

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

November 14, 2017 -- 9 am-11 am  
220 Swinburne St. Raleigh, NC 27610

*In attendance:*

*Sharon Peterson*

*Sean Abrams*

*Hannah Lundy*

*Anita Davis*

*Claudia Garay*

*Divina Sheilds*

*Danielle Omari*

*Lindsey Schinasi*

1. **Welcome and Introductions**
2. **Public Comments**
3. **Review and Approval of Minutes**
4. **Status of Proficiency Review – Anita Davis**
  - a. December 6<sup>th</sup> is the date of on-site review, and the workbook is due to KFH by November 22
5. **Complaints Report – Claudia Garay – *attached***
  - a. Anita is overall disappointed with the report from Consumer Experience and would like the TAB to review the report and note any missing information and what could be more useful
  - b. Lindsey would like more information on the resolution to complaints
6. **TRACS Report – Hannah Lundy - *attached***
  - a. Sharon would like to map the origins and destinations for TRACS trips
7. **Vendor Reports - Sean Abrams – *attached***
  - a. Sean will add the number of nulls & missed trips to TAB report

- b. Divina asks if attendant and guest counts include those for no-showed and nulled trips
- 8. **Good of the Order Announcements** - All
  - a. December meeting will be held at the Express Library in downtown Raleigh on December 13

Adjournment



**Human  
Services**

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

Presented to  
Wake County Transportation  
Program Manager Anita Davis

October FY-18

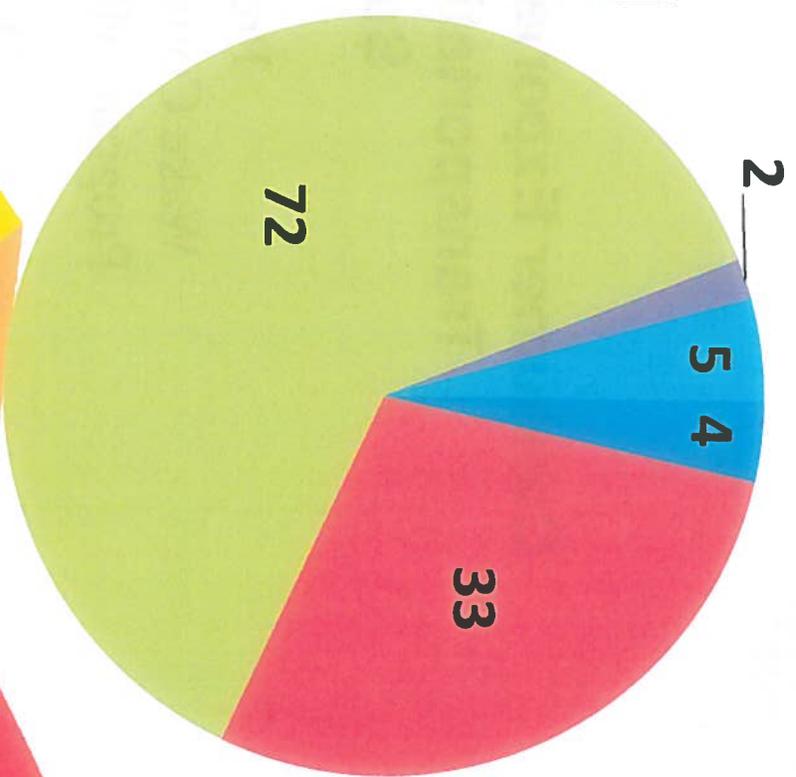


This is an interdepartmental summary designed by the **Consumer Experience Management Team (CEMT)** for the Economic Self Sufficiency Supervisors and Assignees

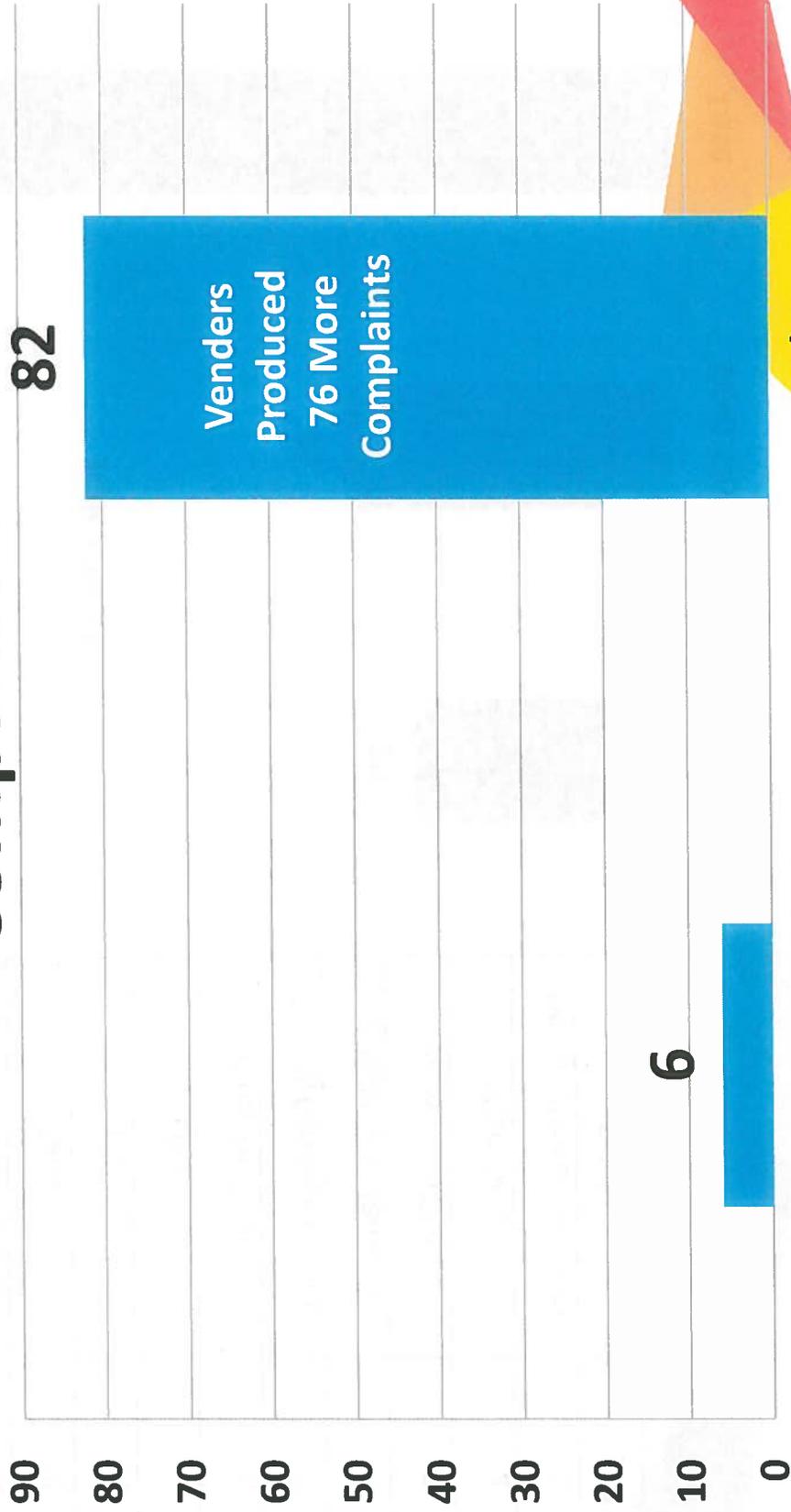
# October Service Ticket Categories

Who was the complaint about?

Ticket	Total
Driver	72
Dispatcher	33
Other	5
Customer Service Rep	4
Manager	2
<b>GRAND TOTAL</b>	<b>116</b>



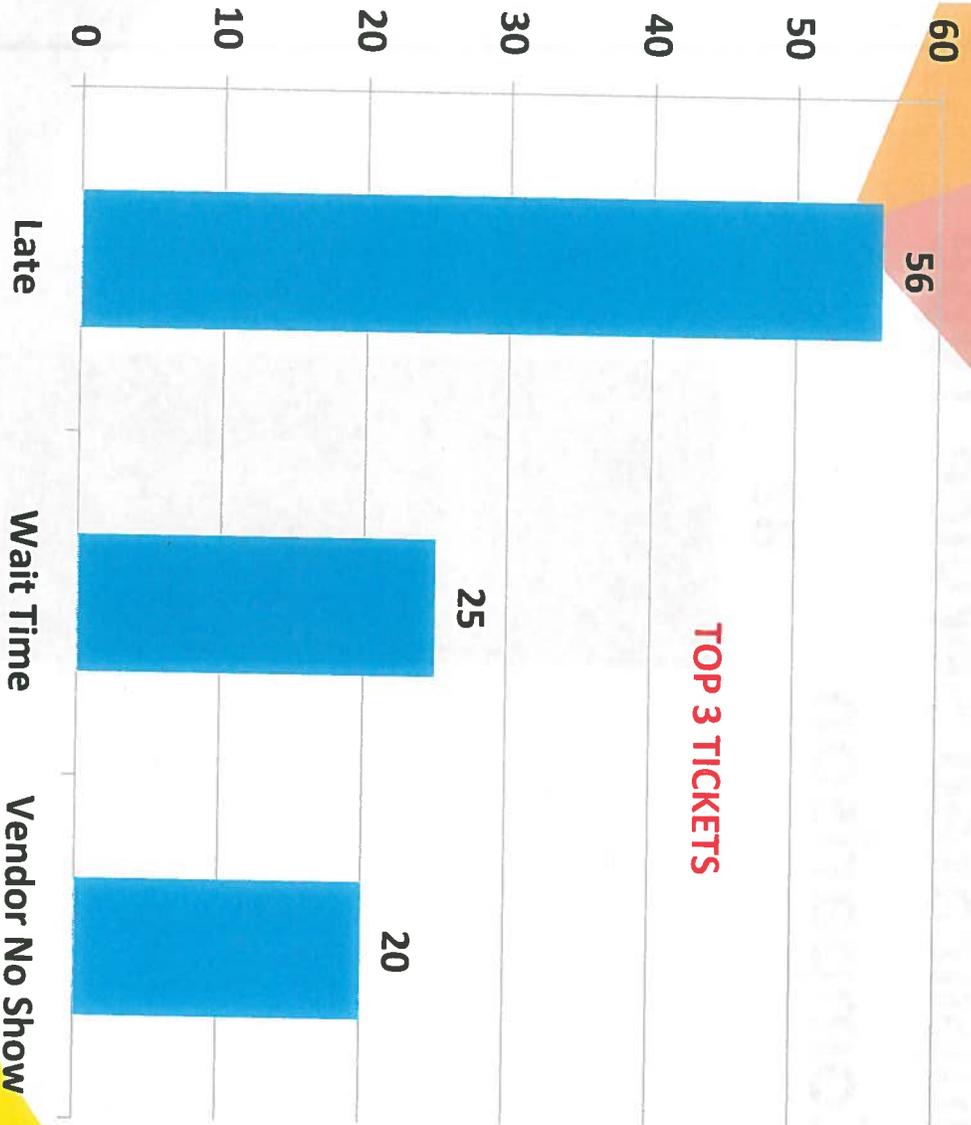
# October Unduplicated Service Type Comparison



Wake County Call Center

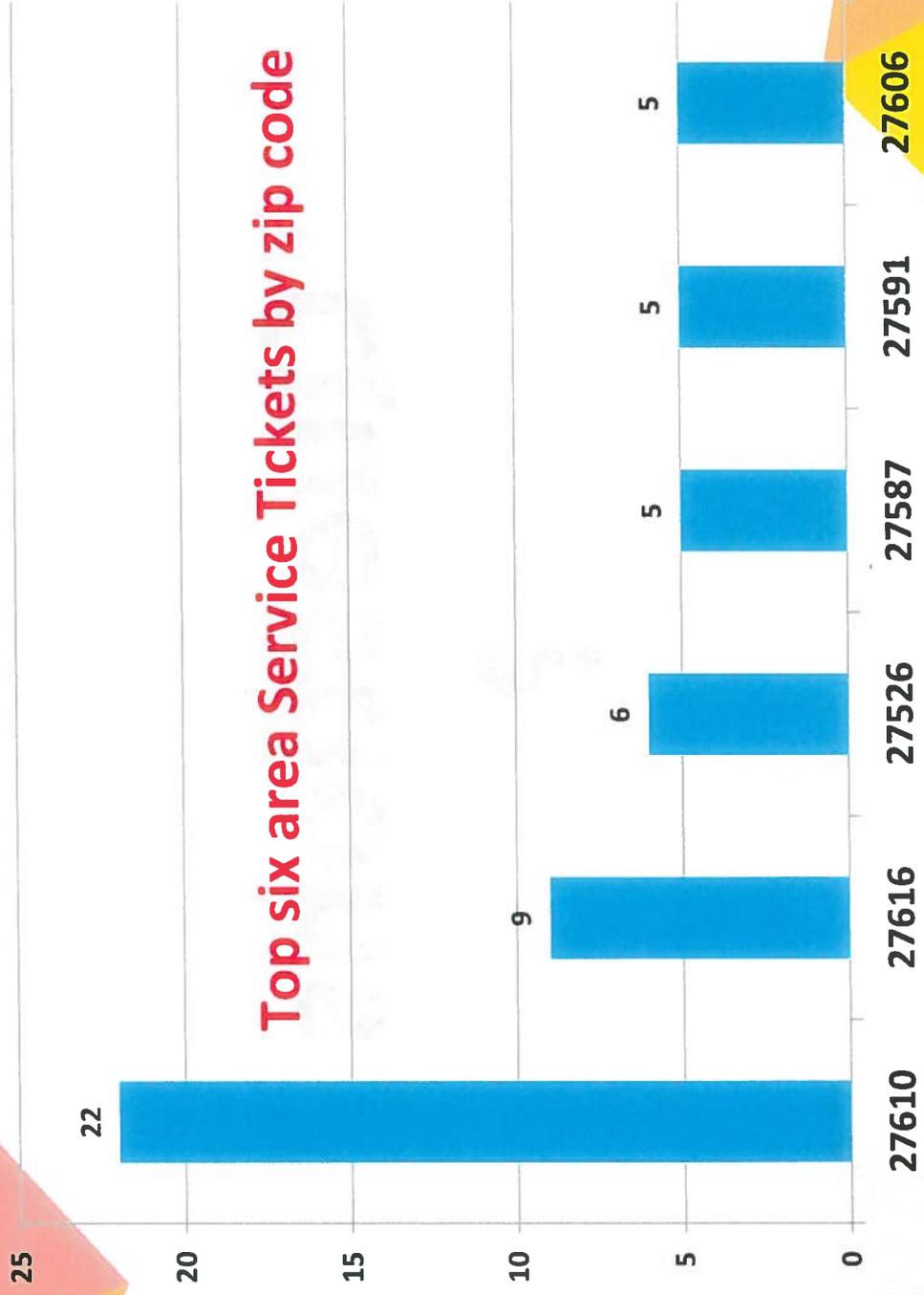
Vender

# October Service Ticket Category



Complaint	Total
Appointment/Phone Line	56
Early	25
Late	20
Other	8
Rider No Show	8
Safety/Careless Driving	7
Vehicle Maintenance	6
Vendor No Show	5
Wait Time	2
Worker/Driver Behavior	1
<b>Total</b>	<b>138</b>

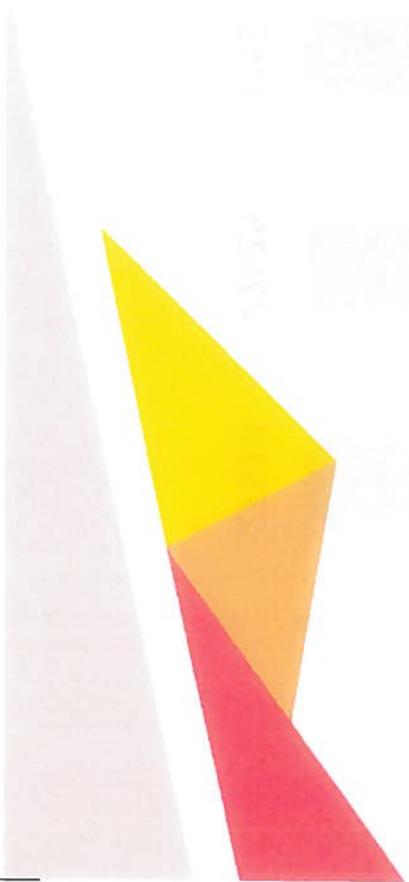
# October Zip Code





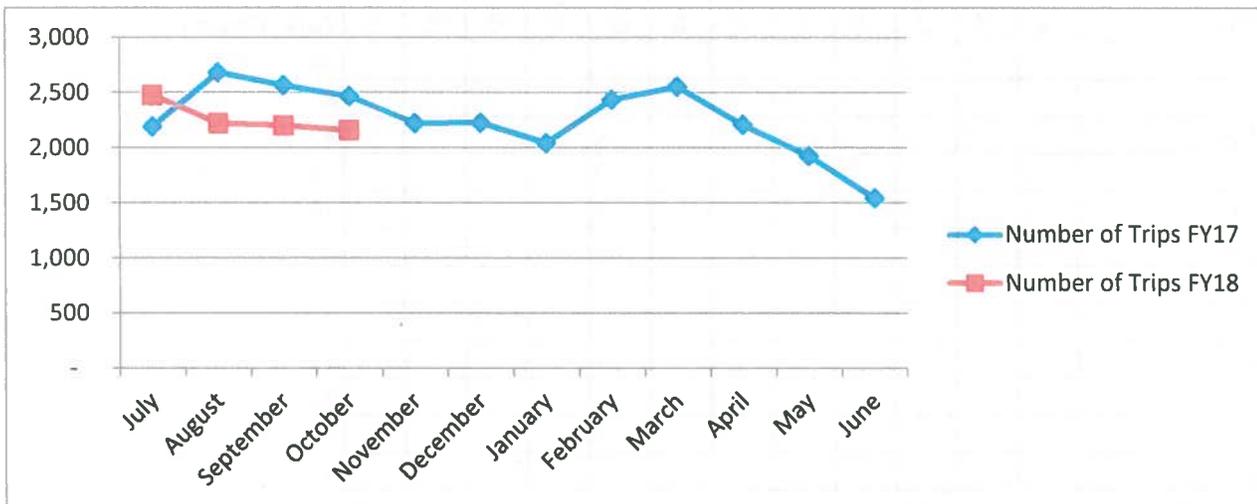
# Questions

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## Wake County TRACS - November 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		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	
<b>YTD Totals</b>	<b>\$382,641.33</b>	<b>\$258,939.54</b>	<b>9,905</b>	<b>9,059</b>



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

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

	RGP Zone Scheduled Trips				Completed Trips
	July	August	September	October	October
East	211	225	180	228	206
North	55	59	36	62	62
South	52	53	45	33	29
Southwest	196	200	166	182	157

### WakeTran Trip Origins and Destinations

Origin Cities	Destinations												Total Origins
	Apex	Cary	Fuquay Varina	Garner	Holly Springs	Knightdale	Morrisville	Raleigh	Rolesville	Wake Forest	Wendell	Willow Spring	
Apex	15	17	6		4			12					54
Cary				5	1								6
Fuquay Varina	6	4	26	1		2		18					57
Garner	7	13		9				10					39
Holly Springs	4	2	1					7					14
Knightdale	5							22					27
Morrisville		1						6					7
Raleigh				3					2	4			9
Rolesville								11					11
Wake Forest								15		5			20
Wendell						4		3					7
Willow Spring			3	1									4
<b>Total Destinations</b>	<b>37</b>	<b>37</b>	<b>36</b>	<b>19</b>	<b>5</b>	<b>6</b>	<b>0</b>	<b>104</b>	<b>2</b>	<b>9</b>	<b>0</b>	<b>0</b>	

### Denied Trips

	August	September	October
RGP Northern	2	0	0
RGP Eastern	5	5	18
RGP Southern	1	0	3
RGP Southwest	5	4	5
EDTAP	64	22	44
Employment	10	3	9

October YEAR OVER YEAR	WCTS		WCTS		WCTS Total		MV		Millennium		21st Century	
	YEAR TO DATE 2016	YEAR TO DATE 2017	Oct-16	Oct-17	Oct-16	Oct-17	Oct-16	Oct-17	Oct-16	Oct-17	Oct-16	Oct-17
TOTAL TRIPS	155211	153172	15584	16400	9262	16400	4976				1346	
REVENUE MILES	2223688	2265491	212818	237283	144432	237283	47589				20797	
REVENUE HOURS	103335.77	105671.62	10390	11388	7136	11388	2331				923	
PASSENGERS PER REV HOUR	1.50	1.45	1.50	1.44	1.30	1.44	2.13				1.46	
REVENUE MILES PER TRIP	14.33	14.79	13.66	14.47	15.59	14.47	9.56				15.45	
NO SHOWS	2180	2473	249	188	181	188	68				0	
NO SHOWS AS % OF TRIPS	1%	1.61%	1.60%	1.15%	1.95%	1.15%	1.37%				0.00%	
CANCELS	23478	20937	2724	2396	2095	2396	515				114	
CANCELS AS % OF TRIPS	15.13%	13.67%	17.48%	14.61%	22.62%	14.61%	10.35%				8.47%	
TOTAL CANCEL/NO SHOW %	16.53%	15.28%	19.08%	15.76%	24.57%	15.76%	11.72%				8.47%	
ON TIME PERFORMANCE	75.9%	67.75%	74.50%	63.40%	68.80%	63.40%	78.40%				74.10%	
AMBULATORY	135080	133932	13672	14491	7365	14491	4964				1343	
WHEELCHAIR	20131	19240	1912	1909	1897	1909	12				3	
ATTENDANTS	9961	10002	877	1129	550	1129	276				51	
GUESTS	2180	1620	195	154	139	154	42				14	

Current Nov OTP 67.7%