

# GoWake Access Transportation Advisory Board (TAB) Minutes

*In attendance:*

*Anita Davis  
Claudia Garay  
Nicole Kreiser  
Sean Abrams  
Sean Lanham  
Josh Creighton  
Terri Jones  
Danielle Omori  
Vinson Hines  
Akul Nishawala  
Richard Vinson  
Mae Freeman  
Catherine Goldman*

April 10, 2019 – 9:00-11:30  
212 Swinburne St. Raleigh NC

1. **Welcome and Introductions**
2. **Public Comments**
3. **Changes with DOT**
  - a. Due to number of changing factors, the TAB will adjust meeting schedule to bi-monthly
  - b. DOT merged the public transportation division with bicycles and pedestrians. The full effect of this merger is not yet known, but some changes have been announced
    - i. No longer required to do quarterly success plan and yearly NPS survey
4. **5310/5307 Grant Updates (FY18)**
  - a. Reimbursement: have not received funds for 5310 from City of Raleigh
  - b. 5307: approved for 1.2 million, and have not received funds from CoR
    - i. Administrative error on their part; currently going through the approval process, and GoWake Access will receive funds by the end of June
5. **5307 Apportionments for FY19 (attached)**
  - a. Wake County received an increase to 1.4 million
6. **5310 Call for Projects (attached)**
  - a. Using funds to expand for Elderly and Disabled transportation in conjunction with Resources for Seniors for nutrition and senior citizens
  - b. 1.4 million over 2 years as applied for; the amount awarded will be released in May

**7. Safety and Security Review (SSP)**

- a. Review was completed in February, and went very well overall
- b. The only deficiency was that the previous SSP was not approved by the TAB

**8. MV Updates**

- a. Increased Rates
  - i. Rate increased from \$36.86/hour to \$38.98/hour to assist with driver wage increase
- b. New Tablets
  - i. Replaced tablets for all vehicles to help with better live tracking and more efficient routes
- c. Expansion Vehicles: 10 new vehicles are now in service – total fleet is now 72 (52 belong to County, and 20 owned by MV)

**9. Drug and Alcohol Review**

- a. Review was due to deficiencies in December 2017 tri-annual review
- b. There were issues found in vendor knowledge of policies and past documentation.

**10. Updated Coordinated Human Services Transportation Plan** (*sent via email*)

**11. Medicaid Transformation**

- a. State Medicaid is going to a managed care system.
- b. Effects on GoWake Access:
  - i. Recipients who have both Medicare and Medicaid will still be serviced by GoWake Access
  - ii. Will be losing ~50,000 trips a year, which are no longer covered under State Medicaid
- c. Will allow GoWake Access to do more non-Medicaid trips
- d. GoWake Access was contacted by a provider to contract for trips, but senior management decided not to contract with provider
- e. *NC Cares*: a 211 system for non-profits to provide care

**12. Complaints Report** (attached)

- a. Complaints as a percentage of whole
- b. Potential to change policy for inclement weather closing due to cultural shift in why schools close

**13. General Public Report** (attached)

**14. Vendor Report** (attached)

- a. Expect to see an increase in OTP. The operations team is adjusting to using the tablets

**15. Good of the Order**

- a. Vinson Hines: lightrail project has officially ended funding, and now GoTriangle is working with Counties for a new plan
- b. Nicole Kreiser: TPAC is recommending budget for FY20, there will be new services connecting Rolesville and Holly Springs – Knightdale service increased
  - i. GoWake increased funding
- c. NCPTA conference for new policy training
- d. RouteMatch conference: look into RouteShout for more user control over ride

Adjournment

## **GoWake Access SSP-System Safety Plan Review**

The North Carolina Department of Transportation Public Transportation Division (NCDOT/PTD) is the designated agency to receive and disburse state and federal public transportation funds to all subrecipients. To ensure compliance with federal and state requirements, (MAP-21, FTA Circular 2010.1D grant Management Requirements; 49CFR 18.32(d)(4); and NCDOT/PTD State Management Plan, the division monitors local project activity, including system safety and security on a routine basis. The review format follows the Federal Transit Administration (FTA) Triennial Review Process and examines the grantees performance and adherence to current federal and state guidelines.

Each transit agency that received federal Funds must have the following plans in their Administrative and Operations areas;

1. Emergency Action Plan
2. Fire Prevention Plan
3. Preventative Maintenance Plan
4. Drug & Alcohol Policy
5. Security Plan
6. Continuity of Operation Plan

On February 6, 2019 NCDOT/PTD reviewed GoWake Access SSP at our Operations Center located at 1430 South Blount Street.

Out of the 83 areas of compliance, GoWake Access only had 1 deficiency and 6 Best Practices.

### **Deficiency:**

- Date of board approval with top copy with signatures

### **Best practices:**

- Bi-annual training is suggested to move it to annual refresher
- Send Safety Officer to PASS training (wheelchair securement)
- Car seat: cleaning policy and process-
- Written Policy for Identifying suspicious people and packages (currently creating a system for drivers to report)
- Coordinate with local law enforcement to inform them of normal hours of operations
- Ensure SSP is accessible to all employees

NCDOT/PTD Safety and Security. Irene Johnson and NCDOT/PTD Compliance Manager Donnie Tim, stated this was one of the best SSP Reviews they've done. And it noted the overwhelming improvement since the last review that took place in 2016.



Human  
Services

# Customer Service Ticket Summary

Presented to

Wake County Transportation Program Manager Anita Davis

March FY-19

Intradepartmental data summary compiled by  
the *Voice of the Customer* unit.

NOT FOR PUBLICATION

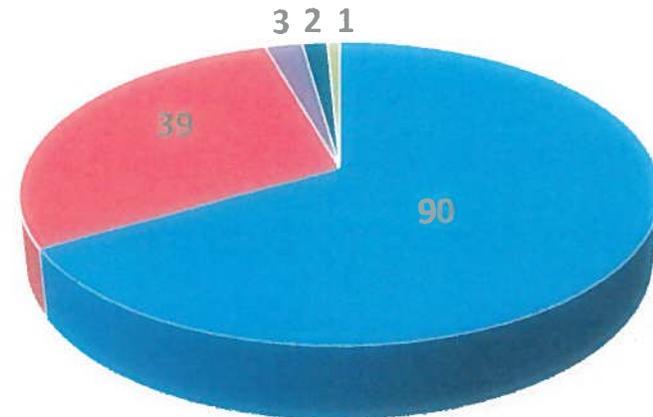




# Service Ticket Categories “v” Prior Months

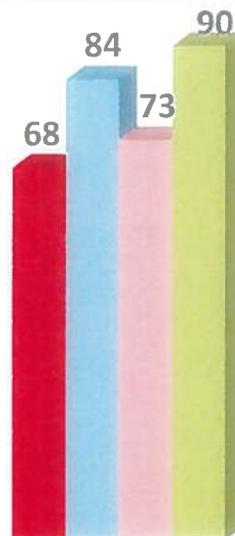
Who was the complaint about?

Ticket	Total
Driver	90
Dispatcher	39
Other	3
Customer Service Rep	1
Manager	2
<b>GRAND TOTAL</b>	<b>135</b>

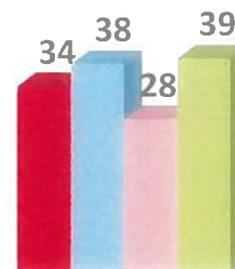


From December to March

- December
- January
- February
- March



Driver  
2



Dispatcher

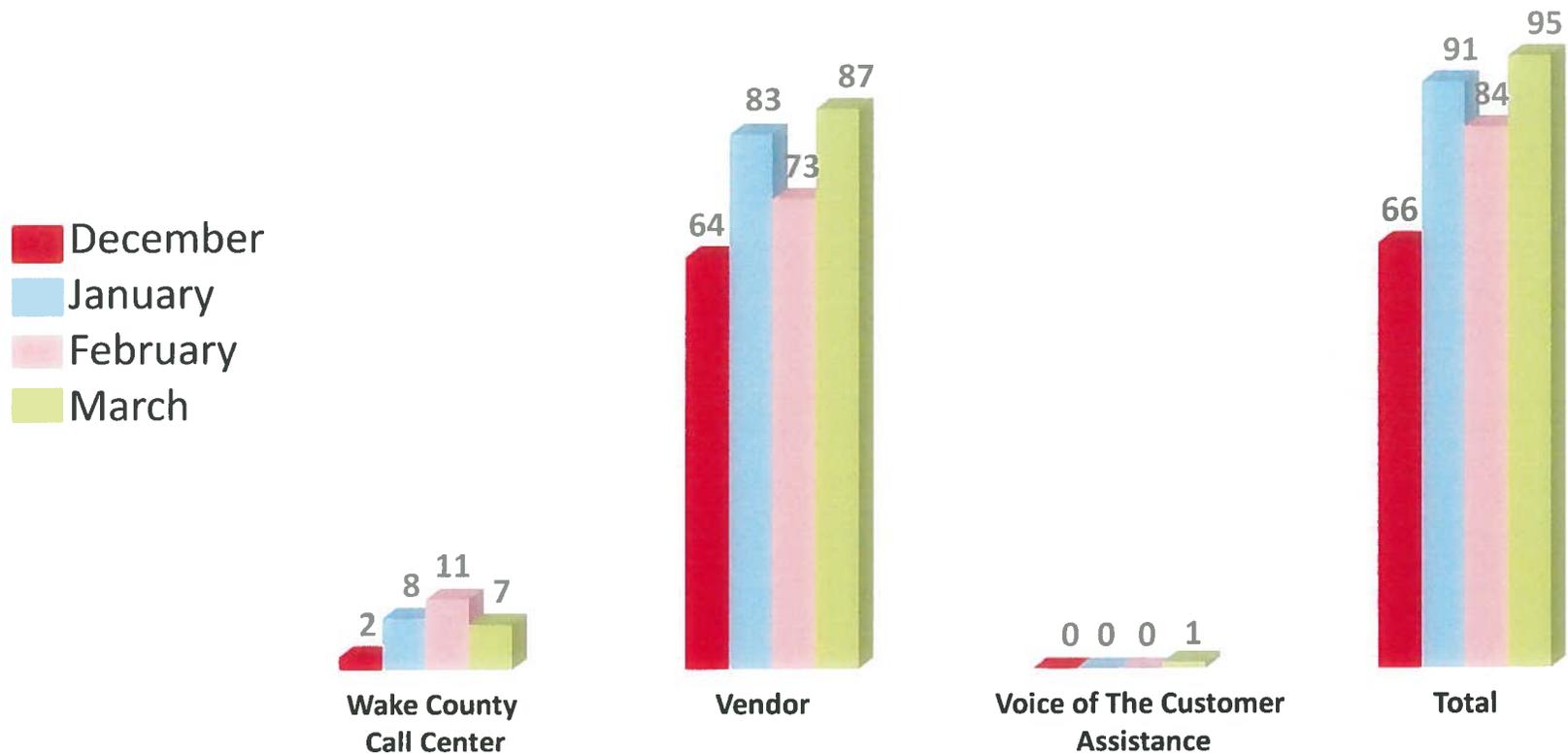


Customer Service Rep.



# March Unduplicated Service Type Comparison To The Prior Three Months

While Wake County Call Center tickets have slightly increased from Dec-March, total tickets have increased by 44% from December to March.

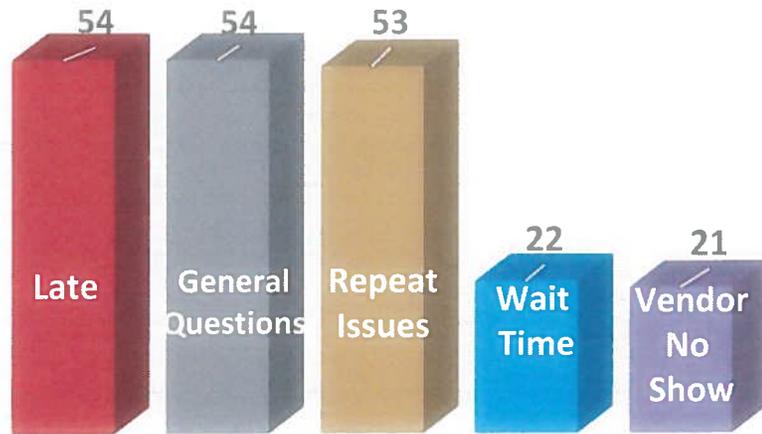




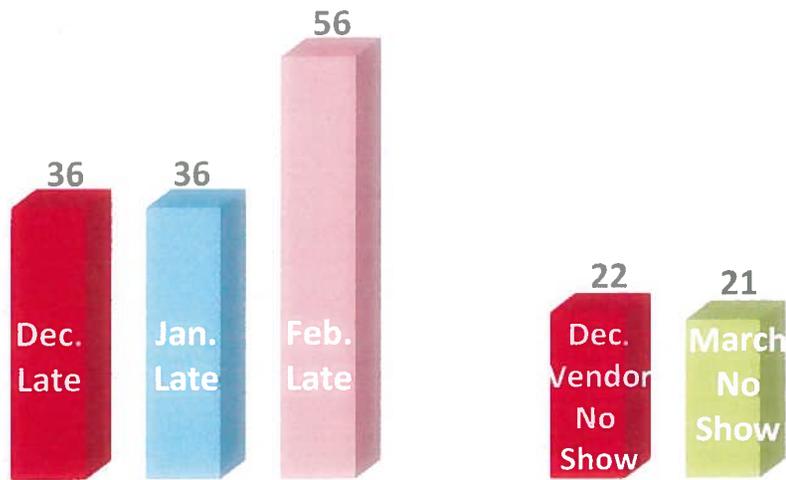
# March Service Ticket Sub-Category

While "Late" remains as an issue; "Vendor No Show" has slightly decreased from December to March

March Late



BR9

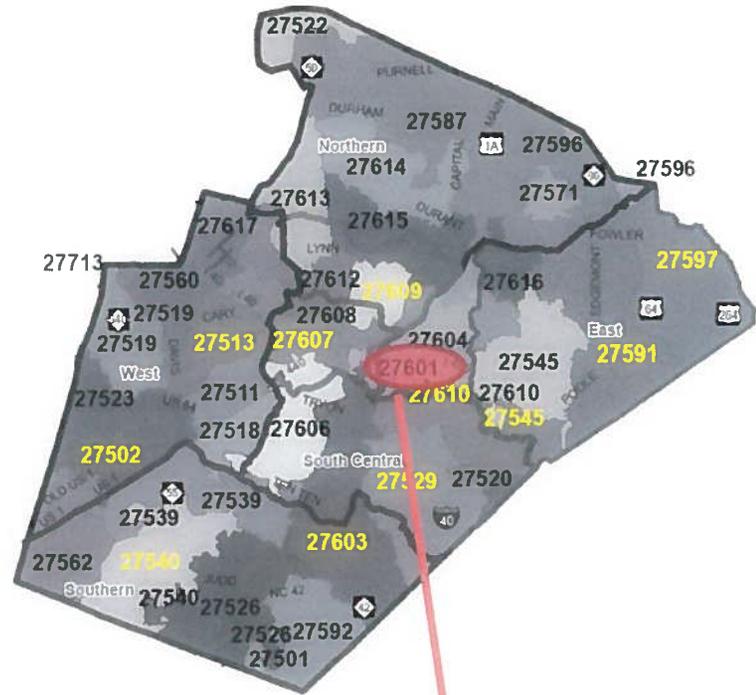


March Reasons of Calls	Number of Tickets
Late	54
General Question	54
Repeated issues	53
Wait Time	22
Vendor No Show	21
Client Missed Appointment	20
Dispatcher not answer 919-996-3444	11
Vendor Attempted Resolution Call	8
Program Regulations followed	6
CEMT Customer Service Support	4
Dispatcher Customer Service Issue	4
Driver Customer Service Issue	3
Safety/Careless Driving	3
Appointment/Phone Line	3
Other	2
Early	2
Language Assistance	2
Notification Concerns	1
Wrong number	1
Calls not returned	1
Followup call not given as stated	1
Information and Referral	1
County Rep Customer Service Issue	1
<b>Total</b>	<b>278</b>

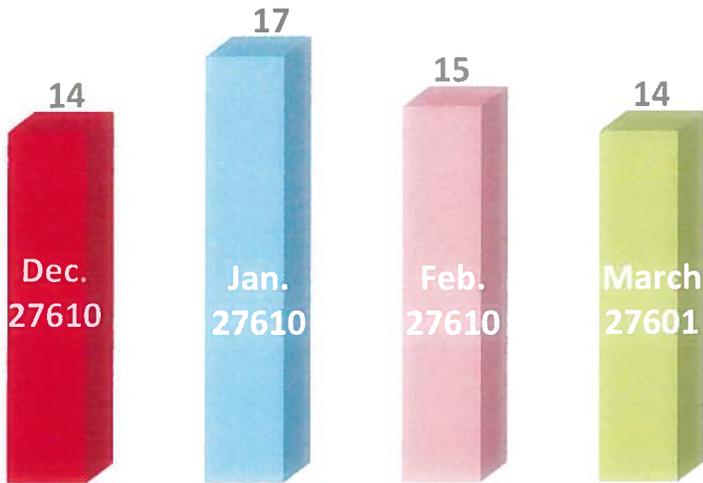


# March Ride by Zip Code for Tickets

<b>27601</b>	<b>15%</b>	27597	3%
27610	13%	27607	2%
27604	9%	27511	2%
27606	8%	27613	2%
27545	7%	27612	2%
27609	7%	27615	1%
27616	5%	27529	1%
27587	5%	27526	1%
27591	4%	27617	1%
27614	4%	27502	1%
27603	4%		



**27601 has the most reported tickets for March.**



March YEAR OVER YEAR	Go Wake	Go Wake	GWA Totals		GWA	
	YEAR TO DATE 2018	YEAR TO DATE 2019	Mar-18	Mar-19	Mar-18	Mar-19
TOTAL TRIPS	43686	46848	15736	16136	15736	16136
REVENUE MILES	632044	622275	228160	214513	228160	214513
REVENUE HOURS	33006	32280	11845	11138	11845	11138
PASSENGERS PER REV HOUR	1.41	1.59	1.42	1.58	1.42	1.58
REVENUE MILES PER TRIP	14.47	13.28	14.50	13.29	14.50	13.29
NO SHOWS	959	313	524	130	524	130
NO SHOWS AS % OF TRIPS	2%	0.67%	3.33%	0.81%	3.33%	0.81%
CANCELS	7040	10268	2817	3233	2817	3233
CANCELS AS % OF TRIPS	16.12%	21.92%	17.90%	20.04%	17.90%	20.04%
TOTAL CANCEL/NO SHOW %	18.31%	22.59%	21.23%	20.84%	21.23%	20.84%
ON TIME PERFORMANCE OVERALL	74.7%	74.24%	74.65%	73.10%	74.65%	73.10%
ON TIME PERFORMANCE PICKUP	78.6%	80.73%	79.60%	81.60%	79.60%	81.60%
ON TIME PERFORMANCE DROP-OFF	70.8%	67.75%	69.70%	64.60%	69.70%	64.60%
AMBULATORY	38044	41298	13704	14254	13704	14254
WHEELCHAIR	5642	5550	2032	1882	2032	1882
ATTENDANTS	2912	4329	1040	1443	1040	1443
GUESTS	187	381	75	109	75	109
Nulls	3124	2166	772	670	772	670
Missed Trips	162	208	80	63	80	63
Drivers- 76						
Current Month OTP 73.5%						
OTP 4/8/19 - 79.8%						

**GOWAKE ACCESS**  
**TRANSPORTATION ADVISORY BOARD - FY19 Q2 GENERAL PUBLIC REPORT**



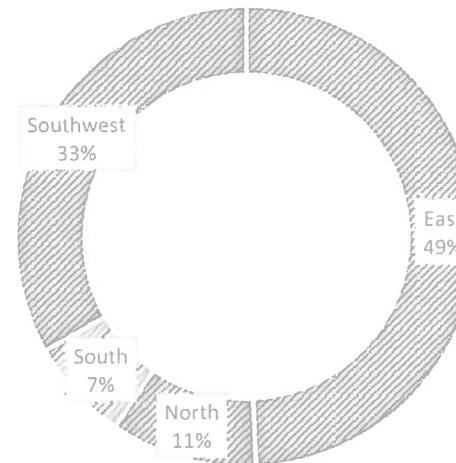
	FY19 Quarter 1			FY19 Quarter 2			
	July	August	September	October	November	December	
General Public	2,717	2,919	2,075	2,499	2,194	1,710	14.9%
Elderly / Disabled	780	732	521	681	635	532	
Rural General Public	483	486	365	458	427	352	
Wake Transit	589	785	554	582	486	346	
Wake Transit EDTAP	161	278	200	289	238	151	
Employment	704	638	435	489	408	329	
Medicaid	13,518	15,114	10,236	13,048	11,457	9,756	79.6%
Sponsor Agencies	985	1,022	728	965	818	591	5.5%

**Denials - General Public**

Funding Source	October	November	December
RGP - Northern		2	
RGP - Eastern	5	6	13
RGP - Southern	4	2	
RGP - Southwest	3	2	5
EDTAP	66	84	86
Employment	43	49	48
Wake Transit	66	51	34
Wake Transit EDTAP	5	8	5
<b>TOTALS</b>	<b>192</b>	<b>204</b>	<b>191</b>

**RURAL GENERAL PUBLIC ZONES**

■ East ■ North ■ South ■ Southwest



**North:**  
Wake Forest  
Rolesville

**Eastern:**  
Zebulon  
Clayton  
Knightdale  
Wendell

**Southern:**  
Angier  
Garner

**Southwest:**  
Holly Springs  
Fuquay Varina  
Apex  
New Hill  
Willow Spring

**Unique Passengers**

EDTAP	153
Rural General Public	72
Wake Transit	146
Wake Transit EDTAP	71
Employment	97

**Average Trips per Day**

EDTAP	23
Rural General Public	15
Wake Transit	18
Wake Transit EDTAP	8
Employment	15