

# GoWake Access Transportation Advisory Board (TAB) Minutes

February 5, 2020 – 9:00-11:30  
220 Swinburne St. Raleigh NC, Room 3032

In attendance:

*Anita Davis*  
*Akul Nishawala*  
*Hannah Lundy*  
*Sean Lanham*  
*CJ Loomis*  
*Chris Whitenhall*  
*Kevin Wyrauch*  
*Sharon Peterson*  
*David Eatman*  
*Nicole Kreiser*  
*Het Patel*  
*Vinson Hines*  
*Kenny Coleman*  
*Claudia Garay*

1. **Welcome and Introductions**
2. **Public Comments**
3. **Bus Rapid Transit** –Het Patel, GoRaleigh (*attached*)
  - a. There are two upcoming community meetings discussing the BRT plan
    - i. February 20, Garner Senior Center
    - ii. February 24, Victory Church, Wilmington Street
  - b. Sharon Peterson: how can the accessibility be integrated with GoWake?
    - i. GoWake can coordinate in the future to transfer passengers from their home to the BRT stations.
4. **2020 Census** – Akul Nishawala, Wake County Planning
5. **Community Outreach** – Sharon Peterson
  - a. What is the strategy for community outreach for GoWake Access?
  - b. Identify and prioritize community outreach? Particular target groups, such as elderly, re-entry, etc.?
  - c. Anita – upcoming meeting with a Cary church to educate on transportation and GoWake Access
  - d. Nicole Kreiser: up until the past few years, there has been a fear of too much outreach with limited funding
6. **Complaints Report** – Claudia Garay (*attached*)
7. **General Public Report** – Hannah Lundy (*attached*)

8. **Vendor Report** – MV General Manager (attached)
  - a. Nicole Kreiser would like to see no-shows broken down by funding sources
9. **Good of the Order announcement**
  - a. Nicole Kreiser: Wake Transit has released a draft workplan for FY21, and is currently in public comment mode; GoWake Access has additional funding request, with \$80,000 increase in trips funding and \$100,000 for for a transit study related to microtransit

Adjournment



Human  
Services

# Customer Service Ticket Summary

Presented to  
Wake County Transportation Program Manager Anita Davis  
December FY-20

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

NOT FOR PUBLICATION



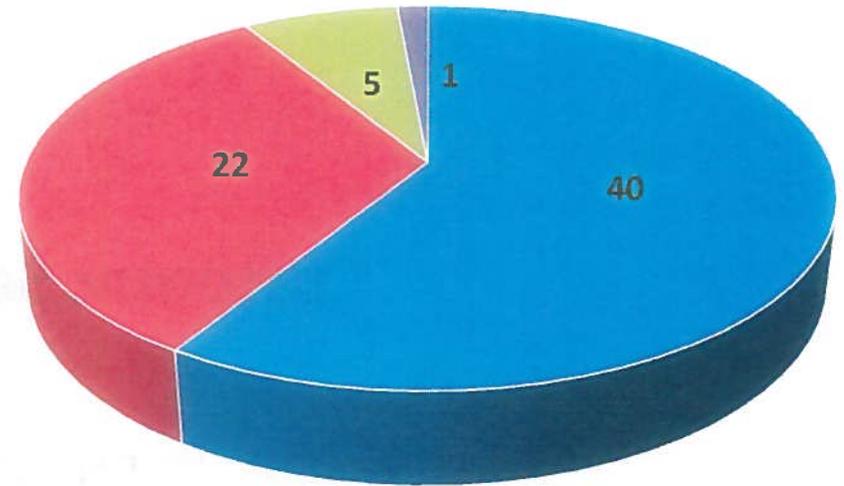
December FY-20



# Service Ticket Categories "v" Prior Months

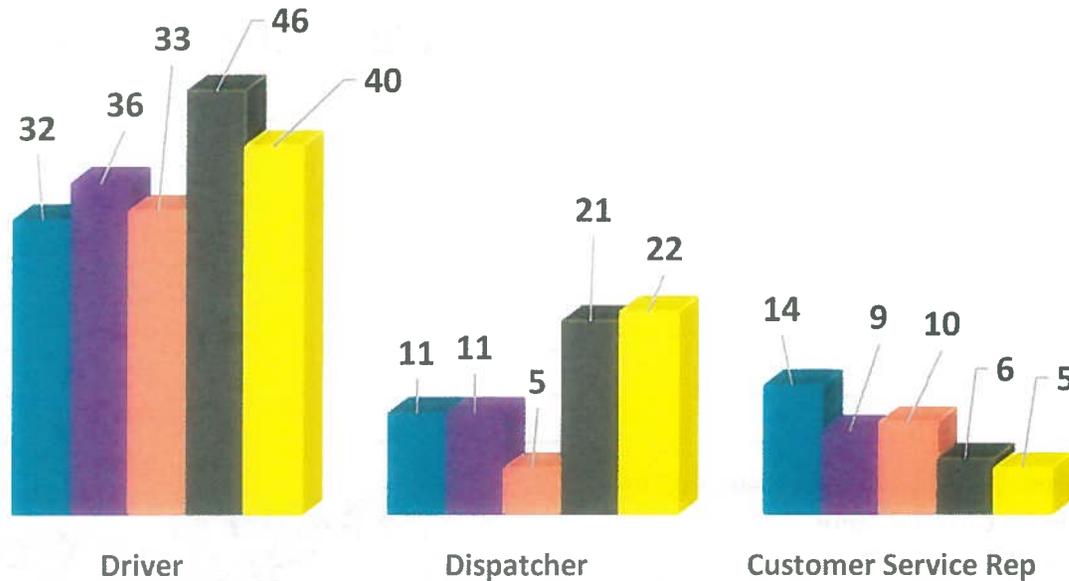
Who was the complaint about?

Ticket	Total
Driver	40
Dispatcher	22
Customer Service Rep.	5
Other	1
Vendor Manager	0
<b>GRAND TOTAL</b>	<b>68</b>



From August to December

- August
- September
- October
- November
- December



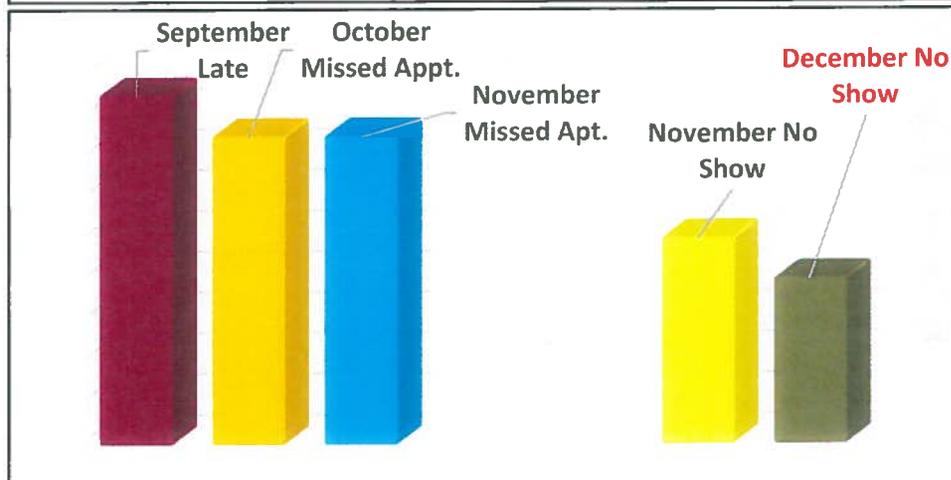
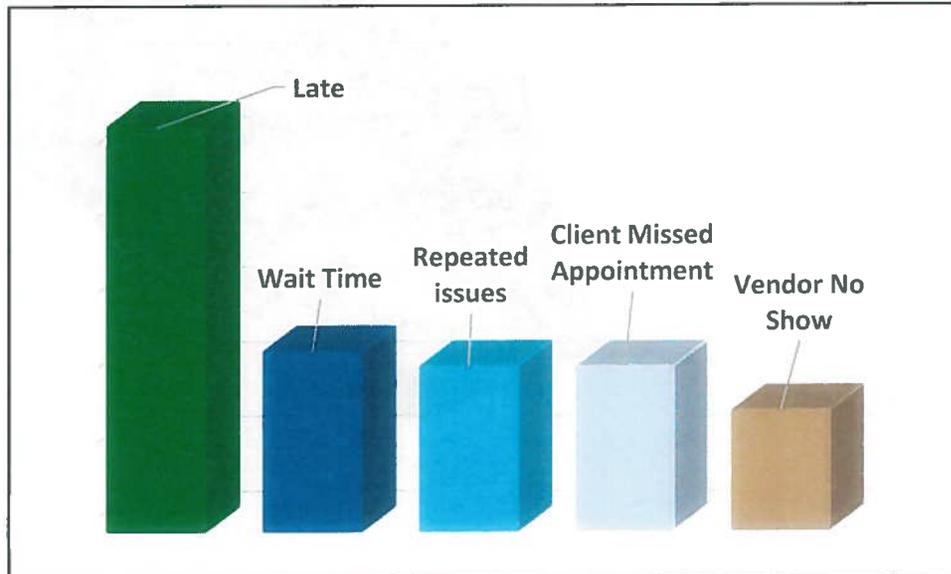
December FY-20



# December Service Ticket Sub-Category

“Vendor No Show” has decreased in amount from November to December.

## December Top Five Categories

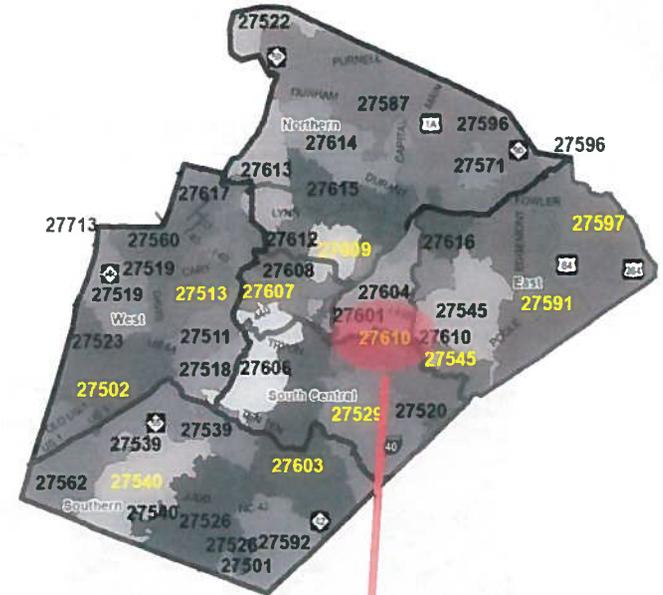


December Reasons of Calls	Number of Incidents
Late	27
Wait Time	12
Repeated issues	11
Client Missed Appointment	11
Vendor No Show	8
Dispatcher Customer Service Issue	7
Driver Customer Service Issue	6
Other	4
Rider No Show False	4
Early	3
Dispatcher not answer 919-996-3444	3
General Question	3
Service Accessibility	2
CENT Customer Service Support	2
County Rep Customer Service Issue	2
Information and Referral	1
Notification Concerns	1
<b>Total</b>	<b>107</b>

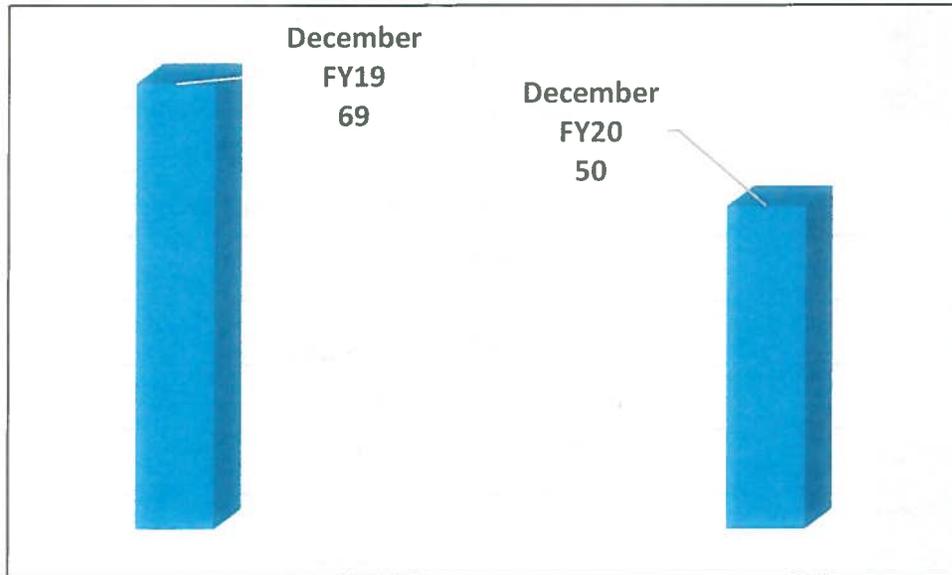


# December Ride by Zip Code for Tickets

27610	14%	27611	2%
27604	12%	27609	2%
27545	10%	27603	2%
27597	8%	27601	2%
27526	8%	27587	2%
27606	6%	27571	2%
27616	6%	27560	2%
27591	6%	27540	2%
27614	4%	27513	2%
27613	4%		
27502	4%		



**Area 27610 has the most reported tickets in December**

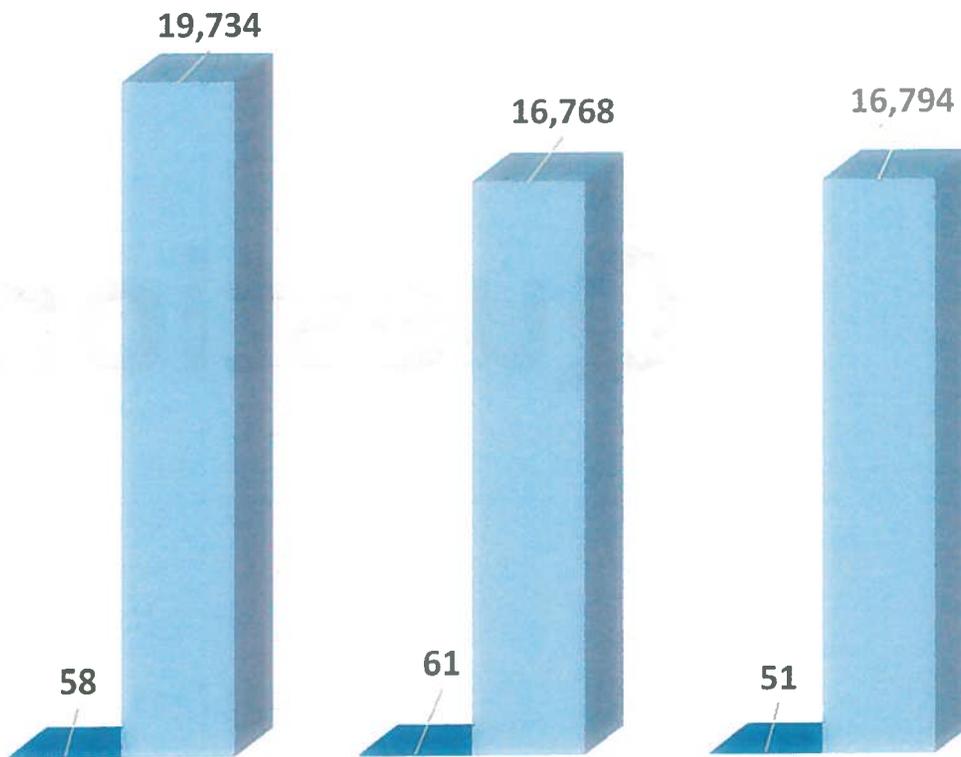


December FY-20



## December Transportation Tickets “v” Total Rides

VOC tickets are .30% of all trips performed for December. That is a 34% increase from May (38) to December (51).



■ VOC Tickets

■ Total Transportation Trips

October

58

19,734

November

61

61

16,768

December

51

51

16,794

December FY-20

December Year over Year	Go Wake	Go Wake	Month/Month % Difference
	Year to Date 2018	Year to Date 2019	
Total Trips	11736	16871	43.75%
Revenue Miles	169685	230546	35.87%
Revenue Hours	8983	11379	26.67%
Passengers per Rev Hour	1.31	1.48	13.49%
Revenue Miles per Trip	14.46	13.67	-5.49%
No Shows	98	740	86.76%
No Shows as % of Trips	0.8%	4.4%	80.96%
Cancels	3164	3159	-0.16%
Cancels as % of Trips	27.0%	18.7%	-30.55%
Total Cancel/No Show %	3.1%	23.4%	86.78%
On Time Performance Overall	76.64%	76.85%	0.27%
On Time Performance Pickup	80.34%	79.06%	-1.59%
On Tip Performance Dropoff	73.12%	72.67%	-0.62%
Ambulatory	10035	13465	34.18%
Wheelchair	1703	2048	20.26%
Attendants	1104	1253	13.50%
Guests	87	146	67.82%
Nulls	54	107	98.15%
Missed Trips	54	107	98.15%

Total Drivers Needed: 110

Down: 20 In Training: 17

# GOWAKE ACCESS

## TRANSPORTATION ADVISORY BOARD - FY20 GENERAL PUBLIC REPORT



Trips						
	July	August	September	October	November	December
Overall	3,320	2,034	1,949	3,088	2,922	2,953
Elderly / Disabled	1,225	811	803	1,236	1,175	1,226
Rural General Public	1,140	874	824	1,298	1,138	1,184
Employment	955	349	322	554	609	543

Unique Passengers						
	July	August	September	October	November	December
Overall	295	203	166	279	288	322
Elderly or Disabled	139	103	92	123	117	143
Rural General Public	174	122	94	147	147	154
Employment	77	60	40	55	70	70

Home City	July	August	September	October	November	December	
Apex	22	19	13	22	20	23	
Cary	12	8	8	10	8	10	
Fuquay Varina	22	14	8	18	23	22	
Garner	18	8	6	13	9	12	
Holly Springs	10	5	5	11	9	12	
Knightdale	22	19	14	25	20	24	
Morrisville	3	2	3	5	4	3	
New Hill	1						
Raleigh	116	81	65	107	113	132	
Rolesville	3	3	3	4	6	11	
Wake Forest	21	13	9	20	22	20	
Wendell	25	17	17	28	29	25	
Willow Spring	7	3	6	5	6	6	
Youngsville	1	1	1	1	1	1	
Zebulon	12	10	8	10	18	21	