

GoWake Access Transportation Advisory Board (TAB) Minutes

March 14, 2018 – 10:30-12:30
Wake Enterprises, 1438 Bush Street

In attendance:

Anita Davis

Claudia Garay

Hannah Lundy

Craig Burrus

Sean Abrams

Walter Weeks

Mercedes Ballenger – Center for Volunteer Caregiving

Lindsay Schinasi

1. **Welcome and Introductions**
2. **Public Comments**
3. **Review and Approval of Minutes**
 - a. Walter Weeks makes a motion to approve the minutes
 - b. Craig Burrus seconds the motion, the TAB approves the minutes
4. **Review ADA Draft Policy** – Anita Davis
 - a. Changes will be made to operating hours, service animal definitions, and contact information based on TAB comments
5. **Proficiency Review Final Report** – Anita Davis
 - a. Walter makes a motion to approve cash handling motion with the change of the “\$ to the word cash/money”
 - b. Sean will update the policy to reflect Walter’s suggestions
6. **Success Plan** – Hannah Lundy (*attached*)
 - a. Draft 1 will be submitted on March 15
7. **Complaints Report** -Claudia Garay (*attached*)
8. **Vendor Report** - Sean Abrams (*attached*)
9. **General Public Trips Report** – Hannah Lundy (*attached*)
10. **Good of the Order Announcements** – All
 - a. May 4 – Wake Enterprise golf tournament at Lonnie golf course
 - b. Sean – Driver’s appreciation day on Friday, March 16
 - c. Lindsay Schinasi – Gogograndparent is an option for Lyft and Uber for those who do not have smartphones

Adjournment

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	\$58	10	40.72	10	34.66	10				
	OPSTATS	Passenger Trips Per Hour	1.75	10	1.6	9	1.4	8				
	OPSTATS	Revenue Fares and Contracts	Revenue and Fares = Expenses	10	0	10	0	10				
	OPSTATS	Deficit	\$0 Deficit	10	0	10	0	10				
Total Score				40		39		38		0		0
Customer Satisfaction	Customer Survey	Net Promoter Score – quarters 1 and 3 only	12	15	32%	15		N/A				
		On-Time Performance	85%	15	72%	13	68.7	11				
Total Score				30		28		11		0		0
Operational Management	OPSTATS	On-Time Performance	85%	10	72	9	68.7	8				
		Maintenance	80%	10	74	9	94	10				
		Reporting	100%	10	100	10	100	10				
Total Score				30		28		28		0		0
Overall Score				100		95		77		0		0

GoWake Access



Success Plan 2018-2019

Table of Contents

INTRODUCTION	3
OUR GOALS	4
OUR WORK FOCUS FOR THE YEAR	5
PERFORMANCE SCORECARD	11

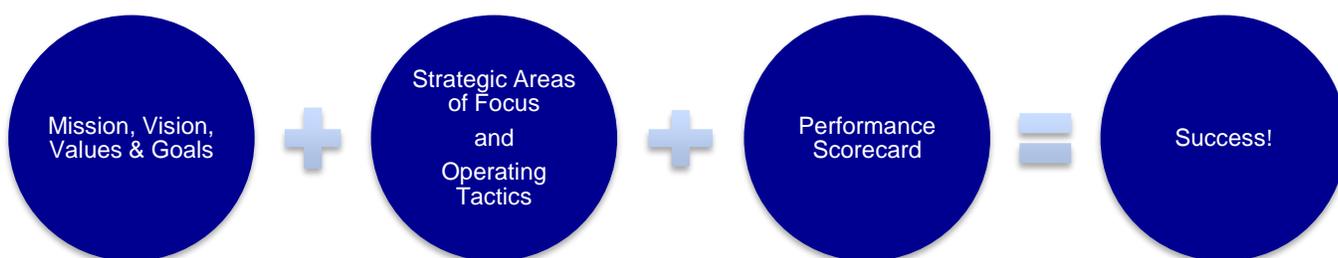
Introduction

GoWake Access is working to provide high quality service to our customers and value to our taxpayers.

This document was prepared by members of the GoWake Access team to serve as a blueprint that guides our work for fiscal year 2018-2019. Contained within this plan are three integrated sections, each building upon the other to contribute toward the agency's ability to provide high quality service to customers and value to taxpayers. These sections include:

- 1. Mission, Vision, Values & Goals** – which define what we want to accomplish over the course of the year and why our work is important.
- 2. Strategic Areas of Focus & Operating Tactics** – which outline the work we will focus on to achieve the goals we identified for the year. This section contains actual work plan tactics that we will advance to be successful for the year.
- 3. Performance Scorecard** – A quarterly performance scorecard containing the most important metrics that tell us how well the agency is performing in efforts to serve the community successfully for the year.

It is important to note that this Success Plan is aligned with the Success Plan of the Public Transit Division (PTD) of North Carolina Department of Transportation (NCDOT). By working collaboratively on aligned projects and goals that really matter to our customers, we are able to provide high quality service and value to the taxpayers of the communities and State we serve.



Our Goals

Mission Statement

GoWake Access connects people in Wake County to necessities and opportunities through affordable, accessible, and reliable transportation.

Vision Statement

We will be a safe, efficient, reliable transportation provider, serving Wake County residents with comfort and dignity

Values

Safety, Customer Focus, Responsiveness, Stewardship

Success Goals

It will be a successful year for GoWake Access if we:

- Increase on-time performance by at least 10%
- Have 75% of riders recommend our service
- Reduce the number of preventable accidents by 10%

Our Work Focus for the Year

Strategic Areas of Focus

1. Customer Satisfaction
2. Operational Management
3. Financial Management

Operating Tactics

- Restructure the Transportation Advisory Board
- Utilize our transportation software
- Ensure operating vendor successful performance
- Practice responsible financial management

Tactic: Restructure the Transportation Advisory Board	
Strategic Area of Focus: Operational Management	
<p>Description:</p> <p>In order to fully utilize the Transportation Advisory Board, GoWake Access will restructure the board in order to get fully engaged citizen involvement.</p>	
<p>Tactic Owner: Anita Davis</p> <p>Team Members: Hannah Lundy</p>	
Quarterly Milestones	
Q1	<ul style="list-style-type: none"> • Determine current members of TAB who are no longer eligible for the Board • Decide which areas of Wake County need representation on the TAB • Contact members who will no longer be included in the TAB membership • Reach out to contacts in areas that need representation on the TAB
Q2	<ul style="list-style-type: none"> • Create TAB user manuals for all members • Have an orientation for all members
Q3	<ul style="list-style-type: none"> • Organize and attend the TAB annual retreat for all members
Q4	<ul style="list-style-type: none"> • Assess members to ensure each member is in-line with the attendance policy • Determine if there are any areas that still need inclusion on the TAB

Tactic: Utilize our transportation software

Strategic Area of Focus: Operational Management & Financial Management

Description:

Effectively using our transportation software can ensure consistency and efficiency in service. To make sure that we are utilizing our software to the best of its capabilities, we will, over the course of the year, implement new program processes that increase efficiency and reduce errors.

Tactic Owner: Hannah Lundy

Team Members: Anita Davis, Vendor GM

Quarterly Milestones

Q1	<ul style="list-style-type: none"> • Determine the capabilities of current software. • Determine needs of software. • Identify modifications needed. • Develop plan to integrate software (Phase 1&2).
Q2	<ul style="list-style-type: none"> • Implement Phase 1 of new processes. • Make adjustments as needed.
Q3	<ul style="list-style-type: none"> • Implement Phase 2 of new processes. • Make adjustments as needed.
Q4	<ul style="list-style-type: none"> • Report results at the end of the quarter. • Assess the effectiveness of current software and future software needs

Tactic: Ensure operating vendor's successful performance	
Strategic Area of Focus: Operational Management & Customer Satisfaction	
<p>Description:</p> <p>Ensuring high quality vendor performance is the heart of service delivery. To accomplish this, we encourage and monitor the vendor in all areas of performance, including maintenance, on-time performance, reporting, and customer relations.</p>	
<p>Tactic Owner: Anita Davis</p> <p>Team Members: Hannah Lundy, Vendor GM</p>	
Quarterly Milestones	
Q1	<ul style="list-style-type: none"> • Create clear guidelines, measurements and procedures for vendor • Develop and implement a plan for reporting requirements • Establish good working relationship and open lines of communication
Q2	<ul style="list-style-type: none"> • Monitor and evaluate reports and performance • Make adjustments as needed
Q3	<ul style="list-style-type: none"> • Measure performance • Determine if any adjustments are needed
Q4	<ul style="list-style-type: none"> • Report results at the end of the quarter.

Tactic: Practice responsible financial management

Strategic Area of Focus: Financial Management

Description:

Financial management includes ensuring that revenues and fares cover expenses, grants are appropriately allocated and evenly spent throughout the year, and fully utilizing NCTracks for Medicaid reimbursement.

Tactic Owner: Anita Davis

Team Members: Accounting Technician, Hannah Lundy

Quarterly Milestones

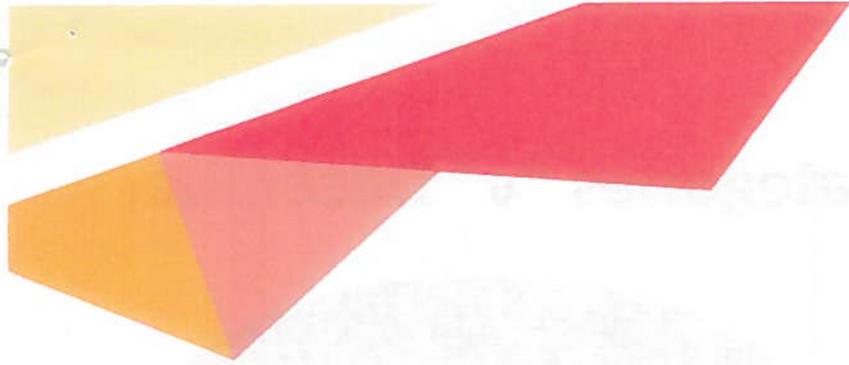
Q1	<ul style="list-style-type: none"> • Determine quarterly spending amounts • Develop and implement plans based on funding sources • Determine and correct common errors in submissions for NCTracks
Q2	<ul style="list-style-type: none"> • Monitor and evaluate reports and performance • Make adjustments as needed
Q3	<ul style="list-style-type: none"> • Measure performance • Determine and make any needed adjustments
Q4	<ul style="list-style-type: none"> • Report results at the end of the quarter.

Performance Scorecard

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								
	OPSTATS	Passenger Trips Per Hour	1.5	10								
	OPSTATS	Revenue Fares and Contracts	Revenue and Fares = Expenses	10								
	OPSTATS	Deficit	\$0 Deficit	10								
Total Score				40								
Customer Satisfaction	Customer Sat Survey	Net Promoter Score – quarters 1 and 3 only	12	15								
		On-Time Performance	90%	15								
Total Score				30								
Operational Management	OPSTATS	On-Time Performance	90%	10								
		Maintenance	80%	10								
		Reporting	100%	10								
Total Score				30								
Overall Score				100								

FEBRUARY YEAR OVER YEAR	WCTS	WCTS	WCTS Total		MV	
	YEAR TO DATE 2017	YEAR TO DATE 2018	Feb-17	Feb-18	Feb-17	Feb-18
TOTAL TRIPS	27338	27950	14871	15107	8293	15107
REVENUE MILES	398300	442376	217585	250247	142385	250247
REVENUE HOURS	18955	21176	10202	11141	6741	11141
PASSENGERS PER REV HOUR	1.44	1.32	1.46	1.36	1.23	1.36
REVENUE MILES PER TRIP	14.57	15.83	14.63	16.56	17.17	16.56
NO SHOWS	530	435	245	241	137	241
NO SHOWS AS % OF TRIPS	2%	1.56%	1.65%	1.60%	1.65%	1.60%
CANCELS	3544	4224	1857	2216	1160	2216
CANCELS AS % OF TRIPS	12.96%	15.11%	12.49%	14.67%	13.99%	14.67%
TOTAL CANCEL/NO SHOW %	14.90%	16.67%	14.13%	16.26%	15.64%	16.26%
ON TIME PERFORMANCE OVERALL	76.3%	75.95%	75.00%	77.10%	70.75%	77.10%
ON TIME PERFORMANCE PICKUP	79.3%	79.60%	77.37%	80.20%	76.00%	80.20%
ON TIME PERFORMANCE DROP-OFF	73.0%	72.30%	72.63%	74.00%	65.50%	74.00%
AMBULATORY	23504	24340	12885	13202	6309	13202
WHEELCHAIR	3834	3610	1986	1905	1984	1905
ATTENDANTS	1642	1872	875	1034	476	1034
GUESTS	348	112	216	45	84	45
Nulls	1003	2352	464	1088	251	1088
Missed Trips	N/A	12		11	N/A	11

Current Mar OTP 75.6%



Human
Services

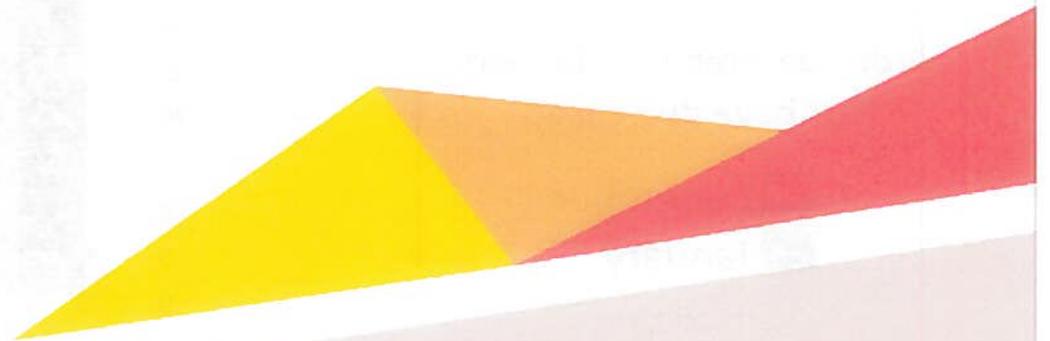
Consumer Experience Management Team Transportation Monthly Data

Summary

Presented to

Wake County Transportation Program Manager Anita Davis

January FY-18

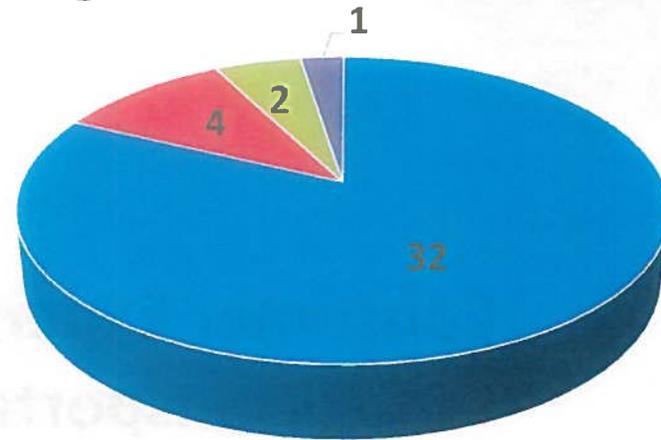


This is an interdepartmental summary designed by the **Consumer Experience Management Team (CEMT)** for the Economic Self Sufficiency Supervisors and Assignees

January Service Ticket Categories "v" December

Who was the complaint about?

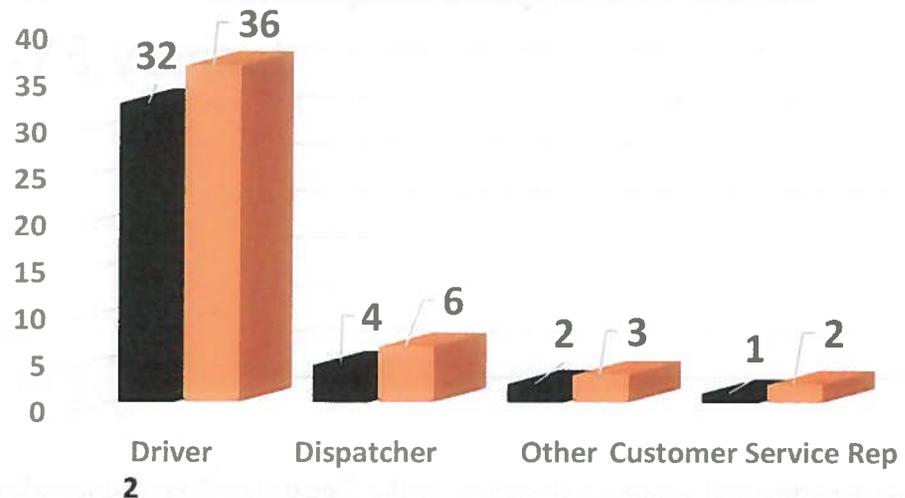
Ticket	Total
Driver	32
Dispatcher	4
Other	2
Customer Service Rep	1
Manager	0
GRAND TOTAL	39



■ Driver
■ Dispatcher
■ Other
■ Customer Service Rep

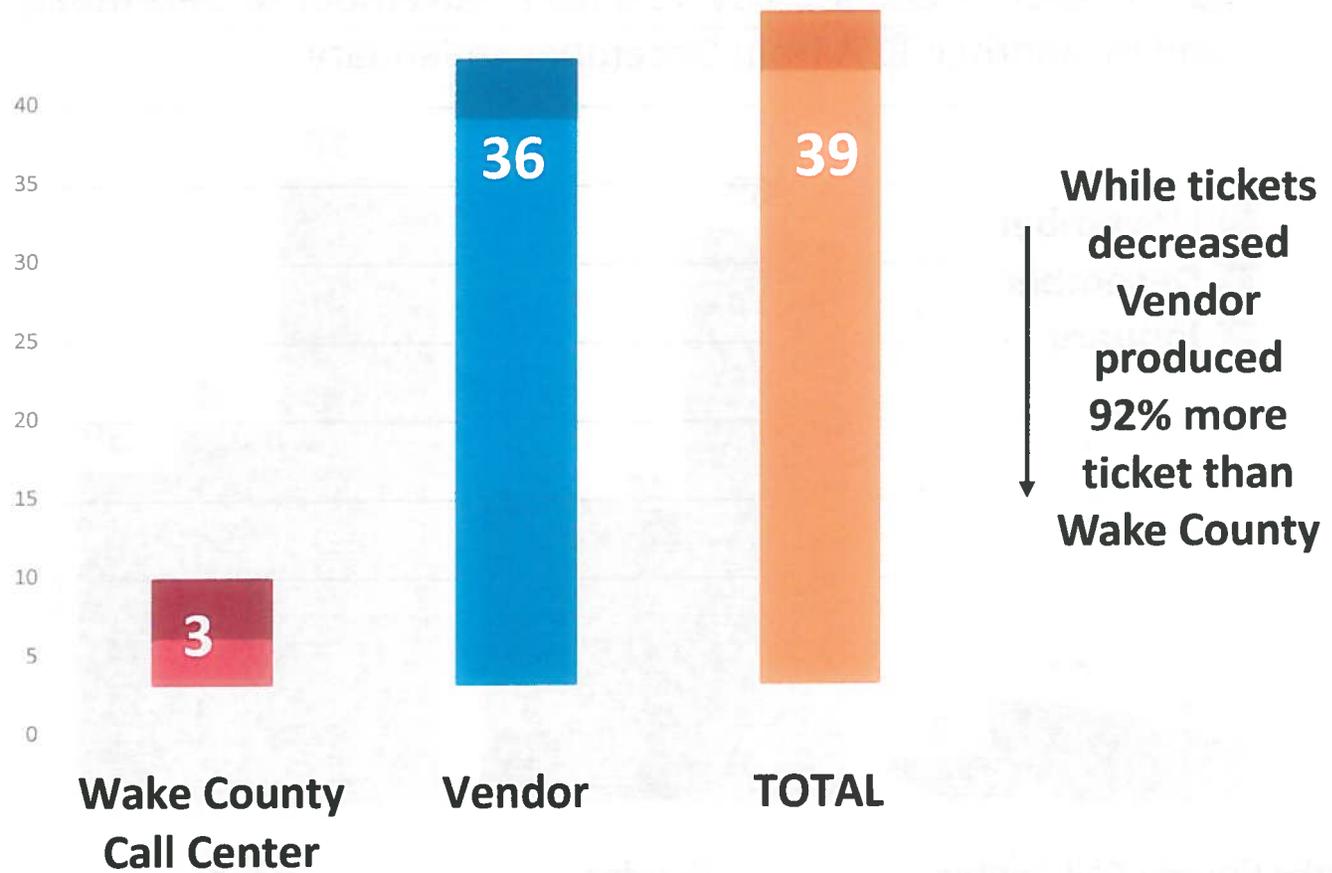
From December to January
Tickets have decreased

December
 January



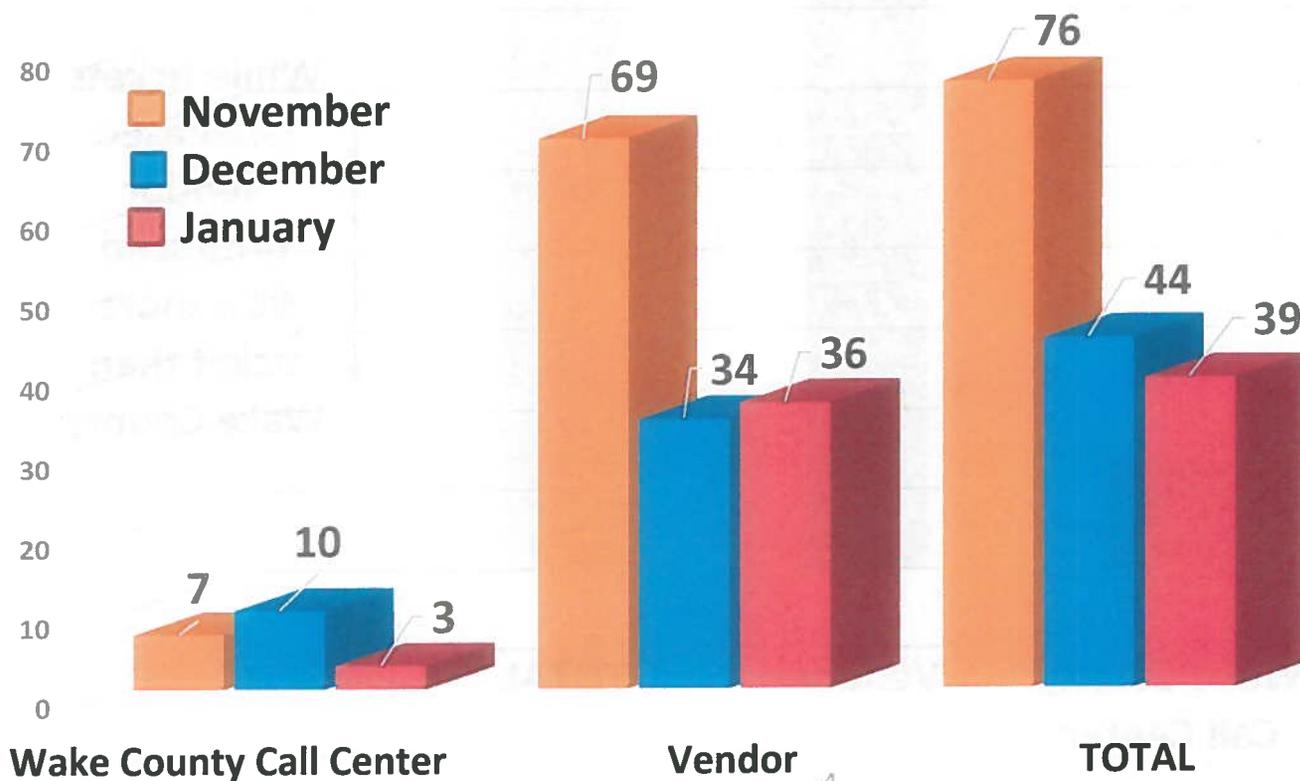


January Unduplicated Service Type Comparison



November Through January Unduplicated Service Type Comparison

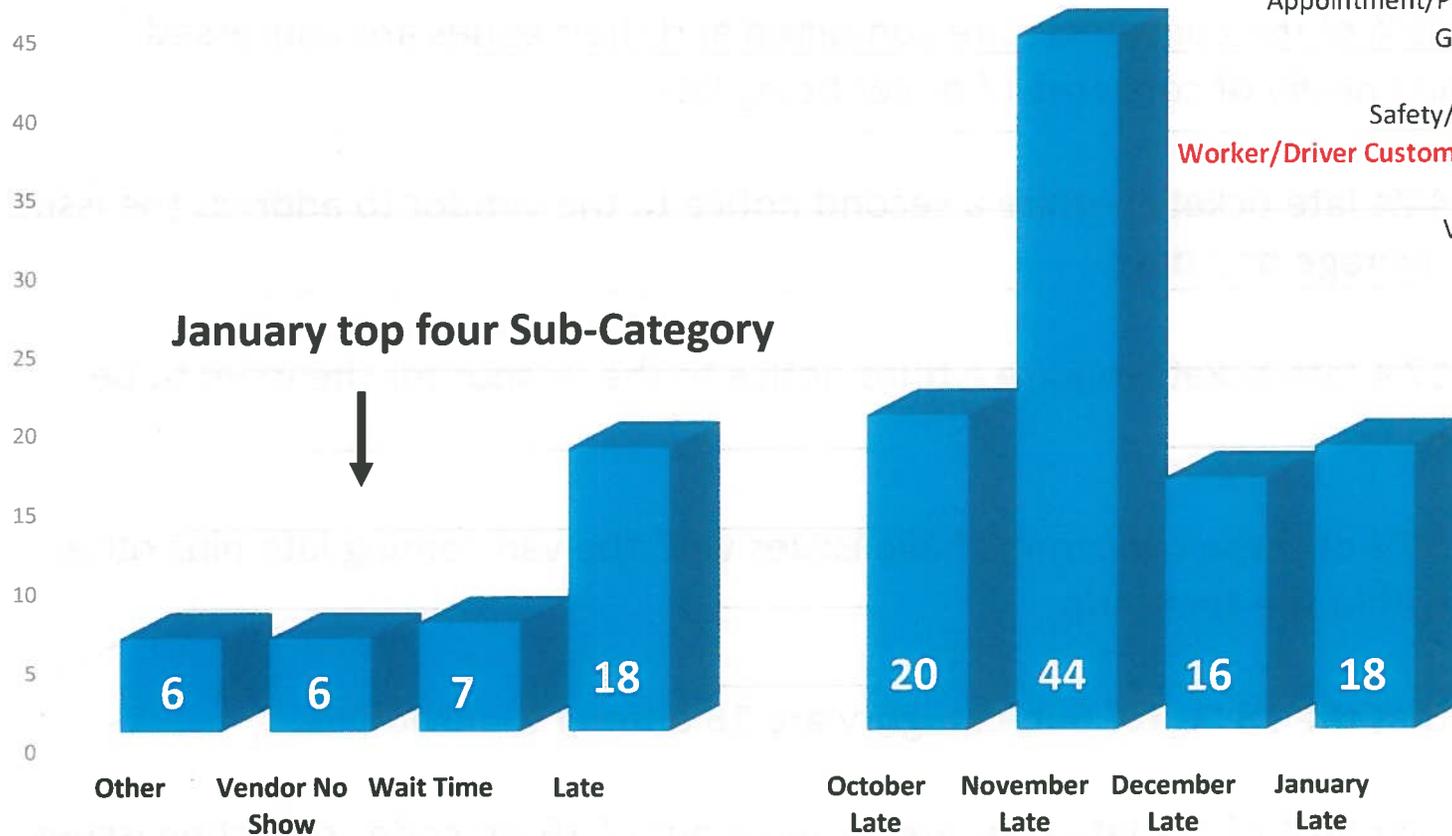
Calls (Tickets) decreased by 42% from November to December, and by another 11% from December to January



January Service Ticket Sub-Category

From October to January
 "Late" continues to be the top category each month

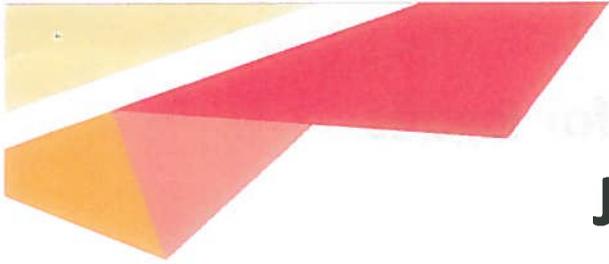
January Reason for Consumer Call	Count
Client not satisfied with resolution of concern	1
Early	1
Rider No Show	1
Appointment/Phone Line issues	2
General Question	2
Wrong number	2
Safety/Careless Driving	3
Worker/Driver Customer Service Issue	5
Other	6
Vendor No Show	6
Wait Time	7
Late	18
Grand Total	54





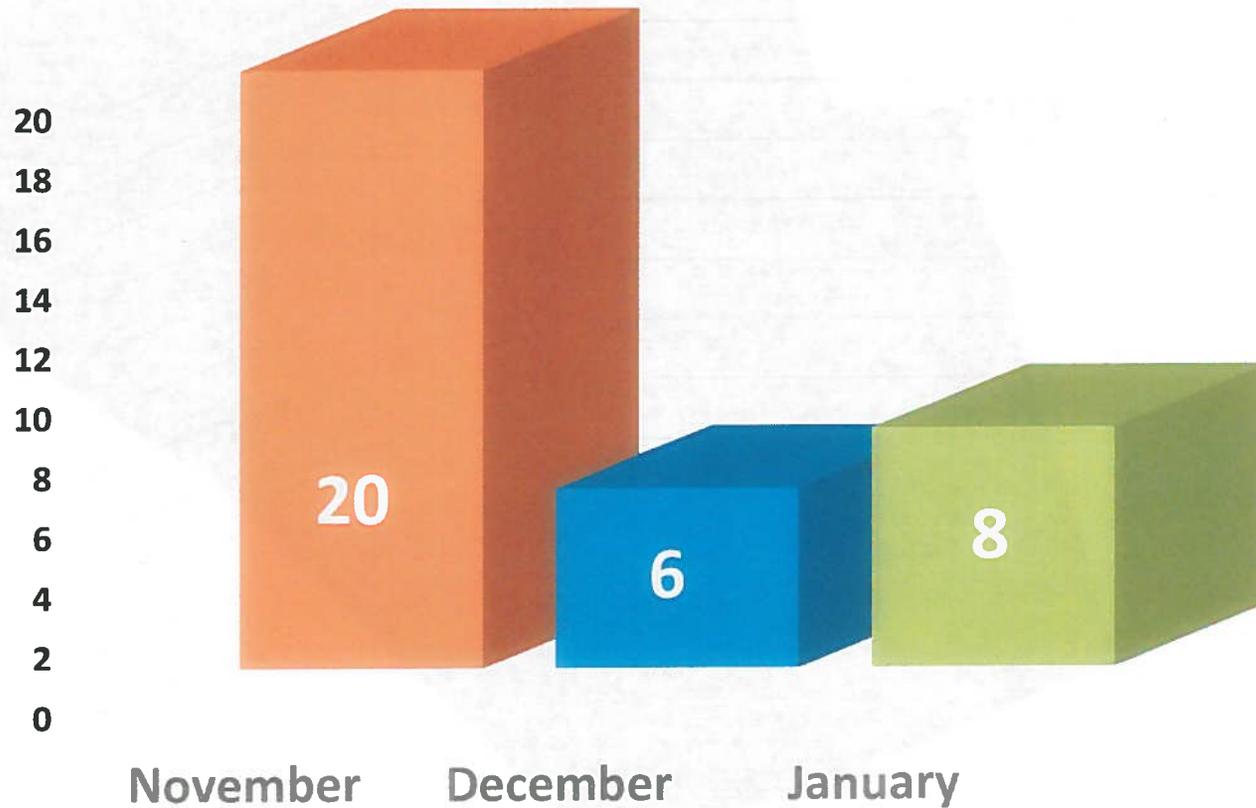
What do We know about January Sub-Category “LATE”?

- We know all late issues come from the Vendor.
- We know 39% of the consumers are contacted and their issues are addressed with the first notify of concerns of driver being late.
- We know 44% late tickets require a second notice to the vendor to address the issue within an average of 7 days.
- We know 17% late tickets require a third notice to the vendor for the issue to be addressed.
- We know 50% of these consumers have issues with the van coming late plus other concerns within the same trip.
- We know that the 18 “Late” Sub-category are 18 different individuals.
- We know that 56% of the late trips are within 9 out of 16 zip codes reporting issues.



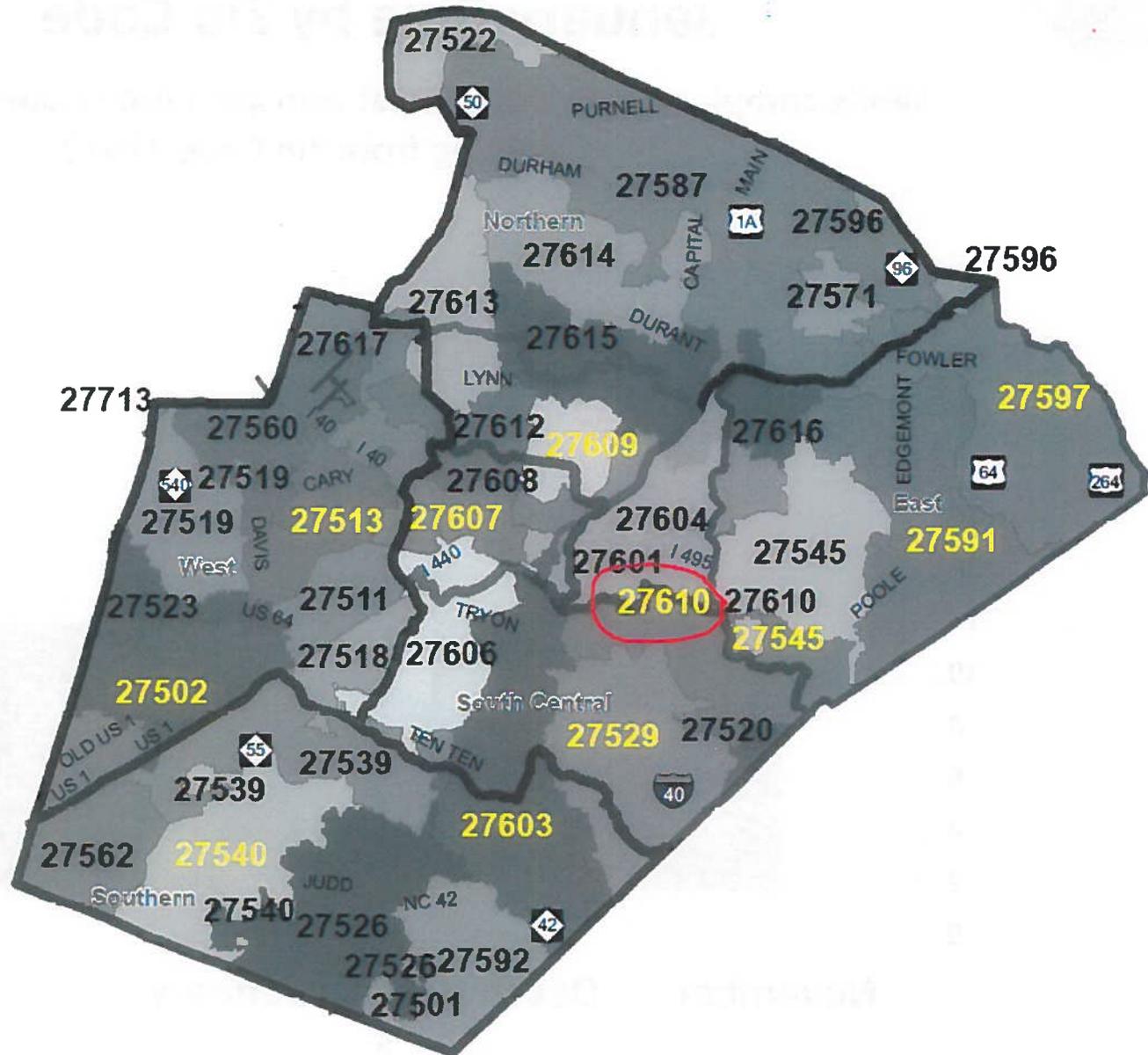
January Ride by Zip Code

While complaints are down most transportation issues are consistently coming from Zip Code 27610



January Ride by Zip Code for Issues

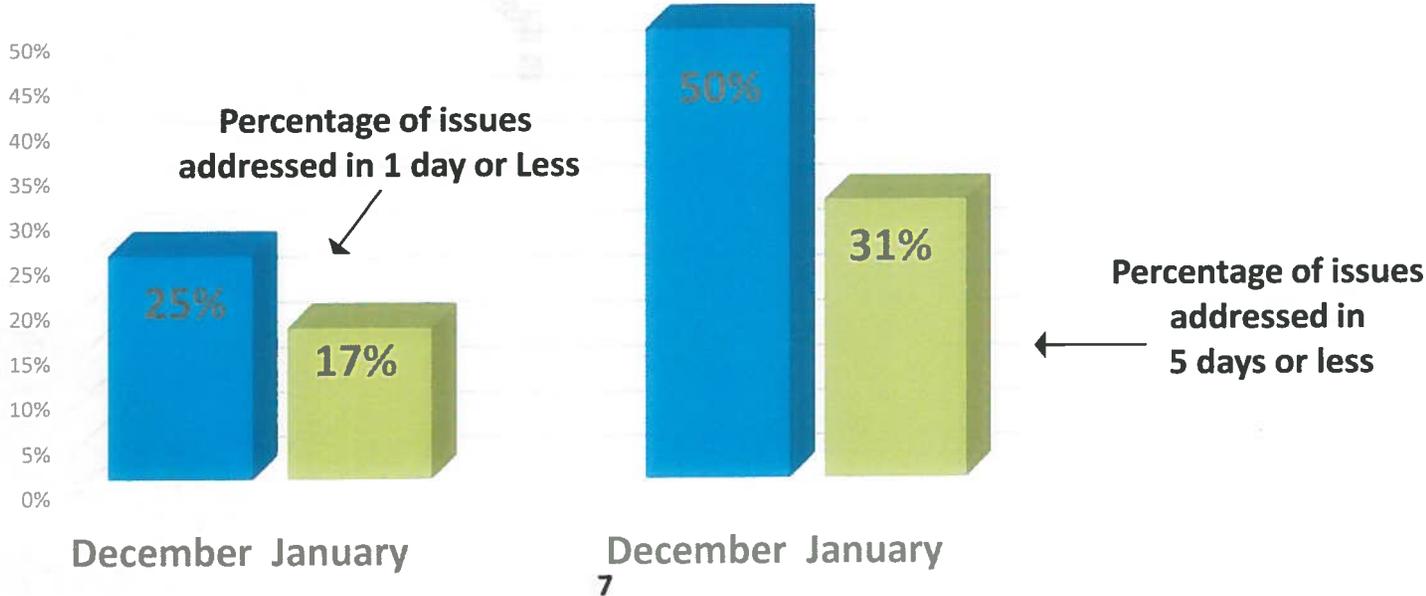
27502	6%
27513	6%
27545	6%
27597	6%
27607	6%
27529	11%
27540	11%
27591	11%
27603	11%
27609	11%
27610	15%



January: Assignee Issues Addressed

Assignee Name	Cases Offered	Avg Day	1 Day Res	5- Day Res	Completion Rate
Claudia Garay (Wake County)	3	1	100%	0%	100%
DHS-Vendor	36	8	17%	31%	100%
TOTAL	39	9	49%	24%	100%

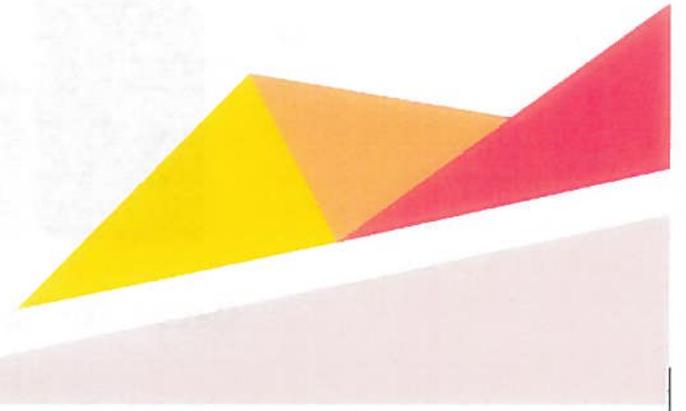
Vendor average days to addressing issues has gone from 7 days in December to 8 days in January.





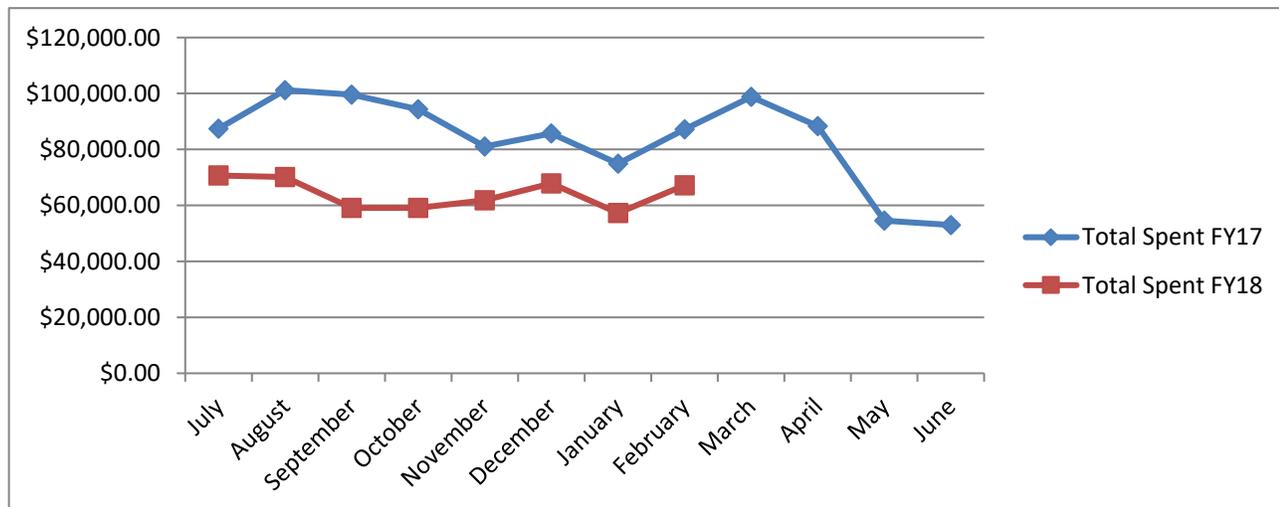
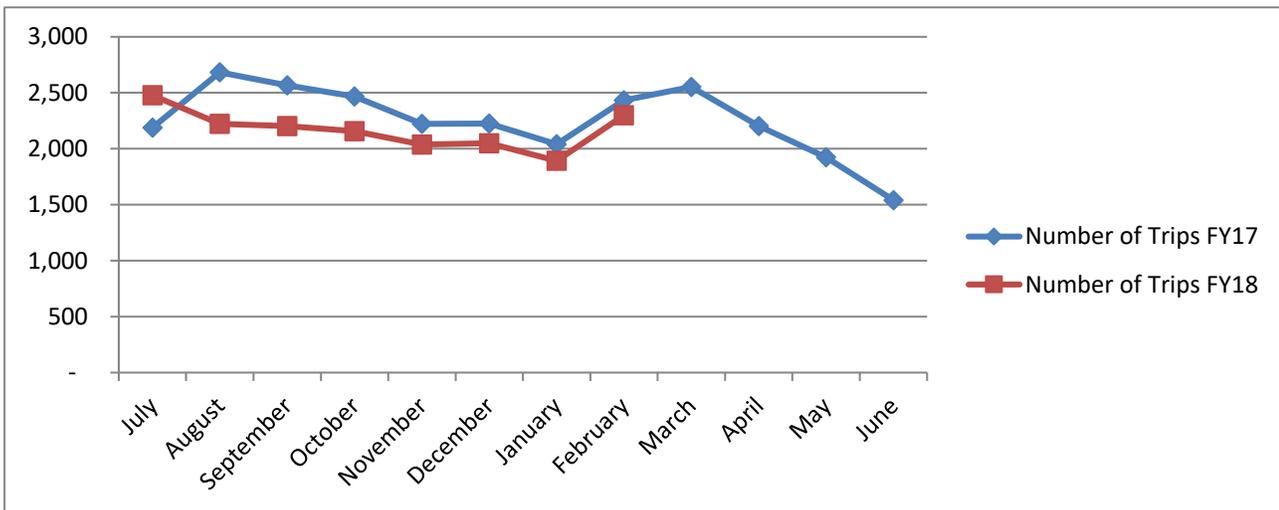
Questions

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GoWake Access - March 2018 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	\$67,202.29	2,433	2,298
March	\$98,846.68		2,551	
April	\$88,341.51		2,204	
May	\$54,525.36		1,925	
June	\$52,988.66		1,541	
YTD Totals	\$624,259.35	\$445,950.04	16,394	15,038



RGP Zone Scheduled Trips

	East	North	South	Southwest
July	211	55	52	196
August	225	59	53	200
September	180	36	45	166
October	228	62	33	182
November	163	74	6	137
December	124	76	19	86
January	138	32	37	95
February	162	30	57	104

Denied Trips

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

Spending by Funding Source

October

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

December

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

November

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

January

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

February

Funding Sources	Amount Spent	Trip Counts
EDTAP	\$21,029.25	739
RGP	\$8,359.10	301
EMPL	\$16,004.81	516
WakeTran	\$21,809.13	742