

GoWake Access Transportation Advisory Board (TAB) Minutes

December 5, 2018 – 9:00-11:30
220 Swinburne St. Raleigh NC

In attendance:

*Anita Davis
Sean Abrams
Allyson Faizon
Nicole Kreiser
Kevin Wyrauch
Hannah Lundy
Emily Fischbein
Mae Freeman
Annette Newsome
Claudia Garay
Sharon Peterson
Vinson Hines
Richard Vinson
Sean Lanham*

1. **Welcome and Introductions**
 - a. Kevin Wyrauch makes motion to approve minutes
 - b. Emily Fischbein seconds – minutes are approved
2. **Public Comments**
3. **Grant Updates – Anita Davis**
 - a. 5307 funds – federal grants that can be used for more trips
 - b. 5310 – capital grant that Wake County used to purchase 10 expansion vehicles; there will be a capital call for projects will happen in January;
 - c. FY19 5311 – capital grant for 8 replacement vehicles; \$503,000 for vehicles
 - i. Replaced 9 vehicles in FY18 that had reached their useful life; in FY20, GoWake Access will be eligible for 13 replacement vehicles
4. **Wake Transit Project Updates**
 - a. FY18 was the first year of funding from Wake Transit – provided more trips than original goal
 - b. FY19 – additional \$5,000 for rural trips (179,000) and 75,000 for EDTAP trips, and 33,000 for call center staff
 - c. FY20 – increased funds – currently in the request phase of the budget cycle
5. **CCP – Final Plan**
 - a. Plan mandated by the State to continue to receive grants; recommendations overlap with coordinated human services transportation plan
 - b. GoWake Access will contact VHB to request a digital copy
6. **Coordinated Human Services Transportation Plan updates – Anita Davis**

- a. Currently in draft form through Wake Transit Plan
 - b. Recommendations for County-wide structure for transit systems
 - c. Study
 - i. Here's what is being served and also the demand (unmet need in non-ADA service)
 - ii. Coordination among agencies – policies, qualifications
 - iii. Travel training, mobility manager to coordinate
 - iv. Different types of trips – demand response, deviated fixed route, TNC's, Transloc
 - d. **Annette Newsome** – are agencies willing to coordinate with one another?
 - i. Kevin: staff level is willing to move forward. At the political level, there could be pushback
 - ii. Nicole: the 10 year plan is trying to bring together fragmented pieces as each agency grows and expands
7. **Title VI** - Anita Davis (attached)
- a. **LEP: safe harbor threshold**
 - i. If there is a subset of individuals (5%) who speak another language, you must have your documentation in those languages – working with Title VI coordinator for final recommendation
 - b. Send any notes to Anita no later than Friday, Dec 14 for finalization to DOT
8. **Complaints Report** – Claudia Garay (attached)
- a. Annette Newsome asks what does the vendor and County do to prevent the high number of complaints in the future?
 - i. Sean: MV works specifically with clients for on time performance, ensuring that the same issues do not affect clients
9. **Vendor Report-** Sean Abrams
- a. Reasons for complaints increase
 - i. Driver shortage
 - 1. Lowest paid vendor in area (start at 11.35) – hard to retain drivers
 - 2. Currently: ~10 drivers short (holding job fairs)
 - ii. Tablet issues
 - 1. Developing training for drivers to drive through city and county without need for tablet
 - a. Paper manifests
 - 2. Training drivers and dispatchers to communicate
10. **Trips Report (FY18)** – Hannah Lundy (attached)
11. **Success Plan** – Hannah Lundy (attached)
12. **Good of the Order Announcements** – All
- a. Sean: MV is joining with YMCA to donate presents to children for Christmas

Adjournment

Expected Implementation Date 7/1/2018

Reported Deliverables

1. Revenue Hours
2. Unduplicated customers served
3. Trips
4. Passenger boardings per revenue hour
5. Operating cost per passenger boarding
6. Farebox Recovery
7. On-Time Performance

Project Wake County Transportation Call Center

Project ID from Work Plan TO005-G2

FY 2019 Budget \$33,905 or as amended by the adopted work plan

Scope The project description included in the FY2019 Adopted Wake Transit Work Plan, and as amended, is incorporated herein by reference.

Expected Implementation Date 7/1/2018

Reported Deliverables

1. Calls answered per CSR
2. Service level
3. Average queue time

Contract # 18-070

Wake Transit Quarterly Project Updates

FY 2018

Project Sponsor	WCTS/TRACS
Project Code	TO004-F
Project Name	Additional Trips
Implementing / Operating Agency	GoWake Access (WCTS/TRACS)
Project Agreement Executed	
Expected Implementation Date	FY 2018 Q1
Performance Measures Base Year	FY 2017

Project Scope

Provide additional demand response service, projected at 9,000 trips or 3,858 revenue hours, for rural Wake County residents. To complement the existing fixed-route system by linking rural residents currently without access to those transportation resources.

Project Status Updates

Quarter 1:

WCTS provided 169 trips in 134 revenue hours from September 1-30, with 40 unduplicated customers served. WCTS did not begin providing Wake Transit trips until September 1, due to the new contract between our new vendor MV Transportation with our new rates for FY18 were not effective until 9/1/17. Also our software vendor (Routematch) requires at least 30 days notice to add in new funding sources with new rates, and to be able to test the routes to ensure correct calculations.

Documents Enclosed (if any)

Quarter 2:

Between October 1-December 31, WCTS provided 1,839 trips, totaling 1,676 revenue hours. We served 126 unique clients. The monthly breakdown of trips and revenue hours is below.

October: 465 trips, 385 revenue hours

November: 680 trips, 608 revenue hours

December: 694 trips, 662 revenue hours

Documents Enclosed (if any)

Quarter 3:

Between January 1-March 31, GoWake Access provided 2,398 trips, totaling 2,015 revenue hours. We served 173 unique clients

January: 545 trips, 465 revenue hours

February: 775 trips, 657 revenue hours

March: 1,078 trips, 893 revenue hours

Documents Enclosed (if any)

Quarter 4:

Between April 1-June 30, GoWake Access provided 2,553 trips, totaling 2,205 revenue hours. We served 197 unique clients

Wake Transit Quarterly Project Updates

FY 2018

Project Sponsor	WCTS/TRACS
Project Code	TO004-F
Project Name	Additional Trips
Implementing / Operating Agency	GoWake Access (WCTS/TRACS)
Project Agreement Executed	
Expected Implementation Date	FY 2018 Q1
Performance Measures Base Year	FY 2017

May: 900 trips, 775 revenue hours	
June: 415 trips, 385 revenue hours	
Documents Enclosed (if any)	

Wake Transit Quarterly Project Updates

FY 2018

Project Sponsor	WCTS/TRACS
Project Code	TO004-F
Project Name	Additional Trips
Implementing / Operating Agency	GoWake Access (WCTS/TRACS)
Project Agreement Executed	
Expected Implementation Date	FY 2018 Q1
Performance Measures Base Year	FY 2017

Project Performance Measures

Measure	Q1	Q2	Q3	Q4
Trips	169	1,839	2,398	2,553
Unduplicated Customers Served	40	126	173	197
Unduplicated Customers Served (base year)	N/A	N/A	N/A	N/A
Revenue Hours of Service Provided	134	1,656	2,015	2,205



Human
Services

Customer Service Ticket Summary

Presented to

Wake County Transportation Program Manager Anita Davis
November FY-19

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

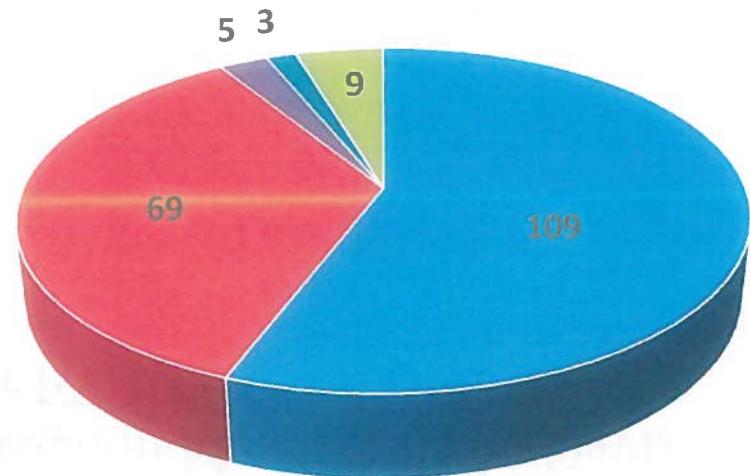
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Service Ticket Categories "v" Prior Months

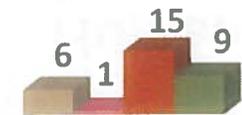
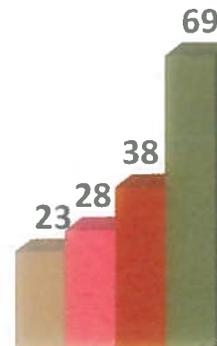
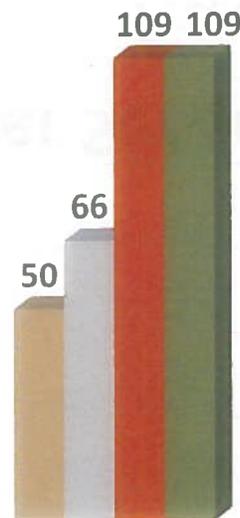
Who was the complaint about?

Ticket	Total
Driver	109
Dispatcher	69
Other	5
Customer Service Rep	9
Manager	3
GRAND TOTAL	195



From August to November

- August
- September
- October
- November



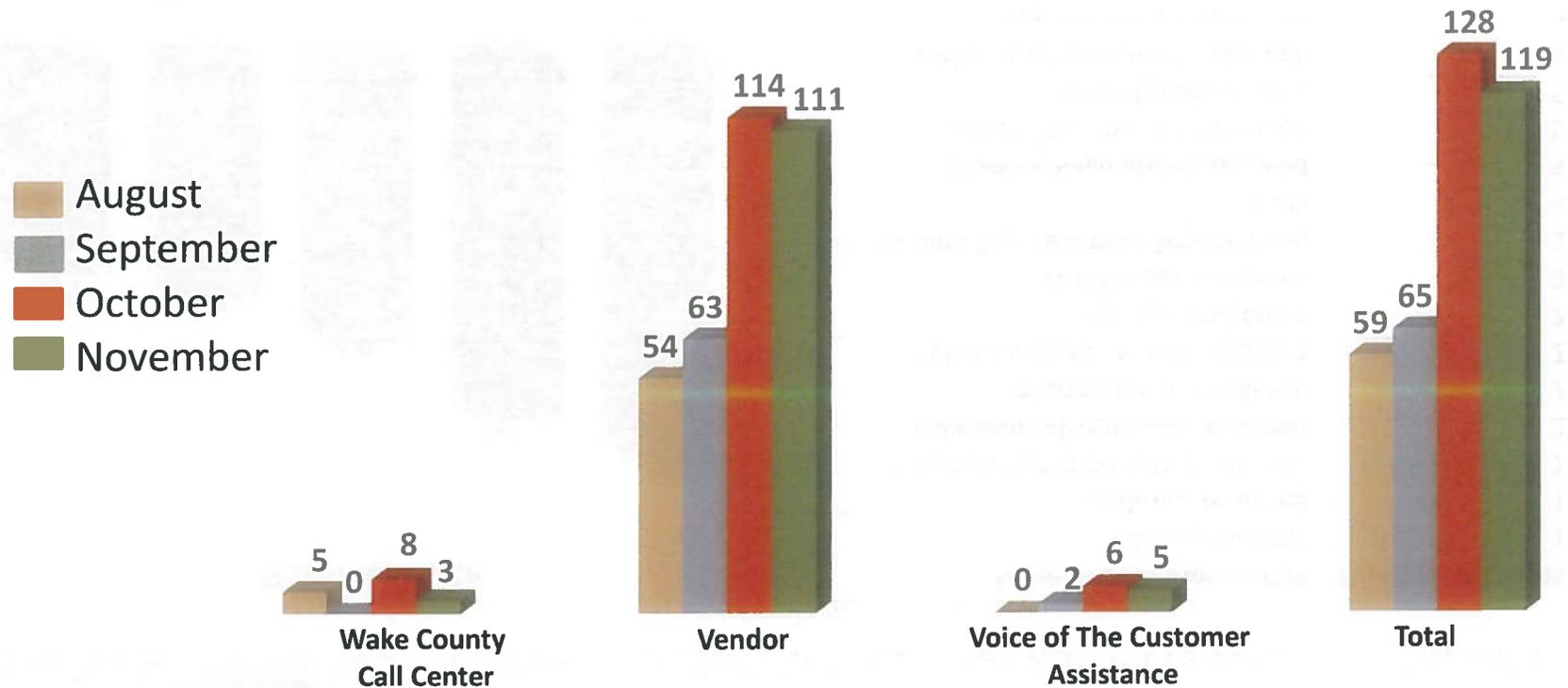
Driver

Dispatcher

Customer Service Rep.

November Unduplicated Service Type Comparison To The Prior Three Months

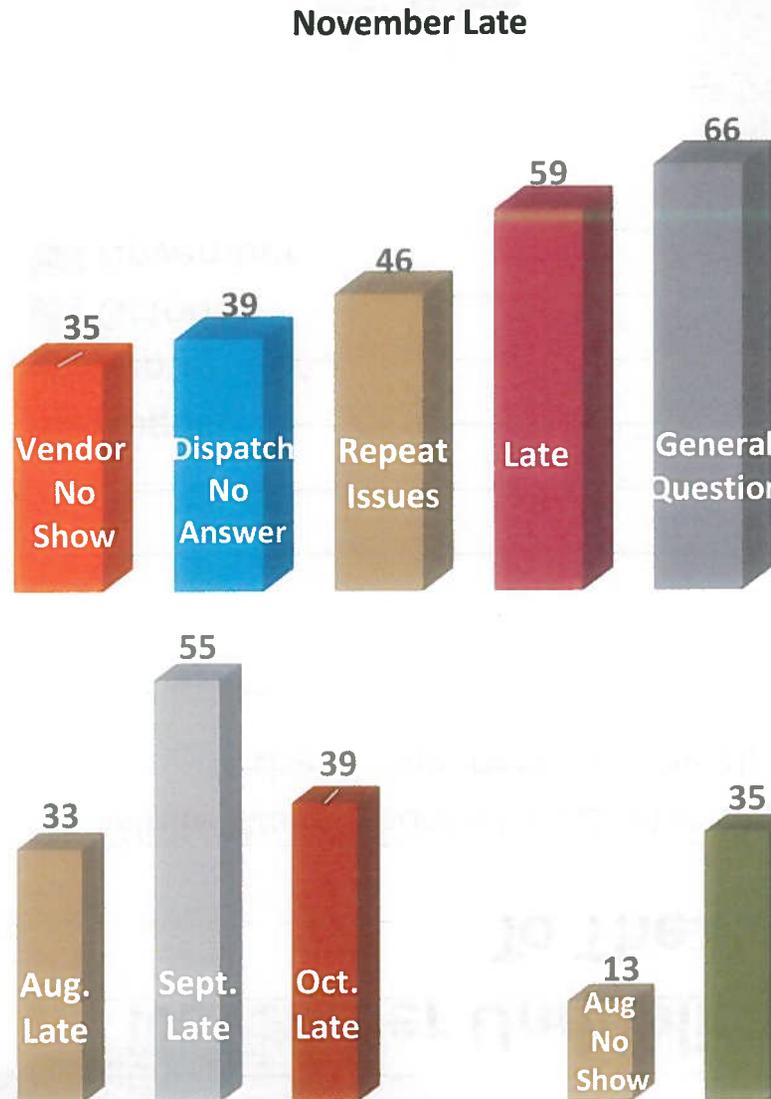
While Wake County Call Center tickets have increased, total tickets have drastically increased by 102% from August to November.





November Service Ticket Sub-Category

While "Late" increases as an issue; "Vendor No Show" has also increased from August to November.

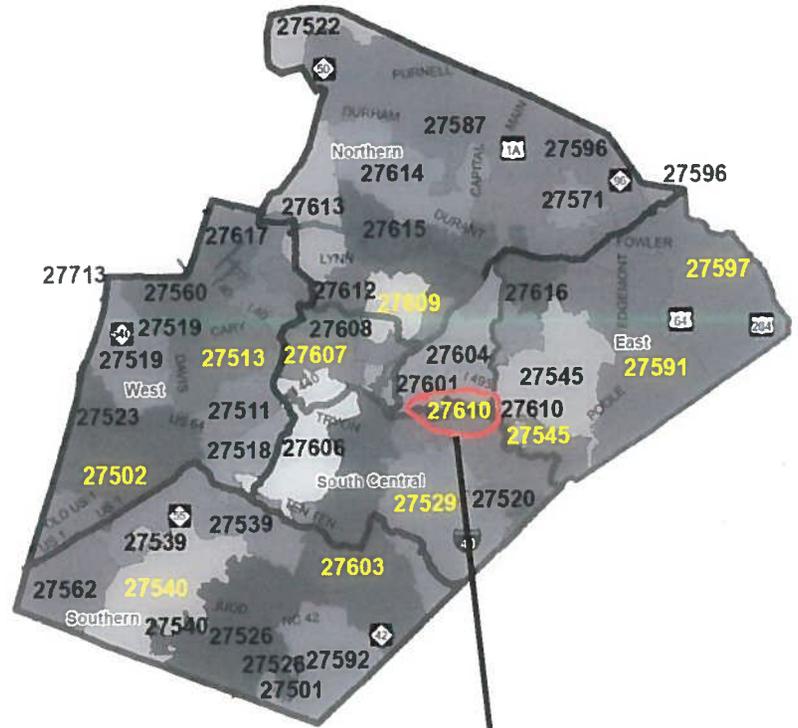


November Reason of Call	Number of Tickets
Wrong number	1
Calls not returned	1
Client not satisfied with resolution	1
Followup call not given as stated	2
Information and Referral	2
CEMT Customer Service Support	2
Language Assistance	2
Notification Concerns	3
County Rep Customer Service Issue	3
Early	3
Program Regulations followed	4
Driver Customer Service Issue	5
Rider No Show False	5
Vendor Attempted Resolution Call	5
Appointment/Phone Line	6
Safety/Careless Driving	7
Dispatcher Customer Service Issue	10
Wait Time	23
Client Missed Appointment	27
Vendor No Show	35
Dispatcher not answer 919-996-3444	39
Repeated issues	46
Late	59
General Question	66
Total	357

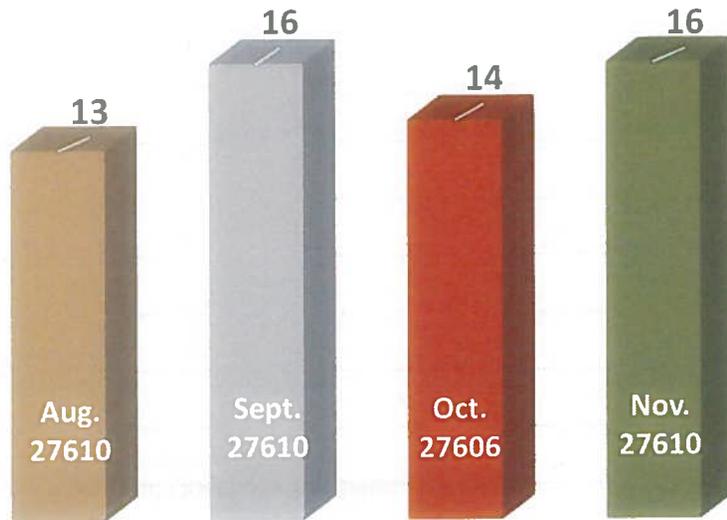


November Ride by Zip Code for Tickets

27610	14%	27616	3%
27526	9%	27609	3%
27603	9%	27502	3%
27591	8%	27529	3%
27587	7%	27614	3%
27604	6%	27511	2%
27601	6%	27592	2%
27545	5%	27571	1%
27597	4%	27617	1%
27606	4%	27540	1%
27615	3%	27523	1%
27613	3%	27539	1%



27610 has the most reported tickets this month.





Questions?

GOWAKE ACCESS
TRANSPORTATION ADVISORY BOARD - FY19 Q1 GENERAL PUBLIC REPORT



FY19 Quarter 1

	July	August	September	
General Public	2,717	2,919	2,075	15.6%
<i>Elderly / Disabled</i>	780	732	521	
<i>Rural General Public</i>	483	486	365	
<i>Wake Transit Rural</i>	589	785	554	
<i>Wake Transit EDTAP</i>	161	278	200	
<i>Employment</i>	704	638	435	
Medicaid	13,518	15,114	10,236	78.8%
Sponsor Agencies	985	1,022	728	5.5%

Denials - General Public

Funding Source	July	August	September
RGP - Northern	0	0	0
RGP - Eastern	6	12	7
RGP - Southern	0	0	2
RGP - Southwest	1	2	4
EDTAP	30	76	77
Employment	36	64	51
Wake Transit Rural			33
TOTALS	73	154	174

Unique Passengers

Rural General Public	87
Wake Transit Rural	171
WakeTran EDTAP	63
EDTAP	160
EMPLOYMENT	113

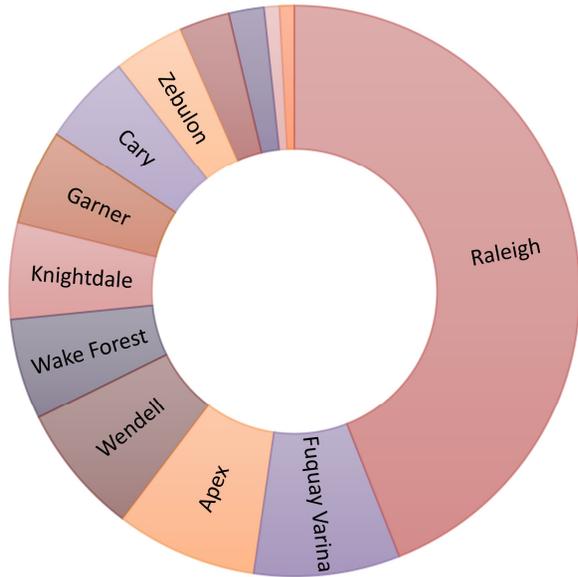
Average Trips per Day

EDTAP	26
Rural General Public	17
Wake Transit Rural	25
Wake Transit EDTAP	8
Employment	23

DESTINATION

FUNDING SOURCE	DESTINATION												
	Apex	Cary	Fuquay Varina	Garner	Holly Springs	Knightdale	Morrisville	Raleigh	Rolesville	Wake Forest	Wendell	Willow Spring	Zebulon
Rural General Public	48	37	156	39	4	40	28	258		1	11		68
WakeTran	59	77	213	41	12	35	14	436	1	21	12	1	43
WakeTran EDTAP	53	47	25	22	1	9	2	154		6	11		3
WCTSEDTAP	54	94	49	35	1	24	5	719		5	6		17
WCTSEMPLOYMENT	53	128	112	25	2	43	15	685		9	2	2	4
Grand Total	267	383	555	162	20	151	64	2,252	1	42	42	3	135

Passenger Home Town - General Public



Home City	Unduplicated
Raleigh	154
Fuquay Varina	29
Apex	28
Wendell	26
Wake Forest	20
Garner	19
Knightdale	19
Cary	18
Zebulon	14
Holly Springs	10
Willow Spring	7
Rolesville	3
Morrisville	3

DESTINATIONS

ORIGINS	DESTINATIONS													Total
	Apex	Cary	Fuquay Varina	Garner	Holly Springs	Knightdale	Morrisville	Raleigh	Rolesville	Wake Forest	Wendell	Willow Spring	Zebulon	
Apex	185	96	96	1	12		1	45						436
Cary		5	54			1	2	112		1				175
Fuquay Varina	40	12	102	59	3		3	62				1		282
Garner	20	21	2	12		1	48	28				1		133
Holly Springs	7	3	68		2			50						130
Knightdale		1		1	1	12	1	284			4		35	339
Morrisville							1	10						11
Raleigh	14	173	92	39	2	47	8	1,131		16	7		3	1,532
Rolesville								50						50
Wake Forest		49						85	1	24		1		160
Wendell				47		34		266			31		82	460
Willow Spring		22	141					11						174
Zebulon	1	1		3		56		118		1			15	195
Total	267	383	555	162	20	151	64	2,252	1	42	42	3	135	4,077