

GoWake Access Transportation Advisory Board (TAB) Agenda

August 7, 2019 – 9:00-11:30
220 Swinburne St. Raleigh NC, Room 3032

Anita Davis
Claudia Garay
Hannah Lundy
Margaret FanJoy
Allyson Faizon
Treascia Amedee
Nicole Kreiser
Sharon Peterson
Bernadine Walden
Chris Whitenhill
Danielle Omori
Emily Fischbein
Catherine Goldman
Sean Lanham
Akul Nishawala
Richard Vinson
Mae Freeman
Tammy Romain

1. **Welcome and Introductions**
2. **Public Comments**
 - a. Margaret FanJoy: advocate for transportation in Wake County that can travel across the region, reliable, and accessible to everyone (not capped)
 - i. More information about service guidelines (service boundaries, outreach); better streamlined among services; increased travel training
 - ii. Richard Vinson: travel training for City of Raleigh residents
 - iii. Mae Freeman, Resources for Seniors: program offers transportation for grocery and medical appointments. Offer transportation to nutrition sites
 - b. Bernadine Walden (Reentry Council): Advocate for previously incarcerated persons; extended travel times on fixed route systems; routes do not begin early enough for some needs; routes do not extend to far-reaching corners of County (Fuquay Varina)
3. **Mobility Coordination Committee** – Anita Davis / Nicole Kreiser
 - a. Coordinated Human Services Transportation Plan – plan recommended coordinated transit agencies; agencies are currently working to combine certain parts of service (phone numbers, service rules). Began in July 2019.
 - b. Short-term goals, meeting monthly to coordinate agencies
4. **Medicaid Transformation Update** – Anita Davis

- a. Medicaid is moving to a managed-care system
 - b. Medicaid recipients are transitioning in stages over the next 3 years
 - i. The majority of current Medicaid riders will remain with GoWake Access for the next two years
 - c. November 1 is when transit moves to new system
 - d. GoWake Access is applying for additional grants in order to fill in trips lost by Medicaid
5. **FY20 CTP Contract**– Anita Davis
 - a. Pays for vehicles and other capital purchases
 - b. Eligible for 16 vehicle replacements based on useful life
 6. **FY21 CTP Application**– Anita Davis
 - a. Application due October 4
 - b. Present to Board of Commissioners in September meeting for approval
 - c. FY2023, CTP funding will end; GoWake Access will replace funds with federal 5307 funds
 7. **5310 Award Letter**– Anita Davis (attached)
 - a. Subrecipient through City of Raleigh to help with contracts and trips
 8. **5307 FTA Grants**– Anita Davis
 - a. \$1.2 million grant for vehicles and trips
 9. **Wake Transit Grant**– Anita Davis (attached)
 - a. Additional grant money for Wake County available
 - b. Additional \$100,000 of trips for rural transit
 10. **Fuquay Varina Pilot Study**– Anita Davis / Akul Nishawala
 - a. Sales tax funding allows municipalities to apply for planning studies, capital or operating costs; Fuquay applied for planning study for microtransit (hail-ride system) using transit vans; funded by CAMPO, Wake County, and Fuquay
 - b. Passengers can request same-day rides within certain geographical areas
 - c. Just selected consulting agency for study
 - d. Ultimate plan is to have service 7 days a week
 11. **FTA Innovative Technology Grant**– Anita Davis
 - a. Submitted application on 8-6-2019; no current update on approval status
 - b. The grant is to implement microtransit in NE Wake County; first 5 miles, last 5 miles; connect people within region; 2 year grant
 12. **ROAP Report**– Anita Davis (attached)
 - a. Submitted July 31
 13. **Complaints Report** – Claudia Garay (attached)
 14. **General Public Report** – Hannah Lundy (attached)
 - a. Hannah will add Wake Transit data before sending out the minutes
 15. **Vendor Report** – Treascia Amedee (attached)
 - a. Emily Fischbein – would it be possible to pay drivers for busy hours/shifts?
 - i. Treascia: driver’s pay is based on union negotiated rates, and there isn’t a lot of variability allowed
 16. **TAB Chair Nominations**
 - a. Akul Nishawala has been announced as the new Chair
 17. **Good of the Order announcement**

- a. Board of Commissioners: Growth and Sustainability meeting on August 26th; discussion of Fuquay Varina pilot, MCC, and other transit programs

Adjournment



July 18, 2019

Anita Davis-Haywood
Wake County Human Services (GoWake Access)
220 Swinburne Street
Raleigh, NC 27610

Ref: Section 5310 Grant Funding

Dear Anita,

It is my pleasure to inform you that Wake County GoWake Access has been awarded the following FTA Section 5310 grant for the period October 1, 2019-September 30, 2021 in the amount of \$263,774 Federal funding with a required local match of \$65,944. Below is the breakdown as approved:

<i>Type of Funding</i>	<i>80% Federal</i>	<i>20% Local Match</i>
<i>Traditional Capital</i>	\$263,774	\$65,944
<i>Other Capital and Operating</i>	\$0	\$0

This award is subject to all applicable administrative and financial requirements, including as per FTA Circular 9070.1G and 2 CFR 200 Uniform Guidance. Should you not adhere to these requirements, you will be in violation of the terms of the agreement and the award will be subject to termination for cause or other administrative action as appropriate.

I will be reaching out to you soon to discuss the next steps for executing the subrecipient agreements. Subrecipients are not eligible for reimbursement until the agreements have been successfully executed.

If you have any questions regarding this award, please feel free to contact me at 919-996-5009 or janice.copeland@raleighnc.gov regarding program questions or Crystal Odom at the Capital Area Metropolitan Planning Organization (CAMPO) at 919-996-4390 or crystal.odum@campo-nc.us regarding award amounts.

Congratulations, and we look forward to working with you.

Sincerely,

Janice Copeland



**Human
Services**

Customer Service Ticket Summary

Presented to
Wake County Transportation Program Manager Anita Davis
May FY-19

Intradepartmental data summary compiled by
the *Voice of the Customer* unit.
NOT FOR PUBLICATION

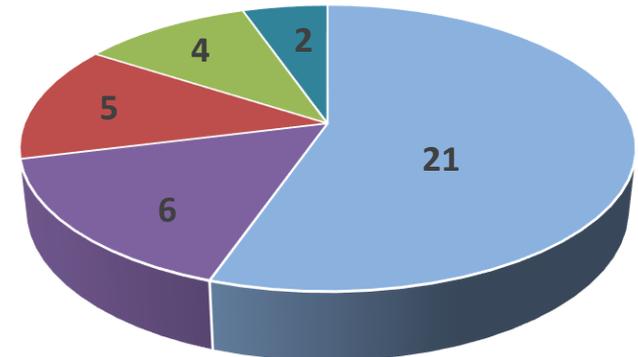


May FY-19

Service Ticket Categories “v” Prior Months

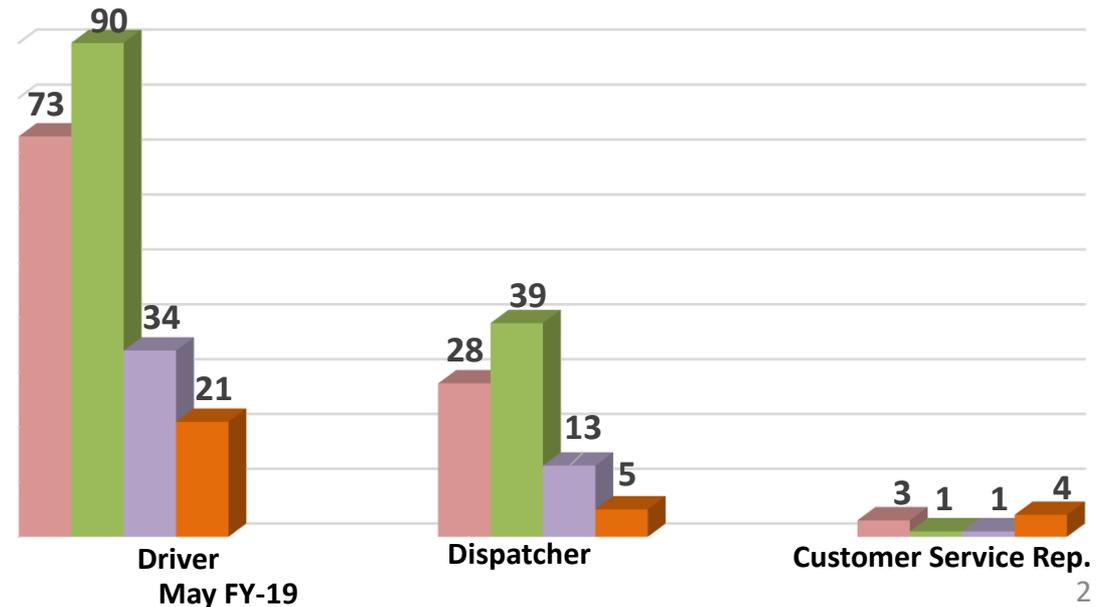
Who was the complaint about?

Ticket	Total
Driver	21
Dispatcher	5
Other	6
Manager	2
Customer Service Rep	4
GRAND TOTAL	38



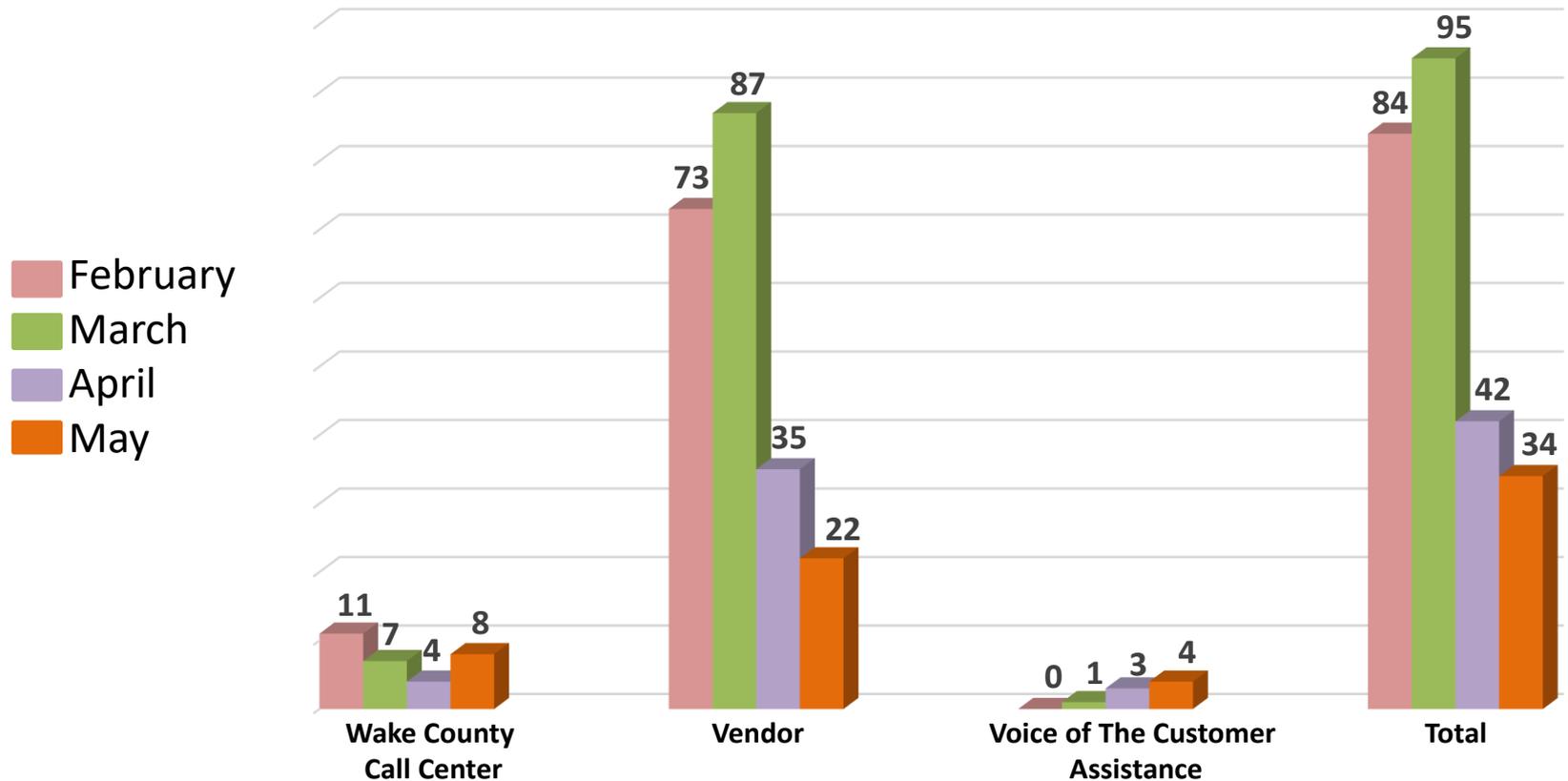
From February to May

- February
- March
- April
- May



May Unduplicated Service Type Comparison To The Prior Three Months

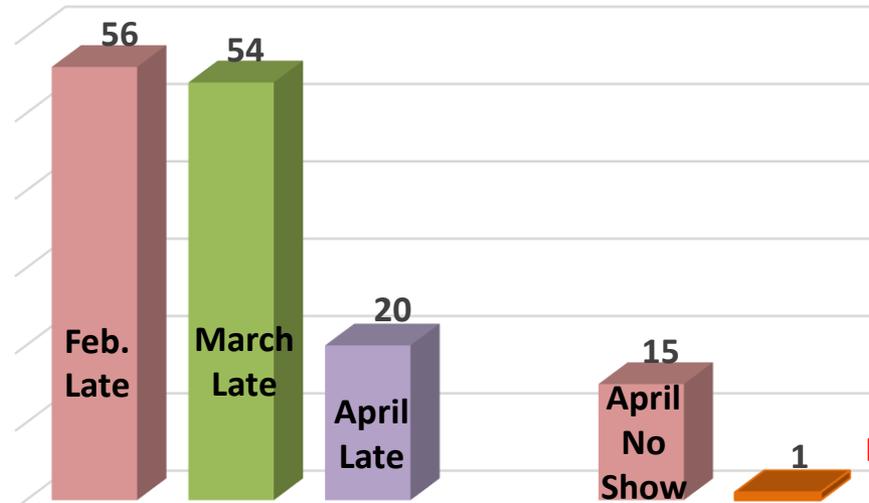
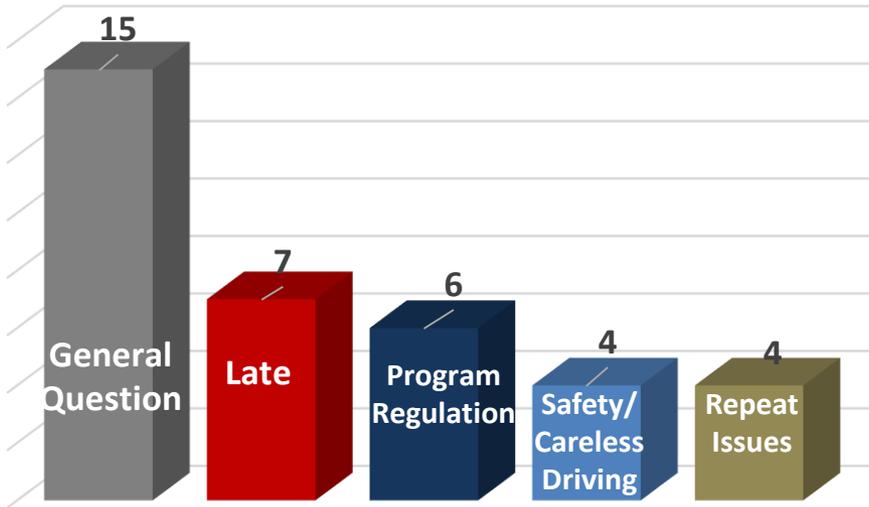
While Wake County Call Center tickets have decreased from February to May, total tickets have also decreased by 60% from February to May.



May Service Ticket Sub-Category

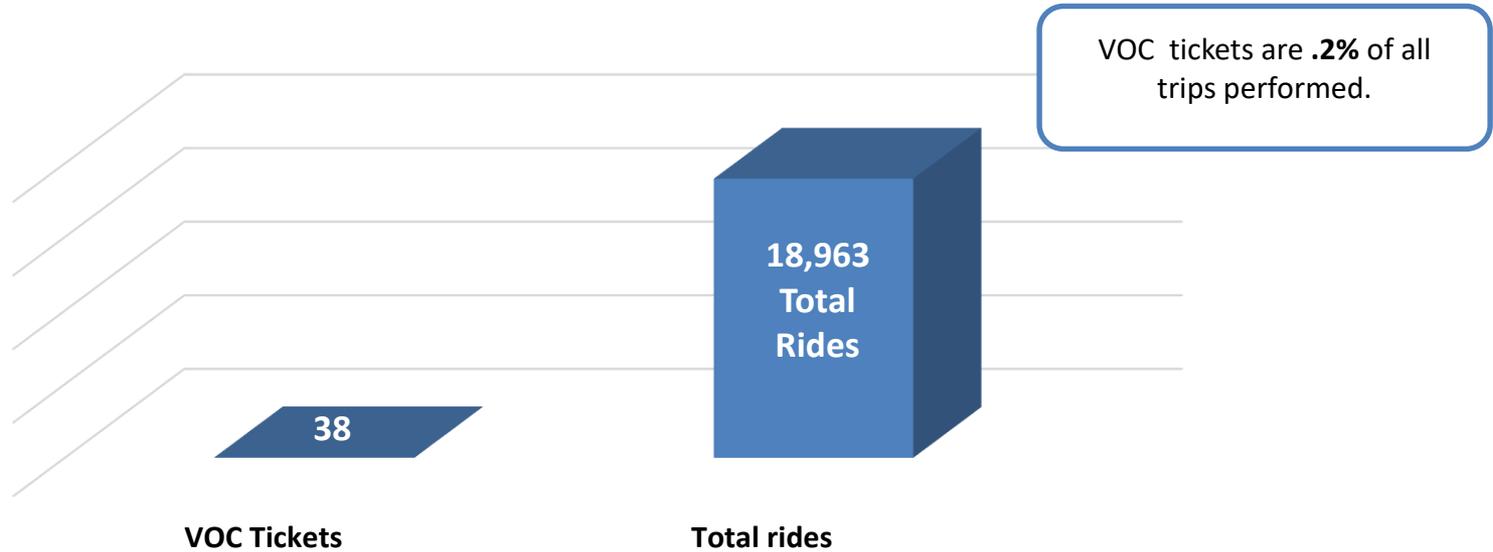
While “Late” remains as an issue; “Vendor No Show” has drastically decreased from February to May.

May Top Five Categories



May Reasons of Calls	Number of Tickets
General Question	15
Late	7
Program Regulations followed	6
Safety/Careless Driving	4
Repeated issues	4
CEMT Customer Service Support	4
Rider No Show False	2
Client Missed Appointment	2
Dispatcher Customer Service Issue	2
Driver Customer Service Issue	2
Wait Time	2
Dispatcher not answer 919-996-3444	2
Followup call not given as stated	1
Notification Concerns	1
Vendor No Show	1
Appointment/Phone Line	1
County Rep Customer Service Issue	1
Calls not returned	1
Language Assistance	1
Service Accessibility	1
Early	1
Total	61

May Transportation Tickets “v” Total Rides



Questions?



Human
Services

Customer Service Ticket Summary

Presented to

Wake County Transportation Program Manager Anita Davis
June FY-19

Intradepartmental data summary compiled by
the *Voice of the Customer* unit.
NOT FOR PUBLICATION

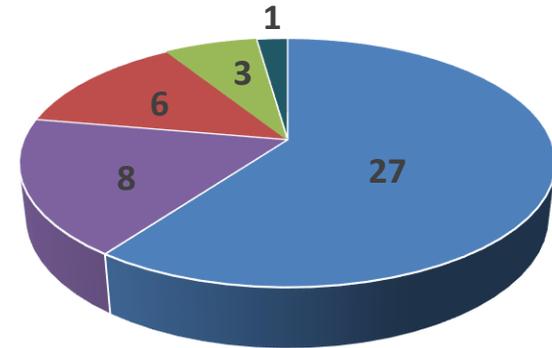


June FY-19

Service Ticket Categories “v” Prior Months

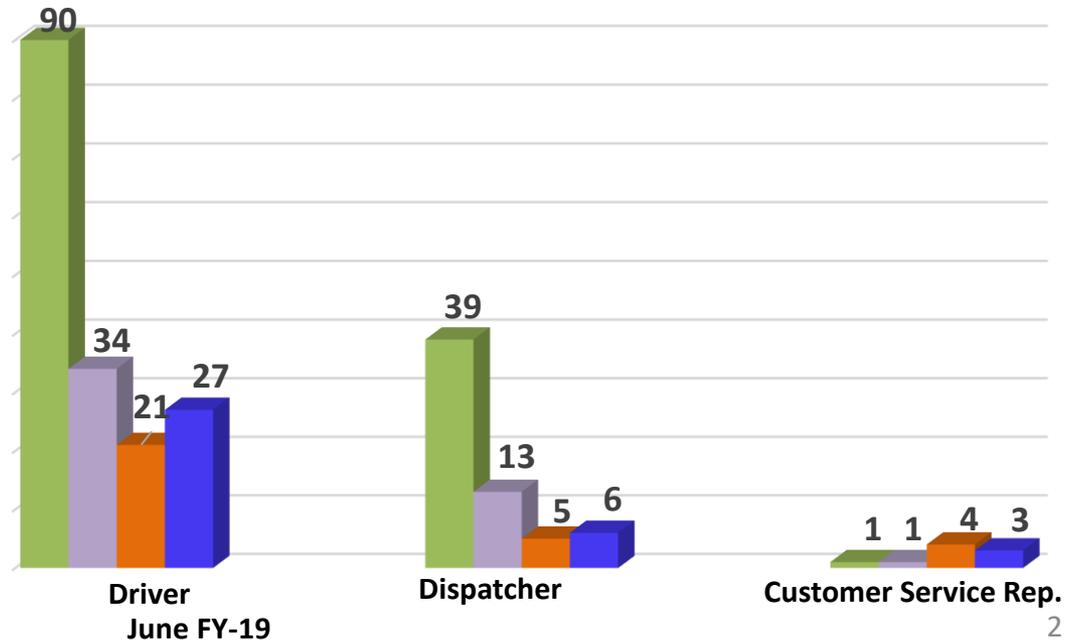
Who was the complaint about?

Ticket	Total
Driver	27
Dispatcher	6
Other	8
Manager	1
Customer Service Rep	3
GRAND TOTAL	45



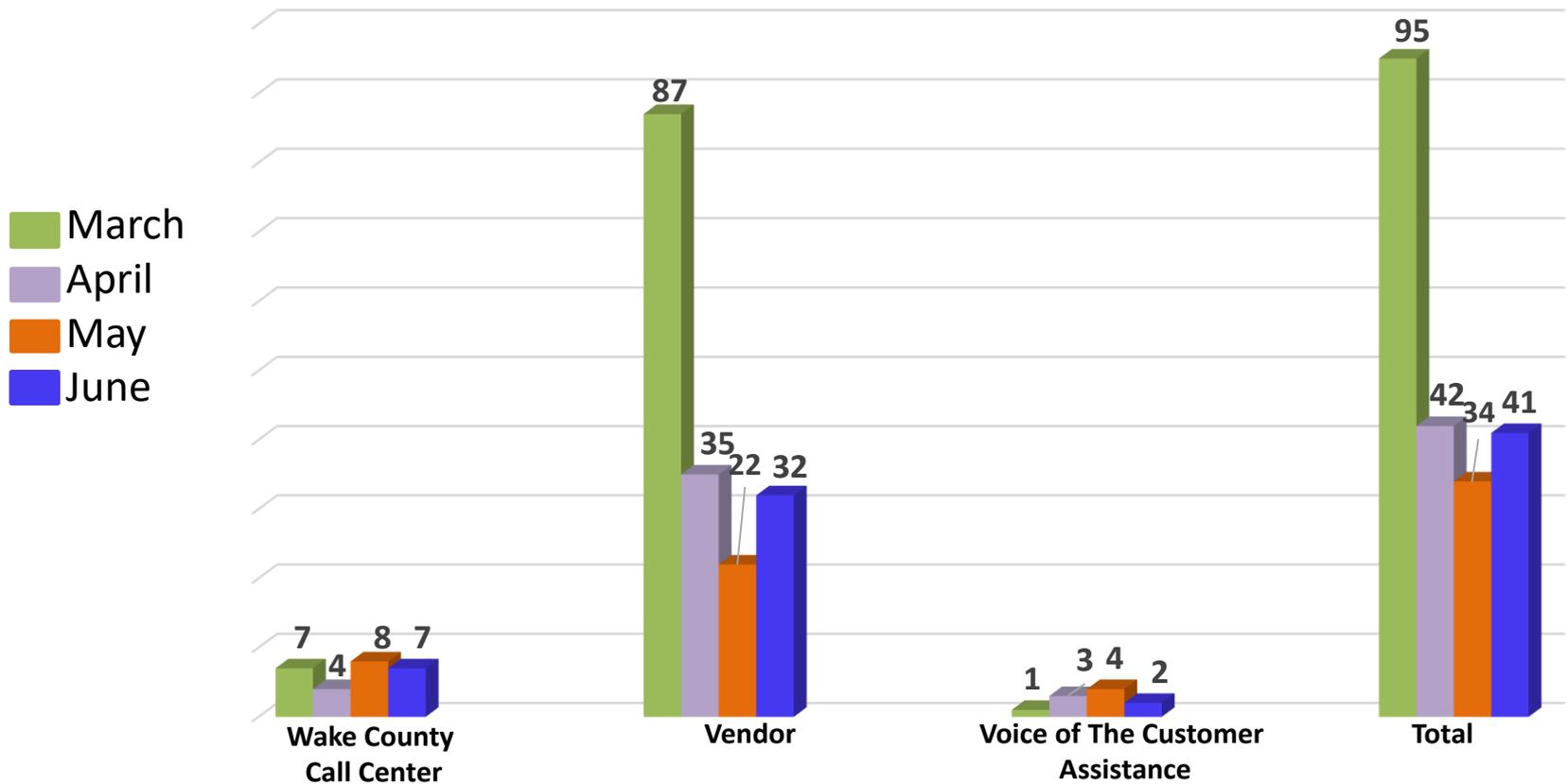
From March to June

- March
- April
- May
- June



June Unduplicated Service Type Comparison To The Prior Three Months

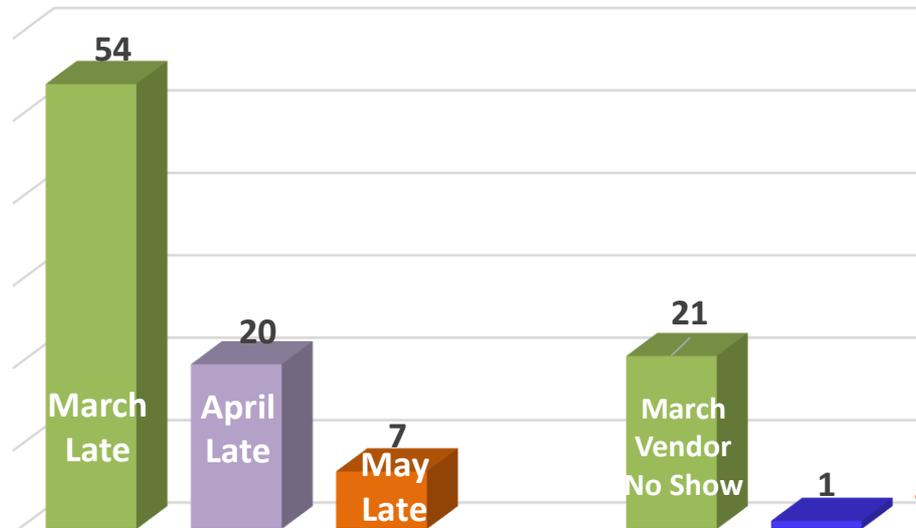
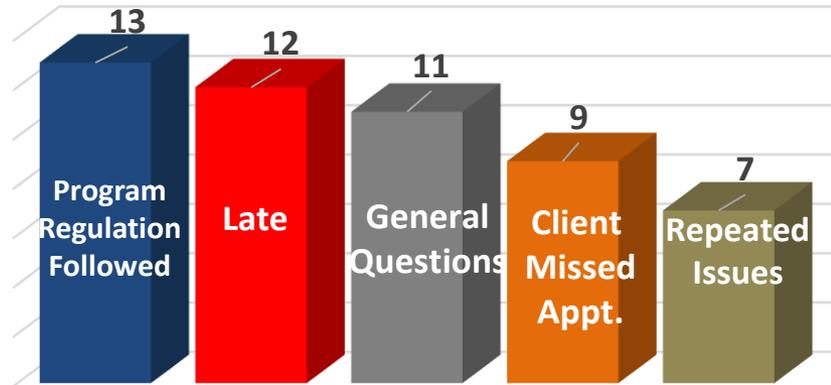
While Wake County Call Center tickets have maintained the same from March to June, total tickets have also decreased by 57% from March to June.



June Service Ticket Sub-Category

While “Late” remains as an issue, but has decreased; “Vendor No Show” has drastically decreased from March to June.

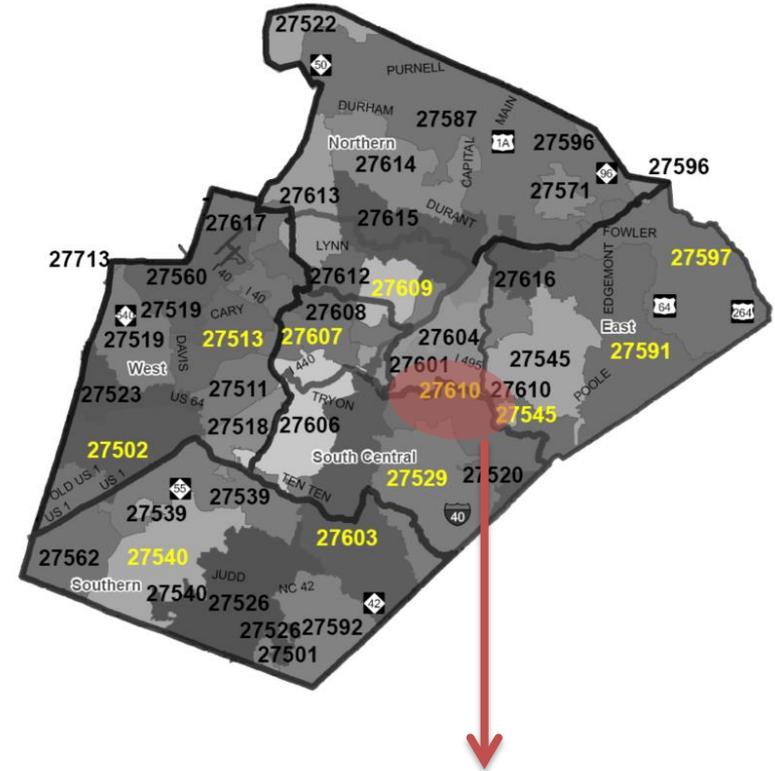
June Top Five Categories



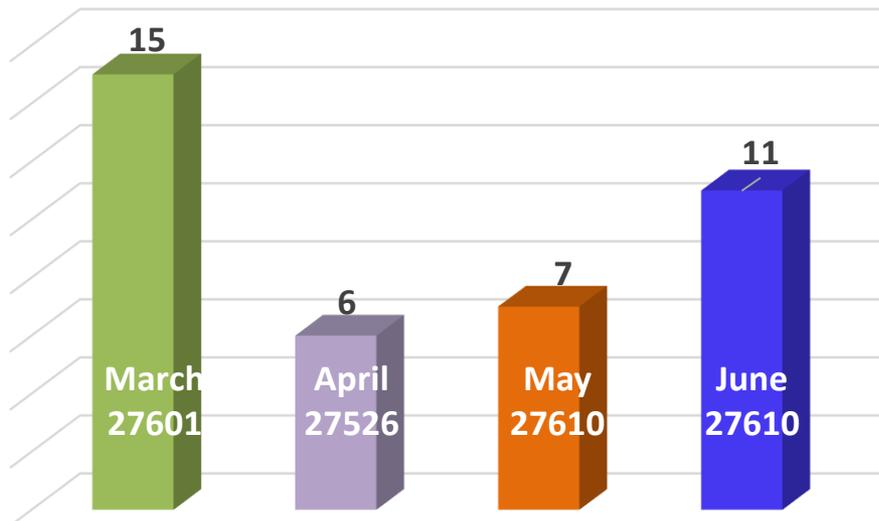
June Reasons of Calls	Number of Tickets
Program Regulations followed	13
Late	12
General Question	11
Client Missed Appointment	9
Repeated issues	7
Early	4
Vendor Attempted Resolution Call	3
CEMT Customer Service Support	2
Appointment/Phone Line	2
Dispatcher Customer Service Issue	2
Wrong number	1
Notification Concerns	1
Wait Time	1
Driver Customer Service Issue	1
Client not satisfied with resolution	1
County Rep Customer Service Issue	1
Language Assistance	1
Vendor No Show	1
Information and Referral	1
Total	74

June Ride by Zip Code for Tickets

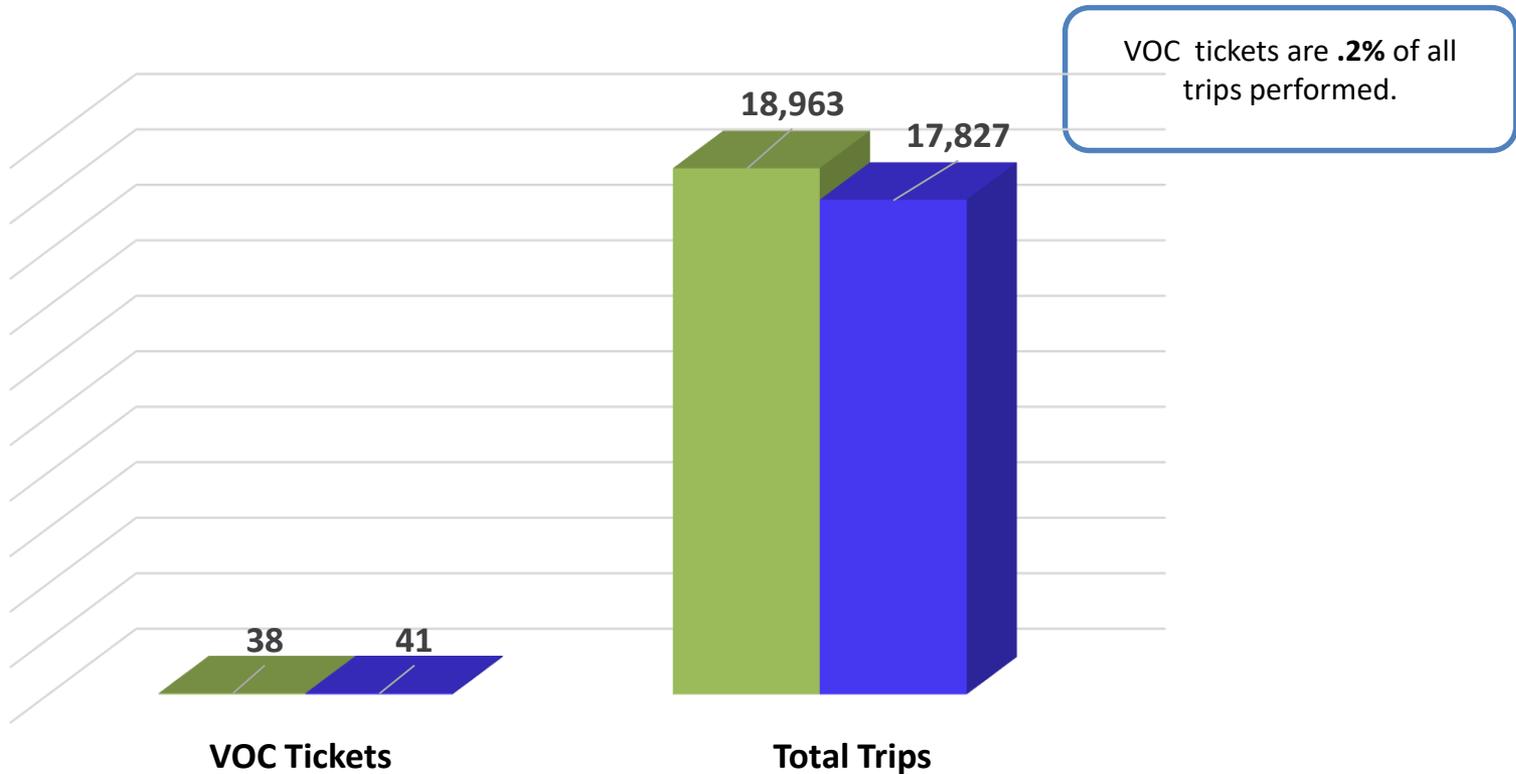
27610	27%	27597	2%
27545	15%	27601	2%
27606	7%	27609	2%
27526	5%	27613	2%
27540	5%	27614	2%
27587	5%	27615	2%
27603	5%	27616	2%
27612	5%	27620	2%
27529	2%	27704	2%
27539	2%		



27610 has the most reported tickets in June.



June Transportation Tickets “v” Total Rides



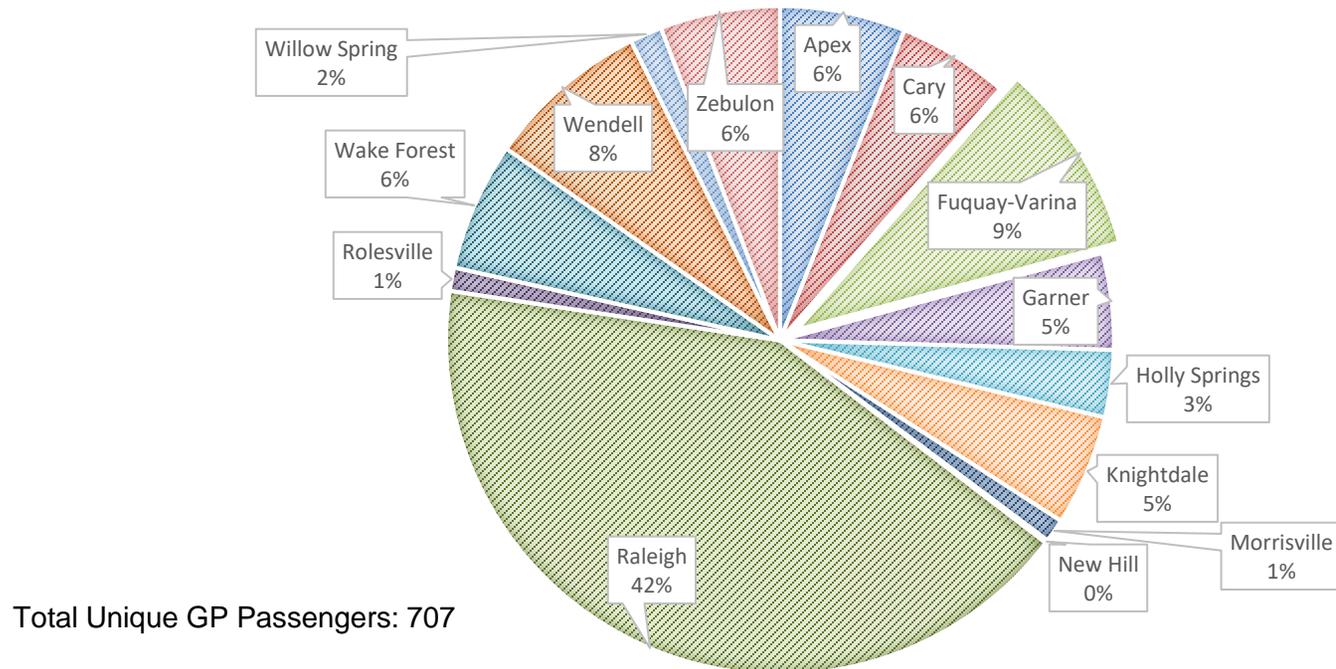
Questions?

**GOWAKE ACCESS TRANSPORTATION ADVISORY BOARD
FY19 GENERAL PUBLIC SUMMARY REPORT**

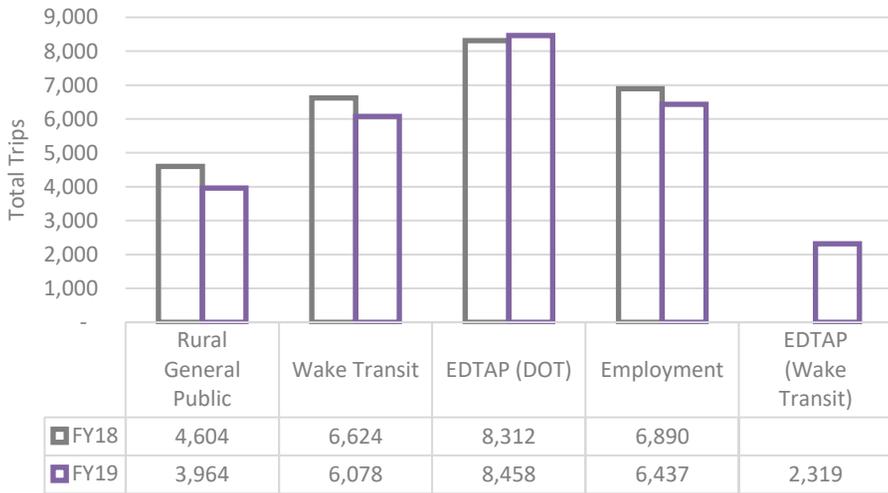


	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Denials - General Public	
General Public	7,711	6,403	5,708	7,434	Funding Source	
<i>Elderly / Disabled</i>	2,033	1,848	1,958	2,619	RGP - Northern	25
<i>Rural General Public</i>	1,334	1,237	776	617	RGP - Eastern	146
<i>Wake Transit</i>	1,928	1,414	1,339	1,397	RGP - Southern	13
<i>Wake Transit EDTAP</i>	639	678	444	558	RGP - Southwest	56
<i>Employment</i>	1,777	1,226	1,191	2,243	Elderly/Disabled Population	1,018
Medicaid	38,868	34,261	40,304	44,416	Employment	611
Sponsor Agencies	2,763	2,380	3,149	2,644	Wake Transit	551
					TOTALS	2,420

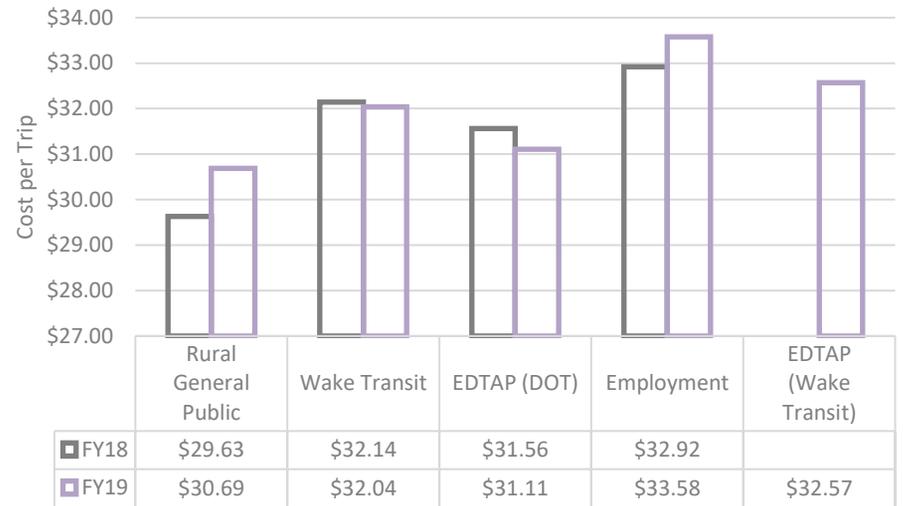
UNDUPLICATED PASSENGERS - GENERAL PUBLIC



FY18-FY19 General Public Trips



FY18-FY19 Cost per Trip



Rural General Public Origins and Destinations

Origin City	Destination City													
	Apex	Cary	Fuquay-Varina	Garner	Holly Springs	Knightdale	Morrisville	New Hill	Raleigh	Rolesville	Wake Forest	Wendell	Willow Spring	Zebulon
Apex	256	12	11	1	5		25	0	3					
Cary	9		55	3	2		3		1	121				
Fuquay-Varina	7	41	23	30	70		1		41				175	
Garner	1	7	35				63		5			21		4
Holly Springs	6	2	81		3				14				1	
Knightdale						3			8		0	39		163
Morrisville	19	1	1				3							
New Hill	0													
Raleigh	2	3	57	4	24	7			16	2	14	540	12	203
Rolesville									2					
Wake Forest		125							15		3	2		2
Wendell				1	23		40		514		2	49		114
Willow Spring			178	1	1				11					
Zebulon				4		167			295		0	115		41

Employment Origins and Destinations (1st Leg)

Origin City	Destination City												
	Apex	Cary	Fuquay-Varina	Garner	Holly Springs	Knightdale	Morrisville	Raleigh	Wake Forest	Wendell	Willow Spring	Zebulon	
Apex	72	3	133	1	4		42	8					
Cary	3	2	56	1			9	302	2				
Fuquay-Varina	27		45		1			17			1		
Garner	13			0			36	9					
Holly Springs	3	6	0				1	9					
Knightdale					1	2		206				1	
Morrisville							58	2	3				
Raleigh	47	460	97	57	62	76	1	1028	16	5		4	
Rolesville								39					
Wake Forest			83	0				164			1		
Wendell					8	29		174		7		3	
Willow Spring			127										
Zebulon	1					108		82				1	