better for their schedule that day. All of those are things to consider.

We can discuss this more if you would like, or you may feel free to contact our other transit partners to ask them how they handle deviation requests.

Murray Calloway Transit Authority
Bluegrass Community Action Partnership
Frankfort Transit

These are just a few that perform a deviated fixed route service. Let me know what other questions or concerns you have.

Thanks,

Derek Morris

Federal Program Specialist
Kentucky Transportation Cabinet
Office of Transportation Delivery
200 Mero Street Frankfort, KY 40622
Phone: (502) 564-7433

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From: Harold Monroe <harold.monroe@pacs-ky.org>
Sent: Thursday, February 20, 2020 10:25 AM
To: Morris, Derek C (KYTC) <Derek.Morris@ky.gov>; Alisha Mattice <alisha.mattice@pacs-ky.org>
Cc: Roy Brunner <roy.b@pacs-ky.org>; Martin, Tabitha S (KYTC) <Tabitha.Martin@ky.gov>
Subject: RE: Complaint Received 2/19/20 & Discussed After Meeting

Thanks Derek for the clarification. This brings up another question. How do you want us to respond to complaints that I know we will be soon getting when our hour route for the Hopkinsville City Transit is taking longer than an hour with no limitations of requested route deviations? What have you seen at the KYTC as best practices and/or policies for other deviated fix routes across the states?

HAROLD MONROE

Executive Director

Pennyrile Allied Community Services, Inc

1100 South Liberty Street

P. O. Box 549

Hopkinsville, KY 42241

Office: (270)-886-6341

FAX: (270) 886-9134

Cell: [REDACTED]

harold.monroe@pacs-ky.org

www.pacs-ky.org

“Empowering low-income individuals to become self-reliant through community service, assistance, education, and partnerships.”

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From: Morris, Derek C (KYTC) <Derek.Morris@ky.gov>

Sent: Thursday, February 20, 2020 6:47 AM

To: Alisha Mattice <alisha.mattice@pacs-ky.org>

Cc: Roy Brunner <roy.b@pacs-ky.org>; Harold Monroe <harold.monroe@pacs-ky.org>; Martin, Tabitha S (KYTC) <Tabitha.Martin@ky.gov>

Subject: Complaint Received 2/19/20 & Discussed After Meeting

Alisha,

Following up from our conversation yesterday regarding the complaint received during our meeting. Below is a summary of the details of the complaint and what we discussed:

I received the following complaint for PACS – Hopkinsville Route

Service: Orange Route – Hopkinsville

Time: 12:30pm – 1:30pm

Date of Occurrence: Tuesday, February 18, 2020

Name: Benjamin Cooley

Contact Information: [REDACTED]

Complaint: Mr. Cooley states that he scheduled a route deviation for his wife for Tuesday, February 18th on Monday, February 17th. The trip was scheduled due to poor weather conditions from the stop at the convent store to the college 1 block away. Client states that he spoke with Kristin at PACS to schedule the deviation 24 hours before and that she took the deviation request. She informed Mr. Cooley that he would need to remind the driver for the deviation as they sometimes forget. Mr. Cooley states that the driver states the driver said they do not deviate. Mr. Cooley, said the driver was new and thought maybe he was unaware of the deviation process. He then called the dispatcher/scheduler – states this was a female but not the same lady he spoke with. She told them that all deviations were full (see issue 2) and he did not have a deviations. He said he told the dispatcher that he believed she was incorrect and she responded with no, she was correct. Mr. Cooley is concerned if the deviated fixed route does actually indeed deviate and is requesting that the state schedule a deviation and ride the service.

Additionally,

Please be reminded of the following information, we are not implying that these practices are being performed at PACS, but we wanted you to be aware of some common issues that we encounter regarding deviated/fixed route complaints. See emphasized information below:

All route deviations must be open to all of the public and cannot be capped. The § 37.5 nondiscrimination requirements obligate transit agencies to ensure that their policies and practices do not discriminate against individuals with disabilities. (See Circular Section 2.2.) **The following are examples of discriminatory practices in the delivery of route deviation service**, and may leave the appearance that a route deviation service is “in name only” as a way to avoid providing complementary paratransit service:

- **Designating services as route deviation in plans and other documents, but not advertising them as such.** To ensure that riders are aware of and able to use the service, FTA requires that transit agencies advertise the availability of route deviations (e.g., including the information on schedules and in other public information).
- **Establishing restrictive policies for deviations that would significantly limit the use of the service by individuals with disabilities who are not able to get to and from designated stops and can therefore only use the service by requesting deviations. This would include:**
 - o Charging excessive surcharges for deviations
 - o Establishing overly restrictive areas within which riders can request deviations
 - o Limiting deviations to only certain trip purposes
 - o Unreasonably capping the number of permitted deviations

Please give me a call if you have any questions or concerns.

Thanks,

Derek Morris

Federal Program Specialist

Kentucky Transportation Cabinet

Office of Transportation Delivery

200 Mero Street Frankfort, KY 40622

Phone: (502) 564-7433

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Disclaimer: Any opinion expressed in this e-mail communication does not represent the opinion of the agency and will not bind or obligate the Kentucky Transportation Cabinet, Office of Transportation Delivery (KYTC/OTD). KYTC/OTD has relied on the facts and information presented and if any material facts have not been disclosed, any opinion/advice is without force and effect. Any advice is limited to the facts presented and is part of informal discussions of the issues raised.

Nikki Durham

From: Harold Monroe <harold.monroe@pacs-ky.org>
Sent: Tuesday, May 19, 2020 3:46 PM
To: Nikki Durham
Subject: Re: facebook message from Katherine Martell to Hopkinsville Transit

I am not aware of any donation but will check into it

Get [Outlook for iOS](#)

From: Nikki Durham <ndurham@hopkinsvilleky.us>
Sent: Tuesday, May 19, 2020 3:44:31 PM
To: Cathy Foster <cfoster@hopkinsvilleky.us>
Cc: Harold Monroe <harold.monroe@pacs-ky.org>; roy.brunner@pacs-ky.org <roy.brunner@pacs-ky.org>; Vickie Pennington <vickie.pennington@pacs-ky.org>
Subject: RE: facebook message from Katherine Martell to Hopkinsville Transit

Thanks Cathy - I'm copying the team at PACS as I'm unfamiliar with the donation.

From: Cathy Foster
Sent: Tuesday, May 19, 2020 3:36 PM
To: Nikki Durham
Subject: facebook message from Katherine Martell to Hopkinsville Transit

From Katherine Martell to Hopkinsville Transit:

Good morning! I know we have been doing all of our communication through one of your drivers. But. I just wanted to say thank you for the donation for the 200 masks I made yall. I hope they're very useful and it was a pleasure doing business with yall!

Nikki Durham

From: Nikki Durham
Sent: Tuesday, May 26, 2020 11:33 AM
To: Lucas Stagner; Wendell Lynch
Cc: 'Randy Graham'; vickie.pennington@pacs-ky.org; jennifer.hargrove@pacs-ky.gov; Harold Monroe
Subject: RE: Transportation for Covid-19 Testing

Thanks Lucas - I'm copying the team at PACS to follow up to see what program she may be eligible for that would best fit her needs.

From: Lucas Stagner [lstagner@christiancountyky.gov]
Sent: Tuesday, May 26, 2020 11:16 AM
To: Nikki Durham; Wendell Lynch
Cc: 'Randy Graham'
Subject: Transportation for Covid-19 Testing


Nikki,

We have received a transportation request from a Hopkinsville resident who would like to be tested but does not have any other means of transportation. Her information is as follows:

Denise Powell
1390 West 7th Street, Apt 105
Foster Senior Apartments
270-874-2581

Let us know if you have any questions.

Thanks in Advance

Lucas Stagner
Deputy Director
Christian County Emergency Management


Nikki Durham

From: Randy Graham <rgraham@christiancountyky.gov>
Sent: Wednesday, May 27, 2020 10:21 AM
To: 'Harold Monroe'; Nikki Durham; 'Lucas Stagner'; Wendell Lynch
Cc: 'Vickie Pennington'; jennifer.hargrove@pacs-ky.gov
Subject: RE: Transportation for Covid-19 Testing

Bless her heart, she is somewhat confused. My staff has setup for transportation through Medicare for next week.

They also talked to her and advised her of appointment to be taken to the test site for the testing to be performed.

-----Original Message-----

From: Harold Monroe [mailto:harold.monroe@pacs-ky.org]
Sent: Wednesday, May 27, 2020 10:16 AM
To: Randy Graham <rgraham@christiancountyky.gov>; 'Nikki Durham' <ndurham@hopkinsvilleky.us>; 'Lucas Stagner' <lstagner@christiancountyky.gov>; 'Wendell Lynch' <wlynch@hopkinsvilleky.us>
Cc: Vickie Pennington <vickie.pennington@pacs-ky.org>; jennifer.hargrove@pacs-ky.gov
Subject: RE: Transportation for Covid-19 Testing

My staff did reach out to Mrs. Powell yesterday and we were informed by her that Randy would be picking her up tomorrow and she would not need our transportation services. I am not sure why she called again this morning.

HAROLD MONROE
Executive Director
Pennyrile Allied Community Services, Inc
1100 South Liberty Street
P. O. Box 549
Hopkinsville, KY 42241
Office: (270)-886-6341
FAX: (270) 886-9134
Cell: [REDACTED]
harold.monroe@pacs-ky.org

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-----Original Message-----

From: Randy Graham <rgraham@christiancountyky.gov>
Sent: Wednesday, May 27, 2020 8:49 AM
To: 'Nikki Durham' <ndurham@hopkinsvilleky.us>; 'Lucas Stagner' <lstagner@christiancountyky.gov>; 'Wendell Lynch' <wlynch@hopkinsvilleky.us>
Cc: Vickie Pennington <vickie.pennington@pacs-ky.org>; jennifer.hargrove@pacs-ky.gov; Harold Monroe <harold.monroe@pacs-ky.org>
Subject: RE: Transportation for Covid-19 Testing

Nikki: Ms. Powell called us again this morning. Is there an update I can provide to her as to potential transportation to the test site and back home?

Thanks,
Randy

-----Original Message-----

From: Nikki Durham [mailto:ndurham@hopkinsvilleky.us]
Sent: Tuesday, May 26, 2020 11:33 AM
To: Lucas Stagner <lstagner@christiancountyky.gov>; Wendell Lynch <wlynch@hopkinsvilleky.us>
Cc: 'Randy Graham' <rgraham@christiancountyky.gov>; vickie.pennington@pacs-ky.org; jennifer.hargrove@pacs-ky.gov; Harold Monroe <harold.monroe@pacs-ky.org>
Subject: RE: Transportation for Covid-19 Testing

Thanks Lucas - I'm copying the team at PACS to follow up to see what program she may be eligible for that would best fit her needs.

From: Lucas Stagner [lstagner@christiancountyky.gov]
Sent: Tuesday, May 26, 2020 11:16 AM
To: Nikki Durham; Wendell Lynch
Cc: 'Randy Graham'
Subject: Transportation for Covid-19 Testing

Nikki,


We have received a transportation request from a Hopkinsville resident who would like to be tested but does not have any other means of transportation.
Her information is as follows:

Denise Powell

[REDACTED]
Foster Senior Apartments
[REDACTED]

Let us know if you have any questions.

Thanks in Advance

Lucas Stagner
Deputy Director
Christian County Emergency Management


Nikki Durham

From: Harold Monroe <harold.monroe@pacs-ky.org>
Sent: Monday, June 8, 2020 1:13 PM
To: Nikki Durham; Vickie Pennington; Jennifer Hargrove (PACS); Roy Brunner (PACS)
Subject: RE: Message/Request: Renee Harris

I have asked Vickie Pennington, Transportation Director to have someone reach out to Renee Harris regarding the issues with the phones. As per concerns related to bus seating as first-come-first served or running a second bus we will continue as we are until the governor removes his social distancing executive order. We understand the Governor's actions has created confusion and hardships for many folks.

HAROLD MONROE

Executive Director

Pennyrile Allied Community Services, Inc

1100 South Liberty Street

P. O. Box 549

Hopkinsville, KY 42241

Office: (270)-886-6341

FAX: (270) 886-9134

Cell: [REDACTED]

harold.monroe@pacs-ky.org

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From: Nikki Durham <ndurham@hopkinsvilleky.us>

Sent: Monday, June 8, 2020 9:56 AM

To: Vickie Pennington <vickie.pennington@pacs-ky.org>; Jennifer Hargrove <jennifer.hargrove@pacs-ky.org>; Harold Monroe <harold.monroe@pacs-ky.org>; Roy Brunner <roy.b@pacs-ky.org>

Subject: Message/Request: Renee Harris

Good morning everyone – Renee Harris called to say she’s tried the Hopkinsville Transit number 7 times today but hasn’t gotten anyone to answer. I let her know that I believed you were working on some transitions but that I’d get the message to you all in case your phones are down.

She shared concerns that many would not have reliable transportation to work as factories continued to reopen with bus seating being first-come-first served. She noted riders could not afford cab rides and asked if running a second bus could be an option for those going to factories?

Ms. Harris may be reached at [REDACTED].

Thank you,
Nikki Durham
City of Hopkinsville

715 South Virginia Street
Hopkinsville, KY 42240
(270) 890-0215 office
(270) 632-2068 facsimile
www.hopkinsvilleky.us

Marketing Strategies 2020

Print

Update brochures and promotional flyers and post in display racks

Mailings to transit partners (e.g., large employers, apartments, staffing and social service agencies)

KNE cover page stickers

Online

Website

Social media platforms (Facebook, Twitter)

Outdoor

Bus stop shelters with ad panels (installed at 7 stops with 2 ad panels per stop; 1 left to install)(Revisit partnership with WKMS)

Bus stop shelters with decals (installed at 6 stops)

Bus stop signs (installed at 35 stops)

Electronic billboard (Jerry's Car Wash)

Radio

Ads, interviews, and local web presence

Inside Bus

Driver/Rider of the Month promotions (awarded all drivers 2x during COVID-19) (discontinue due to lack of postings)

Events/Group Presentations

As requested

Other

Milestone press releases and email blasts



Nikki Durham

From: Nikki Durham
Sent: Monday, March 23, 2020 12:51 PM
Subject: Release - Hopkinsville Transit to Implement Social Distancing March 25

FOR IMMEDIATE RELEASE

Hopkinsville Transit to Implement Social Distancing March 25

Hopkinsville, KY (March 23, 2020) – PACS' management officials announced today that, beginning March 25, 2020, all Hopkinsville Transit buses will be limited to no more than 6 passengers riding in designated seats in accordance with recommended social distancing guidelines. Also, the sale of bus passes will be suspended at that time. Riders will use exact change deposited in a designated receptacle to limit contact with drivers.

Officials thanked the public in advance for their patience and understanding as they work to maximize safety. They added that a determination will be made on a later date about when normal operations may resume.

For additional information, contact (270) 890-6055 or visit hoptown.org/transit.