

**RALEIGH TRANSIT AUTHORITY
JANUARY 11, 2018
MINUTES**

The Raleigh Transit Authority met on Thursday, January 11, 2018 at 3:30 p.m in the Council Chamber, Raleigh Municipal Building, 222 W. Hargett Street, with the following present:

Jason Horne, presiding
Sherita McCullers
Tolulupe Omokaiye
Tony Pecoraro
Michael Stevenson
Linda Wire

Staff present: David Eatman, Marie Parker, David Walker

The meeting was called to order by Chairman Horne.

The following items were discussed with actions taken as shown:

AGENDA – APPROVED AS AMENDED

Mr. Eatman indicated an item would be added to the agenda regarding retreat next steps. Without objection the agenda was approved as amended.

CHAIRMAN’S REPORT – RECEIVED

Chairman Horne introduced two new authority members, Linda Wire & Nathan Spencer.

He further indicated that Ms. Omokaiye will be chair of the Marketing Committee and Mr. Magsanoc will be Vice-chair of the authority.

INFORMATION ITEMS

WAKE TRANSIT PLAN – UPDATE RECEIVED

Mr. Eatman indicated there were not as many meetings relating to the Wake Transit Plan as normal due to holidays. What has occurred thus far with the Plan was reviewed at length by Mr. Eatman. He explained there are three standing committees that staff representing GoRaleigh

attends on a weekly basis – Finance Committee, Process Committee and Planning & Prioritization Committee. The purpose of each committee was reviewed in detail. The Public Engagement Plan and Strategy was discussed with Mr. Eatman indicating this calendar year there will be customer and consumer surveys and a 2 month comment period beginning January 22, 2018 and ending March 31, 2018. There will be meetings over an 8-10 week period in various areas to review the plan. He did not have anything specific for this meeting noting there will be a report in February. Many things are going on weekly with the Plan. Chairman Horne requested that the authority members be advised of when the meetings take place so they can attend if possible.

Mr. Stevenson asked when the status of BRT will be received with Mr. Eatman replying there is a meeting tomorrow where staff will receive an update which will be provided to the authority in February. Mr. Stevenson asked if there had been further development of the design criteria with Mr. Eatman responding there had been no further development at this point and that will come in the project development process which determines which corridors come when. Brief discussion took place regarding the actual implementation agency, distribution of funds, BRT routes, etc.

The update was received as information.

RETREAT ITEMS – INFORMATION RECEIVED

Mr. Eatman reported staff did not receive many responses initially regarding the items brought forward from the recent retreat; however, some great responses were received at the end. Staff was not able to compile those in a fashion he felt comfortable presenting at this meeting. He stated he would take a summary to committee and set aside time in February to go through the items.

JOINT ROUTE COMMITTEE AND FINANCE POLICY COMMITTEE REPORT – RECEIVED

The Raleigh Transit Authority Route Committee and Finance & Policy Committee met jointly on January 3, 2018.

City of Raleigh FY18-19 – Triangle Regional Call Center:

Mr. Pecoraro reviewed the item. The operator and manager of the Call Center shall be GoTriangle or its designee. Municipalities agree to provide current and accurate information about their respective bus and paratransit operations, policies and services to the Operator on a regular basis with three weeks prior notice of changes or as requested in order to ensure that the information furnished by the Call Center is accurate. The Municipalities also agree to provide funding to GoTriangle as provided in the agreement to support the operation of the Call Center.

On a monthly basis the Operator provides each Party with a report of statistics from the phone system and includes call volume, percent of calls answered by a live agent within 30 seconds, percent of incoming calls answered by a live agent prior to being sent to a queue; average call duration; number of complaints and commendations; number of request for paratransit information; number of brochures mailed to customers. The participating parties agree to share responsibility for payment of the Call Center costs. Mr. Pecoraro reported the item was approved by the Committee. Mr. Eatman indicated this is a two year agreement. Mr. Pecoraro moved approval of the agreement. His motion was seconded by Mr. Stevenson, unanimously passed. Chairman Horne ruled the motion adopted.

City of Raleigh Wake County Shared Transit Resources:

Mr. Eatman explained Wake County utilizes the services of the software vendor Routematch in licensing the use of software for centralized trip and maintenance scheduling and Routematch can accommodate City of Raleigh operations. Raleigh desires to co-utilize and share the cost of services and will reimburse Wake County for the actual cost of services provided to Raleigh. Both entities perceive a benefit in the increase efficiency and cost savings generated by sharing the resources. The City of Raleigh owns the GoRaleigh Access operations and Maintenance Facility on Blount Street which is a federally funded facility. Raleigh will keep this facility in good operating condition to accommodate the centralized staging for transportation services in Raleigh and Wake County. Wake County will have no responsibility for the facility or costs related thereto. FY 18-22 Wake County/COR ILA Budget Cost includes 3.5% increase for years 4 and 5 totaling \$438,748. Mr. Pecoraro reported the committee recommended approval of this item. Mr. Eatman indicated this cost came down from prior years using a shared contractor and came down from \$300,000 annually to \$180,000 annually. Mr. Pecoraro moved approval of the agreement. His motion was seconded by Ms. McCullers, unanimously passed. Chairman Horne ruled the motion adopted.

NCSU MOA – Transit Funds Agreement:

The City operates the GoRaleigh system and the University operates Wolfline system. There is mutual benefit and interest to increase transit ridership by demonstrating through a seamless system of expanded routes and infrastructure that transit is a convenient and viable transportation mode. There is mutual benefit and interest to promote the benefits of transit to the conservation of fossil fuel resources and improved air quality through the reduction of vehicle emissions and decreased traffic congestion. There is mutual benefit to efficiency and effectively using urbanized area funding generated by the University's annual submission of a National Transit Database report and the funds generated by the annual national Transit Database report will be used to improve public transportation facilities and services for the citizens of the City and the student of the University. Mr. Eatman explained NCSU also works with the City of Raleigh on Avent Ferry Road which has a great value. Mr. Pecoraro reported the committee approved this

agreement. Mr. Pecoraro moved approval of the MOA as outlined. His motion was seconded by Ms. Omokaiye, unanimously passed. Chairman Horne ruled the motion adopted.

Wake Transit Service Guidelines (Draft):

Mr. Pecoraro stated he found 5-6 routes with low ridership and asked staff to come back with recommendations on whether to maintain the routes. He noted staff will look at these locations and come back with recommendations. Mr. Eatman explained the Service Guidelines are just that – guidelines. TPAC is developing the guidelines for distribution of funds. He indicated these are not “you must” policies but they have to be responsible for funds distributions throughout the county. This is not dictating local policy but setting general guidelines to follow. He indicated to help people understand levels of service, staff can look at and understand if they are somewhat successful or greatly successful. He advised members not to read these guidelines as mandates. He indicated this report has some great ideas on how we might strengthen revenue of routes and determine if routes are successful or not. Staff will be working with the Route Committee on this item and it will evolve over time. Mr. Pecoraro encouraged members to read the draft Guidelines document.

Mr. Walker indicated there will be updated Version 5 coming out sometime in the next week which will be provided to the authority in February for action. Mr. Pecoraro requested that any change made be highlighted. In response to questioning from Ms. Omokaiye, Mr. Eatman indicated the Transit System follows the City of Raleigh’s 15% MWBE program. All agencies have different levels of MWBE utilization. Anything the Transit System does meets City and DBE goal. Mr. Eatman stated he will take this question forward to TPAC and report back to the Marketing Committee in February.

STAFF REPORT – RECEIVED

Members received in their agenda packets the following staff reports:

1. Statement of Income (November 2017))
2. Variance Analysis (November 2017)
3. Go PASS Ridership Summary (November 2017)
4. Go PASS Ridership by Agency (November 2017)
5. Accessible Raleigh Transportation Summary (November 2017)
6. Operating Statistics (November 2017)
7. Route Statistics (November 2017)
8. Ridership Percentage by Time Period (November 2017)
9. Evaluation by Route (November 2017)
10. Advertising Update (November 2017)
11. On time Performance Report (November 2017)
12. Monthly Talking Points (December 2017)

CONCLUDING REMARKS – RECEIVED

Ms. Wire thanked Mr. Eatman and staff for the tour of GoRaleigh and the Raleigh 101 tutorial she had.. Mr. Eatman advised members to let him know if they would like a tour.

Mr. Pecoraro referred to gas powered and electric buses noting self- travel vehicles being discussed in transit circles and now is the time to discuss this. He suggested starting this discussion at the next meeting. Mr. Eatman stated there are a number of opportunities to bring in technical experts on this technology and they could share any challenges. Mr. Pecoraro stated he was not suggested that Raleigh be pioneers in this technology. Mr. Eatman agreed that we do need to keep track of this field. Mr. Eatman noted it may not be that technology but technology is a huge thing in the Wake Transit Plan noting that will be one of many discussed in the future.

Chairman Horne thanked all the bus drivers who worked through the recent snow storm.

Ms. McCullers reported she received her 20 year safe driving certification.

ADJOURNMENT

There being no further business, the meeting adjourned at 4:30 p.m.

Respectfully submitted,

Brenda Hunt