

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

January 10, 2018 – 9:00-11:30AM
220 Swinburne Road Room 2062

In attendance:

Hannah Lundy

Anita Davis

Claudia Garay

Vinson Hines

Walter Weeks

Sean Abrams

Danielle Omori

Sharon Peterson

1. Welcome and Introductions

- a. Anita Davis lets the TAB know that Emily Fischbein will be restructuring the TAB

2. Public Comments

3. Review and Approval of Minutes

4. Review ADA Draft Policy – Anita Davis

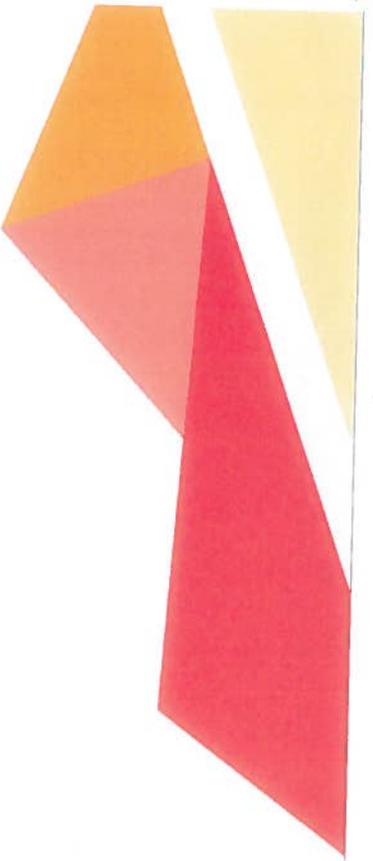
- a. WCTS will update the service animal definition
- b. WCTS will include more generic definitions to not exclude
- c. Comments submitted by Carmalee & Vinson Hines will be updated
- d. An updated policy will be sent to the TAB for future comments and approval
- e. Vinson Hines informs the TAB about securing wheelchairs based on ADA policy, and if a client doesn't want to be fully secured, then a ride cannot be denied based on this. Once an agency reports to FTA, there are higher thresholds for ADA compliance
- f. Danielle notes that the wording for license should be adjusted to state ID to account for those who cannot get a license

5. Complaints Report -Claudia Garay (attached)

- a. Anita would like to know if the consumer affairs center can track if clients are late to their first leg trip or second leg (return home)

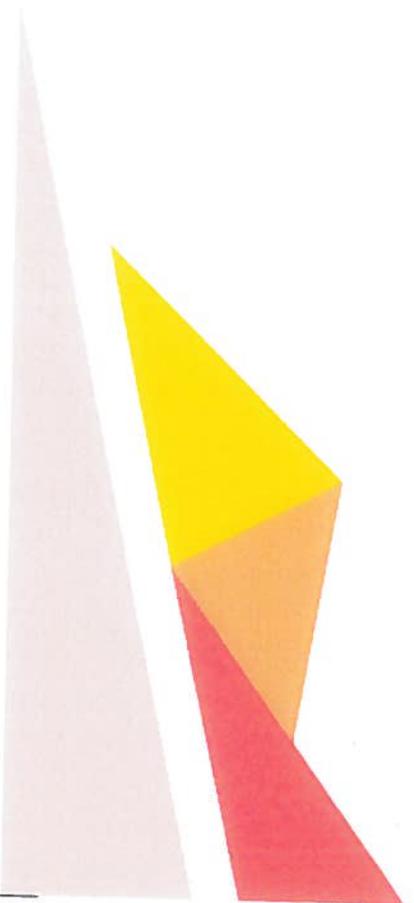
- b. Walter suggests that the zip code block could be a good indicator to address issues in those specific areas
 - c. Walter would also like to see if we could apply these complaint numbers over a zip code map to visualize the location
 - d. Walter would like to change the phrasing of “resolution” since many complaints may not be resolved, but rather just addressed
 - e. Vinson would like to have a section showing that previously incomplete complaints have been closed out
 - f. Anita and Claudia are meeting with consumer affairs to address any issues discussed
6. **Vendor Report - Sean Abrams** (attached)
- a. MV has added about 20 split shifts to help with peak times, but they have seen a need for more vehicles and plan to add 10 vehicles (County vehicles)
 - b. Currently have 64 vehicles
 - c. Vinson would like to see the OTP separated into PU & DO trips
 - d. Walter notes that passengers are riding on the vehicles for longer distances
7. **TRACS Report – Hannah Lundy** (attached)
- a. Included map for WakeTran eligible trips
8. **Good of the Order Announcements - All**
- a. Vinson Hines will return to his previous position as Transit Manager
 - b. Walter Weeks – Wake Enterprises is having to discontinue services due to funding cuts
 - c. Next meeting with take place on February 14 at Wake Enterprises

Adjournment



Questions

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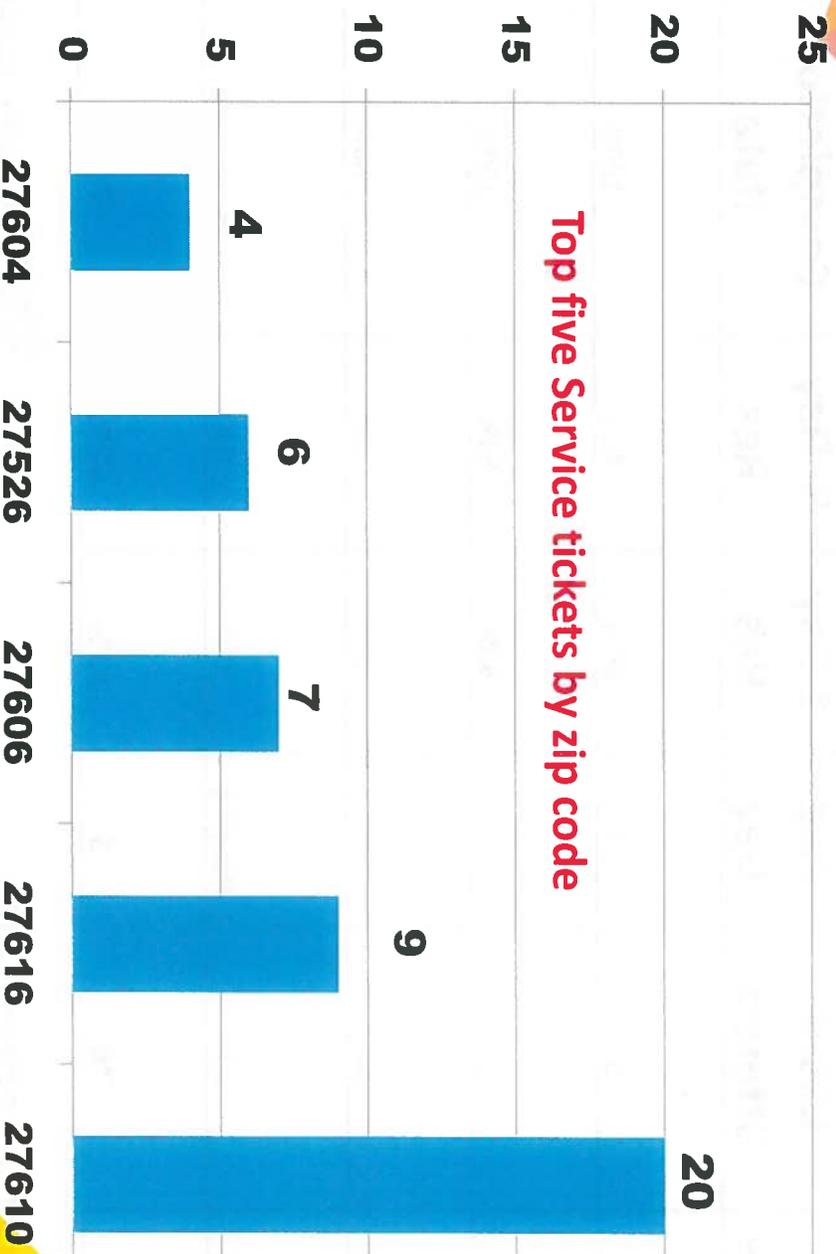


November: Assignee Resolution

Assignee Name	Cases Offered	Avg Day	1 Day Res	5- Day Res	Completion Rate
Claudia Gara (Wake County)	5	3	60%	40%	100%
Maribeth Hecker (Wake County)	2	4	50%	50%	100%
Marirka Maldonado/ Sean Abrums (Partner)	50	5	22%	78%	100%
Marirka Maldonado/ Sean Abrums (Partner)	19	Pending	0%	0%	Incomplete
TOTAL	76	3	33%	42%	75%

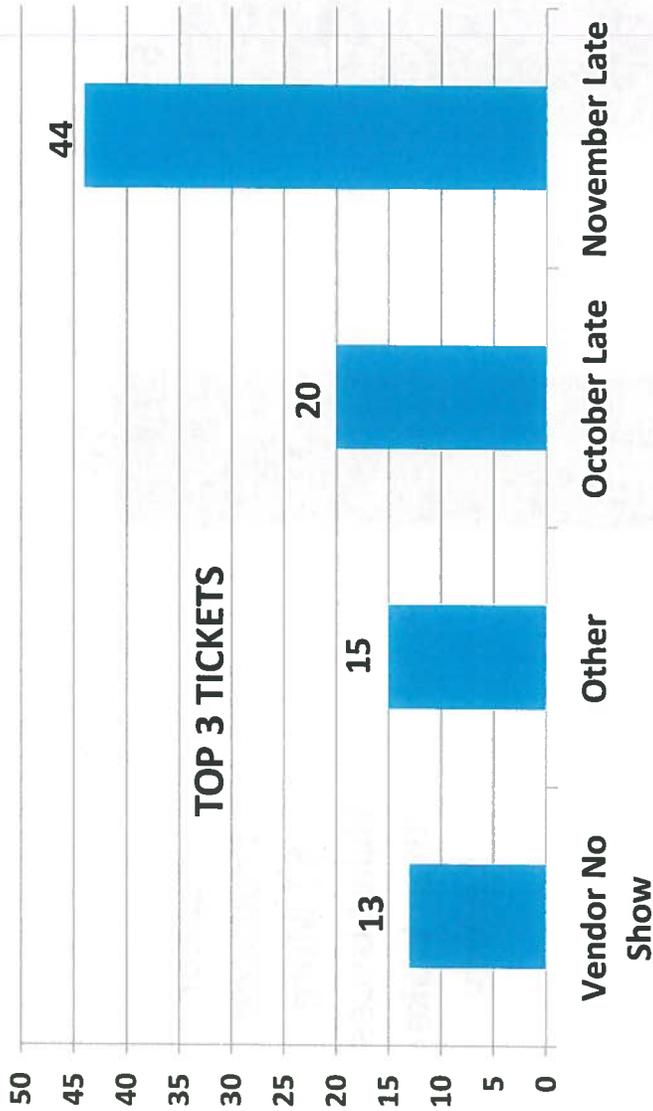
Wake County Partner cases offered does not include 19 pending resolution cases.

November Ride by Zip Code

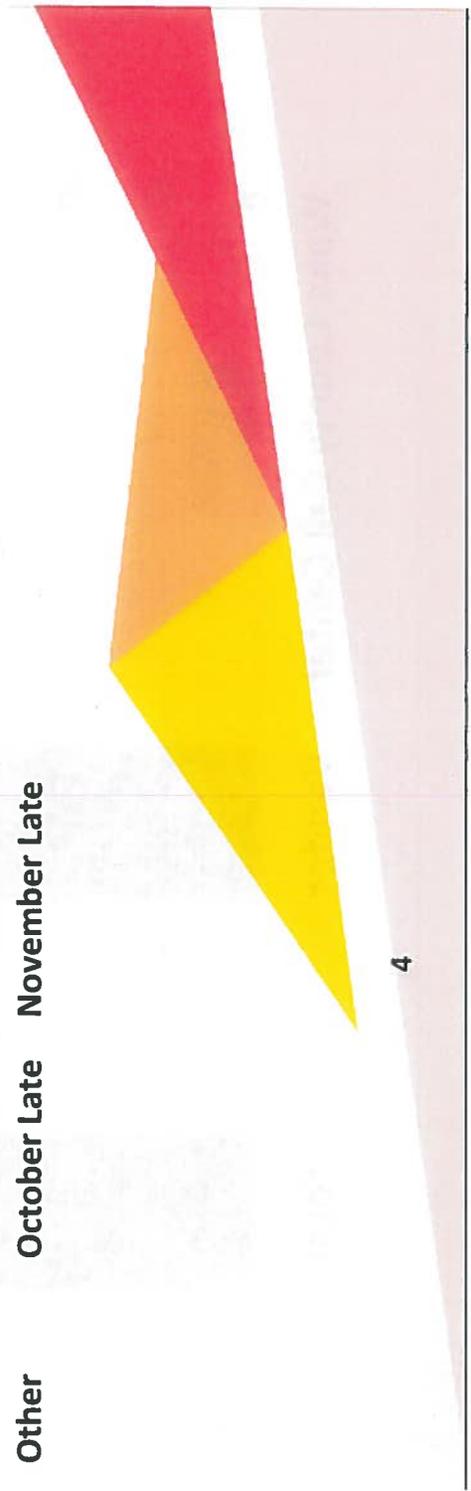


November Service Ticket Sub-Category

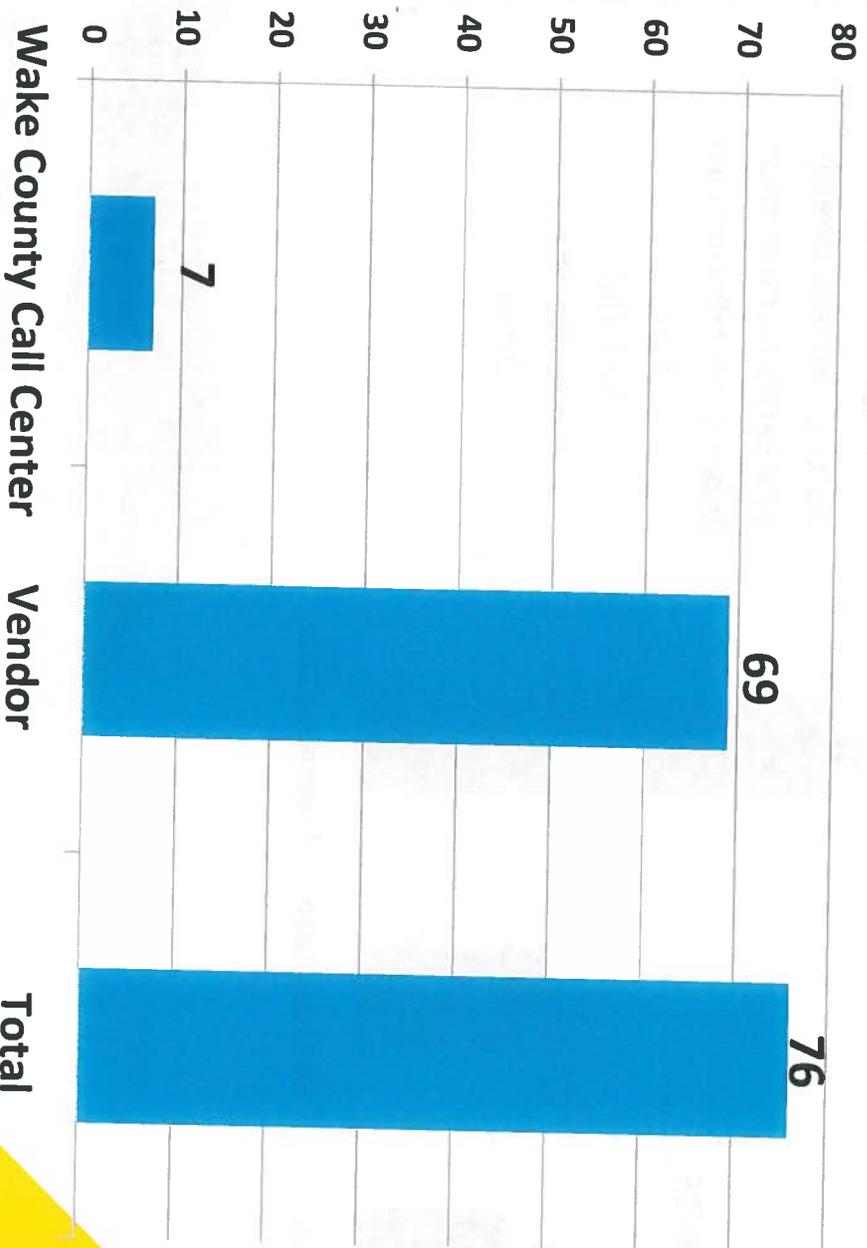
From October to November
 Clients reported 24 more late complaints



Complaint	Count
General Question	1
Other Rider Disturbance	1
Rider No Show	2
Safety/Careless Driving	5
Worker/Driver Behavior	7
Appointment/Phone Line	8
Early	10
Wait Time	11
Vendor No Show	13
Other	15
Late	44
Grand Total	117



November Unduplicated Service Type Comparison

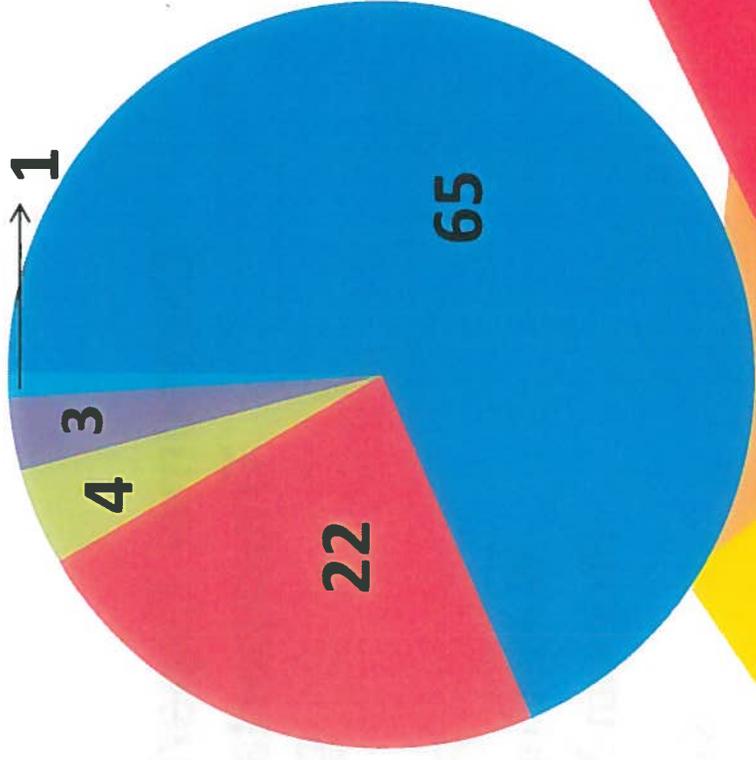


Vendor
Produced
62 More
ticket issues
than Wake
County

November Service Ticket Categories

Who was the complaint about?

Ticket	Total
Driver	65
Dispatcher	22
Other	4
Customer Service Rep	3
Manager	1
GRAND TOTAL	95



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.



**Human
Services**

Consumer Experience Management Team Transportation Monthly Data Summary

Presented to

Wake County Transportation

Program Manager Anita Davis

November FY-18



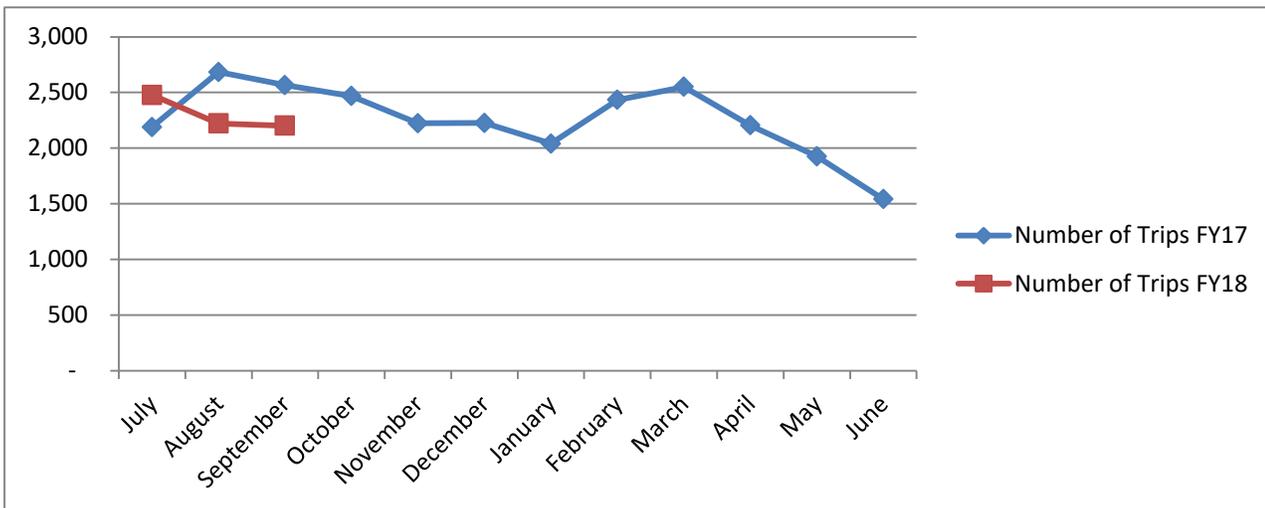
This is an interdepartmental summary designed by the **Consumer Experience Management Team (CEMT)** for the Economic Self Sufficiency Supervisors and Assignees

November YEAR OVER YEAR	WCTS		WCTS Total		MV	
	YEAR TO DATE 2016	YEAR TO DATE 2017	Dec-16	Dec-17	Dec-16	Dec-17
TOTAL TRIPS	155211	164665	13671	13516	7950	13516
REVENUE MILES	2223688	2454110	202563	207744	133079	207744
REVENUE HOURS	103335.77	116070.57	9769	10889	6578	10889
PASSENGERS PER REV HOUR	1.50	1.42	1.40	1.24	1.21	1.24
REVENUE MILES PER TRIP	14.33	14.90	14.82	15.37	16.74	15.37
NO SHOWS	2518	2869	410	167	224	167
NO SHOWS AS % OF TRIPS	2%	1.74%	3.00%	1.24%	2.82%	1.24%
CANCELS	25429	23203	1928	2331	1259	1962
CANCELS AS % OF TRIPS	16.38%	14.09%	14.10%	17.25%	15.84%	14.52%
TOTAL CANCEL/NO SHOW %	18.01%	15.83%	17.10%	18.48%	18.65%	15.75%
ON TIME PERFORMANCE	69.5%	67.75%	79.74%	75.60%	78.10%	75.60%
AMBULATORY	135080	143988	11656	11681	5942	11681
WHEELCHAIR	20131	20947	2015	1835	2008	1835
ATTENDANTS	9961	10692	885	845	546	845
GUESTS	2180	1612	169	80	132	80
Nulls	10680	10341	543	1107	316	1107
Missed Trips	N/A					

Current Jan OTP 83.9%

Wake County TRACS - October 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		2,467	
November	\$81,043.65		2,223	
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	
Totals	\$1,006,197.39		27,048	



August

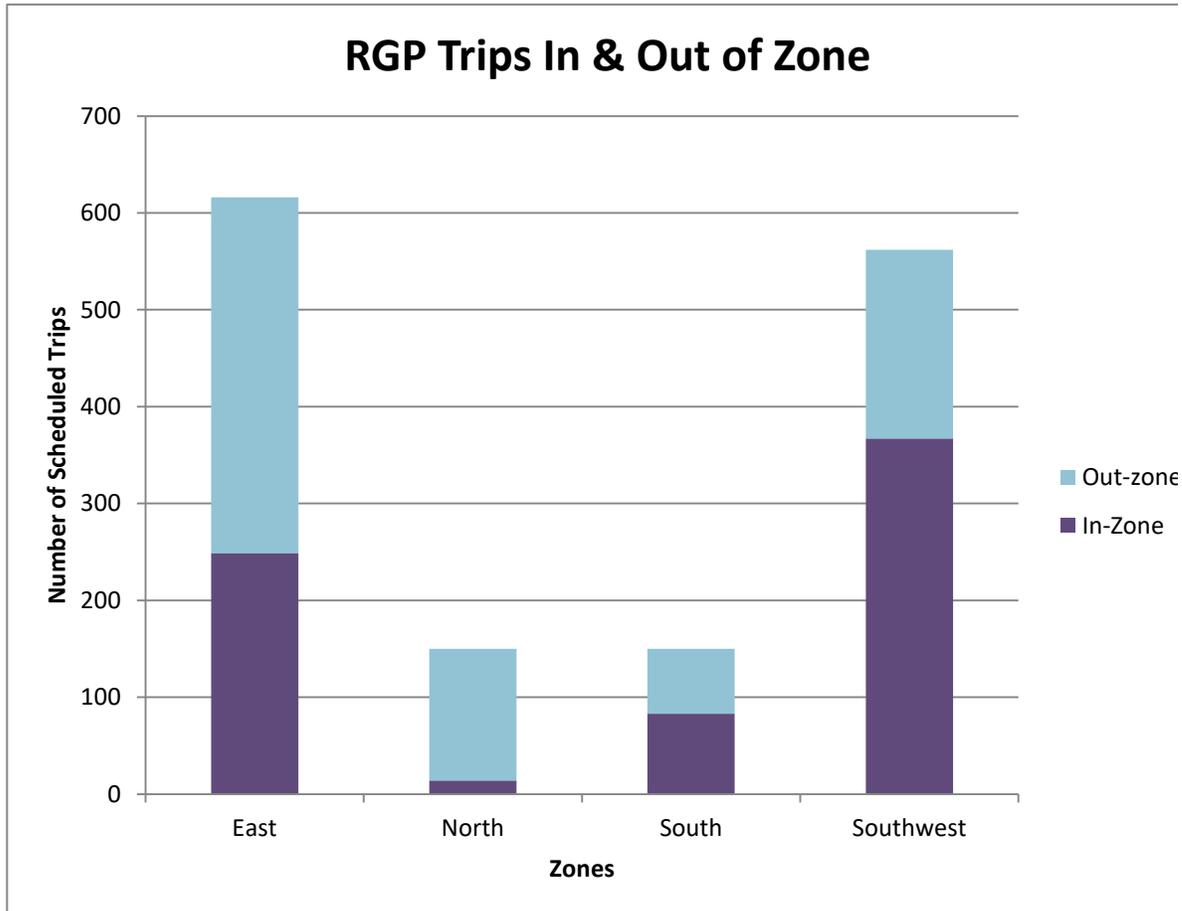
Funding Sources	Amount Spent	Trip Counts
EDTAP	\$36,788.50	1,102
RGP	\$11,421.80	502
EMPL	\$21,905.03	618
WakeTran		

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

RGP Zone Scheduled Trips

	July	August	September
East	211	225	180
North	55	59	36
South	52	53	45
Southwest	196	200	166

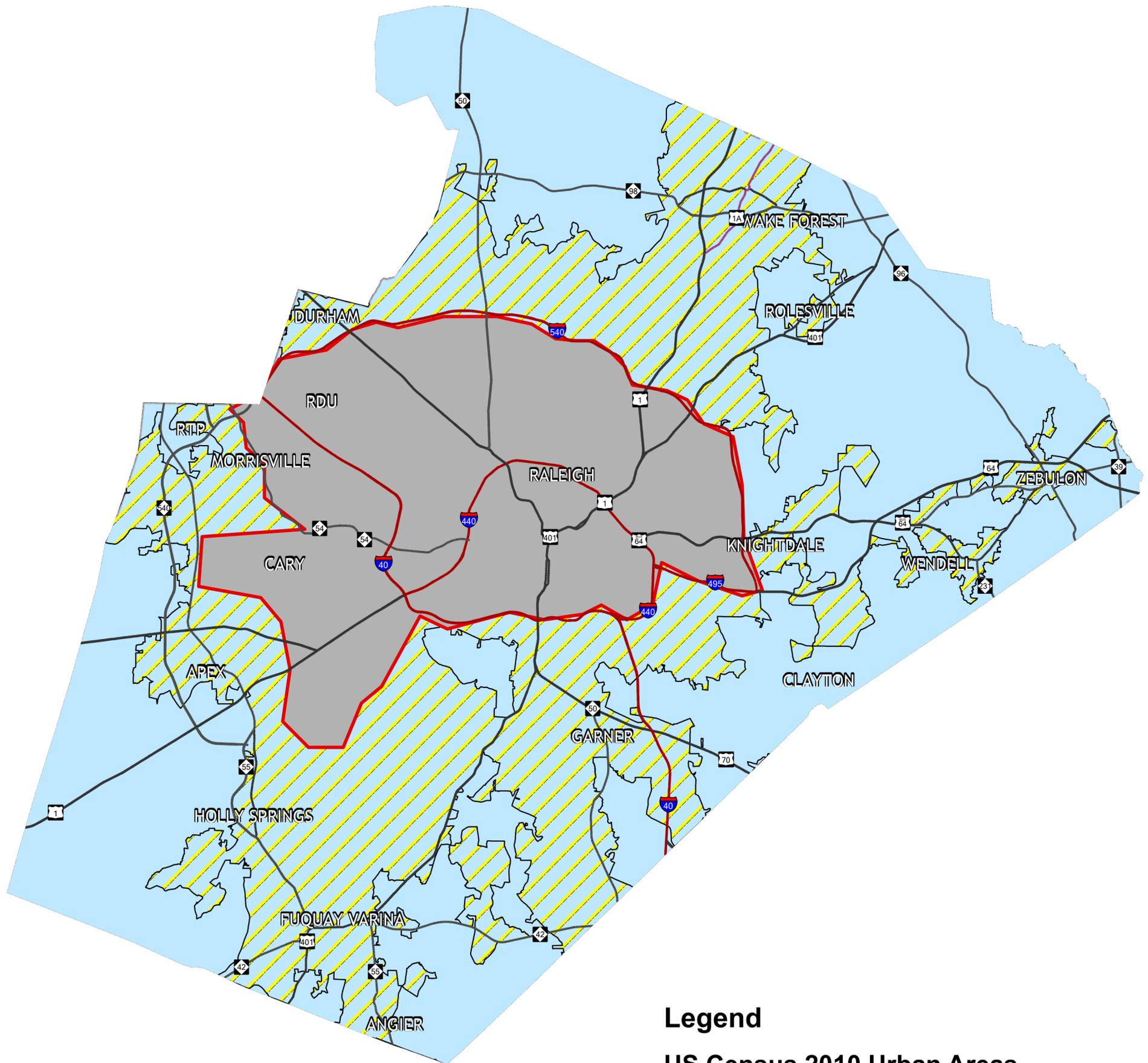


Denied Trips

	July	August	September
RGP Northern	N/A	2	0
RGP Eastern	N/A	5	5
RGP Southern	N/A	1	0
RGP Southwest	N/A	5	4
EDTAP	N/A	64	22
Employment	N/A	10	3

3

Rural Public Transportation Funding Areas No Longer Eligible for Trips Wake County



Legend

US Census 2010 Urban Areas

 No Longer Eligible

TRACS Zones

 Existing

 Raleigh Core Area