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Wednesday, January 24, 2024

12:00 p.m.

GoTriangle Board Room

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**Board members present** | Corey Branch, Susan Evans, Patrick Hannah, Brenda Howerton, Vivian Jones, Michael Parker, Sally Greene, Jennifer Robinson, Leo Williams [arr. 12:29 p.m.]

**Board members attending remotely** | Mary-Ann Baldwin [arr. 12:05 p.m.]

**Board members absent** | Michael Fox, Valerie Jordan

Chair Brenda Howerton officially called the meeting to order at 12:03 p.m. A quorum was present.

**I. Adoption of Agenda**

**Action:** On motion by Jones and second by Branch the agenda was adopted. Upon vote by roll call, the motion was carried unanimously.

**II. Public Comment**

No comments.

**III. Consent Agenda**

**Action:** A motion was made by Parker and seconded by Jones to approve the consent agenda. Upon vote the motion was carried unanimously.

The following consent agenda items were approved:

- December 20, 2023 | Regular Session Minutes.
- Adopted GoTriangle Short Range Transit Plan FY2024-2028\*.
- Adopted the Wake Transit ADA Policy\* and Service Guidelines and Performance Measures\*.

\*These documents are attached and hereby made a part of these minutes.

Baldwin joined.

**IV. Presentations**

**A. Strategic Plan Information**

Scott Thomas introduced Matt Webb and John Lewis of TransPro. Their presentation is attached and hereby made a part of these minutes.

Williams arrived.

Lewis introduced the TransPro team, a public sector performance management firm, leading the effort to assist with the update of GoTriangle's strategic plan. TransPro's focus

is on outcomes and the value transit provides to communities and customers but connecting frontline employees to employment, healthcare and opportunities.

He explained the strategic plan process which involves answering four basic questions:

- Why - mission, vision, values
- What - measurable strategic outcomes
- How - work plan, milestones, budget
- Who - performance, metrics, monitoring

The process will include interviews with board members and external stakeholders and conclude with employee training by the end of the calendar year.

Board members noted the importance of funding to achieve the new plan as well as clarity of GoTriangle's role in the region and support from its partners and stakeholders for the plan. They also discussed tying the goals of the plan into the budget and individual performance evaluations.

#### **B. Paratransit Service Overview**

Tammy Romain's presentation is attached and hereby made a part of these minutes.

GoTriangle's fixed route service was established in 2002, along with ACCESS, our complementary paratransit service, a specialized, curb-to-curb transit service with a door-to-door option for people unable to navigate fixed route bus service due to a disability. ACCESS operates seven days a week with 29 vehicles with the days, hours and locations mirroring our fixed route service. Service is limited to  $\frac{3}{4}$  mile of all-day bus routes. The department is staffed with 22 full-time and seven part-time operators in addition to nine office staff. Users must qualify for the service based on eligibility:

- Unconditional – unable to use fixed route service under any circumstance
- Conditional – certain conditions when a rider cannot use fixed route service [locations where there are no sidewalks or ramps]
- Temporary – limited based on short-term injuries

ADA paratransit service is by reservation only and must be made at least 24 hours in advance. As a shared ride service, the fare is double the fixed route fare. Trips are not prioritized based on purpose. Personal care assistants, as a mobility aid, ride fare-free with the passenger.

Romain shared that the majority of passengers use the service for employment. In FY2023 36,318 trips were taken with an average trip length of 21.6 miles. The average weekday ridership is 130, with an average of 41 on Saturday and 18 on Sunday.

#### **V. General Business Agenda**

##### **A. Items Removed from Consent Agenda**

None.

**B. Finance Review RFP**

Scott Thomas presented a recommendation to authorize the President/CEO to award a contract to Deloitte Consulting for financial process and enhancement services for FY24 for \$493,756. He said a budget amendment is required.

Sandra Freeman said the goal of this project is to present financial information, including the annual budget, in an easy-to-understand format.

Greene questioned the high cost. Lattuca responded that building confidence with partners is worth the investment in a more efficient system and transparent reporting.

**Action:** A motion was made by Parker and seconded by Branch to authorize the President/CEO to award a contract to Deloitte Consulting for Financial Process and Enhancement Services for FY2024, with a maxim dollar amount of \$493,756 and execute the contract consistent with those terms and adopt *GoTriangle Budget Ordinance Amendment #2024 0001*. Upon vote by roll call, the motion was carried unanimously.

Lattuca added that the project should take about ten weeks.

**C. Operations Committee Report**

Michael Parker reported that the committee heard a presentation on the short range transit plan, and recommended approval, which was included on the consent agenda.

**D. Administration & Governance Committee Report**

Mary-Ann Baldwin reported that in addition to electing a chair and vice chair [Sally Greene], the committee discussed some of the work it will be doing, such as adding a business advisory board. Greene added that the committee also recommended adoption of the Wake ADA policy and Service Guidelines and Performance Measures, which were on the consent agenda.

**E. New Business**

None.

**VI. Other Business****A. President and CEO's Report**

A list of contracts approved by the president and CEO is attached and hereby made a part of these minutes. Sandra Freeman noted that staff is working with Deloitte on a DBE goal for that contract.

Lattuca then reported on events he attended this month. He said staff is working on another DBE conference in late spring. A tour of RUS Bus for the Durham Chamber is being planned. He also referenced a chart comparing operator compensation around the region. He stated the board would be discussing this during budget season.

Susan Evans thanked staff and encouraged all board members to make time to participate in the orientation.

## 1. Operations Update

The monthly report and presentation are attached and hereby made a part of these minutes.

Vinson Hines shared the following statistics from September:

- Average weekday ridership: 5,251 up 21.4% from 2022; up 5.6% from 2019.
- Average Saturday ridership: 3,482, up 39.5% from 2022; up 136% from 2019.
- Average Sunday ridership: 1,825, up 38.2% from 2022; up 98.2% from 2019.
- Average weekday boardings - paratransit: 126, up 24.8% from 2022; down 8.7% from 2019.
- Average Saturday boardings - paratransit: 45, up 18.4% from 2022; up 2.3% from 2019.
- Average Sunday boardings - paratransit: 14, up 22.2% from 2022; down 46.2% from 2019.
- Operators: 65 fulltime, 14 part-time, 11 trainees.
- Police responded to 5 incidents in December and EMS, 1.

Hines shared that service changes would be implemented in March to improve on-time performance. No additional operators are required. Route 100, 300 and 305 will experience minor schedule changes to provide more travel time to arrive at mid-route timepoints. Routes 400, 405 and 700 will no longer be interlined [combined], allowing for improved on-time performance and operator work environment. Passengers will need to transfer at Durham Station who are transferring between 400 and 405 to/from 700. Additionally, route 700 will make the current detoured alignment permanent.

## 2. Capital Projects Status Report

Katharine Eggleston's presentation is attached and hereby made a part of these minutes.

### ***RUS Bus***

Construction is underway and the final design and permitting are concluding. The scheduled opening for operations in mid-2025 is on track. The project is on budget and a guaranteed maximum price for phase 2 should be locked in soon.

### ***Triangle Mobility Hub***

This facility will replace the regional transit center at the Plaza, which was always envisioned as a temporary location. The new location, at the corner of Miami Blvd. and NC54, is near the NCRR corridor. The property is owned by the Research Triangle Foundation. This site will offer seamless multi-modal connections in an integrated community environment that provides access to opportunity. Sustainability is a major focus for this project to support GoTriangle's goals for fleet electrification. The project schedule anticipates the facility opening between 2028-2030, depending on grant availability and the delivery method. Currently GoTriangle

is engaged in site survey, third party coordination and development of grant applications and a stakeholder involvement and communications plan. Williams asked if the region is competing against itself when other jurisdictions and agencies are applying for the same grants. Eggleston responded that there has been conversation about this and it is impossible to know what the federal grant-making agency is looking. She said there are many more grant applications received than eligible project funding and when the award decisions are made, there is an effort to have geographic and program/modal diversity. At the time of application it is impossible to know which projects will be the highest scoring and also fit the slots the federal agency is seeking to fill. The decision was made to put forward all the projects from the region that would score well to give the Triangle area the highest chance that a project will fit what is being sought when the grant awards are made.

***Regional Rapid Bus and BRT Study***

- Goals – improve mobility in the region, assure high quality customer service and endorse sound growth patterns
- Complements other efforts – FAST 2 and Durham BRT studies

**3. Communications Update**

Eric Curry noted that information cards have been created about GoTriangle’s paratransit service. He said similar cards will be developed for other areas. He reported on the meeting the Sustainable Travel Services area had with RDU and its tenants. There may be an opportunity to create a vanpool for employees at the airport.

Wendy Mallon then shared with board members the “New Year, New Socks” campaign to collect donations of socks for the Women’s Center in Raleigh and the Durham Rescue Mission.

**B. General Counsel’s Report**

Byron Smith reported that he has been invited to be a panelist at APTA’s Legal Affairs Conference in February for a session on growing pains for small agencies.

**C. Chair’s Report**

No report.

**D. Board Member Reports**

**1. CAMPO Executive Board Representative**

Patrick Hannah report that he attended his first meeting. There were presentations by GoTriangle and on the S-line.

**2. Regional Transportation Alliance (RTA) Representative**

Brenda Howerton noted RTA’s annual meeting scheduled for Friday.

**3. DCHC MPO Board Representative**

Michael Parker reported that the MPO is getting ready for the 2055 MTP which will proceed over the next year. Evans added that there will be a joint meeting of the MPOs next week.

**VII. Adjournment**

**Action:** Chair Howerton adjourned the meeting at 2:31 p.m.

Prepared by:



Michelle C. Dawson, CMC  
Clerk to the Board