

**GoWake Access
Transportation Advisory Board (TAB)
Minutes**

September 12, 2018 – 9:00-11:30
3548 Bush St, Raleigh NC 27609

In attendance:

Claudia Garay

Sean Lanham

Emily Fischbein

Akul Nishawala

Sean Abrams

Danielle Omori

Craig Burrus

Kevin Wyrauch

Walter Weeks

Anita Davis

Hannah Lundy

1. Welcome and Introductions

2. Public Comments

- a.** *WoodSpring Petitions:* WoodSpring living community, located in Fuquay Varina, submitted a petition to GoWake Access, requesting that they add Sunday service, as well as extending service hours to 9pm. GoWake Access is evaluating these potential changes, and will include a question on our annual survey regarding Sunday service

3. Orientation – Hannah Lundy and Anita Davis (attached)

- a. Overview of Program and Responsibilities*
- b. Conflict of Interest Forms*
- c. Statement of Understanding*
- d. Board Leadership*

4. CTP Applications - Anita Davis (attached)

- a.** Emily Fischbein suggests that Transportation consider applying for Traveler's Aid grant
- b.** Walter Weeks calls for a motion to approve with the understanding that there may be future changes, Danielle Omori seconds the motion, and the board approves

5. Complaints Report (FY18) – Claudia Garay (attached)

6. Survey Questions – Hannah Lundy (attached with comments)

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

- a. In September 2017, GoWake Access transitioned from a model with multiple vendors transporting passengers, to a single vendor, MV overseeing all operations
- b. There are currently 70 vehicles in Wake County's fleet
- c. Kevin Wyrauch requested that the report include year-to-date information in the future
- d. Sean explains that passengers per revenue hour is an indicator of scheduling efficiency. The higher the service efficiency, the higher the number.

8. **Trips Report (FY18)** – Hannah Lundy (attached)

- a. Trip denials will be added to the monthly report to show number of clients that cannot get general public trips due to grant limits

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

- a. Walter Weeks:
 - i. Wake Enterprise/Imperium recently purchased new vans to transport employees to and from work sites
 - ii. As of July 1, Oshana Watkins is the new director of Wake Enterprises
 - iii. Two Wake County leaders have passed away: Frank Mellage, who was the founder of St. Patrick's day parade in Raleigh, and Norman Camp, a strong advocate for public education and development in Southeast Raleigh
- b. Danielle Omori: Danielle recently completed graduate school and received her Master's in vocational rehabilitation. Congratulations, Danielle!

Adjournment

August YEAR OVER YEAR	MV	
	Aug-17	Aug-18
	TOTAL TRIPS	11250
REVENUE MILES	173285	241006
REVENUE HOURS	8198	12911
PASSENGERS PER REV HOUR	1.37	1.29
REVENUE MILES PER TRIP	15.40	14.44
NO SHOWS	142	209
NO SHOWS AS % OF TRIPS	1.26%	1.25%
CANCELS	1445	2958
CANCELS AS % OF TRIPS	12.84%	17.72%
TOTAL CANCEL/NO SHOW %	14.11%	18.98%
ON TIME PERFORMANCE OVERALL	71.90%	77.00%
ON TIME PERFORMANCE PICKUP	75.60%	82.20%
ON TIME PERFORMANCE DROP-OFF	68.20%	71.80%
AMBULATORY	9513	14762
WHEELCHAIR	1737	1927
ATTENDANTS	742	1360
GUESTS	142	263
Nulls	520	940
Missed Trips	N/A	13



**Human
Services**

Consumer Experience Management Team Transportation Annual Data

Summary
Presented to

Wake County Transportation Program Manager Anita Davis

FY-18

Intrdepartmental data summary compiled from
the *Voice of the Customer* unit.
NOT FOR PUBLICATION





Service Ticket Top Category FY-18

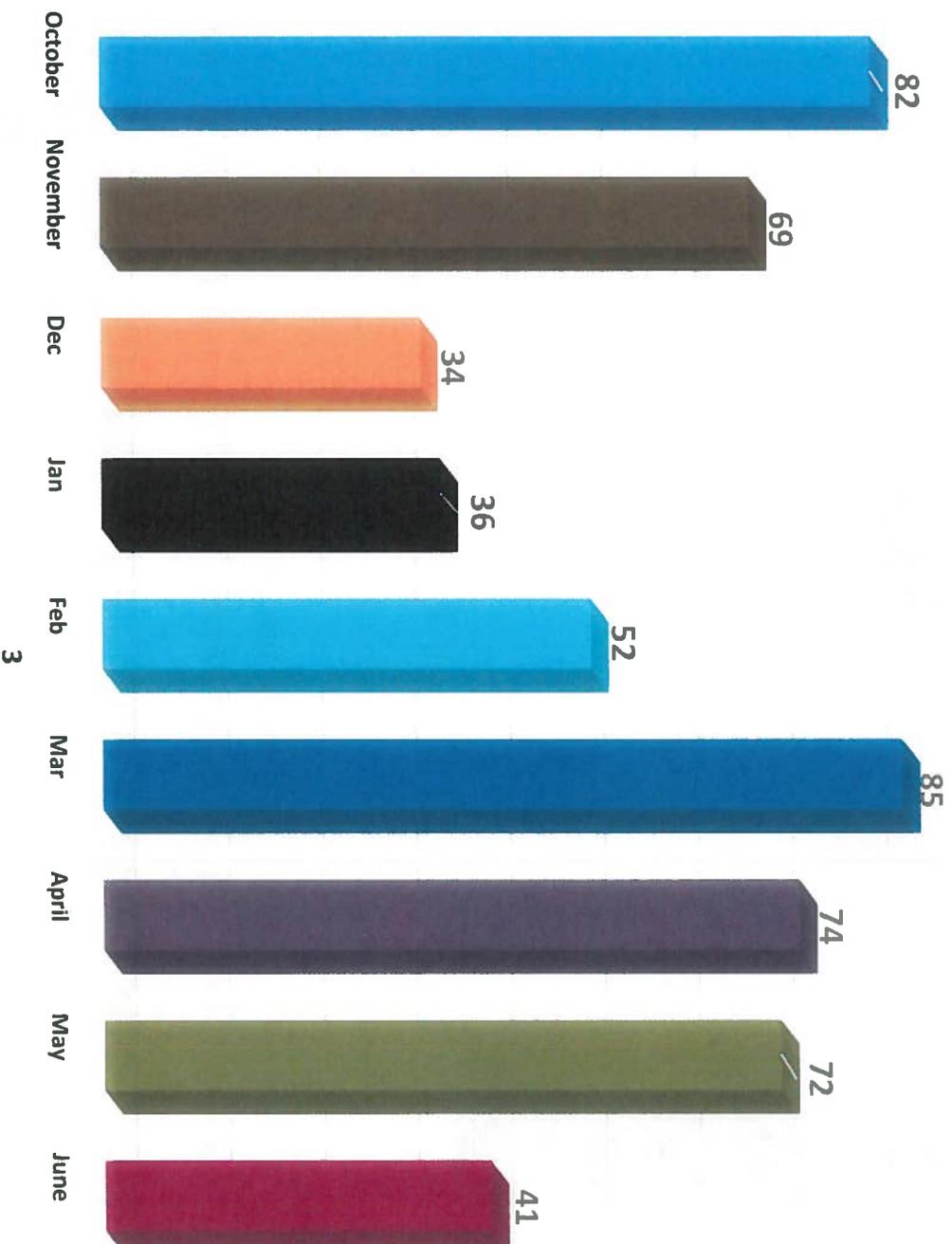
Who was the complaint about? Driver.





Top Unduplicated Service Type Vendor

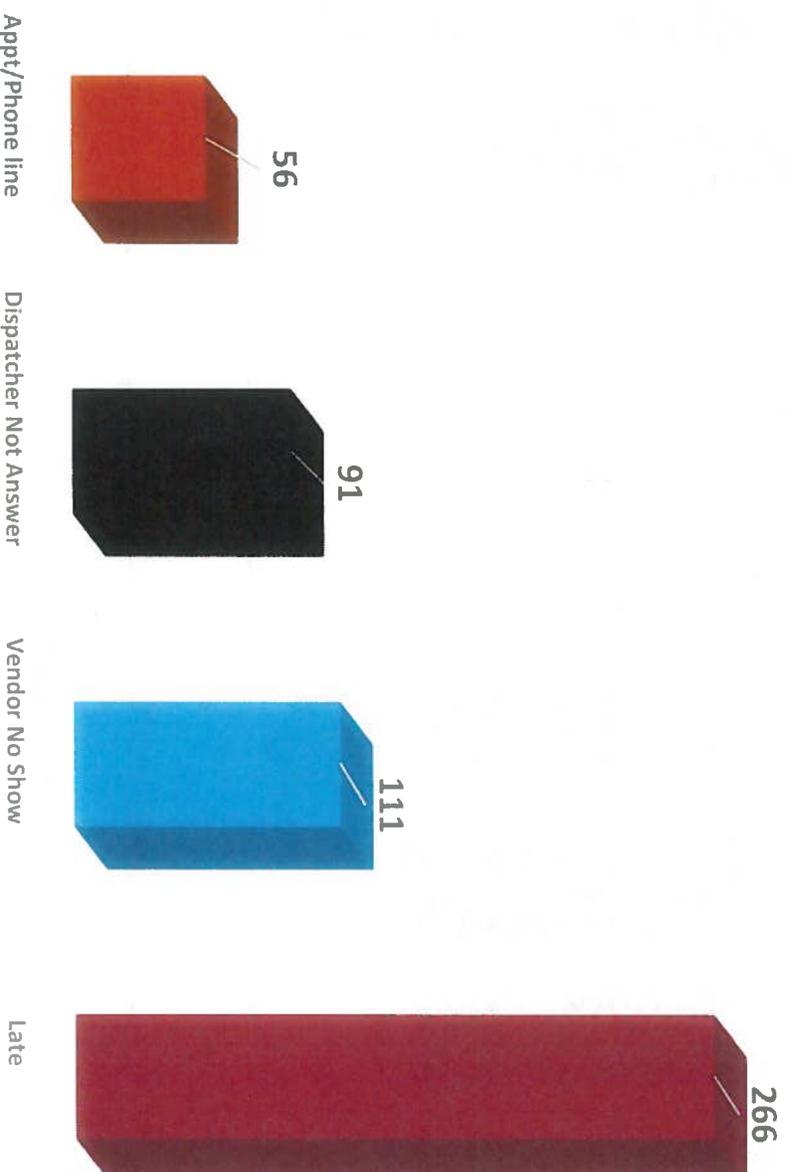
Vendor is 91% of all tickets; transportation call center is 9%.





Top Four Service Ticket Sub-Category

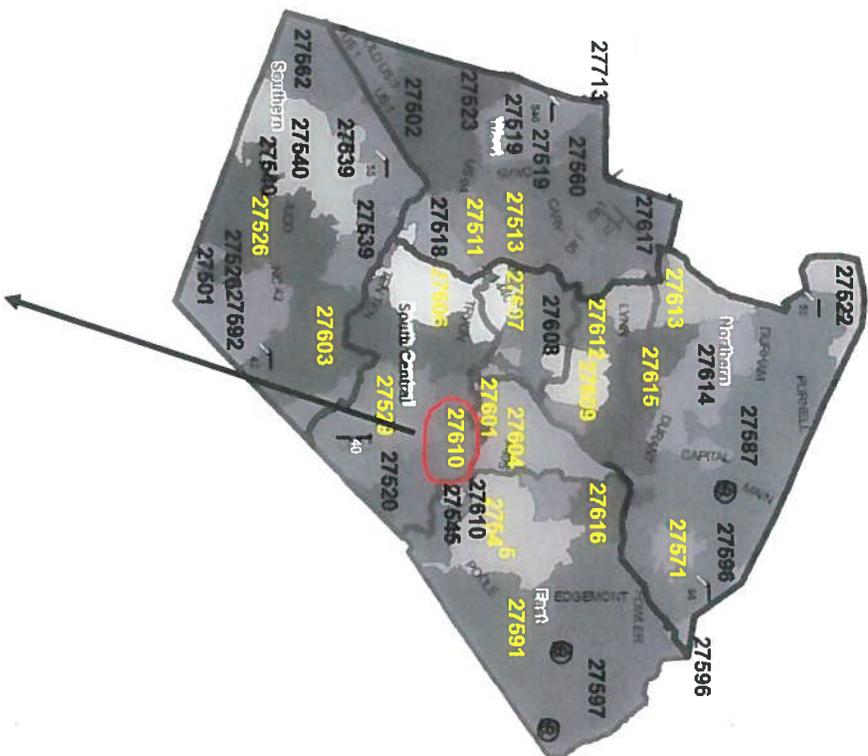
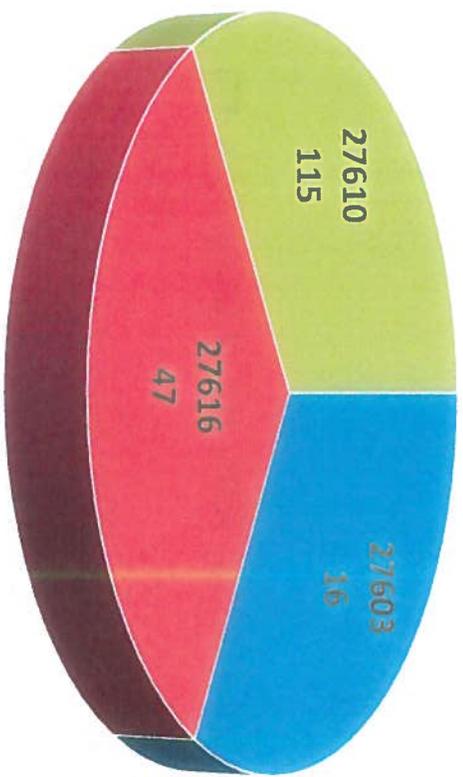
While “Late” is 51% of the top four sub-categories; the top four sub-categories account for 82% of total categories.





Ride by Zip Code for Issues

The top three zip codes account for 76% of total reported issues



27610 consistently has remained the most reported issues.



- Total Tickets are 545.
- We know that the driver is over 50% the reason for the consumer calls.
- We know all late issues come from the Vendor.



Questions?

GoWake Access Transportation Passenger Survey

Thank you for choosing GoWake Access to meet your transportation needs. Customer satisfaction is important to our success and a primary goal of Wake County Human Services (WCHS). In order to improve our service, it is very important for you to complete this survey and give us your feedback, to help us identify areas needing improvement and also what we are doing well.

- How important is our program for your quality of life?

- Very Important
- Important
- Not very important

- Do you have a personal vehicle that you are able to use?

- Yes
- No

- What is the purpose for your transportation request? (check all that apply)

- Employment related
- Medical
- General Purpose (Grocery, Shopping, Personal Errands, etc.)

- How frequently do you use our transportation services?

- Multiple times a week
- At least once in a month
- Less often than monthly

- How would you rate the overall quality of the reservation staff at 919-212-7005? → (Customer Service)

- Excellent
- Good
- Poor
- N/A

- How would you rate the overall quality of customer service from dispatch?

- Excellent
- Good
- Poor
- N/A

- Do you feel safe aboard our vehicles?

- All of the time
- Some of the time
- Almost never feel safe

if yes, how does our service
by commitment your vehicle
rent
fuel cost
might during
D

add about once a week etc

