

Wake County Coordinated Transit Services Transportation Advisory Board (TAB) Minutes

December 13, 2017 -- 10 am-12 pm
1806 James Slaughter Rd. Fuquay Varina, NC 27526

In attendance:

Danielle Omori
Barbara Montgomery
Simon Little
Minnie M Graham
Lindsay Schinasi
Anita Davis-Haywood
Sharon Peterson
Hannah Lundy
Clif McKnight
Linda Hawly
Mark Matthews
Sean Abrams
Elizabeth Brade
Cynthia Sinnott
Cleveland Ross

1. Welcome and Introductions

2. Public Comments

- a. Sharon reviewed the transit network for Wake County, and how people can get to medical services, shopping, and town events; a lot of residents go to Southern Regional Center. Residents use taxis, which can be expensive
- b. Lindsay discusses her program (Center for Volunteer Caregiving) and eligibility for it; all volunteers have background checks and go through interview process for the safety of their clients
- c. Residents who use TRACS or express services
 - i. TRACS concerns:
 1. A resident is concerned about being marked as a no show, but claims the driver never showed that day
 2. Residents are concerned about long wait times while standing in the cold/weather, and offer the idea of using the call box at the front door to notify residents of arrival. Anita and Sean agree that

WCTS can help by explaining to clients how the pick up service works, and that drivers are allowed to go to front doors

3. Anita explained the necessity of certain requirements for Medicaid trips, such as transporting outside of the County, so not all clients will be able to go outside of County on our vans
4. Anita explained new changes for WCTS, going to one vendor, which means that there are no longer cars in the fleet. There are now 65 vehicles in the WCTS fleet
5. Linda Hawly's concerns and suggestions:
 - a. Extension for time for reservations for next-day trips, and Anita explains the nature of grant-funded trips, that even if the time for appointment requests were extended, the number of trips for each day are limited by funding
 - b. Extended hours for pick up possibly to 9:00pm
 - c. Ms. Hawly suggests extending service to Sundays
 - d. Fuquay-Raleigh express, could that stop at this residence? Anita will take the idea back to GoRaleigh, who operate the express bus
- d. Assistant Town Manager of Fuquay Varina Mark Matthews encourages residents to submit comments for Wake Transit Plan – comment period for multi-year bus plan is now open
- e. WCTS is unable to provide same-day trips due to our policies
- f. Mark Matthews projects in the future will provide more transportation and accessible walkways – approximately 70-100 riders on the express route each day

3. Review and Approval of Minutes

- a. No comments for previous minutes

4. Proficiency Review Updates

- a. **Review on December 6th done by KFH**
- b. This review was not an audit, but a way to help us with compliance before federal audit
- c. Areas to work on: more organization on procurement processes
 - i. ADA policies and certification
 - ii. Create a new SSP policy (lacking this was seen as a deficiency)
 1. Process will be a long process, since it must be approved both by TAB and BoC
 - iii. 5339 Warranty for workers not in union was not listed in administrative building, which is a requirement for funded positions

5. ADA Policy (attached)

- a. After review, we will put draft into final policy

6. Vendor Report (attached)

- a. Currently at 90 drivers
 - b. 8am OTP (on-time performance) is around 45-50%, bringing down total OTP
 - c. Sharon asked about the pick up window for an 8am dropoff, and Sean goes into the windows for Raleigh-Raleigh trips (60 minutes) and Raleigh-elsewhere trips (90 minutes)
 - d. Linda is concerned about routes for the vendor, noting that drivers often have to drive long distances to retrieve her, increasing her wait time
 - e. Anita requests that Sean remove secondary vendor information on the report, and leave the WCTS total
 - f. Lindsay asks about wait times for will call trips (Will calls are up to two hour wait after their call) and on-board time (aim for 1 hour, but can go up to 2)
 - g. **TRACS Report (attached)**
- 7. Good of the Order Announcements**
- a. **Danielle Omori**
 - i. Her client trying to get from Cary to WakeTech. He is eligible for Tier III of c-tran, but with working in Apex and being a student, the time constraint doesn't allow for the length of time it would take for him to travel
 - b. **Lindsay Schinasi**
 - i. Center for Volunteer caregiving is putting a hold on referrals until late January due to staffing change

Next meeting will be in January: second Wednesday of the month

- We will invite the consumer manager team

Americans With Disabilities Act Policy *For* *Wake County Transportation*

Approved By: ____ In review _____

Accepted Date: _____

Revised: _____

Revised: _____

I. Goal

It is the goal of *Wake County Transportation*, through its (demand response) rural public transit service, to design, implement and maintain an efficient and effective transportation system for persons with disabilities. *Wake County Transportation* works to ensure nondiscriminatory transportation in support of the Federal Transit Administration's mission to enhance the social and economic quality of life for all Americans.

II. Policy

It is the policy of *Wake County Transportation* to abide by all provisions of the Americans With Disabilities Act (ADA) of 1990, Section 504 of the Rehabilitation Act of 1973 and US Department of Transportation (DOT) implementation regulation found at 49 CFR Parts 27, 37 and 38 as amended, in the delivery of transit services that are open to the public and prohibits discrimination on the basis of disability and sets specific requirements that transit agencies must follow.

III. ADA Requirements

Equivalent Service

Wake County Transportation provides demand response rural public transportation and provides equivalent service to individuals with disabilities, that is consistent with DOT ADA 49 CFR Part 37.77. This transportation will be provided in the most integrated setting appropriate to the needs of the individual and will be equivalent to the service provided other individuals with respect to:

Response time;

Fares;

Geographic area of service;

Hours and days of service;
Restrictions or priorities based on trip purpose;
Availability of information and reservations capability;
Any constraints on capacity or availability;

General Service Requirements

a. Training

Wake County Transportation shall ensure that personnel are trained to proficiency, as appropriate to their duties, so that they operate vehicles and equipment safely and properly assist and treat individuals with disabilities who use the service in a respectful and courteous way, with appropriate attention to the differences among individuals with disabilities.

b. Service Animals

Note: Policies regarding animals other than service animals described below should be addressed by the individual transit system.

Wake County Transportation shall permit service animals to accompany individuals with disabilities in vehicles and facilities. Under the Americans with Disabilities Act of 1990, a service animal is defined as “*any guide dog, signal dog, or other animal that is individually trained to do work or perform tasks for an individual with a disability, including, but not limited to, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items.* 49CFR37.3

Control of the service animal is the responsibility of the animals’ partner. Any animal out of control will not be transported. If an animal’s behavior creates a hazard or direct threat, the accountability for damages or injuries shall remain with the person responsible for the animal.

Service animals should sit or lie on the floor. Animals should not occupy a passenger seat, and should not block the passenger aisle.

c. Transporting of Wheelchairs

Wake County Transportation will accommodate mobility devices. Three or more wheeled devices, usable indoors, designed or modified for and used by individuals with mobility impairments, whether operated manually or powered, will be accommodated as long as the lift can accommodate the size and weight of the wheelchair and its user and there is space for the wheelchair on the vehicle. Mobility devices will not be transported if they are inconsistent with legitimate safety requirements.

d. Wheelchair Securement

Section 38.23(d) of the DOT’s ADA regulation requires all ADA compliant vehicles to have a two-part securement system: One to secure the

wheelchair and a seatbelt and shoulder harness for the wheelchair user (such seat belts and shoulder harnesses shall not be used in lieu of a device which secures the wheelchair or mobility aid itself.)

The securement system shall limit the movement of an occupied wheelchair or mobility aid to no more than 2 inches in any direction under normal vehicle operating conditions. 49CFR 38(d)(5)

It is recommended that power chairs and scooters be turned to the “OFF” position once on the lift platform and while the lift is in operation.

All wheelchairs must be secured to the floor of the vehicle using the securement equipment.

e. Lift Deployment

Passengers will be permitted to use a lift or ramp to board or disembark from a vehicle at any designated stop, unless the lift or ramp cannot be deployed, the lift or ramp will be damaged if it is deployed, or temporary conditions preclude the safe use of the stop by all passengers. Standees should stand in the center of the platform facing the direction of travel. If capable, the passenger should hold both handrails when on the platform.

IV. Passenger Responsibilities

a. All passengers must be able to sit in a bus seat or wheelchair in order to be transported.

b. All passengers on the vehicle are required to wear seat belts to include lap and shoulder belts. Therefore, persons in wheelchairs will also be required to be secured. Persons who, for medical reasons, are unable to wear a safety belt may request exemptions. To apply for this exemption, the person must submit a written application to the Commissioner of the Oklahoma Department of Public Safety requesting an exemption, including written verification from their physician attesting to the need for the exemption. If the request is approved, a special notation will be placed on the person's driver license to indicate the exemption from the safety belt law.

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c. *Wake County Transportation* will deny service to any individual who engages in violent, illegal conduct.

d. If a passenger's physical condition or conduct is hazardous, or whose behavior is seriously disruptive and/or a direct threat to others, service will be denied.

e. The passenger will be notified of his/her right to appeal the denial of service and *Wake County Transportation* will hear the appeal as soon as reasonably possible.

V. Driver Responsibilities

a. Drivers are responsible for loading and unloading passengers.

b. Drivers are not permitted to enter a passenger's home under any circumstance.

c. Drivers are not permitted to maneuver a wheelchair up or down more than one

step. This rule is provided for the safety of the passenger and the driver.

d. Drivers are not permitted to lift passengers.

e. Drivers will help passengers take lightweight items off the vehicle and set them on the curb. If additional assistance is required, this assistance may be rendered on a case-by-case basis.

VI. Personal Care Attendants and Companions

a. Personal Care Attendants (PCA's) are not required. If a PCA accompanies a passenger, the PCA will ride free of charge.

b. A companion (e.g., friend or family member) is not considered a personal care attendant unless the eligible individual regularly makes use of a personal care attendant and the companion is actually acting in that capacity.

c. During the reservation process, an individual must indicate whether he/she will be traveling with a personal care attendant. If someone does not indicate the use of an attendant, then any individual accompanying him/her would be regarded as a companion.

VII. Accessible Communication

a. *Wake County Transportation* is committed to providing information about its services, policies and procedures to the public in accessible formats for persons with disabilities.

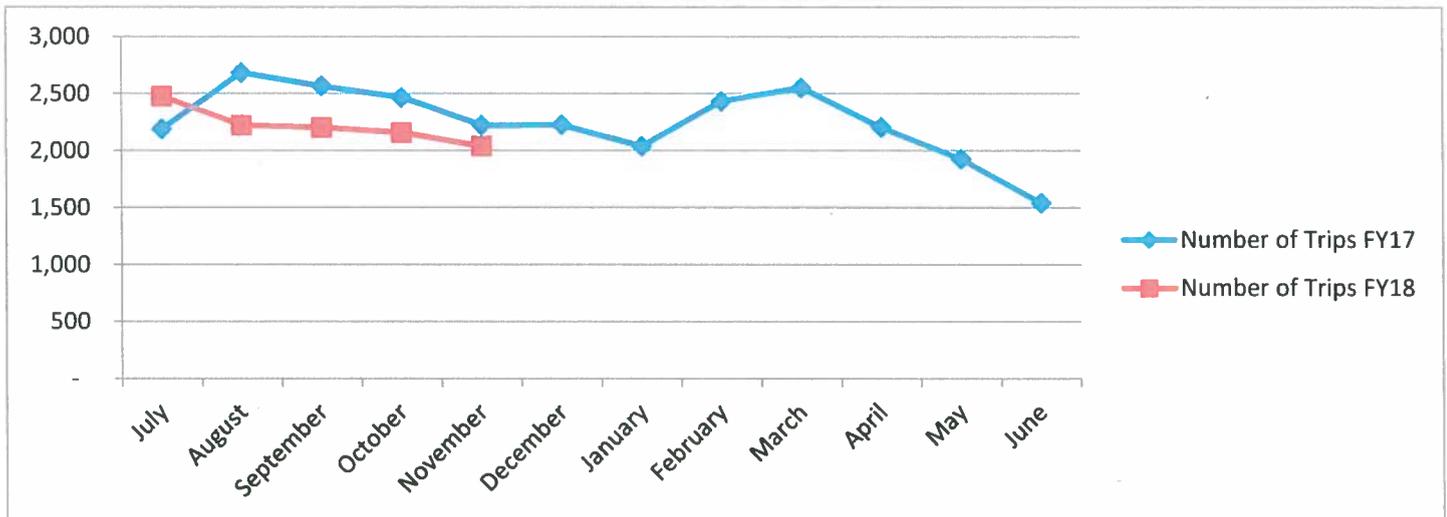
b. *Wake County Transportation* shall provide a TTY number (or make use of an operator assisted RELAY service) so that persons with hearing or speech impairments may communicate with and receive information from *Wake County Transportation* staff.

VIII. Public Involvement

a. *Wake County Transportation* will provide on-going mechanisms in accessible formats to involve the public in decisions regarding its accessible services, proposed service changes, proposed fare increases, policies and procedures, and other similar topics.

Wake County TRACS - November 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		2,226	
January	\$74,895.25		2,040	
February	\$87,235.83		2,433	
March	\$98,846.68		2,551	
April	\$88,341.51		2,204	
May	\$54,525.36		1,925	
June	\$52,988.66		1,541	
YTD Totals	\$463,684.98	\$320,781.83	12,128	11,098



September		
Funding Sources	Amount Spent	Trip Counts
EDTAP	\$28,209.89	1,066
RGP	\$8,107.98	384
EMPL	\$17,797.39	583
WakeTran	\$4,955.29	169

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

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

	RGP Zone Scheduled Trips					Completed Trips
	July	August	September	October	November	November
East	211	225	180	228	163	144
North	55	59	36	62	74	74
South	52	53	45	33	6	6
Southwest	196	200	166	182	137	137

6% of TRACS trips originate from Fuquay Varina

Origin	Stop City(v)								
	Apex	Cary	Fuquay Varina	Garner	Holly Springs	Knightdale	Morrisville	Raleigh	Willow Spring
Fuquay Varina	25	22	77	5	17	1	1	17	37

Origin		Total
Fuquay Varina	Rural General Public	23%
	WakeTran	61%
	WCTSED TAP	2%
	WCTSEMPLOYMENT	14%

	Denied Trips			
	August	September	October	November
RGP Northern	2	0	0	3
RGP Eastern	5	5	18	3
RGP Southern	1	0	3	
RGP Southwest	5	4	5	5
EDTAP	64	22	44	20
Employment	10	3	9	8

November YEAR OVER YEAR	WCTS		WCTS		WCTS Total		MV		Millennium		21st Century	
	YEAR TO DATE 2016		YEAR TO DATE 2017		Nov-16	Nov-17	Nov-16	Nov-17	Nov-16	Nov-17	Nov-16	Nov-17
TOTAL TRIPS	155211	151419	13963	14647	8232	14647	4491	14647	1240			
REVENUE MILES	2223688	2246366	197198	218158	132177	218158	44576	218158	20445			
REVENUE HOURS	103335.77	105181.55	7567	10898	6546	10898	199	10898	823			
PASSENGERS PER REV HOUR	1.50	1.44	1.85	1.34	1.26	1.34	22.62	1.34	1.51			
REVENUE MILES PER TRIP	14.33	14.84	14.12	14.89	16.06	14.89	9.93	14.89	16.49			
NO SHOWS	2518	2702	340	229	198	229	140	229	2			
NO SHOWS AS % OF TRIPS	2%	1.78%	2.44%	1.56%	2.41%	1.56%	3.12%	1.56%	0.16%			
CANCELS	25429	20872	1950	2331	1316	2331	492	2331	142			
CANCELS AS % OF TRIPS	16.38%	13.78%	13.97%	15.91%	15.99%	15.91%	10.96%	15.91%	11.45%			
TOTAL CANCEL/NO SHOW %	18.01%	15.57%	16.40%	17.48%	18.39%	17.48%	14.07%	17.48%	11.61%			
ON TIME PERFORMANCE	77.0%	67.75%	72.30%	69.20%	72.30%	68.10%	83.30%	68.10%	73.40%			
AMBULATORY	135080	132307	11937	12866	6214	12866	4483	12866	1240			
WHEELCHAIR	20131	19112	2026	1781	2018	1781	8	1781	0			
ATTENDANTS	9961	9847	866	974	536	974	286	974	44			
GUESTS	2180	1532	212	66	149	66	50	66	13			
Nulls	N/A	0	0	0	0	0		0				
Missed Trips	N/A	11	0	11		11		11				

Current Dec OTP 76.9%