

Compliance Area	Finding	Deficiency/Advisory	Remedy	WCTS Corrective Action	Documents Attached
Financial Management Financial Capacity	Deficient	WCTS's Financial Management Plan does not include a written budget development process.	WCTS should update its Financial Management Plan to include the process for developing its budget.	WCTS will include the County's policy for developing budgets	Policy Attached
Cash Management	Deficient	According to NCGS 159-32 public entities have to deposit cash in the bank. Cash must be deposited within 24 hours and be locked up overnight. However, if the Governing Board approves, and it's in their written financial management policy, they can forgo daily deposits if the money on hand is below \$250 – but all deposits must be made by the last day of the month. WCTS currently make deposits at least twice a week. However, cash on hand may reach or exceed \$250 before the next scheduled deposit.	WCTS needs to update its Cash Handling policy so that cash on hand will be deposited once it has reached \$250.	WCTS has updated its Cash Handling policy in accordance with NCGS 159-32.	Policy Attached
Technical Capacity					

Grant Administration	Deficient	WCTS follows the County's policy on the administration of grants. However, it does not specifically address the management of Federal and State transit grants.	WCTS needs to develop written grant management procedures that address FTA and State transit grants. The written procedures should include grant application schedule, grant award and agreement execution, grant report, grant recordkeeping and auditing, period of performance and grant termination.	County's Record's Manager, I understand there is a Grant Application and Management Process, written in 2016, that addresses the above items, including Grant Recordkeeping. Specifically, that process contains the following wording regarding Recordkeeping:  Grant Termination Unless approved by the Board of Commissioners, the County will not continue a grant-funded program once the grant ends. Therefore, all grant supported staff positions will be abolished. If alternate funding sources are secured for continuous support of the initiative, Program Manager must receive prior approval by the WCHS Finance Officer and County Budget Office Analyst to accept funding and continue operating the grant funded program. The Grants Manager will update the grants database accordingly. Programs must adhere to grant specific procedures regarding the use, transfer and disposition of fixed assets purchased with grant funds and the retention of records. Records should be maintained at least (5) years after the grant termination date.	Adopted Policy Attached
Grant Administration	Deficient	WCTS's current contract with MV regarding passenger fares on the RGP service is inconsistent with actual practice. The contract states that all revenues on the RGP services collected by MV will be shown as a credit or reduction in the amount of payment due to MV by WCTS. In practice MV issues a money order to WCTS for the fares that are collected.	WCTS needs to either adjust their current practice to reflect what is in the contract or adjust the contract to reflect current practice	WCTS has adjusted its policy for the collection of passenger fees based on the contract	
Reporting	Deficient	WCTS uses the County's Record Management Policy but the County's policy does not explicitly state that records pertaining to FTA and State funding grants are retained for a minimum of 5 years after the grant is closed and audited.	WCTS needs to provide a provision in the County's Record Management Policy that states all records and documents must be kept for a minimum of 5 years after the grant is closed and audited	See the Grant Application and Management Process, as this document does state that "Programs must adhere to grant specific procedures regarding the use, transfer and disposition of fixed assets purchased with grant funds and the retention of records. Records should be maintained at least (5) years after the grant termination date."	Grant Application and Management Process attached. Pg. 4 Under Grant Management
Maintenance					

Vehicle Maintenance	Advisory	A review of WCTS maintenance records show that they are 81% on time. However, out of the sample of the three vehicles, preventative maintenance was done early 28% of the time.	WCTS should closely monitor MV's preventative maintenance inspections to ensure that PMs are not completed early too often.	WCTS will monitor vendor monthly to ensure PM are not performed too early too often. The PM's for the county vehicles will be monitored by miles only and not by dates.	
<b>Americans with Disabilities Act (ADA)</b>					
ADA	Deficient	WCTS ADA Policy has not been adopted by its Governing Board.	WCTS needs to provide a copy of the adopted ADA policy to the review team	WCTS ADA Policy is still under review with the TAB Board. The final version will be presented during the February TAB Meeting and adopted at that time.	
<b>Title VI- Nondiscrimination in the Delivery of Service</b>					
Title VI- Nondiscrimination in the Delivery of Service	Deficient	WCTS's Title VI Plan is insufficient. The Title VI Plan discusses the Four Factor Analysis but the analysis was never conducted.	WCTS needs to update its Title VI Policy to include the Four Factor Analysis.	WCTS will complete its update of the Four Factor Analysis as part of the adopted Title VI Plan	
Title VI- Nondiscrimination in the Delivery of Service	Deficient	It is unclear to the review team when the Title VI Plan was adopted by the governing board.	WCTS needs to provide minutes from the Governing Board meeting that includes when the Title VI plan was adopted.	WCTS was unable to locate documentation verifying if the Governing Board adopted the Title VI Plan. WCTS will reintroduce the plan along with results from the Four Factor Analysis.	
<b>Procurement</b>					
Procurement Standards, Practices and History	Deficient	In 2017, WCTS procured for a vendor to operate their county wide demand response general public transportation service. The contract was awarded to MV Transportation for the amount of \$27 million for a 5 year contract period. The procurement file contained the RFP, vendor proposals, vendor score evaluations, pre bid conference notification, and signed contract. The procurement file did not include a procurement history form, independent cost estimate "ICE", pre-approval from PTD, and concurrence from PTD	WCTS needs to provide the missing documentation for this procurement	WCTS can currently only locate the ICE documents. RFP Bid Team stated they spoke with Nancy via email and phone. Received verbal confirmations.	ICE document attached

Suspension/Debarment	Advisory	Verification that a vendor is not on the federal or state debarment list should be conducted before the contract is awarded. WCTS provided a copy of the SAM report showing that MV is not on the debarment list but it appears the search was conducted in December, well after the contract was awarded.	WCTS needs to provide assurance that in the future it will verify the vendor is not on the federal and state debarment list before entering into any contract.	WCTS will FTA Policy to verify if a vendor is on the debarment list prior to a contract being awarded	
<b>Legal</b>					
Governance	Deficient	It was unclear to the review team if WCTS's Governing Board and TAB have signed conflict of interest statements.	WCTS needs to provide the review team with signed conflict of interest statements from their Governing Board and TAB.	Signed Conflict of Interest forms from TAB. And conflict of interest statement from Wake County Board of Commissioners	Documents Attached
Labor Protection	Deficient	Section 5311 subrecipients must post the special labor protection warranty where affected employees may see it. WCTS did not have the special labor protection 5333(b) posted in the administrative building.	WCTS should post the notice of labor protections 5333(b) in a location visible to employees.	WCTS has posted the 5333(b) Warranty in a location that is visible to all employees in the Administration office.	
<b>Satisfactory Continuing Control</b>					
Disposition of Real and Personal Property	Deficient	WCTS disposed of 23 vehicles during the review period. WCTS has not provided documentation for the disposed of vehicles.	WCTS needs to provide documentation for the vehicles disposed of during the review period and demonstrate that the proceeds from the disposition of the vehicles went back into the transportation program.	WCTS is working with State Surplus and GSA to provide documents for disposed vehicles. Revenue Report from our Advantage Accounting Software shows funds received from the sale of vehicle.	
Disposition of Real and Personal Property	Deficient	WCTS follows the County's Property Disposition Policies and Procedures. However, the County policy does not specifically address the disposition of FTA and State funded vehicles and how revenue from the disposition of those vehicles are handled	WCTS should update the County's Property Disposition Policies and Procedures, add an addendum to the County's policy, or develop their own policy that addresses the disposition of FTA and State funded vehicles.	WCTS is currently working with Wake County Records Management to finalize and addendum to the current County's Property Disposition Policy.	

Revenue Vehicles	Advisory	An adequate number of spares helps to ensure service continuity and consistency. PTD considers a spare ratio of 40% to be reasonable. WCTS has a spare ratio of 7%, well below what PTD considers reasonable	WCTS needs to work with PTD to increase the number of spares it has in its fleet.	WCTS is in the process of purchasing 10 expansion vehicles through the 5310 Grant. WCTS will also continue to work with Vendor to bring our spare ratio up to standard.	
<b>Safety and Security</b>					
Safety	Advisory	WCTS's SSP was completed in 2016 and adopted by the board. However, the plan does not identify an Accountable Executive or Safety Officer. In addition, the plan does not reflect recent staff changes that have occurred.	WCTS needs to update its SSP to identify an Accountable Executive and Safety Officer. WCTS should also update the SSP to reflect current staffing changes	WCTS is in the of identifying an Accountable Executive and Safety Officer and updating the SSP to reflect staffing changes.	
Safety	Advisory	WCTS's vendor provides the required minimum training for their vehicle operators. However, the vendor does not have an overall log to track what training has occurred and what training is still needed.	Management should develop a log to track the training that has been provided. The log should also include when training has occurred and any annual training that is required.	Attached you will find the log MV have begun to develop to track all aspects of training, from new driver training on through any refreshers training that is done.	Safety Training Tracker attached
<b>Drug Free Workplace/Drug and Alcohol Testing Program</b>					
Drug Free Workplace/Drug and Alcohol Testing Program	Deficient	The review team was not able to properly conduct a review of WCTS's random Drug and Alcohol Testing Program because WCTS's vendor has not provided all the necessary documentation	WCTS needs to provide all random drug and alcohol testing data and draw lists for all of 2016.	All 2016 documents have been attached. WCTS will closely monitor vendor eo ensure compliance	Documents Attached
Drug Free Workplace/Drug and Alcohol Testing Program	Deficient	It appears that WCTS is not closely monitoring the vendor's drug and alcohol testing. During the on site review, the review team found instances where employees where selected to complete a drug and alcohol test but the file indicated that the person selected cancelled or was unavailable without supporting documentation. There was also an instances where individuals were selected but no drug or alcohol test was conducted.	WCTS needs to develop a process to ensure that they are adequately monitoring the vendors random drug and alcohol testing. WCTS need to provide supporting documentation on why the individuals that were selected cancelled or was unavailable and why there are no drug and alcohol results for the individual that was selected.	WCTS has updated the Drug and Alcohol Testing Procedures to ensure vendor compliance with random selection	Documents Attached

Other Service Requirements				
Open to the Public	Deficient	WCTS's vehicles are branded with the WCTS log but there is no indication that the service is available to the general public.	WCTS needs to brand its vehicles so that it is clear the transportation service is open to the public.	WCTS is currently undergoing a Rebranding to become Go Wake Access effective 3/1/18. With rebranding, all vehicles will include the "Open to Public" branding.

## **Title VI Notice to the Public**

Wake County Human Services operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes he or she has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with Wake County Human Services.

For more information on the Wake County Human Services civil rights program, and the procedure to file a complaint, contact (919) 212-7155 (TTY 800-735-2962); by email: [psnelling@wakegov.com](mailto:psnelling@wakegov.com) or visit our administrative office at Wake County Human Services: 220 Swinburne Street, Room 2161, Raleigh NC 27610. For more information, visit [www.wakegov.com](http://www.wakegov.com)

A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5<sup>th</sup> Floor – TCR, 1200 New Jersey Ave., SE Washington DC, 20590.

If information is needed in another language, contact (919) 212-7155

## **Americans with Disabilities Act 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 based on disability and sets specific requirements that transit agencies must follow.

## **Wake County Transportation Services (WCTS)**

Wake County Human Services', hereafter referred to as the County or WCTS, transportation program provides curb-to-curb transportation service for the general public through participating vendors within Wake County. A person must be at least 12 years old to participate in the program without being accompanied by a guardian / Personal Care Attendant (PCA).

*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
- Hours and days of service

## **Rider Guide**

### *Hours of Operation*

WCTS is available:

- Monday-Saturday 6:00am-6:00pm

### *Holidays*

WCTS will be closed on County holidays, as follows: Martin Luther King, Jr. Day, Good Friday, Memorial Day, Independence Day, Labor Day, Veterans Day, Thanksgiving Day & the day after, Christmas Eve & Christmas Day, and New Year's Day.

### *General Rider Information*

The following guidance for riders is provided to make customer trips as satisfactory and pleasant as possible, and to help the County provide efficient and effective service that serves the most customers.

- Customers may use wheelchairs, canes, walkers and other mobility devices on vehicles. They may also travel with oxygen tanks and respirators.
- Customers traveling with a child who needs a car seat must supply it. Customers are responsible for securing the car seat and for its removal. Children riding without a car seat are required to wear a seat belt.
- Be prepared, ready and waiting at the curb when the vehicle arrives. The driver will only wait for five minutes if you are not at the indicated pickup point.
- The County reserves the right to only allow one guest per one way trip. The guest shall pay a fare per one-way trip. Personal Care Attendants may ride for free when authorized by the eligibility certification (see *Personal Care Attendants and Accompanying Persons*).

- Trips involving intermediate stops are not allowed, each trip must be booked with an origin and destination.
- There are two situations whereby a customer’s right to use WCTS’s paratransit service may be suspended or cancelled:
  - When the client’s behavior is seriously disruptive or inappropriate. The behavior of customers is important. Transportation will be suspended or cancelled for riders who are disruptive or who pose a threat or danger to themselves, to other riders, or to the driver (see *Inappropriate or Seriously Disruptive Behavior Prohibited on Paratransit Vehicles*).
  - When a customer does not show up for reserved rides or repeatedly cancels service with less than one hour’s notice (see *No Shows*).

### *Scheduling a Ride*

All transportation reservations must be made through the Wake County Transportation Service Center. WCTS vendors and providers do not accept transportation reservations. A customer service representative may be reached by calling (919) 212-7005, Monday-Friday, except holidays, 7:00AM-5:00PM. Passengers with hearing or speech impairments may use a TTY number (800-735-2962) to reserve a trip.

When calling to reserve a ride, passengers must have origin and destination addresses. If a passenger does not have these addresses, then a trip cannot be reserved. If you are first-time rider, additional verification may be necessary to reserve a trip.

WCTS provides transportation services to you on a coordinated, shared ride service design. **General Public service is provided on a first-come, first-serve seat available basis only.**

Passengers with hearing or speech impairments may use a TTY number (800-735-2962) to reserve a trip.

### *Fares*

All general public passengers age 5 and older must pay a fare per trip. Fares per trip are either \$2 or \$4, depending on if the trip’s origin and destination are within the same service zone. See “TRACS Service Zones” map for the services zones within Wake County.

### *Pickup Times*

As a part of the scheduling process, the WCTS representative advises the rider when to expect the vehicle for pickup. You should know the following about pickups:

- The time the WCTS vehicle can arrive is called the “pickup window.” Your pickup window is a 60-minute time frame. You must be ready 30 minutes before to 30 minutes after your confirmed pickup time.

Please be at your pickup location ready and waiting where you can see the vehicle or be recognized by the operator at the beginning of your pickup window. The operator will wait five (5) minutes before leaving for the next trip. If you do not meet the vehicle within five minutes, you may be considered a “no-show.”

### *Cancellations*

If you will not be using your scheduled trip, please call (919) 996-4444 to cancel as soon as possible. You must call at least one hour before your scheduled trip to avoid being counted as a “no-show.”

### *No Shows*

The following procedures will be used when customers are a no show for reserved trips, or if they cancel with less than one-hour notice prior to the scheduled time of their trip.

1. A warning notice will be sent to Paratransit participants after the first documented no-show or less than one-hour cancellation.
  - Written notice will be sent by mail.
  - It will include specific dates and details of the no-show and/or one-hour cancellation.
  - Recipient shall be informed that two additional no-shows and/or one-hour cancellations within sixty days of the date the notice is received may result in a sixty-day temporary loss of paratransit privileges.
2. A suspension notice will be sent when two additional no-shows and/or one-hour cancellations occur within sixty days of receipt of warning notice.
  - Written notice will be sent by certified mail.
  - It will include specific dates and details of the no-shows and/or one-hour cancellations.

- Recipient shall be informed that Paratransit privileges will be suspended for sixty-days beginning the day this notice is received.

A second letter shall be mailed at the end of the period of suspension notifying recipient that Paratransit privileges are reinstated. The reinstatement letter shall also notify recipient that if two additional no-shows and/or one-hour cancellations occur within sixty-days of reinstatement, Paratransit privileges will be cancelled permanently.

Anyone affected by the No-Show Policy and/or disagreeing with the eligibility determination that you received is entitled to request an appeal. Any request for an appeal must be made in writing and must be mailed within sixty (60) days of the date of the suspension or eligibility determination letter. Please address your request for an appeal to the attention of the Call Center Supervisor. If you disagree with the decision made by the call center supervisor, you may appeal that decision in writing to the program manager. Your written request for appeal must be received by the program director within 10 calendar days after the date of the written decision of the Call Center Supervisor.

#### *Inappropriate or Seriously Disruptive Behavior Prohibited on Paratransit Vehicles*

- Smoking, eating or drinking while onboard.
- Playing radios, cassette or disc players, or other such sound devices without earphones or in a way that disturbs other passengers or the driver.
- Getting out of a seat while the vehicle is in motion.
- Leaving the vehicle while it is parked to pick-up or drop-off another customer.
- Disturbing the driver while he/she is driving.
- Disturbing other customers.
- Refusing to exit the vehicle.
- Making or placing false trips.
- Violent behavior.
- Physically or verbally threatening the driver or other customers.
- Engaging in conduct or activity that is a danger to the customer, other customers, or the driver.
- Riding while under the influence of alcohol or illegal drugs.
- Damaging or destroying vehicle equipment.
- Carrying weapons, explosives, flammable liquids, acids or other hazardous materials or items.
- Other illegal behaviors.

When a customer demonstrates inappropriate behavior as described above, does not show up for a scheduled ride, or cancels a reservation with less than one hour's notice, this negatively affects the service that the County can provide to its other customers. Therefore, suspension or cancellation of service will occur as follows:

1. A written warning will be sent after the first documented instance of such behavior. If three or more instances of such behavior occur within sixty days of the warning, the customer's service could be suspended for up to thirty days.
2. If two additional instances of such behavior occur within sixty days of the reinstatement of service after a suspension, the rider's service could be permanently cancelled.

### *Passenger Assistance*

WCTS operators are responsible for:

- Assisting you on and off the vehicles lift or steps.
- Securing your wheelchair or scooter.
- Fastening seatbelts (at request only).
- Contacting dispatch staff and 911 in case of emergencies.

WCTS operators are not responsible for:

- Assisting passengers past the door to the building. If you need additional help, please make sure that someone is available to assist you for your trips.
- Carrying groceries or packages—you must be able to carry your own packages or have a companion assist you (this includes child seats). A maximum of three (3) grocery-size bags are allowed.
- Booking and canceling trips—please call the reservations line at (919) 212-7005.

### *Personal Care Attendants and Accompanying Persons*

An ADA-eligible person can have one companion, whether adult or child, in addition to a personal care attendant (PCA). A PCA is a person who has been authorized to help you when you travel. A companion (guest) is anyone who rides with you who is not a certified PCA. There is no charge for PCAs; however, your companion(s) must pay the regular paratransit fare.

*Personal Care Attendant:* During the eligibility process, the Paratransit customer must have previously identified the need for a Personal Care Attendant (PCA) in the ADA Paratransit application (ADA 37.125). If the customer previously identified the PCA in their application, the PCA (one person) is permitted to travel with the ADA customer free of charge (ADA 37.131). The PCA's name, current address, and current telephone number must be identified in the

application. During the trip scheduling process, the customer must inform the County's Customer Service Representative of the PCA. County staff shall list the accompanying person by name on the trip reservation form to inform the assigned vendor of the approved trip.

*Accompanying person:* The ADA permits **one** person to ride with the Paratransit customer from their point of origin to destination and return with the customer on a space available basis. The accompanying person may not take space intended for another ADA customer (ADA 37.125). The accompanying person is required to pay the vendor a regular ADA ticket per one-way trip (ADA 37.131). During the trip scheduling process, the customer must inform the County's Customer Service Representative of the accompanying person. County staff shall list the accompanying person by name on the trip reservation form to inform the assigned vendor of the approved trip.

Both PCAs and accompanying persons must be picked up and dropped off at the same address as the customer.

*Note: Paratransit customers are eligible to have both a PCA and an accompanying person on the same trip*

### *Lift*

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 safely deployed, or temporary conditions preclude the safe use of the stop by all passengers.

The vehicle's wheelchair lift will safely carry wheelchairs or scooters up to 34 inches wide by 54 inches long and a maximum weight of 1,000 pounds, including rider. In addition, we will carry any mobility device that can be accommodated on our vehicles.

### *Service Animals*

Guide dogs, hearing dogs and other specially-trained service animals may ride WCTS's paratransit service. Please tell the reservationists if you will be traveling with a service animal.

### *Medical Emergencies*

WCTS does not provide ambulance service. If you need transportation for a medical emergency, please call 911.

### **School Bus Service**

WCTS does not provide school bus service.

### **Filing a Complaint**

WCTS reaffirms its commitment to upholding and ensuring that its policies and practices follow the rules concerning reasonable modification/ accommodation outlined under the Americans with Disabilities Act (ADA) and all related statutes. As a public transit agency, WCTS will make reasonable modifications/accommodations to its policies, practices and procedures to ensure program accessibility.

Any person who believes he or she has not been provided reasonable accommodation under the law has a right to file a formal complaint. Any such complaint must be in writing and submitted to Brian Gunter team within 180 days following the date of the alleged violation.

### **Public Involvement**

WCTS will provide ongoing 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

### **Contact Information**

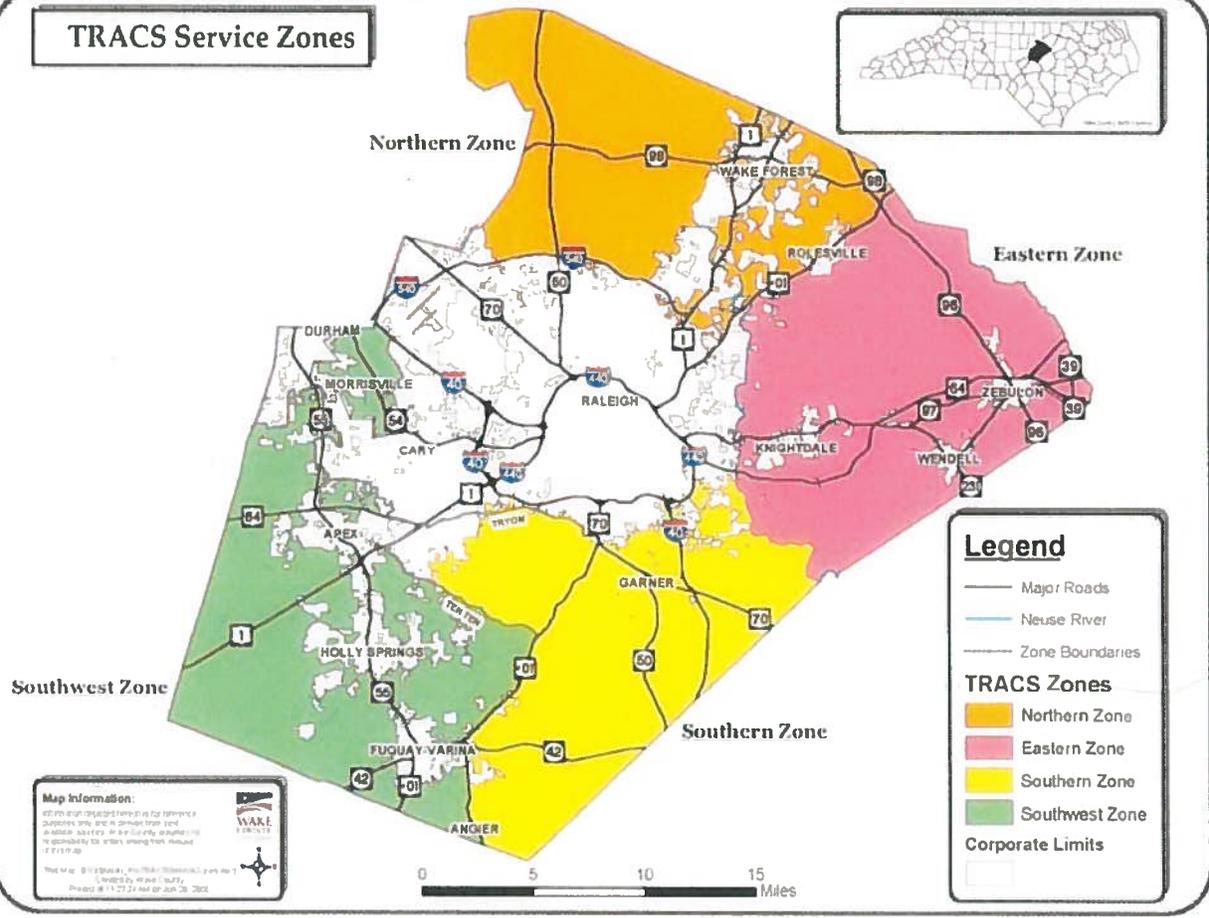
#### *Reservations Line*

(919) 212-7005

#### *Dispatch*

(919) 996-4444

# TRACS Service Zones



**Map Information:**  
 All data is derived from the GIS database maintained by the Wake County GIS Department. The data is provided as is and is not to be used for any other purpose without the express written consent of the Wake County GIS Department.  
 WAKE COUNTY GIS  
 11/11/11



**Legend**

- Major Roads
- Neuse River
- Zone Boundaries

**TRACS Zones**

- Orange: Northern Zone
- Pink: Eastern Zone
- Yellow: Southern Zone
- Green: Southwest Zone

**Corporate Limits**

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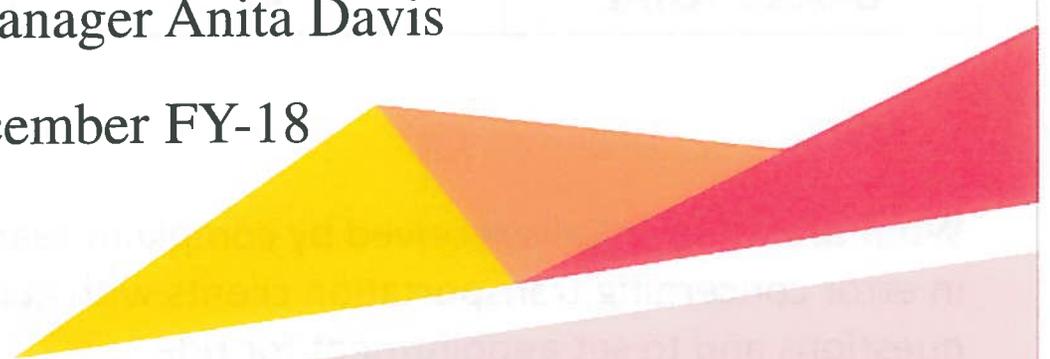


**Human  
Services**

# **Consumer Experience Management Team Transportation Monthly Data Summary**

Presented to  
Wake County Transportation  
Program Manager Anita Davis

December FY-18

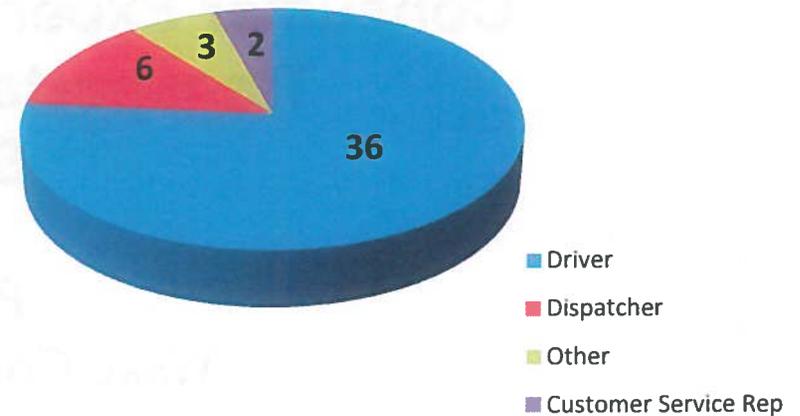


This is an interdepartmental summary designed by the **Consumer Experience Management Team (CEMT)** for the Economic Self Sufficiency Supervisors and Assignees

# December Service Ticket Categories

Who was the complaint about?

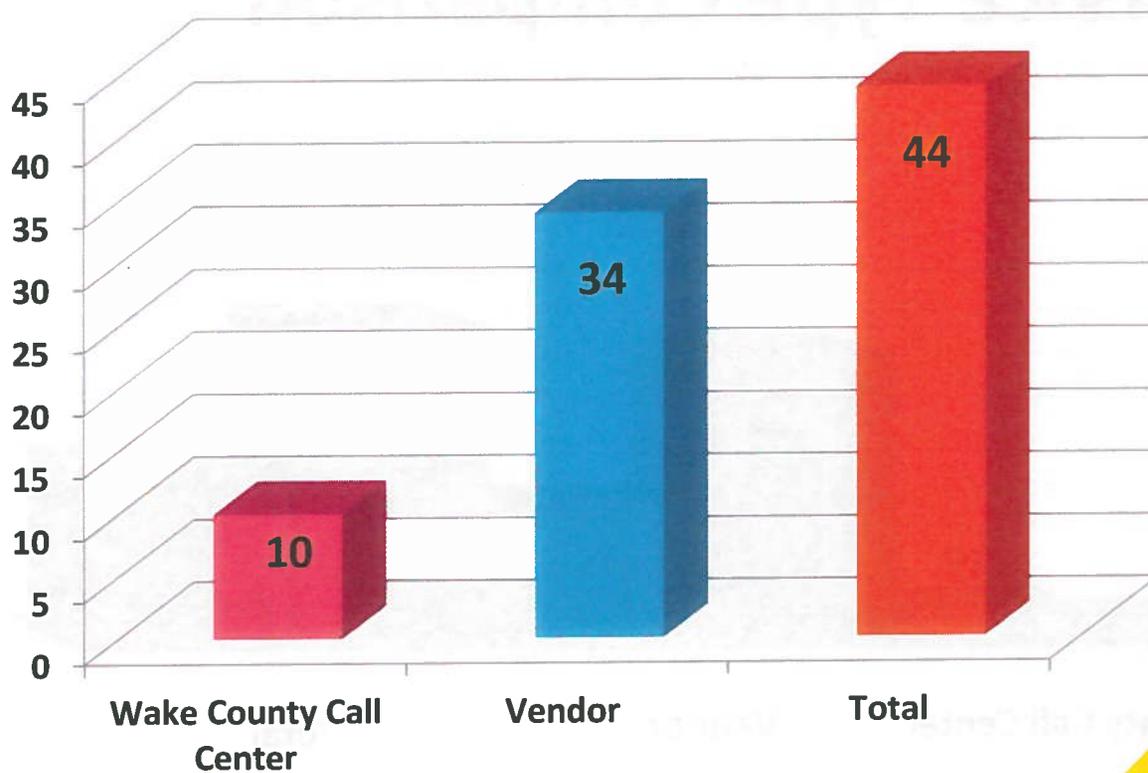
Ticket	Total
Driver	36
Dispatcher	6
Other	3
Customer Service Rep	2
Manager	0
<b>GRAND TOTAL</b>	<b>47</b>



**What are others?** Calls received by complaint team in error concerning transportation clients with general questions and to set appointment for ride.

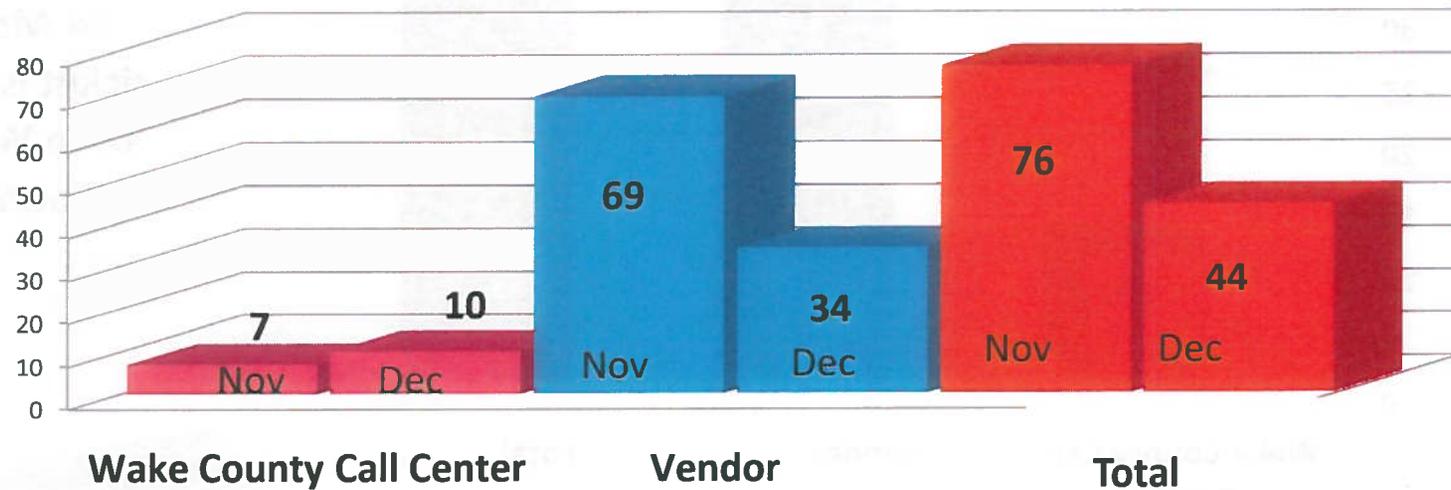
**Note:** Others are not all complaints.

# December Unduplicated Service Type Comparison



**Vendor Produced 24 More ticket issues than Wake County**

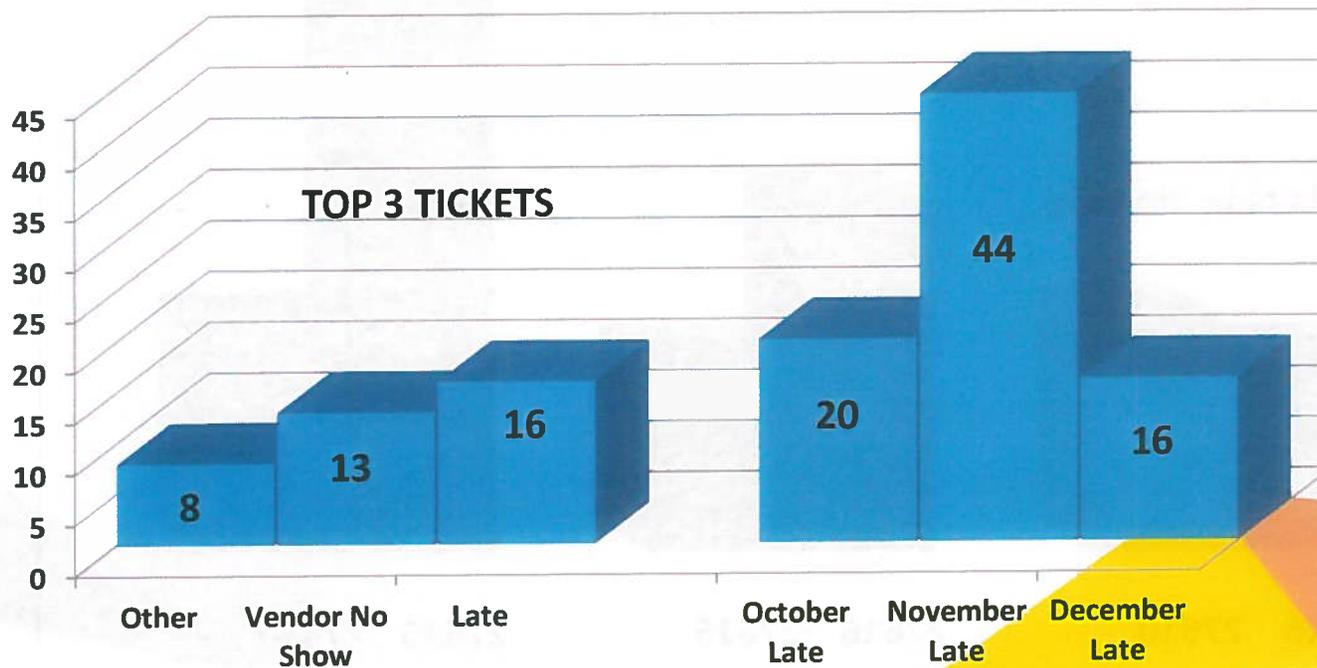
# November verses December Unduplicated Service Type Comparison



# December Service Ticket Sub-Category

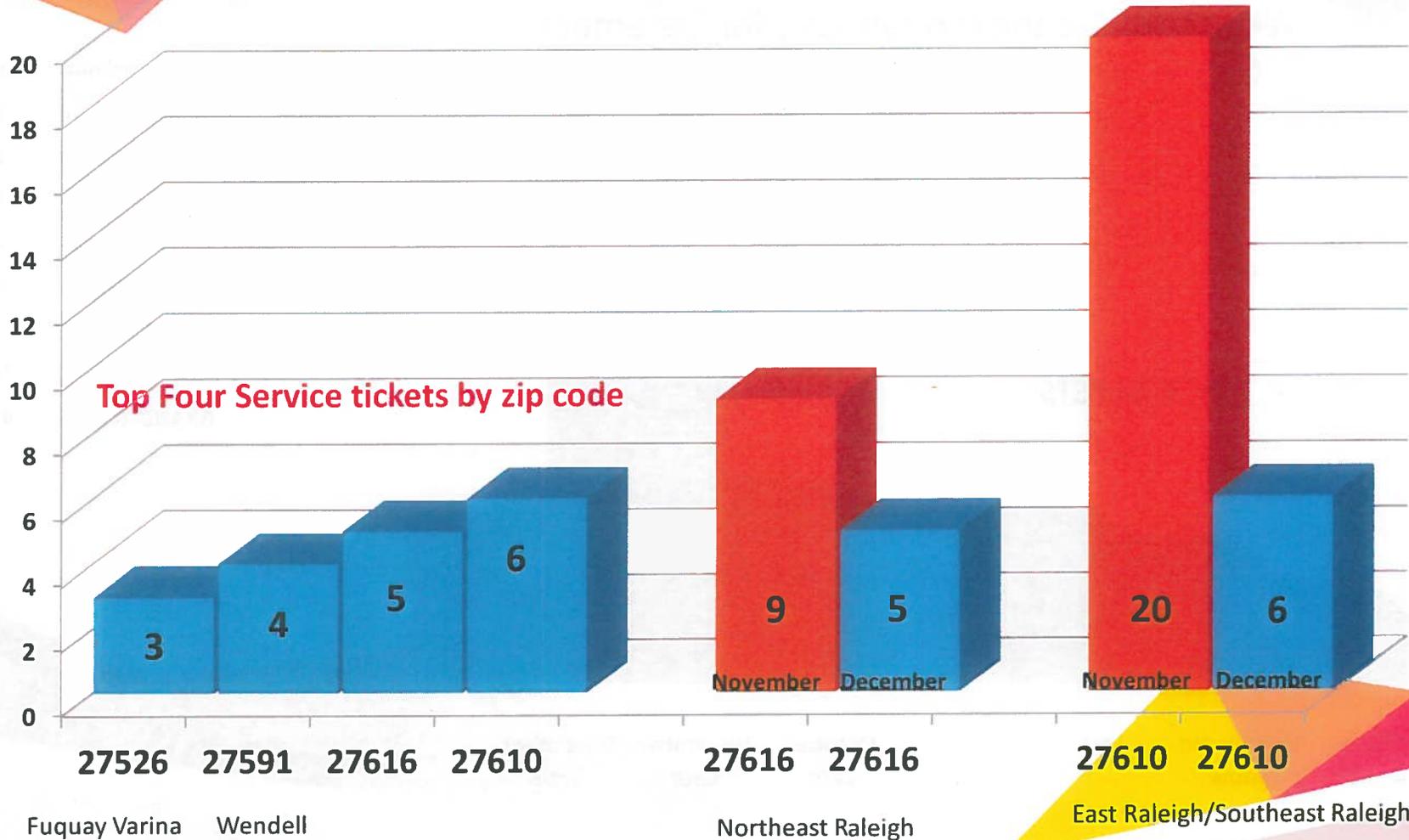
From October to December  
While "Late" is the top category for December  
Clients complained less of rides being late  
compared to prior two months

Complaint	Count
General Question	1
Worker/Driver Customer Service Issue	1
Appointment/Phone Line	4
Wait Time	4
Other	8
Vendor No Show	13
Late	16
<b>GRAND TOTAL</b>	<b>47</b>



# December Ride by Zip Code

While complaints are down most transportation issues come from Zip Code 27616 and 27610



# December: Assignee-Cases Closed

Assignee Name	Cases Offered	Avg Day	1 Day Res	5- Day Res	Completion Rate
Claudia Garay (Wake County)	3	1	100%	0%	100%
Sean Abrams (DHD-Vendor)	9	6	22%	22%	100%
DHS-Vendor	32	7	25%	50%	100%
<b>TOTAL</b>	<b>44</b>	<b>5</b>	<b>49%</b>	<b>24%</b>	<b>100%</b>

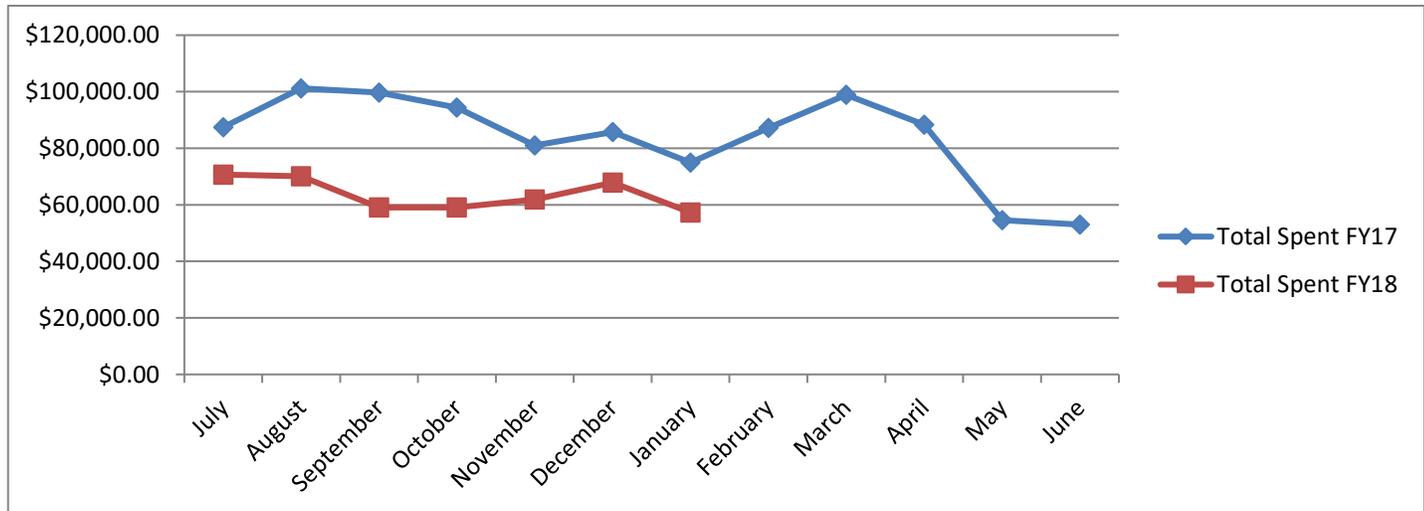
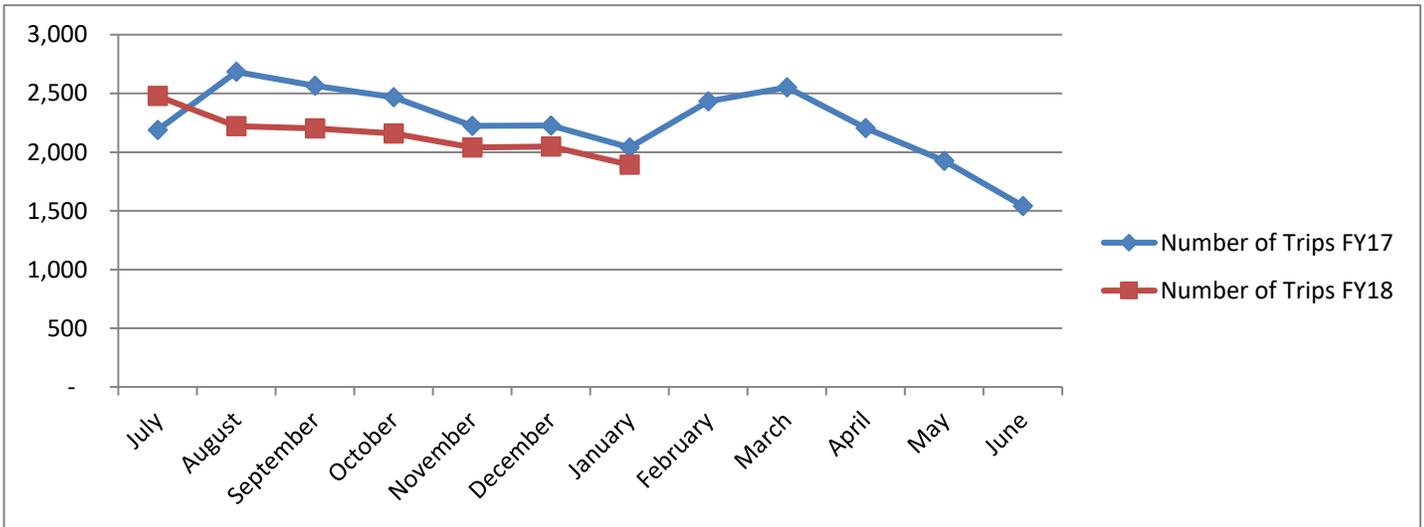
Vendor issues take longer to resolve than Wake County issues.

January YEAR OVER YEAR	WCTS	WCTS	WCTS Total		MV	
	YEAR TO DATE 2017	YEAR TO DATE 2018	Jan-17	Jan-18	Jan-17	Jan-18
TOTAL TRIPS	12467	12843	12467	12843	7259	12843
REVENUE MILES	180715	192129	180715	192129	122589	192129
REVENUE HOURS	8753	10035.3	8753	10035	6029	10035
PASSENGERS PER REV HOUR	1.42	1.28	1.42	1.28	1.20	1.28
REVENUE MILES PER TRIP	14.50	14.96	14.50	14.96	16.89	14.96
NO SHOWS	285	194	285	194	172	194
NO SHOWS AS % OF TRIPS	2%	1.51%	2.29%	1.51%	2.37%	1.51%
CANCELS	1687	2008	1687	2008	1109	2008
CANCELS AS % OF TRIPS	13.53%	15.63%	13.53%	15.63%	15.28%	15.63%
TOTAL CANCEL/NO SHOW %	15.82%	17.15%	15.82%	17.15%	17.65%	17.15%
ON TIME PERFORMANCE	77.5%	74.80%	77.50%	74.80%	76.90%	74.80%
AMBULATORY	10619	11138	10619	11138	5413	11138
WHEELCHAIR	1848	1705	1848	1705	1846	1705
ATTENDANTS	767	838	767	838	428	838
GUESTS	132	67	132	67	105	67
Nulls	539	1264	539	1264	319	1264
Missed Trips	N/A	1		1		1

Current Feb OTP 79.1%

# Wake County TRACS - February 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	\$67,873.37	2,226	2,048
January	\$74,895.25	\$57,294.84	2,040	1,892
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	
<b>YTD Totals</b>	<b>\$624,259.35</b>	<b>\$445,950.04</b>	<b>16,394</b>	<b>15,038</b>



**RGP Zone Scheduled Trips**

	East	North	South	Southwest
<b>July</b>	211	55	52	196
<b>August</b>	225	59	53	200
<b>September</b>	180	36	45	166
<b>October</b>	228	62	33	182
<b>November</b>	163	74	6	137
<b>December</b>	124	76	19	86
<b>January</b>	138	32	37	95

**Denied Trips**

	RGP Northern	RGP Eastern	RGP Southern	RGP Southwest	EDTAP	Employment
<b>August</b>	2	5	1	5	64	10
<b>September</b>	0	5	0	4	22	3
<b>October</b>	0	18	3	5	44	9
<b>November</b>	3	3		5	20	8
<b>December</b>	2	15		1	12	12
<b>January</b>	1	8			9	1

**October**

Funding Sources	Amount Spent	Trip Counts
<b>EDTAP</b>	\$16,394.04	651
<b>RGP</b>	\$12,048.86	454
<b>EMPL</b>	\$17,837.10	620
<b>WakeTran</b>	\$12,787.96	433

**December**

Funding Sources	Amount Spent	Trip Counts
<b>EDTAP</b>	\$22,260.05	692
<b>RGP</b>	\$9,252.40	295
<b>EMPL</b>	\$14,103.54	413
<b>WakeTran</b>	\$22,257.39	648

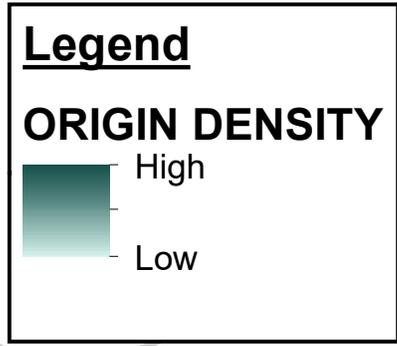
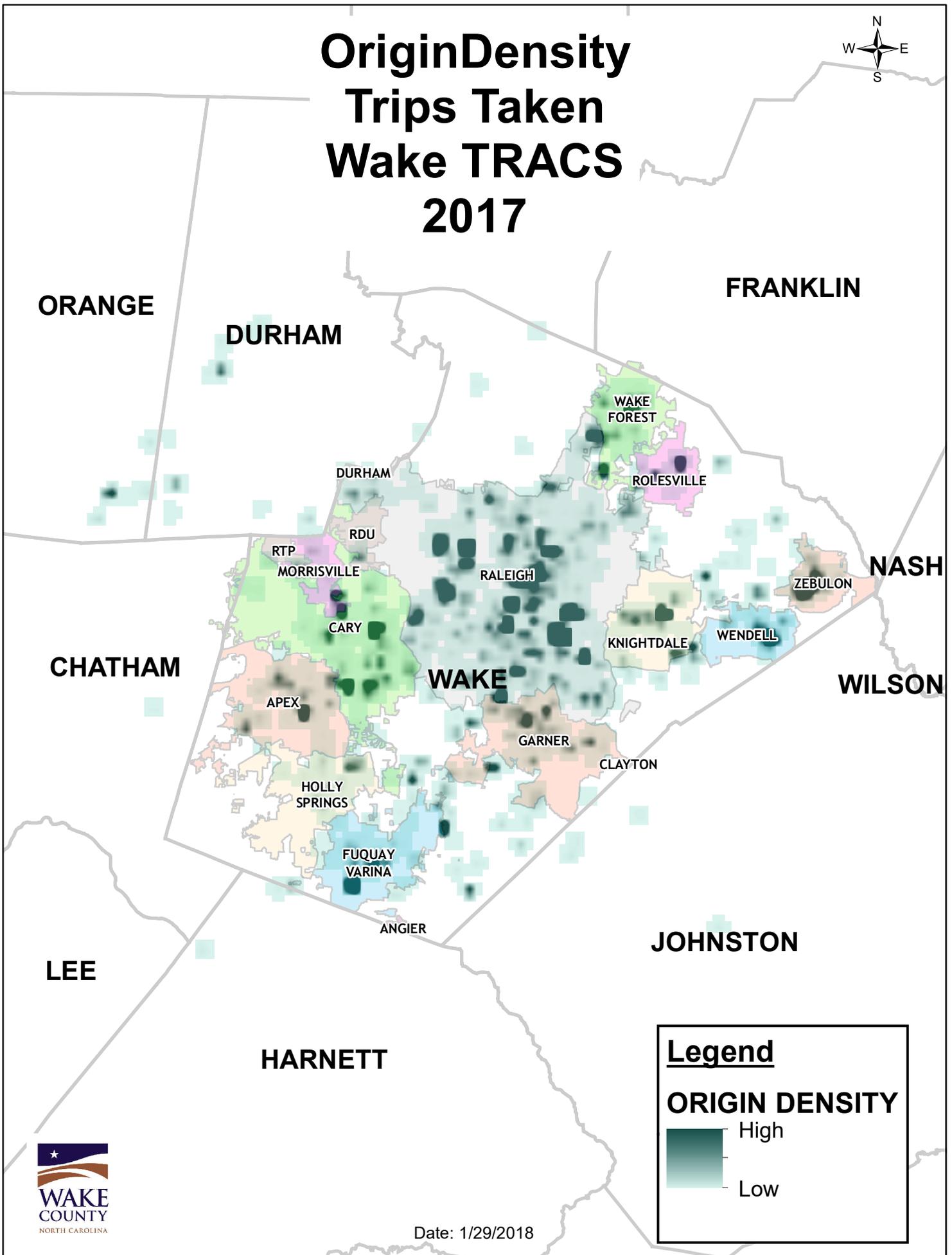
**November**

Funding Sources	Amount Spent	Trip Counts
<b>EDTAP</b>	\$16,094.68	555
<b>RGP</b>	\$10,509.04	361
<b>EMPL</b>	\$14,997.60	470
<b>WakeTran</b>	\$20,240.97	653

**January**

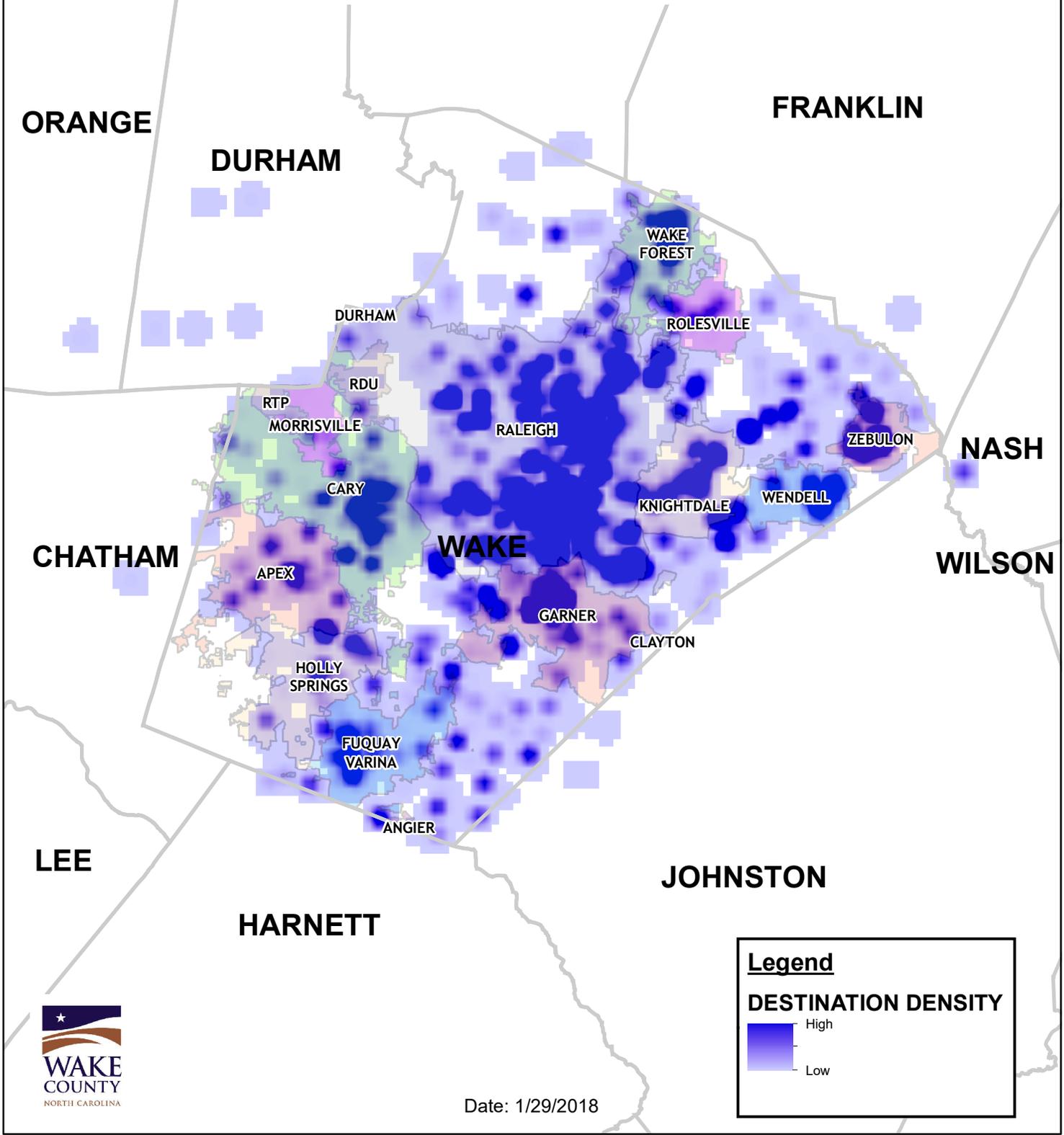
Funding Sources	Amount Spent	Trip Counts
<b>EDTAP</b>	\$15,426.93	526
<b>RGP</b>	\$8,628.89	288
<b>EMPL</b>	\$15,501.54	466
<b>WakeTran</b>	\$15,555.73	509

# OriginDensity Trips Taken Wake TRACS 2017



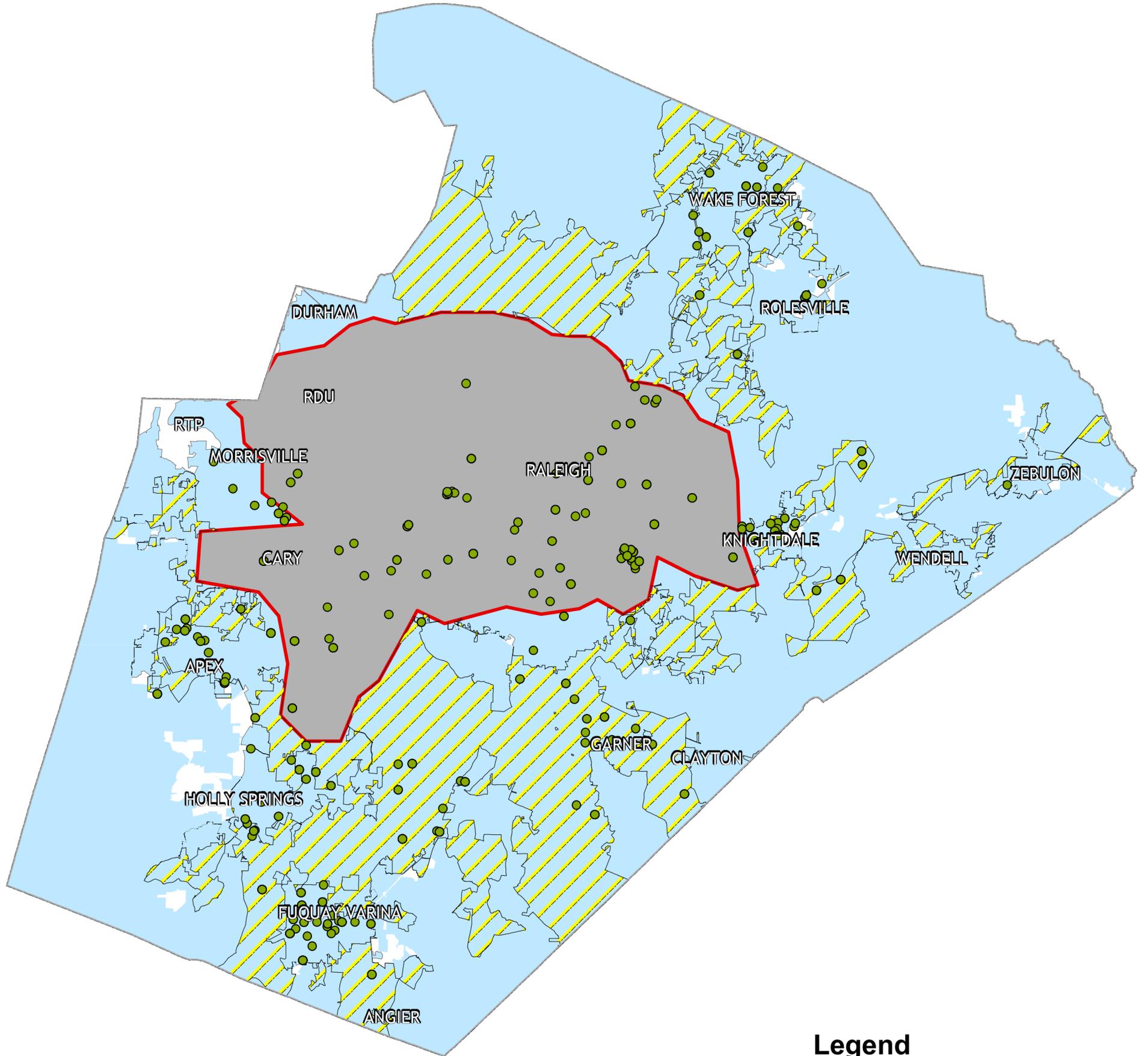
Date: 1/29/2018

# Destination Density Trips Taken Wake TRACS 2017



Date: 1/29/2018

# Rural Public Eligible Transportation Funding Zones Wake County TRACS



## Legend

- WAKETRAN\_ORIGIN\_ADDRESS

**Wake County Coordinated Transit Services  
Transportation Advisory Board (TAB)  
Agenda**

February 14, 2018 – 9:00-11:30AM  
Wake Enterprises, 3548 Bush St, Raleigh, NC 27609

*In attendance:*

*Danielle Omori*

*Vinson Hines*

*Sean Abrams*

*Walter Weeks*

*Anita Davis*

*Claudia Garay*

*Hannah Lundy*

*Douggy Johnson*

*Lindsay Schinasi*

*Carmalee Scarapetti*

1. **Welcome and Introductions**
2. **Public Comments**
3. **Review and Approval of Minutes**
  - a. Motion to approve January and December minutes by Douggy Johnson
    - i. Walter Weeks and Vinson Hines vote to approve
4. **Proficiency Draft Report** – Anita Davis (*findings attached*)
  - a. Will send entire draft report to TAB electronically due to the number of pages
  - b. The draft report and resolutions have been reviewed by the Board and find resolutions to be appropriate
    - i. Motion by Walter Weeks, seconded by Vinson Hines
  - c. Final report due within 30 days of submission (submitted on February 5<sup>th</sup>). WCTS will keep the Board abreast of any new developments and final findings.
5. **Review ADA Draft Policy** – Anita Davis

- a. Walter: passengers with hearing disabilities – passenger must still be the one. WCTS should make it clear that people can make trips on passenger’s behalf, but also prevent people from making trips for unwilling passengers.
  - i. Anita notes that WCTS sends out robocall the night before the trip to help remind or alert passengers to an upcoming trip
  - ii. Douggy suggests having authorized persons who can reserve trips for passengers unable to reserve their own trips
  - iii. Vinson suggests using “authorized person or guardian”
  - iv. Lindsay has liability waivers for passengers
  - v. Douggy suggests adding paragraph about third party scheduling trips referencing responsible parties
  - vi. Walter: if you need someone to schedule a trip on your behalf, have passenger sign form or waiver
  - vii. Carmalee: WCTS can contact authorized person on passengers’ behalf
  - viii. WCTS will review the recommendation from the Board for new policy
- b. Vinson Hines: No shows: ADA requires that warnings need a baseline – no show policy doesn’t kick in until  $x$  number of trips
- c. Vinson Hines: Reasonable modification policy – needs individual policy in guide
- d. Vinson Hines: Ride time: how do we determine ride times? Need reasoning
- e. Douggy Johnson: include lewd behavior and harassment
- f. Walter Weeks: include vaping, tobacco use under first bullet point under inappropriate behavior
  - i. Separating inappropriate and seriously disruptive into two separate categories
- g. Carmalee: exclude radios, cassettes or disc players
- h. Service animals – dogs and mini horses only
  - i. Support animals
- i. Success Plan will be sent to Board for approval & legal department for review

6. **Success Plan Change** – Hannah Lundy

- a. Previous goal was 1.75 for passengers per hour, but on the Wake Transit Plan, our goal is 1.5. Approval to change the success plan goal to 1.5 to match Wake Transit Plan?
- b. Walter Weeks sets motion to approve
  - i. Douggy seconds, and Board approves

7. **Complaints Report** -Claudia Garay (*attached*)

- a. Douggy would like to know what type of complaints are being made about the drivers
- b. Douggy would like the number of complaints to trips ratio

8. **Vendor Report** - Sean Abrams (*attached*)

- a. Vinson Hines would like to see OTP based on PU and DO times

9. **TRACS Report** – Hannah Lundy (*attached*)

- a. Douggy: Wedgewood & New Hope intersection – WCTS van blocks traffic during pickup – Sean outlines MV’s policies to back out into traffic

10. **Review Maps for funding sources** – Hannah Lundy (*attached*)

11. **Good of the Order Announcements** – All

- a. Douggy: VA benefits for veteran outreach. If any TAB members know an area that would like to be in contact about VA benefits, please contact Douggy Johnson
- b. Carmalee: Capital Area Re-entry council finding
  - i. Public input on City of Raleigh transportation changes: Chavis Heights community center (Feb 14 5-7) – more information on City of Raleigh site
- c. Walter: Defenders of the Red, White, and Blue, a historical book
- d. Run club St. Patrick’s Day run: Wake Enterprises is one of the recipients of charity funds
- e. Anita: transportation and housing are separating into two different units and changes in Medicaid and the State level are still unknown, but Anita will provide information to the Board when the details become clear
  - i. Walter would like the TAB to draft a letter to send to the State on the potential for the brokerage model – Carmalee will draft a letter on behalf of the TAB

Adjournment