

GoWake Access Transportation Advisory Board (TAB) Agenda

June 5, 2019 – 9:00-11:30
220 Swinburne St. Raleigh NC, Room 3112

In attendance:

Anita Davis
Claudia Garay
Hannah Lundy
Mae Freeman
Vinson Hines
Kevin Wyrauch
Akul Nishawala
Sharon Peterson
Sean Lanham
Sean Abrams
Tammy Romain

1. **Welcome and Introductions**
2. **Public Comments**
3. **Drug and Alcohol Final Report** – Anita Davis (*attached*)
 - a. Deficiencies have been addressed by vendor (MV) and collection site. DOT will not send a separate report noting that the issues have been closed, but all issues have been addressed.
 - b. MV is no longer using the collection site that was reviewed
 - c. MV corrections:
 - i. More staff training on reasonable suspicion and processes
 - ii. MV general manager and safety manager will conduct bi-weekly monitoring
4. **Medicaid Transformation Changes** – Anita Davis
 - a. State Medicaid program is moving to a private model, which will affect GoWake Access's Medicaid trips. Passengers who no longer fall under general state Medicaid will now be referred to the appropriate healthcare provider for trips
5. **5310 Grant Updates** – Anita Davis
 - a. 5310: of the \$1.2 million requested, GoWake Access was granted \$263,000 to help provide trips for Resources for Seniors programs
6. **Internal Call Center & Operations Changes** – Anita Davis and Claudia Garay
 - a. Potentially looking at changing the call center hours to 8am-5pm from 7am-5pm.
 - b. TAB comments:
 - i. Potential issues for passengers to adjust to new schedule
 - ii. Passengers who call for employment, will they be unable to call at 8am?
 - iii. Additional questions with Medicaid – begin new hours after the Medicaid transformation?

- iv. Potential survey of passengers for new hours?
- 7. **Success Plan** – Anita Davis and Hannah Lundy (*attached*)
- 8. **Complaints Report** – Claudia Garay (*attached*)
- 9. **General Public Report** – Hannah Lundy (*attached*)
- 10. **Vendor Report** – Sean Abrams (*attached*)
- 11. **TAB Chair Nominations**
 - a. A new chairperson and secretary is needed for the Advisory Board
 - b. Vinson Hines – new member of TAB will be Tammy Romain in place of Vinson Hines
 - c. Anita Davis – a new operations manager position for GoWake Access has been approved for the FY21 budget

Adjournment

**NORTH CAROLINA
DEPARTMENT OF TRANSPORTATION
PUBLIC TRANSPORTATION DIVISION**



**Drug and Alcohol Testing Program Compliance Review
REPORT**

*A Review of Regulatory Compliance, Technical Skills Capacity &
Management Proficiency of Federal and North Carolina State Funded Transit Section 5311 Subrecipients*

Subrecipient: Wake County, GoWake Access

Transportation Provider: MV Transportation

Date of On-Site Review: March 28, 2019

Report Date: April 12, 2019

Included in this report is a matrix of regulatory deficiencies and advisory items noted during the review. The column labeled “compliance finding” lists the areas of concern noted during the review. If the topic area was found to be compliant with the drug and alcohol testing regulations, the word “none” will appear. The remedy column includes a description of how to correct the area of non-compliance. The remedy will be listed as a “deficiency”, meaning it must be corrected immediately as a matter of regulatory compliance, or an “advisory” meaning the revision is a suggested best practice.

All deficiencies listed on the report must be addressed and a corrective action must be taken within **30 days** of the issuance of this report. All corrective actions must be described in detail and must be documented. Documentation should be sent to the following:

RLS & Associates, Inc.
NCDOT Drug and Alcohol Program
3131 South Dixie Drive, Suite 545
Dayton, Ohio 45439

Email: soswald@rlsandassoc.com
Fax: 937-299-1055

Drug and Alcohol Site Visit

Attendance Sheet

	Name	Title	Organization	Email or Phone
1	Donovan Speller	DAPM / Safety Manager	MV Transportation	dspeller@mvtransit.com
2	Sean Abrams	General Manager	MV Transportation	sabrams@mvtransit.com
3	Hannah Lundy	Transit Analyst	Wake County	919-212-7141
4	Sean Oswald	Senior Associate	RLS & Associates, Inc.	soswald@rlsandassoc.com

Compliance Findings and Advisories

Subrecipient Name: Wake County GoWake Access Date of Initial Report: 4/12/2019 Due Date of Subrecipient Response: 30 Days from receipt

Topic	Compliance Areas	Regulatory Citation	Compliance Finding	Advisory Finding	Remedy	Subrecipient Corrective Action	Finding Status	Outstanding Deficiencies or Advisories if Any
Random Testing Pool Management	When a safety-sensitive employee is to be on extended leave (90 or more consecutive days) and will not be performing safety-sensitive functions, how do you handle their placement in the DOT random testing pool and do you do anything upon their return and prior to their performance of safety-sensitive function?	655.41(d)		At the time of the review, the local Safety-Manager was unsure of how MV Corporate D&A Compliance staff handle an employee's placement in the D&A random testing pool if an employee is going to be on some type of extended absence.	The DAPM must obtain a statement from MV Corporate D&A compliance staff with a detailed procedural explanation of how and when employees are removed from the random testing selection pool during an extended absence.		<input type="checkbox"/> Closed Date Closed: <input checked="" type="checkbox"/> Open	

Topic	Compliance Areas	Regulatory Citation	Compliance Finding	Advisory Finding	Remedy	Subrecipient Corrective Action	Finding Status	Outstanding Deficiencies or Advisories if Any
Post-Accident Testing	What would be the result if an employee fails to remain "readily available" for testing after an accident?	655.44(c)	The DAPM was not fully aware of the result if an employee fails to remain "readily available" for testing after an accident.		The DAPM must provide a signed statement, on agency letterhead, certifying that they have read and fully understand the requirements of 49 CFR Part 655.44(c) which states employee who is subject to post-accident testing who fails to remain readily available for such testing, including notifying the employer or the employer representative of his or her location if he or she leaves the scene of the accident prior to submission to such test, may be deemed by the employer to have refused to submit to testing		<input type="checkbox"/> Closed Date Closed: <input checked="" type="checkbox"/> Open	

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Non-Negative Alcohol Test Results	What action would you take upon verbal notification that an employee had an alcohol test result of 0.02-0.039	40.23(c)	At the time of the review, the DAPM did know that if an employee has an alcohol test result of 0.02-0.039, that the employee must be removed from the performance of safety-sensitive function; however, the DAPM was unsure of the amount of time the employee would have to be removed in the event that an employee has an alcohol test result of 0.02-0.039		The DAPM must provide a signed statement, on agency letterhead, certifying that they have read and fully understand the requirements of 49 CFR Part 655.35 and Part 40.23(c) which state if an employee has an alcohol test result of 0.02-0.039, that this is NOT A POSITIVE result, but that the employer must not allow the employee to return to the performance of safety-sensitive functions until the start of the employee's next regularly scheduled duty-period, but not less than eight (8) hours.		<input type="checkbox"/> Closed Date Closed: <input checked="" type="checkbox"/> Open	

Topic	Compliance Areas	Regulatory Citation	Compliance Finding	Advisory Finding	Remedy	Subrecipient Corrective Action	Finding Status	Outstanding Deficiencies or Advisories if Any
Records Management	Does this employer conduct non-DOT drug and/or alcohol testing and if so is it completely separate (separate random pools, separate CCFs and ATFs, etc.) from DOT testing?	40.13	At the time of the review, it was discovered that the DOT drug & alcohol records were being maintained with the NON-DOT drug and alcohol records without any clear distinction.		The DAPM must provide a signed statement, on agency letterhead, certifying that they have read and fully understand the requirements of 49 CFR Part 40.13 which states DOT tests must be completely separate from NON-DOT tests in all respects. Additionally, that DOT tests must take priority and must be conducted and completed before a non-DOT test is begun; and that you must not perform any tests on DOT urine or breath specimens other than those specifically authorized by this part or DOT agency regulations		<input type="checkbox"/> Closed Date Closed: <input checked="" type="checkbox"/> Open	

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<p>Records Management & Previous Employer Records Check</p>	<p>Has the employer obtained specific written consent from the applicant or employee to obtain information about prior DOT drug and alcohol test records from all DOT-regulated employers who employed the individual within the two years prior to the date of application?</p>	<p>40.25 40.333(a)(2)</p>	<p>At the time of the review it was clear that MV transportation was obtaining specific written consent from each applicable applicant to obtain information about prior DOT drug and alcohol test records.</p> <p>However, the local safety-manager and GM could not show the results of these previous employer records check. We could see in the MV system that the requests have been sent out, but there was no way of seeing what the responses were from those previous employers.</p>		<p>The DAPM must provide a signed statement on agency letterhead, explaining how the local safety-manager will be notified from MV corporate on the results of an applicant’s previous employer drug and alcohol records release procedure.</p>		<p><input type="checkbox"/> Closed</p> <p>Date Closed:</p> <p><input checked="" type="checkbox"/> Open</p>	

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Records Management	Do the records indicate that the employer or other person administering the drug and alcohol testing process reviews CCFs/ATFs and identifies and corrects any errors in the testing process of which they become aware, even if they are not considered problems that will cause a test to be cancelled?	40.205 40.209 40.269 40.275	During the records review process, the following errors were identified without documentation of correction: A. On the random alcohol test conducted on employee "S.S." on 4/30/2018, the employee was unable to provide enough breath to obtain a valid result, and the DAPM did not send the employee for an evaluation by a physician B. Employee "W.A." was selected form random drug and alcohol testing in February of 2019. The employee completed their random drug and alcohol test on		The DAPM must provide the following documentation as indicated below: A. The DAPM must provide a signed "Memorandum for the Record" (MFR) stating why this employee was not sent for a physician evaluation. The MFR must also indicate what corrective action has been taken to ensure a similar error does not reoccur in the future. Additionally, the DAPM must provide a signed statement on agency letterhead stating that he has read and fully		<input type="checkbox"/> Closed Date Closed: <input checked="" type="checkbox"/> Open	

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			<p>2/25/2019, and the result of the drug test was negative dilute. The DAPM properly sent the employee back for a 2nd drug test (in accordance with MV policy); however, when the employee was sent back for the 2nd drug test, they were also subjected to a 2nd alcohol test, which should not have occurred.</p> <p>C. The pre-employment drug test conducted on J.Y on 9/30/2017 was cancelled and there was no evidence of a re-test in the files. The Post-Accident drug test conducted on 6/22/2017 was conducted on a</p>		<p>understands the requirements of 49 CFR Part 40.265(c) which states as the employer, when the BAT informs you that the employee has not provided a sufficient amount of breath, you must direct the employee to obtain, within five days, an evaluation from a licensed physician who is acceptable to you and who has expertise in the medical issues raised by the employee's failure to provide a sufficient specimen.</p> <p>B. The DAPM must provide a MFR explaining the fact</p>			

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			<p>Federal CCF, when it should've been done on a NON-Federal CCF</p> <p>D. The Post-Accident alcohol test conducted on 4/25/2017 was conducted more than 2 hours after the time of the accident, but there was not documentation in the file explaining the 2+ hour delay</p> <p>E. There was no ATF in the files for the post-accident test conducted on 10/9/2018.</p> <p>F. The post-accident decision form for the accident occurring on 7/7/2017 stated that no USDOT-FTA post-accident testing threshold</p>		<p>that the 2nd random alcohol test conducted on this employee was in error. The MFR must also include a statement from the DAPM explaining what corrective action has been taken to ensure a similar mistake will not reoccur in the future.</p> <p>C. If MV hired this person (and they are still on staff), MV must immediately send this employee for a USDOT pre-employment drug test.</p> <p>D. The DAPM must provide an MFR</p>			

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			<p>was met; however, the DAPM still conducted DOT-FTA post-accident testing</p> <p>G. The following post-accident drug and alcohol tests were conducted on Federal/DOT CCFs/ATFs, when they should've been conducted on Non-Federal/NON-DOT forms:</p> <ol style="list-style-type: none"> 1. 10/15/2018 (Employee N.S.) 2. 12/11/2018 (Employee A. G.) 		<p>which explains the reason for the 2+ hour delay of the post-accident alcohol test on 4/25/2017</p> <p>E. The DAPM must obtain and provide a copy of the ATF showing that the post-accident alcohol test was actually conducted for the accident on 10/9/2018. If there was no post-accident alcohol test conducted at all, the DAPM must provide a MFR explaining why the post-accident alcohol test was not conducted.</p>			

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					<p>F. The DAPM must provide a MFR explaining why a USDOT-FTA post accident drug and alcohol test was conducted on 7/7/2017 following an accident which was documented to have NOT met the USDOT-FTA post-accident testing thresholds.</p> <p>G. The DAPM must provide a MFR stating that the post-accident tests conducted on 10/15/2018 and 12/11/2018 were not supposed to have been conducted on DOT forms, as the</p>			

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					accidents did not meet the USDOT-FTA post-accident testing thresholds.			

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Breath Alcohol Technician	Was consent or release - giving the collection site or its personnel indemnification - required for testing to be performed?	40.355(a)	At the time of the review, the collection site was utilizing a consent and/or release form required for testing to be performed.		The Collection Site Manager must provide a signed statement, on agency letterhead, certifying that they have read and fully understand the requirements of 49 CFR Part 40.355(a) which states collection sites are prohibited from requiring an employee to sign a consent, release, waiver of liability, or indemnification agreement with respect to any USDOT alcohol or drug test.		<input type="checkbox"/> Closed Date Closed: <input checked="" type="checkbox"/> Open	

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Breath Alcohol Technician	Did the BAT explain the testing procedure and show the employee the instructions on the back of the Alcohol Testing Form (ATF)?	40.241	At the time of the review, the BAT did not explain the procedure or show the employee the instructions on the back of the ATF at the beginning of the testing process.		The BAT must provide a signed statement, on agency letterhead, certifying that they have read and fully understand the requirements of 49 CFR Part 40.241(e) which states the BAT must explain the testing procedures and show the employee the instructions on the back of the ATF at the beginning of the testing process.		<input type="checkbox"/> Closed Date Closed: <input checked="" type="checkbox"/> Open	

Topic	Compliance Areas	Regulatory Citation	Compliance Finding	Advisory Finding	Remedy	Subrecipient Corrective Action	Finding Status	Outstanding Deficiencies or Advisories if Any
Breath Alcohol Technician	If the employee doesn't follow your instruction about things they should not do during the waiting period, is this noted? If so, where is it noted?	40.251	At the time of the review, the BAT did not accurately describe the required actions if the employee doesn't follow instructions about things they should not do during the waiting period before a confirmation test (such as put anything into their mouth).		The BAT must provide a signed statement certifying that they have read and fully understand the requirements of 49 CFR Part 40.251(a)(3) which states if the BAT becomes aware that the employee has not followed the instructions during the 15-minute wait period, the BAT must note this on the Remarks line of the ATF. As long as the employee doesn't leave, this is not a refusal to test.		<input type="checkbox"/> Closed Date Closed: <input checked="" type="checkbox"/> Open	

Topic	Compliance Areas	Regulatory Citation	Compliance Finding	Advisory Finding	Remedy	Subrecipient Corrective Action	Finding Status	Outstanding Deficiencies or Advisories if Any
Breath Alcohol Technician	What would you do if the printer failed to print the confirmation test result?	40.267	At the time of the review, the BAT was not familiar with the impact on the test result if the printer failed to print the confirmation test result.		The BAT must provide a signed statement, on agency letterhead, stating that they have read and fully understand the requirements of 49 CFR Part 40.267(c)(4) which states if the printer fails to print the confirmation test results that this is considered a "Fatal Flaw" which would cancel the test.		<input type="checkbox"/> Closed Date Closed: <input checked="" type="checkbox"/> Open	
Breath Alcohol Technician	Do you ensure that the device accurately produces the date and time of the test?	40.243(e)	At the time of the review, the EBT did not produce the accurate time.		The BAT must provide a signed statement, on agency letterhead, certifying that they have read and fully understand the requirements of 49 CFR Part 40.243(e) which states the BAT must ensure that the test number, testing device		<input type="checkbox"/> Closed Date Closed: <input checked="" type="checkbox"/> Open	

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					name and serial number, time, and result are correct.			
Breath Alcohol Technician	<p>A. Do you have a current copy of 49 CFR Part 40, the DOT testing regulation?</p> <p>B. Is the BAT and Collection Site signed up for USDOT-ODAPC's list-serv?</p>	40.213	B. No, the BAT was not signed up for USDOT-ODAPC's List-serv	A. At the time of the review, the BAT stated that the copy of 49 CFR Part 40 was kept at another physical location and was not immediately available at the 131 S. Wilmington location	<p>The BAT must provide a signed statement, on agency letterhead, certifying that they have read and fully understand the requirements of 49 CFR Part 40.213(a) which states all BATs must be subscribed to the ODAPC list-serve.</p> <p>The Collection Site manager must provide a signed signed statement, on agency letterhead, certifying that all USDOT qualified BATs have signed up for USDOT-ODAPC's list serv. This can be</p>		<input type="checkbox"/> Closed Date Closed: <input checked="" type="checkbox"/> Open	

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					<p>completed by navigating to the following web address:</p> <p>www.transportation.gov/odapc/get-odapc-email-updates</p> <p>Evidence of each BAT signing up for the List-Serv should be maintained with each individual's training certificate.</p>			
Urine Collection Technician	Does the collector explain the basic collection procedure to the employee and show the employee the instructions on the back of the CCF?	40.61(e)	At the time of the review, the collector did not explain the basic collection procedure to the employee or show the employee the instructions on the back of the CCF at the beginning of the testing process.		The Collector must provide a signed statement, on agency letterhead, certifying that they have read and fully understand the requirements of 49 CFR Part 40.61(e) which states the collector must explain the basic collection procedure to the employee, including		<input type="checkbox"/> Closed Date Closed: <input checked="" type="checkbox"/> Open	

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					showing the employee the instructions on the back of the CCF at the beginning of the testing process.			
Urine Collection Technician	Does the collector write the date on each tamper-evident specimen bottle seal, only after the seals are affixed to the bottles?	40.71(b)	At the time of the review, the collector did not write the dates on the tamper-evident specimen bottle seals.		The Collector must provide a signed statement certifying that they have read and fully understand the requirements of 49 CFR Part 40.71(b)(5) and (6) which states the collector, not the employee, must seal the bottles by placing the tamper-evident bottle seals over the bottle caps/lids and down the sides of the bottles and that the collector, not the employee, must then write the date on the seals.		<input type="checkbox"/> Closed Date Closed: <input checked="" type="checkbox"/> Open	

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Urine Collection Technician	After the tamper-evident specimen bottle seals are initialed by the employee, does the collector direct the employee to read and sign the certification statement on Copy 2 (Step 5) of the CCF and provide date of birth, printed name, and day and evening contact telephone numbers?	40.73	The collector completed Step 4 on Copy 1 of the CCF prior to directing the employee to complete Step 5 on Copy 2 of the CCF.		The Collector must provide a signed statement, on agency letterhead, certifying that they have read and fully understand the requirements of 49 CFR Part 40.73(a)(1-2) which state the collector must direct the employee to read and complete Step 5 on Copy 2 of the CCF prior to the collector completing Step 4 on Copy 1 of the CCF.		<input type="checkbox"/> Closed Date Closed: <input checked="" type="checkbox"/> Open	
Urine Collection Technician	Do you have:(1) a current copy of 49 CFR Part 40, and (2) the current "DOT Urine Specimen Collection Guidelines?" (3) are you subscribed	40.33(a)	The Collector was not subscribed to USDOT-ODAPC's List-serv.		The Collector must provide a signed statement, on agency letterhead, certifying that they have read and fully understand the requirements of 49 CFR Part 40.33(a) which		<input type="checkbox"/> Closed Date Closed: <input checked="" type="checkbox"/> Open	

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	to ODAPC's list-serv?				<p>states all Urine Collectors must be subscribed to the ODAPC list-serve.</p> <p>The Collection Site manager must provide a signed signed statement, on agency letterhead, certifying that all USDOT qualified Collectors have signed up for USDOT-ODAPC's list serv. You can complete this action by navigating to the following web address:</p> <p>www.transportation.gov/odapc/get-odapc-email-updates.</p> <p>Evidence of each Collector signing up for the List-Serv should be maintained with each individual's training</p>			

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					certificate.			
Urine Collection Technician	What is done if the employee does not have a photo ID?	40.61(c)	At the time of the review, the collector was not fully aware of the required procedures in the event the employee does not have a photo ID.		The Collector must provide a signed statement, on agency letterhead, certifying that they have read and fully understand the requirements of 49 CFR Part 40.61(c) which states if an employee does not have a photo ID, the collector must attempt to obtain positive identification from the DER.		<input type="checkbox"/> Closed Date Closed: <input checked="" type="checkbox"/> Open	

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Urine Collection Technician	What is done if the employee admits to adulterating or substituting the specimen?	40.159	At the time of the review, the Collector was unsure of the actions required by the regulations if the employee admitted to adulterating or substituting the specimen.		The Collector must provide a signed statement, on agency letterhead, certifying that they have read and fully understand the requirements of 49 CFR Part 40.159(c) and Part 40.191(a)(11) which state if the employee admits to the collector or the MRO to having adulterated or substituted the specimen, you must on the same day, write and sign your own statement of what the employee told you. This is a refusal to test.		<input type="checkbox"/> Closed Date Closed: <input checked="" type="checkbox"/> Open	
Urine Collection Technician	What is the impact on a test result if the collector doesn't sign the certification statement (Step 4) of the CCF?	40.203	At the time of the review, the Collector was not familiar with the actions required by the regulations, or the impact on the test, if the collector failed to		The Collector must provide a signed statement, on agency letterhead, certifying that they have read and fully understand the requirements of 49 CFR Part 40.203(b) and		<input type="checkbox"/> Closed Date Closed: <input checked="" type="checkbox"/> Open	

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			sign Step 4 of the CCF.		40.205(b) and (c) which state if the collector's signature is omitted from Step 4 of the CCF, that this is a correctable flaw and that it must be corrected by supplying in writing the missing information and a statement that it is true and accurate. You must supply this information on the same business day on which you are notified of the problem, transmitting it by fax or courier. You must maintain the written documentation of a correction with the CCF. You must mark the CCF in such a way (e.g., stamp noting correction) as to make it obvious on the face of			

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					the CCF that you corrected the flaw. If the flaw is not corrected, it would cause the test to be canceled.			



STATE OF NORTH CAROLINA
DEPARTMENT OF TRANSPORTATION

ROY COOPER
GOVERNOR

JAMES H. TROGDON, III
SECRETARY

May 20, 2019

Anita Davis
Wake County Government, GoWake Access
220 Swinburne St.
Raleigh, NC 27610

SUBJECT: Section 5311 Drug and Alcohol Compliance Review

Dear Ms. Davis:

The North Carolina Department of Transportation- Public Transportation Division (NCDOT-PTD) contracted with RLS & Associates, Inc. to review all Section 5311 sub-recipients' drug and alcohol testing programs to ensure compliance with Federal Transit Administration (FTA) regulations.

This letter serves as notification that Wake County Government, GoWake Access has successfully addressed all deficiencies in response to the corrective actions based on the Drug & Alcohol Review of March 28, 2019. The corrective actions as stated in the responses addressed the initial findings of the Drug & Alcohol Review and RLS & Associates has notified NCDOT-PTD of this result.

Please note that NCDOT –PTD or its representatives at anytime may conduct further reviews. It is crucial that you maintain a compliant FTA drug and alcohol-testing program. We encourage you to attend training sessions and administer periodic reviews of the service agents to help ensure sustained federal compliance. NCDOT-PTD will continue to keep you informed of training opportunities as well as other guidance that may be of assistance.

Please feel free to call on us if you have questions regarding the review or training. Thank you for your cooperation.

Sincerely,


Donnie Sims
Compliance Manager
Public Transportation Division

Mailing Address:
NC DEPARTMENT OF TRANSPORTATION
PUBLIC TRANSPORTATION DIVISION
1550 MAIL SERVICE CENTER
RALEIGH, NC 27699-1550

Telephone: (919) 707-4670
Fax: (919) 733-1391
Customer Service: 1-877-368-4968

Website: www.ncdot.gov/NCTRANSIT

Location:
1 SOUTH WILMINGTON STREET
RALEIGH, NC 27601

GoWake Access Success Plan 2018-2019

Performance Scorecard												
Strategic Area of Focus		Performance Metric	Target Performance (Goal)	Target Points	Q1 Perf	Q1 Points	Q2 Perf	Q2 Points	Q3 Perf	Q3 Points	Q4 Perf	Q4 Points
Financial Management	OPSTATS	Cost Per Hour	\$48	10	36.79	10	36.86	10	\$37.36	10		
	OPSTATS	Passenger Trips Per Hour	1.5	10	1.42	9.5	1.5	10	1.45	9.6		
	OPSTATS	Revenue Fares and Contracts	Revenue and Fares = Expenses	10	✓	10	✓	10	✓	10		
	OPSTATS	Deficit	\$0 Deficit	10	✓	10	✓	10	✓	10		
Total Score				40	39.5		40		39.6			
Customer Satisfaction	Customer Sat Survey	Net Promoter Score – Qtr 3 only	12	15								
	Customer Sat Survey	On-Time Performance	90%	15	77%	13	75%	12.5	74.5	12.5		
Total Score				30	13		12.5		12.5			
Operational Management	OPSTATS	On-Time Performance	90%	10	77%	8.5	75%	8	74.5	8		
	OPSTATS	Maintenance	80%	10	100%	10	100%	10	100	10		
	OPSTATS	Reporting	100%	10	100%	10	100%	10	100%	10		
Total Score				30	28.5		28		28			
Overall Score				100	81 // 95.3%		80.5 // 94.7%		80.1 // 94.2%			



Human
Services

Customer Service Ticket Summary

Presented to
Wake County Transportation Program Manager Anita Davis
April FY-19

Intradepartmental data summary compiled by
the *Voice of the Customer* unit.
NOT FOR PUBLICATION



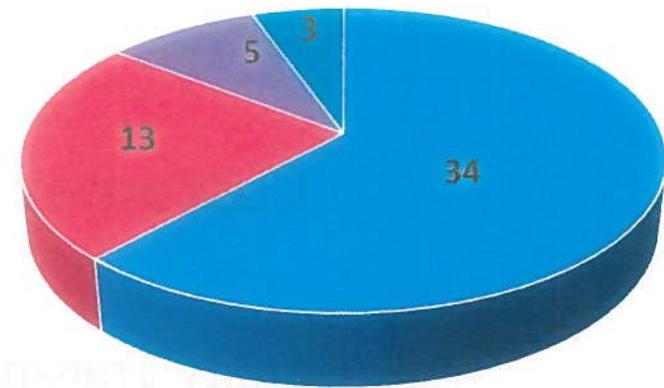
April FY-19



Service Ticket Categories “v” Prior Months

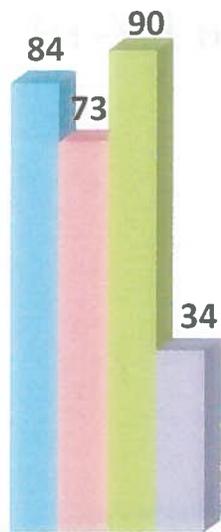
Who was the complaint about?

Ticket	Total
Driver	34
Dispatcher	13
Other	5
Manager	3
Customer Service Rep	1
GRAND TOTAL	53

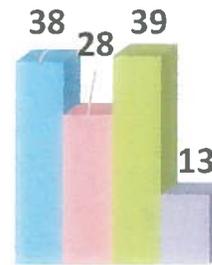


From January to April

- January
- February
- March
- April



Driver
April FY-19



Dispatcher

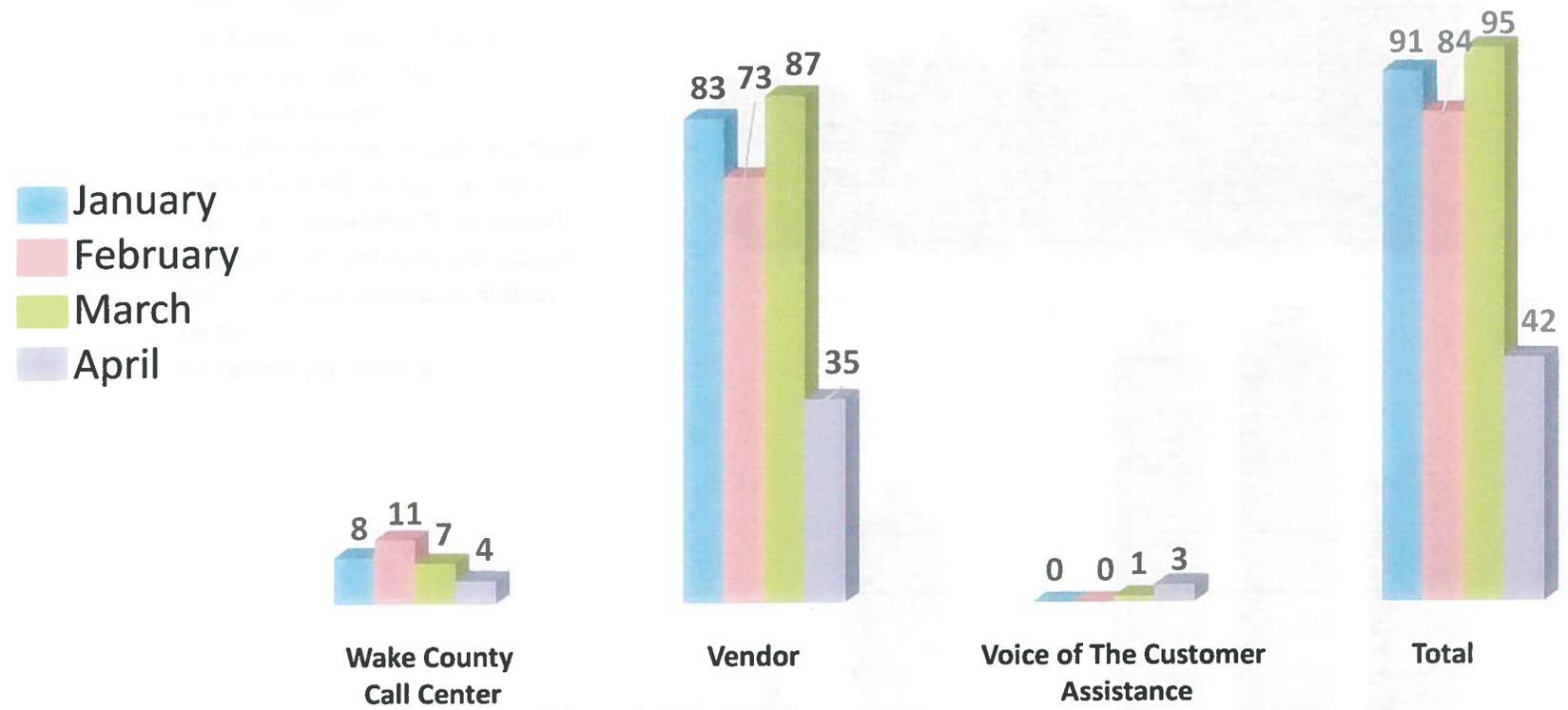


Customer Service Rep.



April Unduplicated Service Type Comparison To The Prior Three Months

While Wake County Call Center tickets have decreased from January to April, total tickets have also decreased by 54% from January to April.





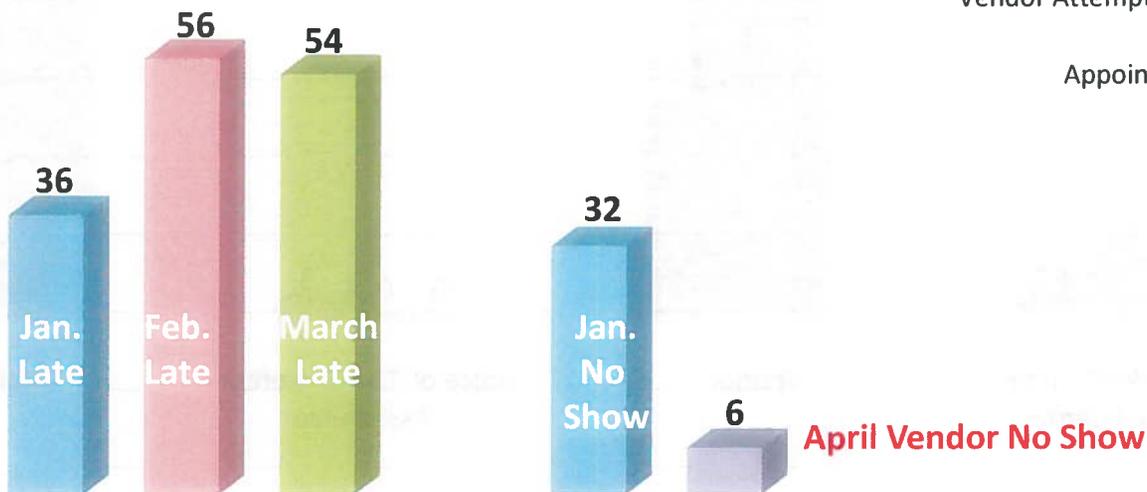
April Service Ticket Sub-Category

While "Late" remains as an issue; "Vendor No Show" has drastically decreased from January to April.

April Top Five Categories



April Reasons of Calls	Number of Tickets
Late	20
General Question	19
Repeated issues	10
Client Missed Appointment	8
Program Regulations followed	7
Wait Time	7
Vendor No Show	6
Driver Customer Service Issue	4
Safety/Careless Driving	4
Language Assistance	4
Dispatcher not answer 919-996-3444	3
CEMT Customer Service Support	3
Dispatcher Customer Service Issue	3
County Rep Customer Service Issue	2
Vendor Attempted Resolution Call	1
Other	1
Appointment/Phone Line	1
Total	278

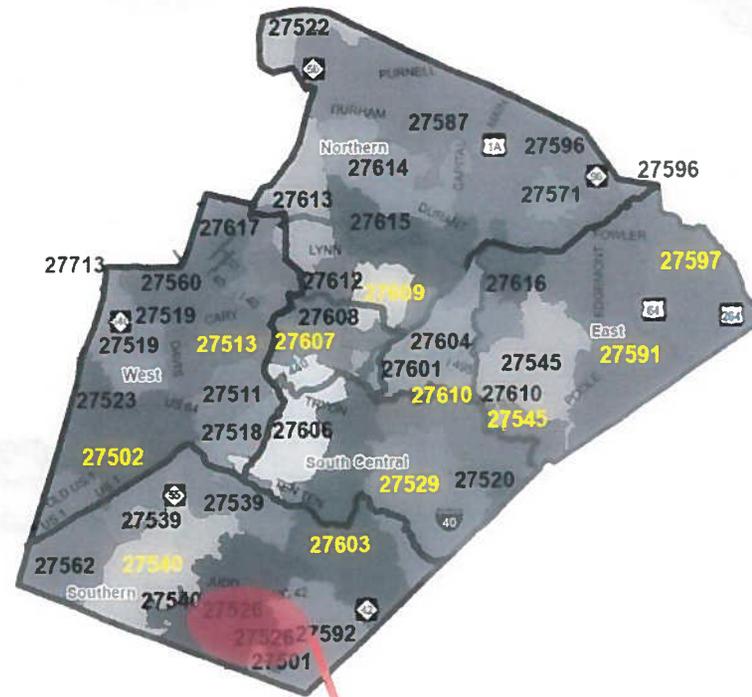


April FY-19

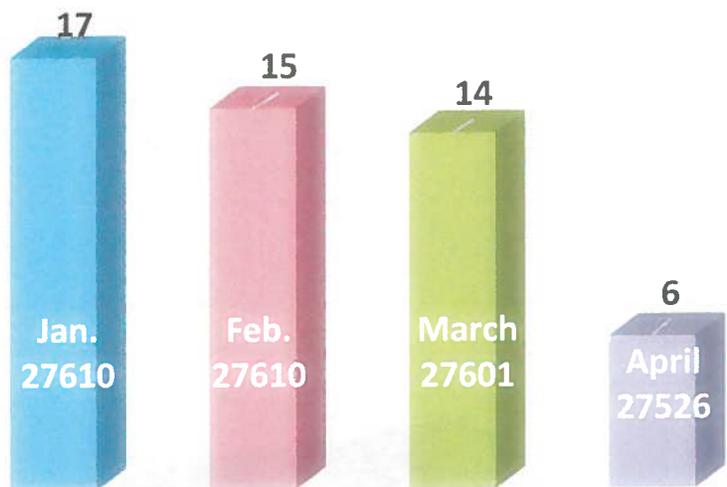


April Ride by Zip Code for Tickets

27526	15%	27511	2%
27610	15%	27512	2%
27604	7%	27540	2%
27592	7%	27603	2%
27607	7%	27609	2%
27591	5%	27587	2%
27502	5%	27627	2%
27560	5%	27539	2%
27613	5%	27597	2%
27612	2%	27606	2%
27513	2%		



27526 has the most reported tickets for April.



April FY-19

GOWAKE ACCESS
TRANSPORTATION ADVISORY BOARD - FY19 Q3 GENERAL PUBLIC REPORT



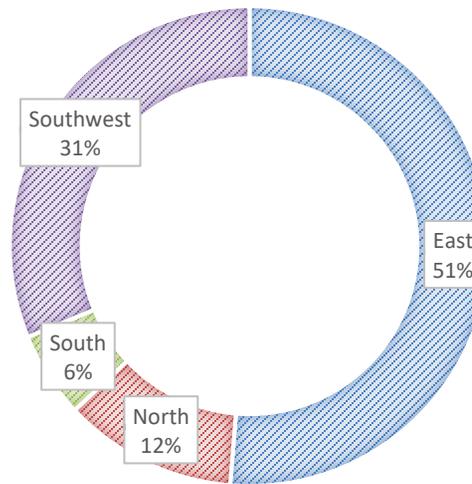
	FY19 Quarter 3				
	Quarter 1	Quarter 2	January	February	March
General Public	7,711	6,403	2,025	1,760	1,923
<i>Elderly / Disabled</i>	2,033	1,848	659	639	660
<i>Rural General Public</i>	1,334	1,237	322	209	245
<i>Wake Transit</i>	1,928	1,414	449	437	453
<i>Wake Transit EDTAP</i>	639	678	163	137	144
<i>Employment</i>	1,777	1,226	432	338	421
Medicaid	38,868	34,261	13,322	12,994	13,989
Sponsor Agencies	2,735	2,374	1,039	1,081	1,028

Denials - General Public

Funding Source	January	February	March
RGP - Northern	7	5	4
RGP - Eastern	27	18	30
RGP - Southern	1	1	3
RGP - Southwest	9	11	14
EDTAP	111	51	145
Employment	66	81	93
Wake Transit	83	95	105
Wake Transit EDTAP	10	24	32
TOTALS	314	286	426

RURAL GENERAL PUBLIC ZONES

■ East ■ North ■ South ■ Southwest



- | | |
|--|--|
| North:
Wake Forest
Rolesville | Eastern:
Zebulon
Clayton
Knightdale
Wendell |
| Southern:
Angier
Garner | Southwest:
Holly Springs
Fuquay Varina
Apex
New Hill
Willow Spring |

Unique Passengers

EDTAP	127
Rural General Public	55
Wake Transit	124
Wake Transit EDTAP	47
Employment	79

Mobility

	Passengers	Trips
Ambulatory	1,489	43,844
Wheelchair	214	5,317

April YEAR OVER YEAR	Go Wake	Go Wake	GWA Totals		Month/Month % Difference
	YEAR TO DATE 2018	YEAR TO DATE 2019	Apr-18	Apr-19	
TOTAL TRIPS	59076	63725	15390	16877	9.7%
REVENUE MILES	859814	849558	227770	227283	-0.2%
REVENUE HOURS	44807	44850	11801	12570	6.5%
PASSENGERS PER REV HOUR	1.41	1.55	1.39	1.47	5.2%
REVENUE MILES PER TRIP	14.55	13.33	14.80	13.47	-9.0%
NO SHOWS	1425	452	469	139	-70.4%
NO SHOWS AS % OF TRIPS	2%	0.71%	3.05%	0.82%	-73.0%
CANCELS	9836	13267	2796	2999	7.3%
CANCELS AS % OF TRIPS	16.65%	20.82%	18.17%	17.77%	-2.2%
TOTAL CANCEL/NO SHOW %	19.06%	21.53%	21.22%	18.59%	-12.4%
ON TIME PERFORMANCE OVERALL	75.4%	76.75%	76.00%	79.25%	4.3%
ON TIME PERFORMANCE PICKUP	79.6%	83.92%	80.50%	87.10%	8.2%
ON TIME PERFORMANCE DROP-OFF	71.2%	69.58%	71.50%	71.40%	-0.1%
AMBULATORY	51470	56139	13426.11	14841	10.5%
WHEELCHAIR	7606	7586	1964	2036	3.7%
ATTENDANTS	3976	5883	1064	1554	46.1%
GUESTS	257	539	70	158	129.0%
Nulls	3713	2956	589	790	34.1%
Missed Trips	196	242	34	34	0.0%

Drivers- 83 Down - 10

May YEAR OVER YEAR	Go Wake	Go Wake	GWA Totals		Month/Month % Difference
	YEAR TO DATE 2018	YEAR TO DATE 2019	May-18	May-19	
TOTAL TRIPS	75515	81301	16439	17576	6.92%
REVENUE MILES	1102136	849558	242322	0	#VALUE!
REVENUE HOURS	57686	59065	12879	14215	10.37%
PASSENGERS PER REV HOUR	1.40	1.50	1.36	1.35	-0.79%
REVENUE MILES PER TRIP	14.59	10.45	14.74	0.00	#VALUE!
NO SHOWS	1776	1101	351	* 649	85.43%
NO SHOWS AS % OF TRIPS	2%	1.35%	2.13%	3.69%	73.43%
CANCELS	12446	15897	2610	2630	0.77%
CANCELS AS % OF TRIPS	16.48%	19.55%	15.88%	14.96%	-5.75%
TOTAL CANCEL/NO SHOW %	18.83%	20.91%	18.01%	18.66%	3.61%
ON TIME PERFORMANCE OVERALL	75.8%	80.10%	76.25%	83.45%	9.44%
ON TIME PERFORMANCE PICKUP	70.2%	86.41%	78.90%	88.90%	12.67%
ON TIME PERFORMANCE DROP-OFF	63.4%	73.79%	73.60%	78.00%	5.98%
AMBULATORY	65718	71596	14248	15457	8.49%
WHEELCHAIR	9797	9705	2191	2119	-3.29%
ATTENDANTS	5105	7544	1129	1661	47.12%
GUESTS	313	628	56	89	58.93%
Nulls	4398	3273	685	* 317	-53.72%
Missed Trips	223	250	27	8	-70.37%

Total Drivers- 89 Down 4
Current Month
OTP as of 6/3/19 - 88%

No Shows \Rightarrow $\frac{\text{April}}{139} + \frac{\text{May}}{649}$
Nulls \Rightarrow $\frac{790}{317}$

no-shows

[no-shows] \Rightarrow GP vs. medicaid