

**GoWake Access  
Transportation Advisory Board (TAB)  
Minutes**

April 11 – 9:00-11:00  
3548 Bush St, Raleigh NC 27609

In attendance:

*Anita Davis*

*Hannah Lundy*

*Jim McLaughlin*

*Danielle Omori*

*Walter Weeks*

*Carmalee Scarpitti*

1. **Welcome and Introductions**
2. **Public Comments**
3. **Review and Approval of Minutes**
  - a. Minutes will be sent out for approval during May meeting
4. ADA policy approved via email from TAB by Vinson Hines, Walter Weeks, and Lindsay Schinasi
5. **Local Coordinated Human Services Transportation Plan** – Jim McLaughlin
  - a. As part of the Wake Transit plan, consultants are studying systems within the region to understand how agencies can coordinate with one another
  - b. Carmalee and Walter both want to coordinate with other counties and organizations to help integrate with other services, such as fixed route
  - c. Carmalee suggests travel training for riders to use the service
6. **Rebranding Updates** – Anita Davis
  - a. March 1, WCTS became GoWake Access
  - b. Wrapping plans to begin Sunday (April 15)
  - c. Website is now live ([wakegov.com/gowake](http://wakegov.com/gowake))
7. **FY17 Community Transportation Operating Statistics Reports** – Anita Davis  
(*attached*)
8. **2<sup>nd</sup> Draft of the Success Plan** – Hannah Lundy (*attached*)
  - a. Walter moves to accept 2<sup>nd</sup> draft, Carmalee seconds motion
  - b. TAB approves second draft
9. **Complaints Report** -Claudia Garay (*attached*)
10. **Vendor Report** - Sean Abrams (*attached*)
11. **General Public Report** – Hannah Lundy
  - a. Walter would like to see the percentage of denied per zone

- b. Walter suggests going before town meetings to request money for town-specific trips
  - c. Due to ongoing changes with the Wake Transit Plan, requesting funds from towns has been put on hold
- 12. Good of the Order Announcements – All**
- a. Walter Weeks: Wake Enterprises golf tournament – Lochmere in Cary (May 4)
    - i. Wake Enterprises has signed a letter of intent to affiliate with a larger organization (Emperium)
  - b. Carmalee: routes coming in January 2019 to SW Raleigh; combing routes 18 & 19 into one route

Adjournment

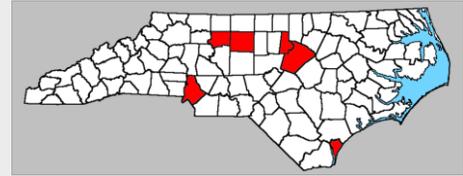
# Community Transportation Peer Group Summary

## FY 2017 NCDOT Public Transportation Division

### Community Transportation Operating and Financial Statistics Report

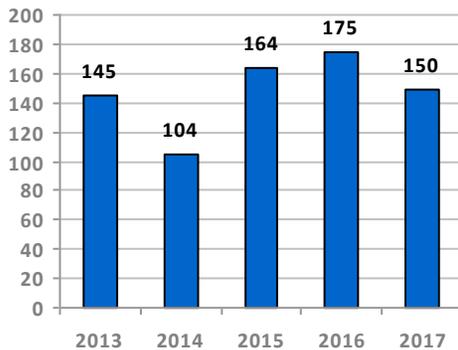
Number of Systems in Peer Group: 6

	Minimum	Average	Maximum	Std. Deviation
Population Per Sq. Mile:	648	1,076	2,158	580
Highway Miles Per Sq. Mile:	2.34	2.80	3.08	0.29
Elevation Range (in feet):	160	468	604	178

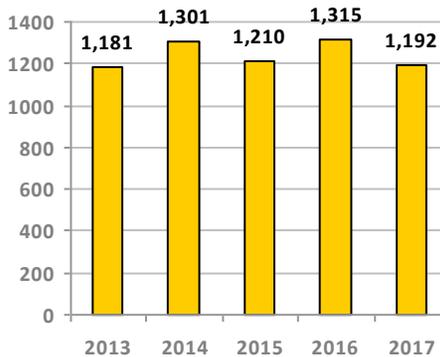


	Trips	Miles	Hours	Federal Funding	State Funding	Local Funding
Minimum	36,992	254,735	16,986	\$158,940	\$9,929	\$115,005
Average:	149,598	1,192,152	50,638	\$724,234	\$543,502	\$1,549,075
Maximum	483,276	3,123,330	134,074	\$2,851,440	\$1,960,430	\$4,767,964
St. Dev.:	172,953	1,330,274	48,306	\$1,050,092	\$722,715	\$1,803,117

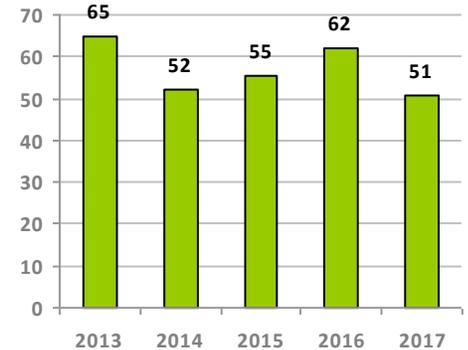
Average Trips in Thousands



Average Miles in Thousands



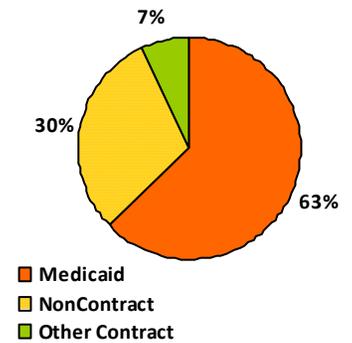
Average Hours in Thousands



Trips, Miles, and Hours By Mode

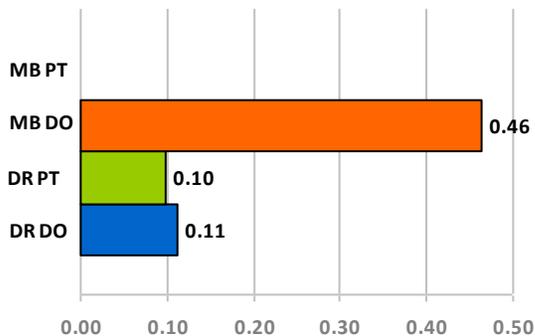
Mode	Trips	Miles	Hours
DR DO-Demand Response Directly Operated	161,527	1,435,076	77,793
DR PT-Demand Response Purchased	546,670	5,528,924	213,522
MB DO-Fixed Route Directly Operated	87,548	188,914	12,513
MB PT-Fixed Route Purchased	101,844	0	0
<b>TOTAL</b>	<b>897,589</b>	<b>7,152,914</b>	<b>303,828</b>

Trips By Funding Type

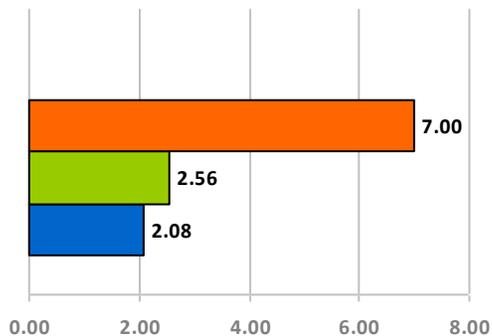


Efficiency By Mode

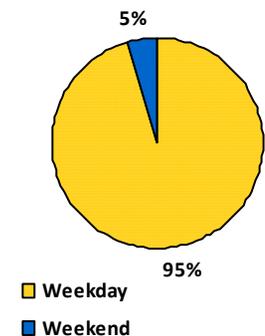
Trips Per Mile



Trips Per Hour



Trips by Day Type



# Community Transportation Peer Group Summary

## FY 2017 NCDOT Public Transportation Division

### Community Transportation Operating and Financial Statistics Report

#### Benchmarking Statistics

	<i>Demand Response (DR)</i>			<i>All Modes</i>		
	Acceptable	Median	Superior	Acceptable	Median	Superior
<b>Cost Per Trip:</b>	\$32.36	\$20.36	\$8.36	\$28.62	\$19.84	\$11.07
<b>Subsidy Per Trip:</b>	\$10.85	\$7.14	\$3.42	\$9.44	\$7.50	\$5.56
<b>Trips Per Hour:</b>	0.86	1.96	3.07	0.00	1.96	5.72
<b>RGP Index:</b>	0.00	0.53	2.18	0.43	1.32	2.20

Low numbers for \$ values, high numbers for performance are best

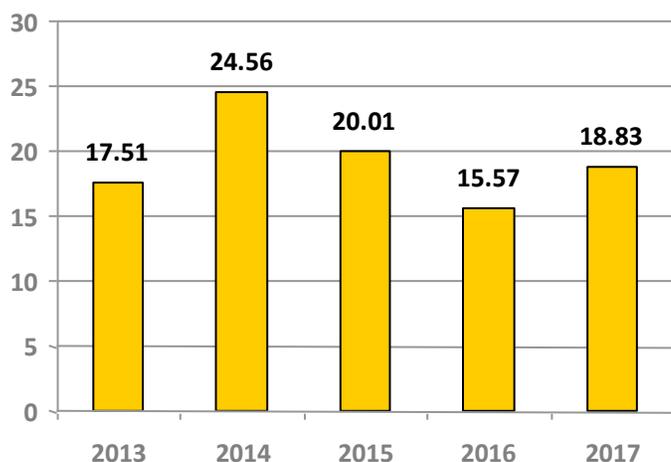
Superior = value at 85th percentile

Median = value at 50th percentile

Acceptable = Median - (Superior - Median)

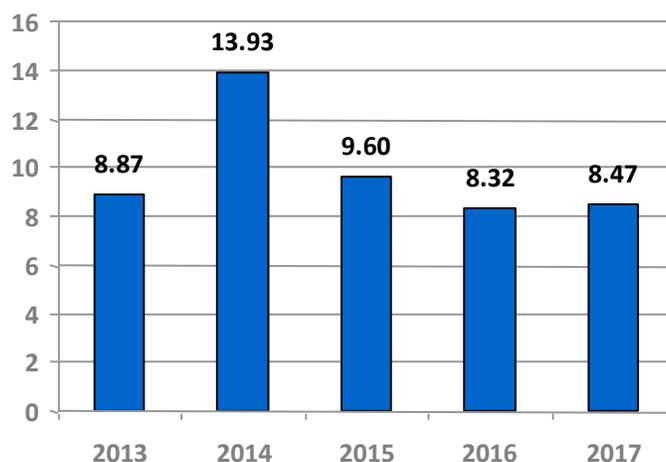
#### Cost Per Trip By Year ( All Modes )

Administrative and Operating Funds Only



#### Subsidy Per Trip By Year ( All Modes )

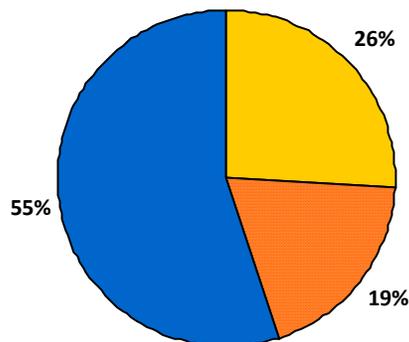
Administrative and Operating Funds Only



Subsidy per trip is calculated using the total amount of Federal and State administrative and operating funds a transit system received divided by the total number of trips. Cost per trip is calculated using the total system expenses divided by the total number of trips. RGP Index (Non-contract trips per non-urban population) is a measure of transit service offered to the general public as opposed to transit dependent populations.

#### Administrative and Operating Funding Sour

■ Federal  
■ State  
■ Local



#### Data Summary (All Modes)

	2016	2017	% Change
Reportable Incidents:	4	0	-100%
Reportable Fatalities:	0	0	0%
Reportable Injuries:	2	0	-100%
Miles:	7,891,777	7,152,914	-9%
Hours:	372,097	303,828	-18%
Total Trips:	1,047,376	897,589	-14%



# State-Wide Community Transportation Summary

## FY 2017 NCDOT Public Transportation Division

### Community Transportation Operating and Financial Statistics Report

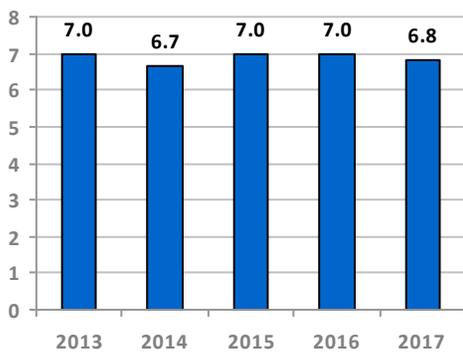
#### System By Type

Fixed Route in Small Cities	1
Consolidated Small City-Community	1
Human Service	2
Consolidated Urban-Community	5
Regional Community	6
Community	66
<b>Total Community Transportation Systems</b>	<b>81</b>

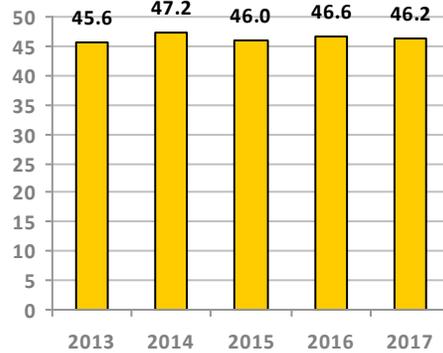
#### Highlights

	Operating	Capital	Total
<i>Total Federal Funds:</i>	\$22,342,672	\$9,934,834	\$32,277,506
<i>Total State Funds:</i>	\$20,171,915	\$2,776,694	\$22,948,609
<i>Total Local Funds:</i>	\$56,703,498	\$2,042,961	\$58,746,459
<b><i>Total Funding:</i></b>	<b>\$99,218,086</b>	<b>\$14,754,488</b>	<b>\$113,972,574</b>
<i>Total Trips:</i>	6,835,926		
<i>Miles:</i>	46,174,748		
<i>Hours:</i>	2,803,034		

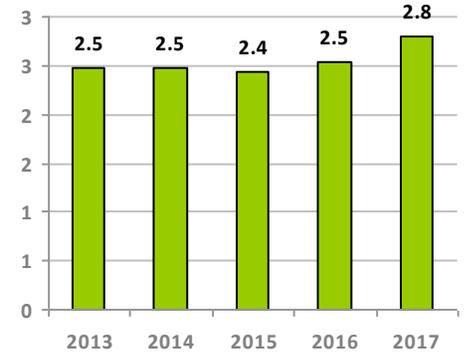
Trips in Millions



Miles in Millions



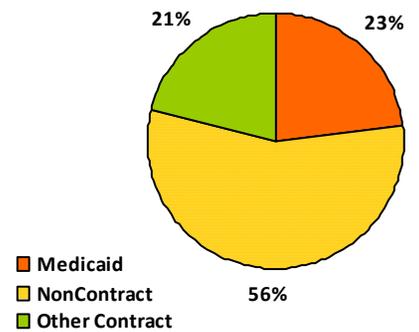
Hours in Millions



#### Trips, Miles and Hours By Mode

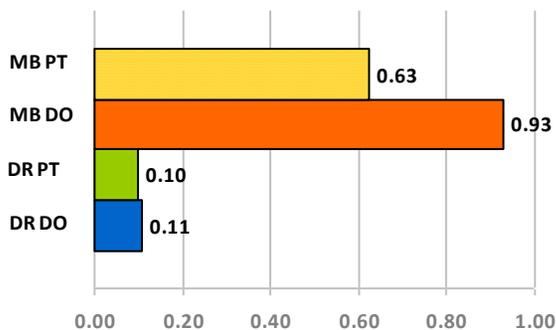
Service Type	Trips	Miles	Hours
DR DO-Demand Response Directly Operated	3,464,350	32,480,117	1,803,346
DR PT-Demand Response Purchased	1,086,619	11,160,274	825,597
MB DO-Fixed Route Directly Operated	2,141,000	2,304,214	161,078
MB PT-Fixed Route Purchased	143,957	230,143	13,013
<b>TOTAL</b>	<b>6,835,926</b>	<b>46,174,748</b>	<b>2,803,034</b>

#### Trips By Funding Type

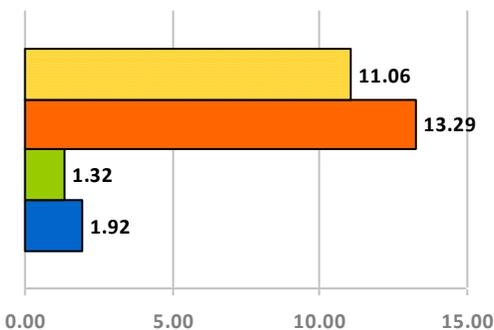


#### Efficiency By Mode

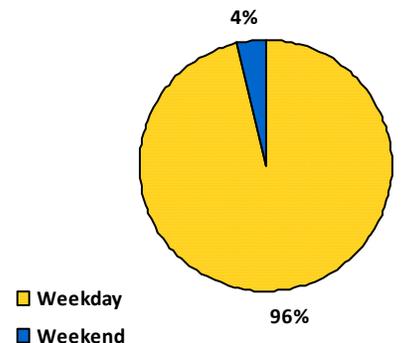
Trips Per Mile



Trips Per Hour



Trips by Day Type





# State-Wide Community Transportation Summary

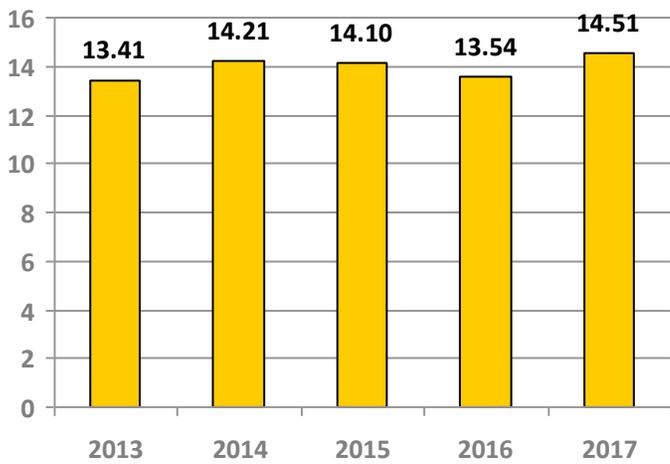
## FY 2017 NCDOT Public Transportation Division

### Community Transportation Operating and Financial Statistics Report

<i>Benchmarking</i>	<i>Demand Response (DR)</i>			<i>Motor Bus (MB)</i>			<i>Total</i>		
	FY2016	FY2017	%Change	FY2016	FY2017	%Change	FY2016	FY2017	%Change
<i>Cost Per Trip (\$):</i>	18.58	19.83	7%	3.15	3.93	24%	13.54	14.51	7%
<i>Subsidy Per Trip (\$):</i>	7.95	8.21	3%	1.51	2.25	49%	5.85	6.22	6%
<i>Trips Per Hour:</i>	1.99	1.73	-13%	13.44	13.13	-2%	2.75	2.44	-11%
<i>RGP Index:</i>	0.52	0.52	0%	0.68	0.68	0%	1.20	1.20	0%

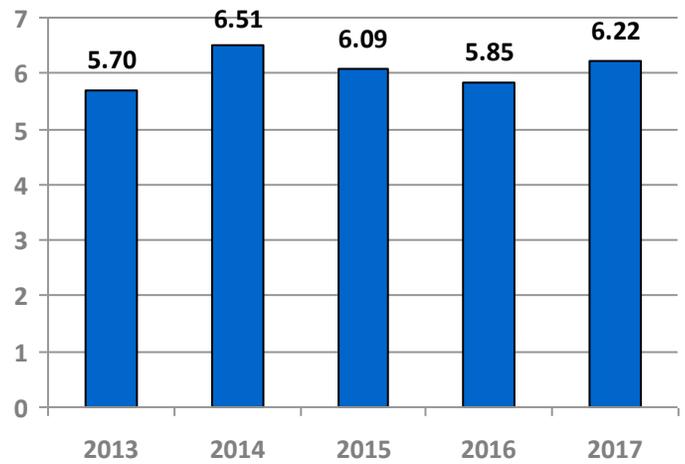
**Cost Per Trip By Year**

(Administrative and Operating Only)

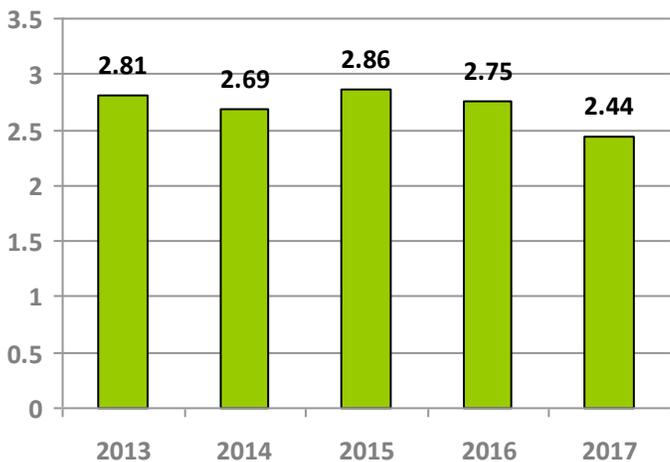


**Subsidy Per Trip By Year**

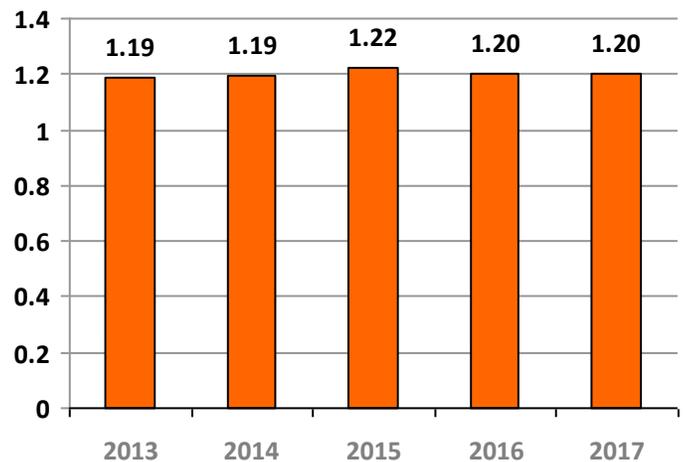
(Administrative and Operating Only)



**Trips Per Hour**



**RGP Index**



Subsidy per trip is calculated using the total amount of Federal and State administrative and operating funds a transit system received divided by the total number of trips. Cost per trip is calculated using the total system expenses divided by the total number of trips. RGP Index (Non-contract trips per non-urban population) is a measure of transit service offered to the general public as opposed to transit dependent populations.



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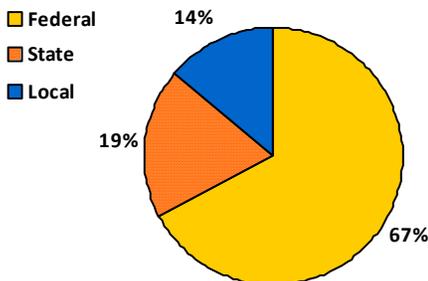
### Community Transportation Operating and Financial Statistics Report

#### Financial Summary

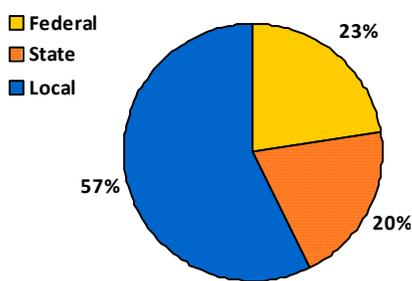
	<i>Demand Response (DR)</i>			<i>Motor Bus (MB)</i>			<i>Total</i>		
	FY2016	FY2017	%PT*	FY2016	FY2017	%PT*	FY2016	FY2017	%PT*
5307/5309 Op. Funds (\$):	1463688	1607814	60%	22543	71918	0%	1486231	1679732	57%
5310 Op. Funds (\$):	2204178	2383737	18%	126677	150542	0%	2330854	2534279	17%
5311 Op. Funds (\$):	11619172	12315621	12%	1715381	1553729	0%	13334554	13869350	11%
Other Federal Op. Funds (\$):	5250315	2918946	56%	171005	1340365	79%	5421321	4259311	63%
<b>Total Federal Op. Funds (\$):</b>	<b>20537353</b>	<b>19226118</b>	<b>23%</b>	<b>2035607</b>	<b>3116554</b>	<b>34%</b>	<b>22572960</b>	<b>22342672</b>	<b>25%</b>
5307/5309 Cap. Funds (\$):	0	0	0%	0	0	0%	0	0	0%
5310 Cap. Funds (\$):	511481	128679	0%	21230	9750	0%	532711	138429	0%
5311 Cap. Funds (\$):	6436545	8909792	11%	2443406	519446	0%	8879951	9429238	10%
Other Federal Cap. Funds (\$):	364190	351911	0%	25185	15256	0%	389375	367167	0%
<b>Total Federal Cap. Funds (\$):</b>	<b>7312216</b>	<b>9390382</b>	<b>10%</b>	<b>2489821</b>	<b>544452</b>	<b>0%</b>	<b>9802037</b>	<b>9934834</b>	<b>10%</b>
CTP Admin Funds (\$):	2122375	1582082	20%	66823	74343	4%	2189198	1656424	19%
ROAP Funds (\$):	11974372	14312789	21%	591504	946295	32%	12565877	15259085	22%
Other Op. State Funds (\$):	2724884	2259313	63%	742041	997093	0%	3466925	3256406	44%
<b>Total State Op. Funds (\$):</b>	<b>16821631</b>	<b>18154184</b>	<b>26%</b>	<b>1400369</b>	<b>2017731</b>	<b>15%</b>	<b>18222000</b>	<b>20171915</b>	<b>25%</b>
<b>Total State Cap. Funds (\$):</b>	<b>1986753</b>	<b>2684867</b>	<b>47%</b>	<b>533925</b>	<b>91827</b>	<b>0%</b>	<b>2520679</b>	<b>2776694</b>	<b>46%</b>
Local Government Funds (\$):	7727188	9822499	32%	2162716	1368349	32%	9889903	11190848	32%
Other Directly Generated Rev (\$):	15471511	14757853	34%	552001	354429	0%	16023511	15112282	33%
Local Fares (\$):	2816562	2600555	21%	239670	245809	10%	3056232	2846363	20%
Medicaid Funds (\$):	17640611	18154817	33%	442907	401636	0%	18083518	18556453	32%
Other Local Op. Funds (\$):	6269984	7529854	23%	365906	1467697	0%	6635891	8997552	19%
<b>Total Local Op. Funds (\$):</b>	<b>49925855</b>	<b>52865579</b>	<b>31%</b>	<b>3763199</b>	<b>3837920</b>	<b>12%</b>	<b>53689055</b>	<b>56703498</b>	<b>30%</b>
<b>Total Local Cap. Funds (\$):</b>	<b>1516567</b>	<b>1956065</b>	<b>12%</b>	<b>410555</b>	<b>86895</b>	<b>0%</b>	<b>1927122</b>	<b>2042961</b>	<b>11%</b>
Total Trips:	4696999	4550969	24%	2282137	2284957	6%	6979136	6835926	18%
Miles:	44142114	43640391	26%	2435922	2534357	9%	46578036	46174748	25%
Hours:	2363501	2628943	31%	169835	174091	7%	2533336	2803034	30%
<b>Total Expenses:</b>	<b>87284839</b>	<b>90245881</b>	<b>28%</b>	<b>7199176</b>	<b>8972205</b>	<b>20%</b>	<b>94484015</b>	<b>99218086</b>	<b>28%</b>
Cost per Hour (\$):	36.93	34.33		42.39	51.54		37.30	35.40	
Cost per Mile (\$):	1.98	2.07		2.96	3.54		2.03	2.15	
Trips per Mile:	0.11	0.10		0.94	0.90		0.15	0.15	

\*%PT is the proportion of purchased transportation in the current fiscal year

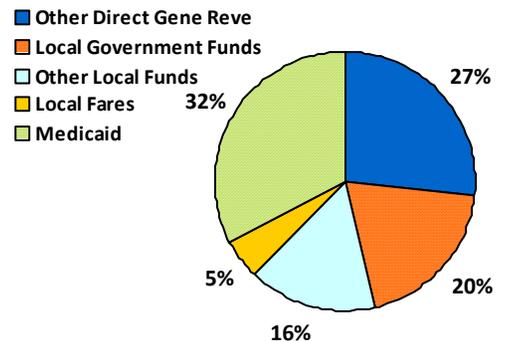
Capital Funding Sources



Admin. and Op. Funding Sources



Local Op. Funding Sources



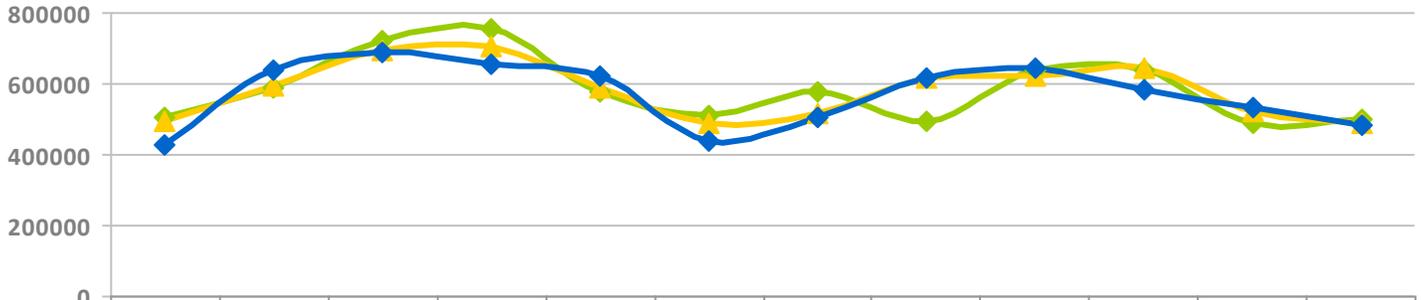


# State-Wide Community Transportation Summary

## FY 2017 NCDOT Public Transportation Division

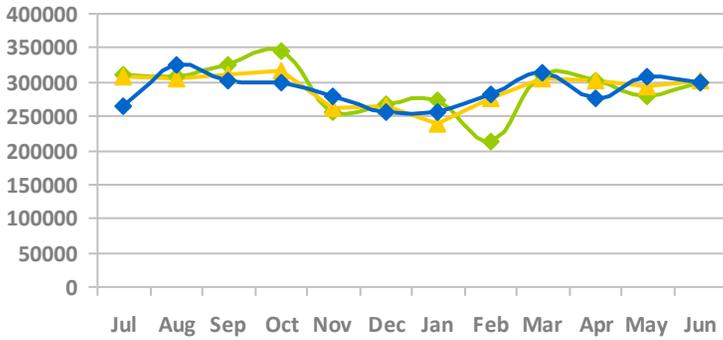
### Community Transportation Operating and Financial Statistics Report

#### Total Trips

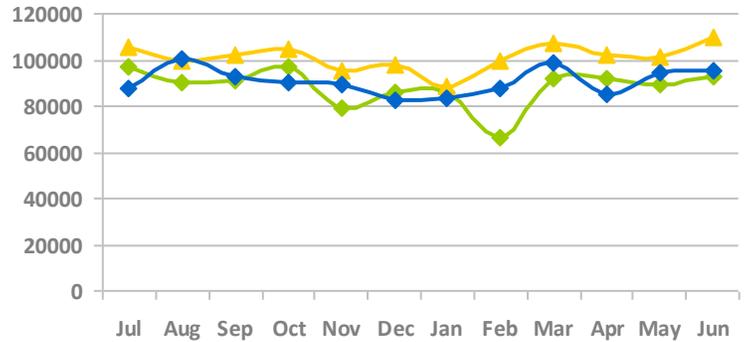


	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
2015	503564	589361	722952	753601	577473	510177	575512	497046	638741	637920	486575	498717
2016	492434	593176	693712	706052	591489	491038	515309	617751	620835	646537	521006	489797
2017	429326	637560	687781	655314	622967	437266	506632	617786	641961	581546	533141	484646

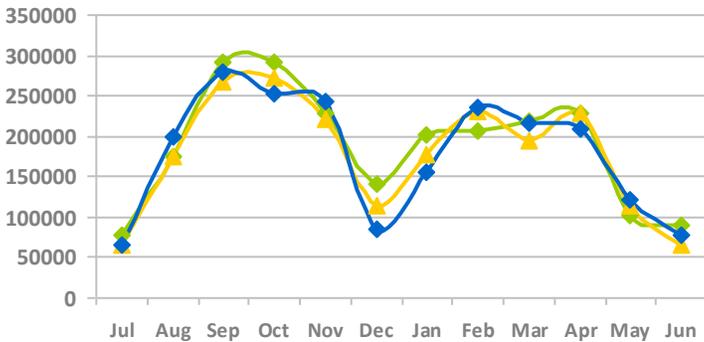
#### DR DO Trips



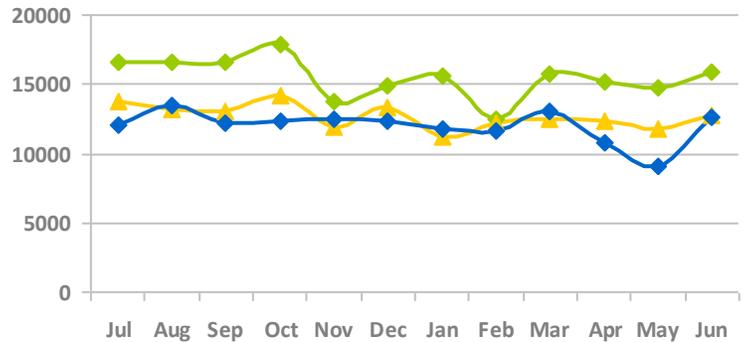
#### DR PT Trips



#### MB DO Trips



#### MB PT Trips





# State-Wide Community Transportation Summary

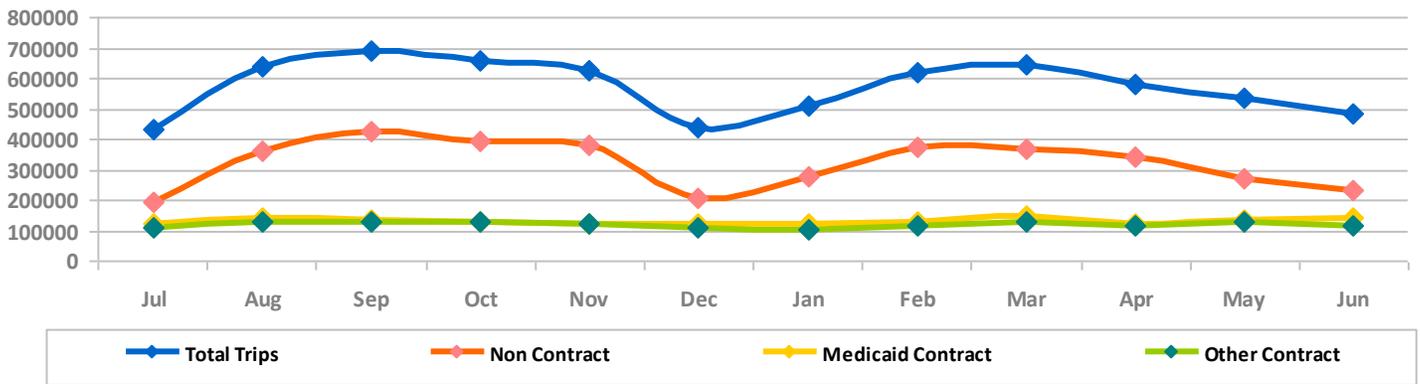
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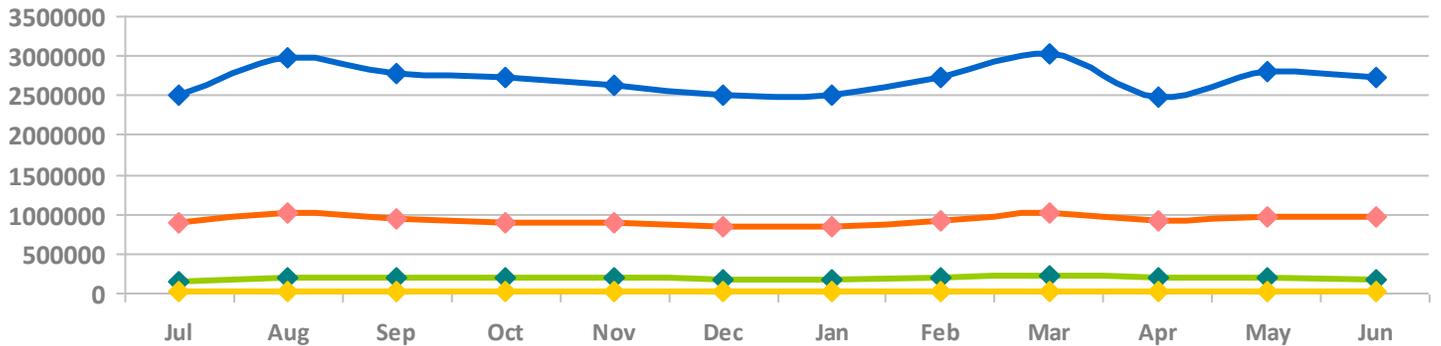
#### TRIPS BY DAY OF WEEK

Day of Week	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Weekday	412,843	616,566	656,958	617,187	595,943	419,160	493,814	599,960	625,437	556,527	515,388	470,386
Saturday	15,819	18,604	27,532	32,766	22,522	16,595	10,261	13,514	13,760	18,994	15,619	13,565
Sunday	664	2,390	3,291	5,361	4,502	1,511	2,557	4,312	2,764	6,025	2,134	695

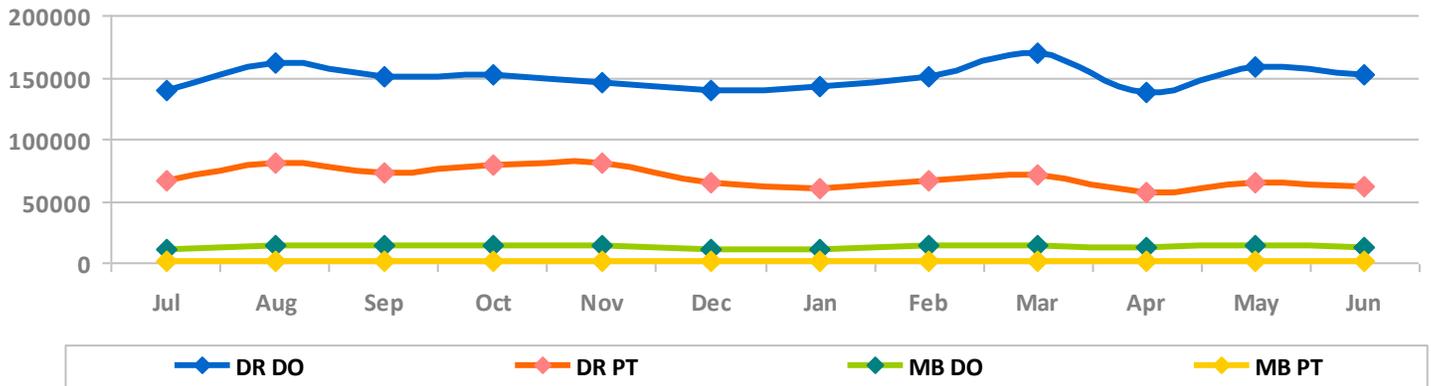
#### TRIPS BY CONTRACT TYPE



#### MILES BY MODE



#### HOURS BY MODE



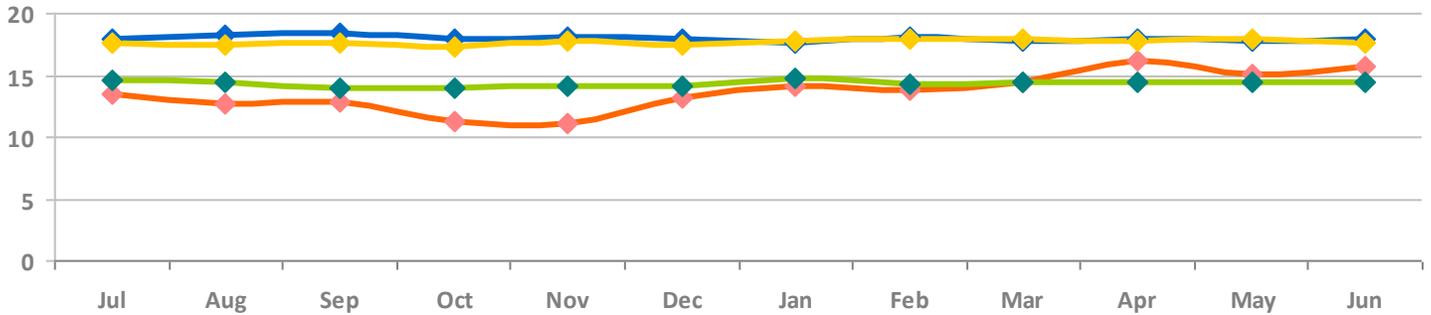


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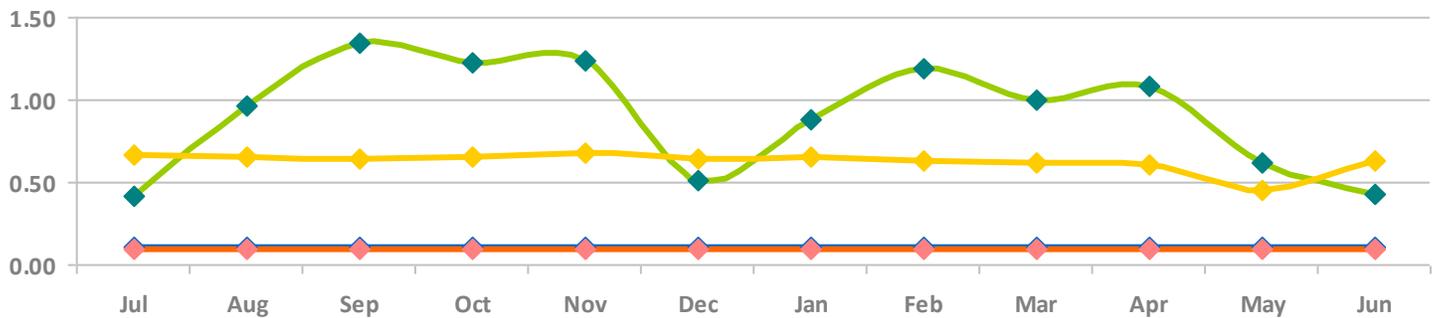
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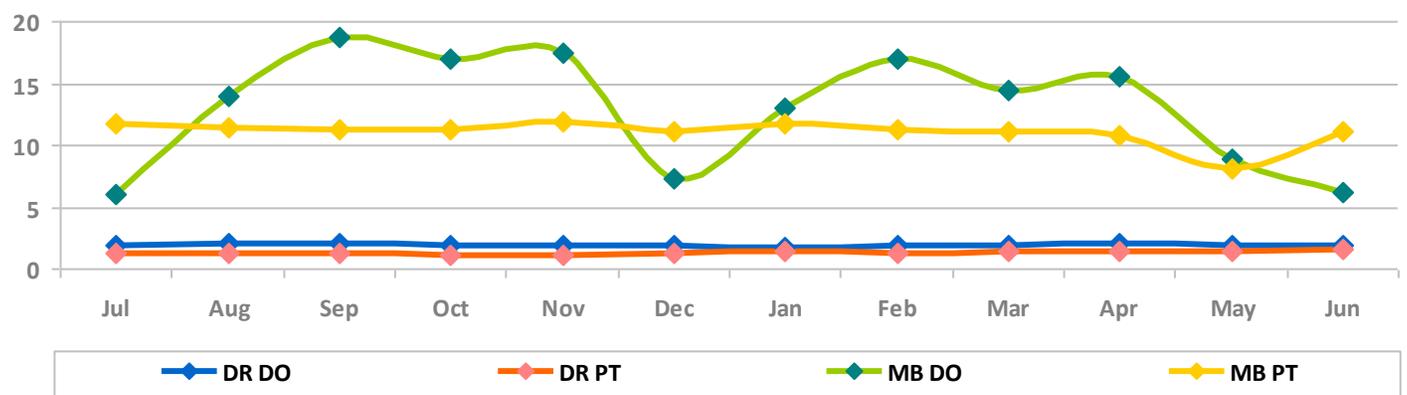
#### MILES PER HOUR BY MODE



#### TRIPS PER MILE BY MODE



#### TRIPS PER HOUR BY MODE



# GoWake Access



## Success Plan 2018-2019

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<b>PERFORMANCE SCORECARD</b>	<b>11</b>

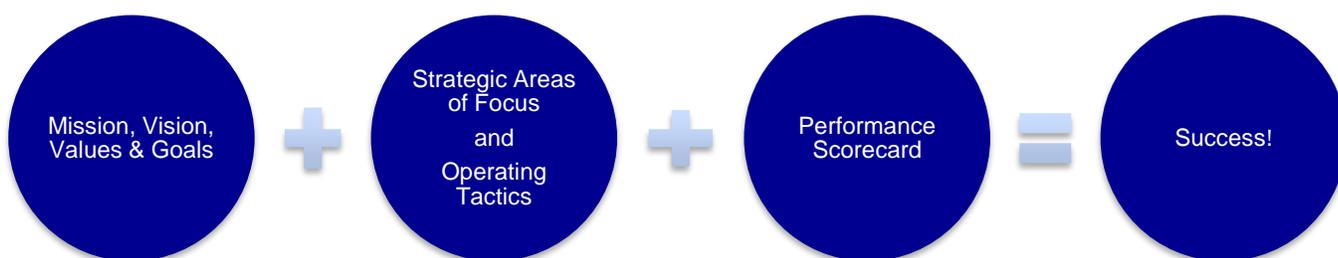
# Introduction

**GoWake Access is working to provide high quality service to our customers and value to our taxpayers.**

This document was prepared by members of the GoWake Access team to serve as a blueprint that guides our work for fiscal year 2018-2019. Contained within this plan are three integrated sections, each building upon the other to contribute toward the agency's ability to provide high quality service to customers and value to taxpayers. These sections include:

1. **Mission, Vision, Values & Goals** – which define what we want to accomplish over the course of the year and why our work is important.
2. **Strategic Areas of Focus & Operating Tactics** – which outline the work we will focus on to achieve the goals we identified for the year. This section contains actual work plan tactics that we will advance to be successful for the year.
3. **Performance Scorecard** – A quarterly performance scorecard containing the most important metrics that tell us how well the agency is performing in efforts to serve the community successfully for the year.

It is important to note that this Success Plan is aligned with the Success Plan of the Public Transit Division (PTD) of North Carolina Department of Transportation (NCDOT). By working collaboratively on aligned projects and goals that really matter to our customers, we are able to provide high quality service and value to the taxpayers of the communities and State we serve.



# Our Goals

## Mission Statement

GoWake Access connects people in Wake County to necessities and opportunities through affordable, accessible, and reliable transportation.

## Vision Statement

We will be a safe, efficient, reliable transportation provider, serving Wake County residents with comfort and dignity.

## Values

Safety, Customer Focus, Responsiveness, Stewardship, Accessibility

## Success Goals

It will be a successful year for GoWake Access if we:

- Have an on-time performance of 90%
- Have 75% of riders recommend our service
- Reduce the number of preventable accidents by 10%

# Our Work Focus for the Year

## Strategic Areas of Focus

1. Customer Satisfaction
2. Operational Management
3. Financial Management

## Operating Tactics

- Restructure the Transportation Advisory Board
- Utilize our transportation software
- Ensure operating vendor successful performance
- Practice responsible financial management

Tactic: Restructure the Transportation Advisory Board	
Strategic Area of Focus: Operational Management	
<p>Description:</p> <p>In order to fully utilize the Transportation Advisory Board, GoWake Access will restructure the board in order to get fully engaged citizen involvement.</p>	
<p><b>Tactic Owner:</b> Anita Davis</p> <p><b>Team Members:</b> Hannah Lundy</p>	
Quarterly Milestones	
<b>Q1</b>	<ul style="list-style-type: none"> <li>• Determine current members of TAB who are no longer eligible for the Board</li> <li>• Decide which areas of Wake County need representation on the TAB</li> <li>• Contact members who will no longer be included in the TAB membership</li> <li>• Reach out to contacts in areas that need representation on the TAB</li> </ul>
<b>Q2</b>	<ul style="list-style-type: none"> <li>• Create TAB user manuals for all members</li> <li>• Have an orientation for all members</li> </ul>
<b>Q3</b>	<ul style="list-style-type: none"> <li>• Organize and attend the TAB annual retreat for all members</li> </ul>
<b>Q4</b>	<ul style="list-style-type: none"> <li>• Assess members to ensure each member is in-line with the attendance policy</li> <li>• Determine if there are any areas that still need inclusion on the TAB</li> </ul>

## Tactic: Utilize our transportation software

Strategic Area of Focus: Operational Management & Financial Management

### Description:

Effectively using our transportation software can ensure consistency and efficiency in service. To make sure that we are utilizing our software to the best of its capabilities, we will, over the course of the year, implement new program processes that increase efficiency and reduce errors.

**Tactic Owner:** Hannah Lundy

**Team Members:** Anita Davis, Vendor GM

### Quarterly Milestones

<b>Q1</b>	<ul style="list-style-type: none"> <li>• Determine the capabilities of current software.</li> <li>• Determine needs of software.</li> <li>• Identify modifications needed.</li> <li>• Develop plan to integrate software (Phase 1&amp;2).</li> </ul>
<b>Q2</b>	<ul style="list-style-type: none"> <li>• Implement Phase 1 of new processes.</li> <li>• Make adjustments as needed.</li> </ul>
<b>Q3</b>	<ul style="list-style-type: none"> <li>• Implement Phase 2 of new processes.</li> <li>• Make adjustments as needed.</li> </ul>
<b>Q4</b>	<ul style="list-style-type: none"> <li>• Report results at the end of the quarter.</li> <li>• Assess the effectiveness of current software and future software needs</li> </ul>

## Tactic: Ensure operating vendor's successful performance

Strategic Area of Focus: Operational Management & Customer Satisfaction

### Description:

Ensuring high quality vendor performance is the heart of service delivery. To accomplish this, we encourage and monitor the vendor in all areas of performance, including maintenance, on-time performance, reporting, and customer relations.

**Tactic Owner:** Anita Davis

**Team Members:** Hannah Lundy, Vendor GM

### Quarterly Milestones

<b>Q1</b>	<ul style="list-style-type: none"> <li>• Create clear guidelines, measurements and procedures for vendor</li> <li>• Develop and implement a plan for reporting requirements</li> <li>• Establish good working relationship and open lines of communication</li> </ul>
<b>Q2</b>	<ul style="list-style-type: none"> <li>• Monitor and evaluate reports and performance</li> <li>• Make adjustments as needed</li> </ul>
<b>Q3</b>	<ul style="list-style-type: none"> <li>• Measure performance</li> <li>• Determine if any adjustments are needed</li> </ul>
<b>Q4</b>	<ul style="list-style-type: none"> <li>• Report results at the end of the quarter.</li> </ul>

Tactic: Practice responsible financial management	
Strategic Area of Focus: Financial Management	
<p><b>Description:</b>            Financial management includes ensuring that revenues and fares cover expenses, grants are appropriately allocated and evenly spent throughout the year, and fully utilizing NCTracks for Medicaid reimbursement.</p>	
<p><b>Tactic Owner:</b> Anita Davis</p> <p><b>Team Members:</b> Accounting Technician, Hannah Lundy</p>	
Quarterly Milestones	
<b>Q1</b>	<ul style="list-style-type: none"> <li>• Determine quarterly spending amounts</li> <li>• Develop and implement plans based on funding sources</li> <li>• Determine and correct common errors in submissions for NCTracks</li> </ul>
<b>Q2</b>	<ul style="list-style-type: none"> <li>• Monitor and evaluate reports and performance</li> <li>• Make adjustments as needed</li> </ul>
<b>Q3</b>	<ul style="list-style-type: none"> <li>• Measure performance</li> <li>• Determine and make any needed adjustments</li> </ul>
<b>Q4</b>	<ul style="list-style-type: none"> <li>• Report results at the end of the quarter.</li> </ul>

# Performance Scorecard

Performance Scorecard												
Strategic Area of Focus		Performance Metric	Target Performance (Goal)	Target Points	Q1 Perf	Q1 Points	Q2 Perf	Q2 Points	Q3 Perf	Q3 Points	Q4 Perf	Q4 Points
Financial Management	OPSTATS	Cost Per Hour	\$48	10								
	OPSTATS	Passenger Trips Per Hour	1.5	10								
	OPSTATS	Revenue Fares and Contracts	Revenue and Fares = Expenses	10								
	OPSTATS	Deficit	\$0 Deficit	10								
<b>Total Score</b>				<b>40</b>								
Customer Satisfaction	Customer Sat Survey	Net Promoter Score – quarters 1 and 3 only	12	15								
		On-Time Performance	90%	15								
<b>Total Score</b>				<b>30</b>								
Operational Management	OPSTATS	On-Time Performance	90%	10								
		Maintenance	80%	10								
		Reporting	100%	10								
<b>Total Score</b>				<b>30</b>								
<b>Overall Score</b>				<b>100</b>								



**Human  
Services**

# **Consumer Experience Management Team Transportation Monthly Data**

## **Summary**

Presented to

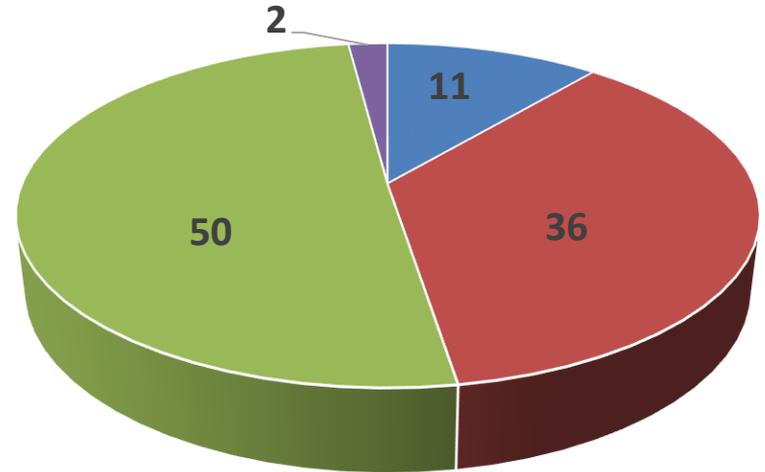
Wake County Transportation Program Manager Anita Davis

February FY-18

# Service Ticket Categories “v” Prior Months

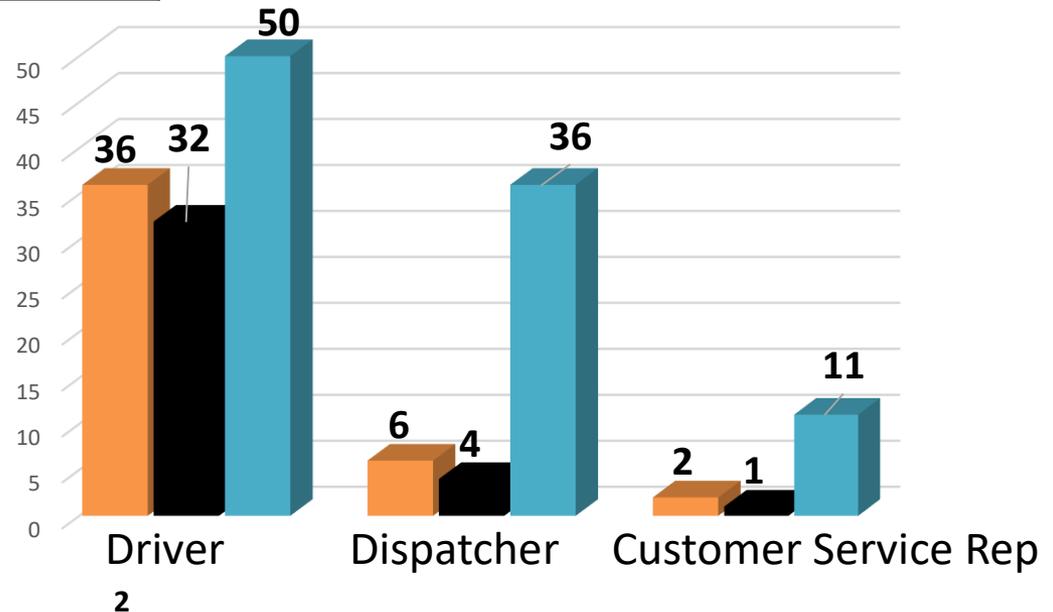
Who was the complaint about?

Ticket	Total
Driver	50
Dispatcher	36
Other	0
Customer Service Rep	11
Manager	2
<b>GRAND TOTAL</b>	<b>99</b>



From December to February

- December
- January
- February

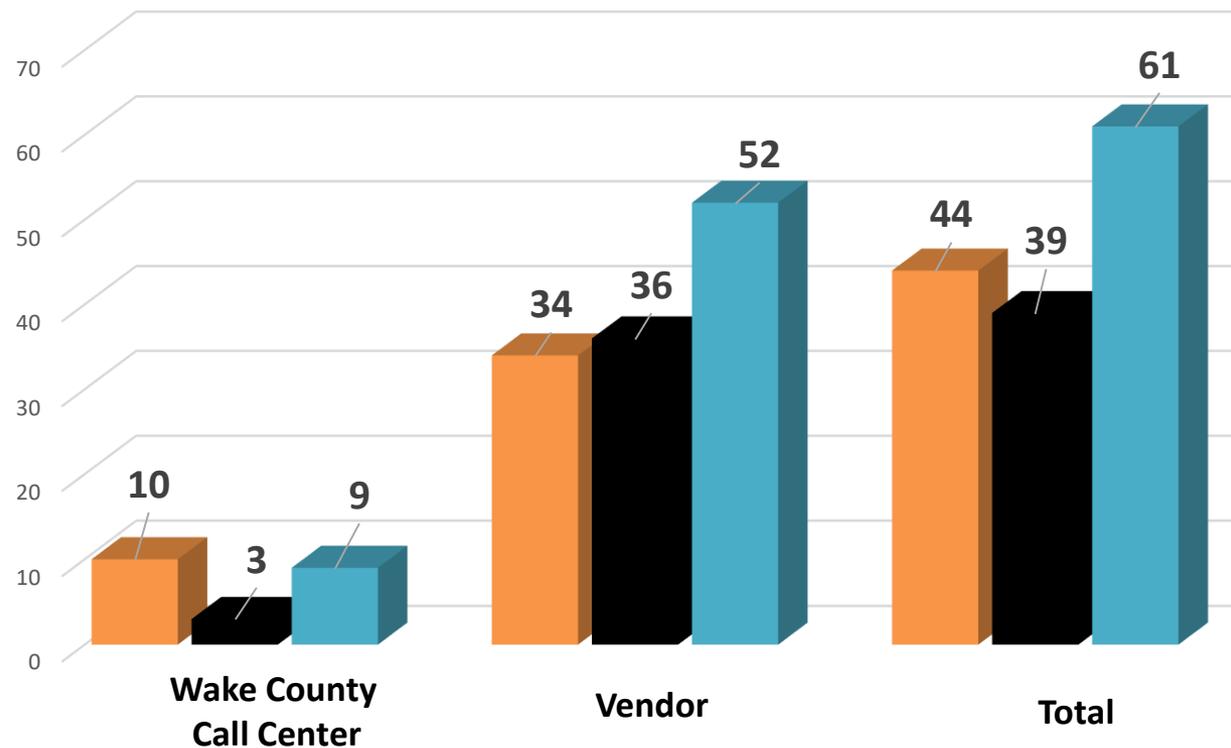


# February Unduplicated Service Type Comparison To the Prior two Months

Calls (Tickets) decreased by 11% from December to January, and increased by 36% from January to February



While tickets increased from prior months, Vendor Continues to produce 85% more tickets than Wake County Call Center.

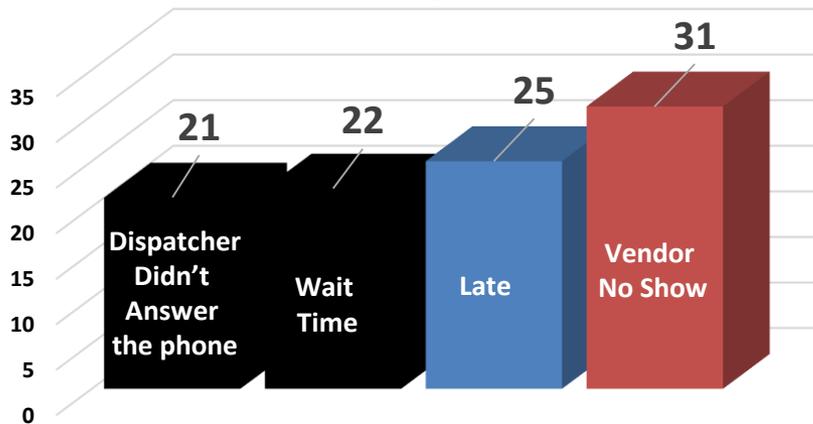


# February Service Ticket Sub-Category

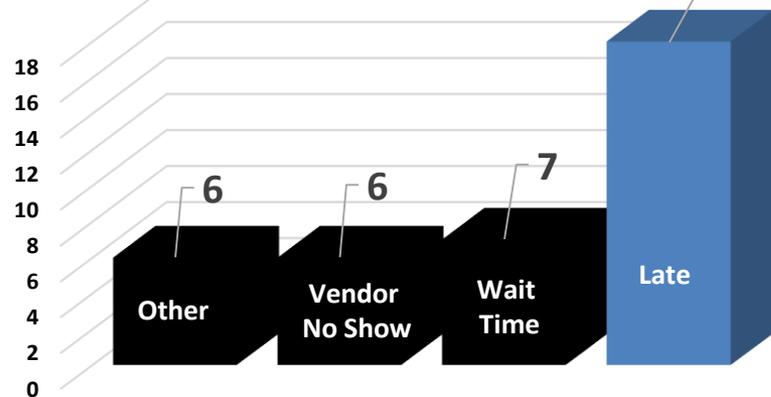
While "Late" continues to be an issues; Vendor "No Show" has increased in February

## Top four Sub-Category

February Late

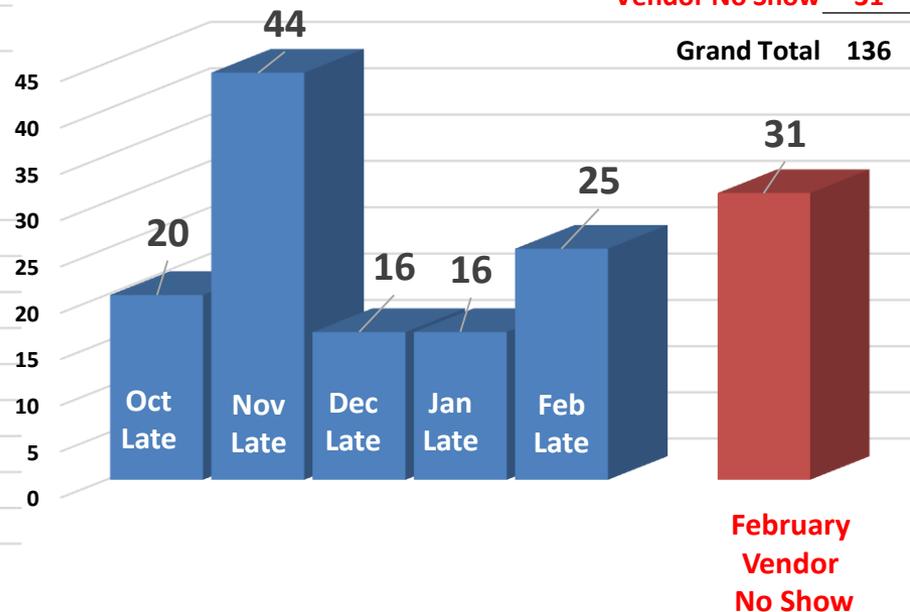


January Late



February Reason for Consumer Call Count

Rider No Show	1
Safety/Careless Driving	2
Followup call not given as stated	4
Other	4
Repeat Issues	6
Early	7
Appointment/Phone Line	13
Dispatcher not answer	21
Wait Time	22
<b>Late</b>	<b>25</b>
<b>Vendor No Show</b>	<b>31</b>
<b>Grand Total</b>	<b>136</b>





# What do We know about February Sub-Category “LATE”?

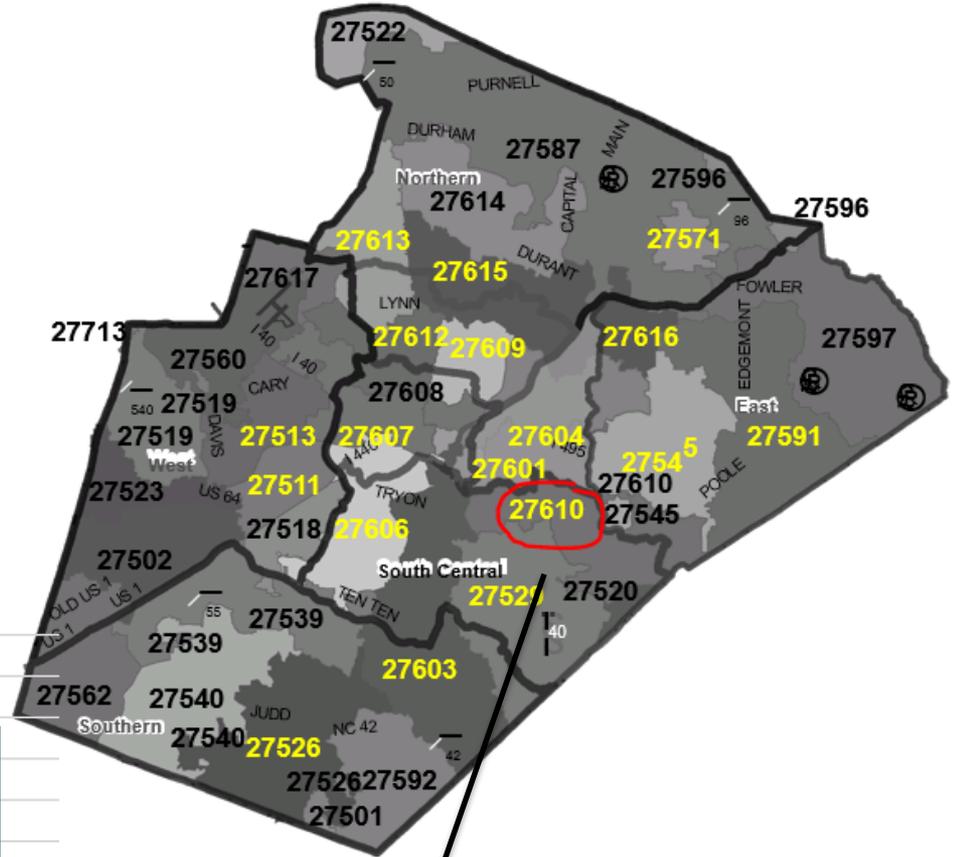
- We know all late issues come from the Vendor.
- We know that “Vendor No Show” tickets appear to be report more on Tuesday, Wednesday, and Thursday.
- We know that the driver is over 50% the reason for the consumer calls.
- We know issues by zip code have gone from 11 areas to 19 areas by zip code.
- We Know Vendor average days to addressing issues has gone from 8 days in January to 10 days in February.

## **Strategies to Decrease Consumer Concern**

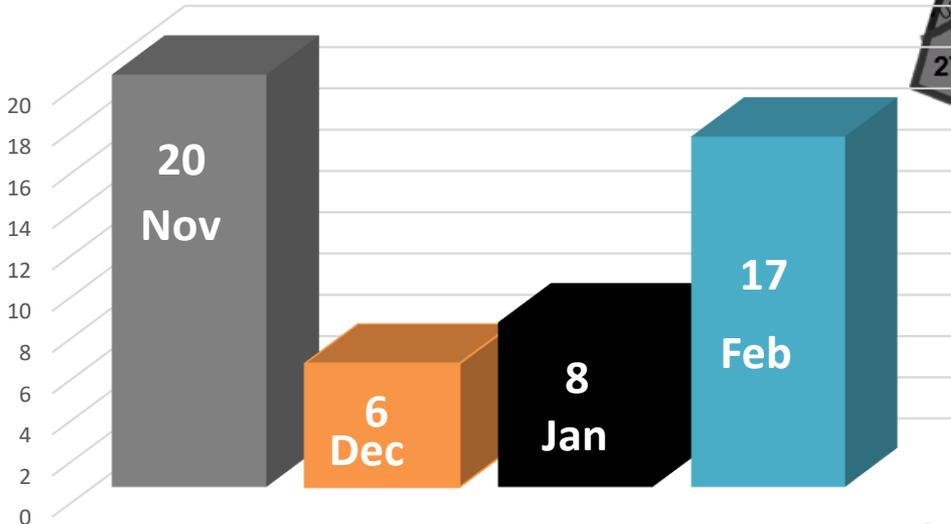
- Consumer Experience Management Team (CEMT), HS Transportation and Vendor will meet on a regular bases to gain more understand of our client needs.
- Vendor will share guidelines (rules) around consumer rides with Consumer Experience Management Team (CEMT), to reduce complaints by educating the consumer of the guidelines.
- Weekly consolidated status report from Consumer Experience Management Team (CEMT), to Vendor and HS Transportation.

# February Ride by Zip Code for Issues

27603	2%	27603	5%
27513	2%	27606	5%
27571	2%	27511	6%
27604	2%	27615	6%
27607	2%	27545	8%
27609	2%	27529	8%
27612	2%	27591	8%
27526	3%	<b>27610</b>	<b>28%</b>
27601	3%		
27613	3%		
27616	3%		

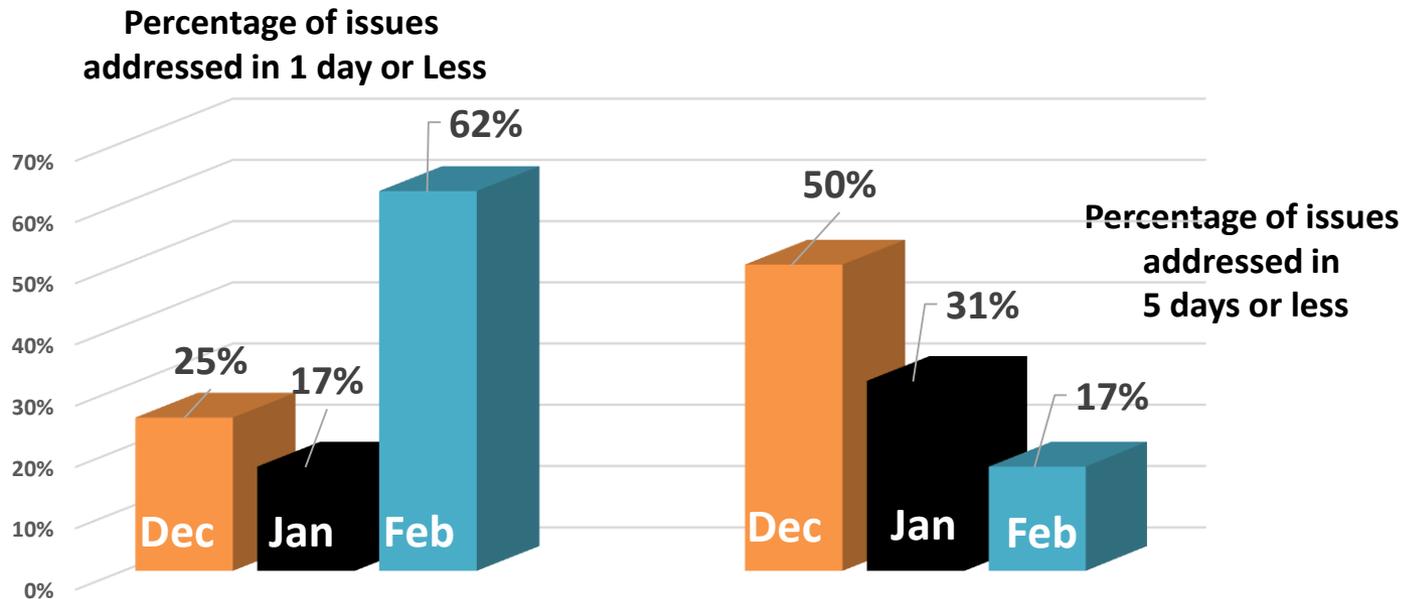


**27610 consistently has the most reported concerns**



# February: Assignee Issues Addressed

Assignee Name	Cases Offered	Avg Day	1 Day Res	5- Day Res	Completion Rate
Wake County	9	2	45%	11%	67%
DHS-Vendor	52	8	17%	6%	54%
<b>TOTAL</b>	<b>61</b>	<b>10</b>	<b>62%</b>	<b>17%</b>	<b>61%</b>





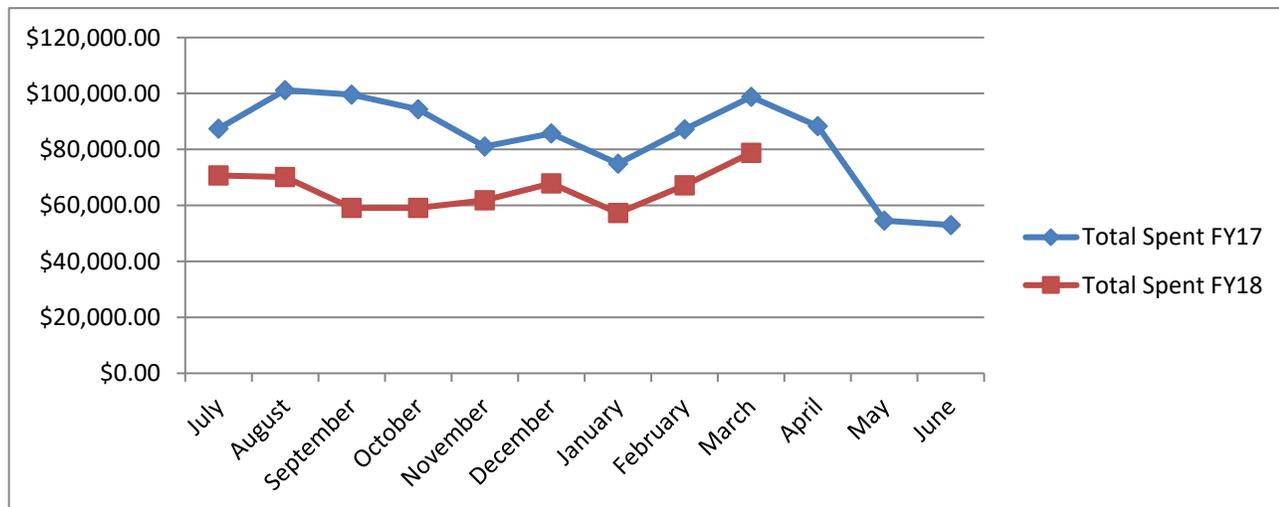
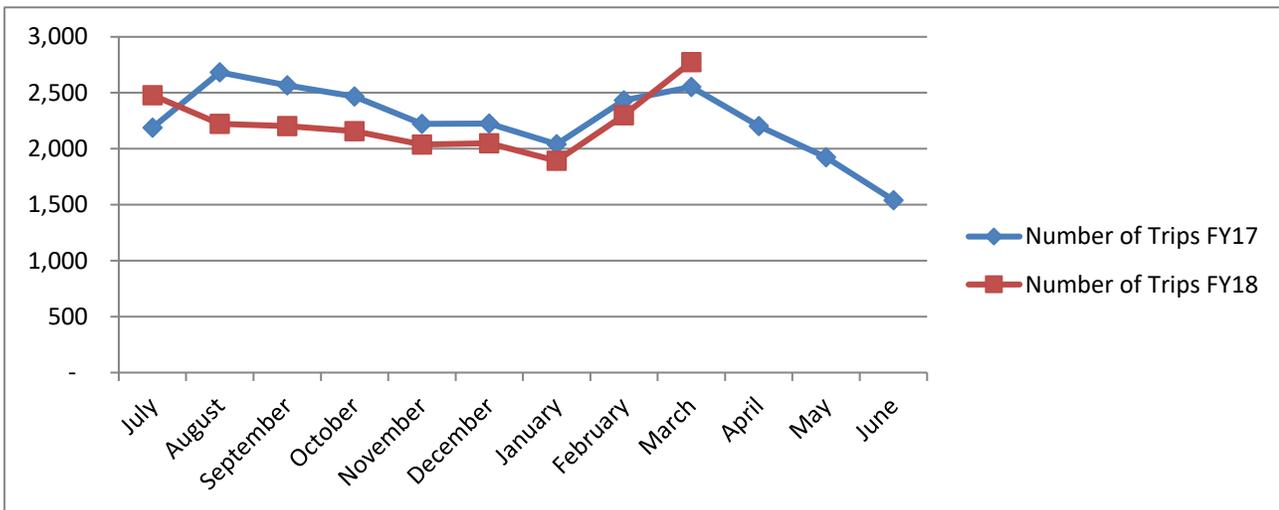
# Questions ?

	WCTS		WCTS	WCTS Total		MV	
	YEAR TO DATE 2017			YEAR TO DATE 2018		Mar-17	Mar-18
	YEAR TO DATE 2017	YEAR TO DATE 2018		Mar-17	Mar-18	Mar-17	Mar-18
March							
YEAR OVER YEAR							
TOTAL TRIPS	44369	43684	17031	15734	9860	15734	
REVENUE MILES	663506	756425	265206	314049	177594	314049	
REVENUE HOURS	30688	33023	11733	11847	8052	11847	
PASSENGERS PER REV HOUR	1.45	1.32	1.45	1.33	1.22	1.33	
REVENUE MILES PER TRIP	14.95	17.32	15.57	19.96	18.01	19.96	
NO SHOWS	794	962	264	527	176	527	
NO SHOWS AS % OF TRIPS	2%	2.20%	1.55%	3.35%	1.78%	3.35%	
CANCELS	5965	7084	2421	2860	1554	2860	
CANCELS AS % OF TRIPS	13.44%	16.22%	14.22%	18.18%	15.76%	18.18%	
TOTAL CANCEL/NO SHOW %	15.23%	18.42%	15.77%	21.53%	17.55%	21.53%	
ON TIME PERFORMANCE OVERALL	70.3%	75.93%	64.25%	75.90%	59.70%	75.90%	
ON TIME PERFORMANCE PICKUP	73.4%	79.90%	67.57%	80.20%	62.10%	80.20%	
ON TIME PERFORMANCE DROP-OFF	67.0%	71.95%	60.93%	71.60%	57.30%	71.60%	
AMBULATORY	38233	38042	14729	13702	7564	13702	
WHEELCHAIR	6136	5642	2302	2032	2296	2032	
ATTENDANTS	2802	2912	1160	1040	695	1040	
GUESTS	468	187	120	75	85	75	
Nulls	1916	3137	913	785	473	785	
Missed Trips	N/A	30		18	N/A	18	

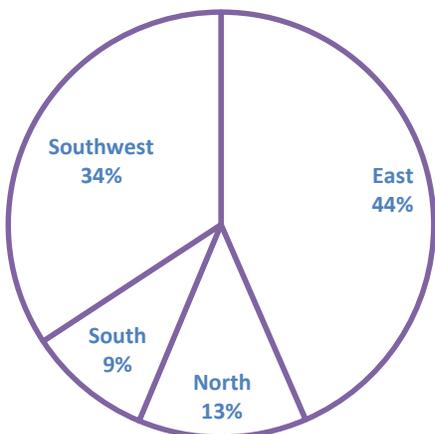
Current Apr OTP 83.5%

## GoWake Access - April 2018 TAB Report

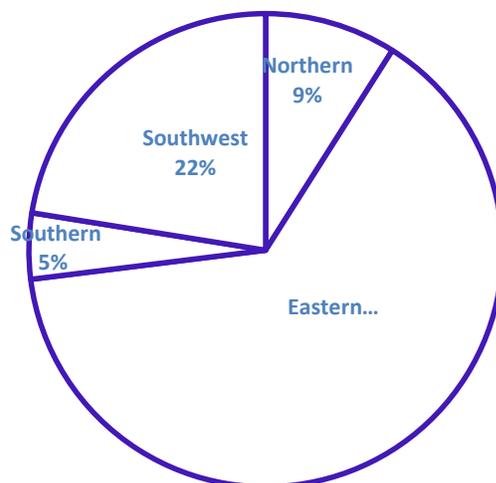
Month	Total Spent		Number of Trips	
	FY17	FY18	FY17	FY18
July	\$87,424.99	\$70,685.71	2,189	2,477
August	\$101,200.94	\$70,115.33	2,683	2,222
September	\$99,643.19	\$59,070.54	2,566	2,202
October	\$94,372.21	\$59,067.96	2,467	2,158
November	\$81,043.65	\$61,842.29	2,223	2,039
December	\$85,679.12	\$67,873.37	2,226	2,048
January	\$74,895.25	\$57,294.84	2,040	1,892
February	\$87,235.83	\$67,202.29	2,433	2,298
March	\$98,846.68	\$78,774.96	2,551	2,775
April	\$88,341.51		2,204	
May	\$54,525.36		1,925	
June	\$52,988.66		1,541	
<b>YTD Totals</b>	<b>\$624,259.35</b>	<b>\$445,950.04</b>	<b>16,394</b>	<b>15,038</b>



## RGP SCHEDULED ZONES



## RGP DENIED SEATS



## Spending by Funding Source

### October

Funding Sources	Amount Spent	Trip Counts
EDTAP	\$16,394.04	651
RGP	\$12,048.86	454
EMPL	\$17,837.10	620
WakeTran	\$12,787.96	433

### December

Funding Sources	Amount Spent	Trip Counts
EDTAP	\$22,260.05	692
RGP	\$9,252.40	295
EMPL	\$14,103.54	413
WakeTran	\$22,257.39	648

### November

Funding Sources	Amount Spent	Trip Counts
EDTAP	\$16,094.68	555
RGP	\$10,509.04	361
EMPL	\$14,997.60	470
WakeTran	\$20,240.97	653

### January

Funding Sources	Amount Spent	Trip Counts
EDTAP	\$15,426.93	526
RGP	\$8,628.89	288
EMPL	\$15,501.54	466
WakeTran	\$15,555.73	509

### February

Funding Sources	Amount Spent	Trip Counts
EDTAP	\$21,029.25	739
RGP	\$8,359.10	301
EMPL	\$16,004.81	516
WakeTran	\$21,809.13	742

### March

Funding Sources	Amount Spent	Trip Counts
EDTAP	\$23,662.93	918
RGP	\$6,853.37	243
EMPL	\$18,633.45	598
WakeTran	\$29,625.20	1,016