



Wake County Transit Planning Advisory Committee (TPAC)

August 29, 2024 • 9:30am

The livestream will begin once the TPAC Chair has brought the meeting to order.

1. Welcome and Introductions

TPAC Chair: David Eatman, City of Raleigh

Vice Chair: Kelly Blazey, Town of Cary

2. Adjustments to the Agenda

Kelly Blazey, Vice Chair

Remove Item #8, Wake Transit Plan Update, Phase 1 Summary, from agenda. The summary report draft is still being finalized. Anticipate the item being presented in September instead.

3. General Public or Agency Comment

Kelly Blazey, Vice Chair

Commenters are allotted three (3) minutes. Comments send in via email in advance of the meeting, prior to 9:00am, will be summarized by staff and attached to the final meeting minutes.

4. Adoption of TPAC Meeting Minutes

Kelly Blazey, Vice Chair

Attachment A & B

Requested Action:

Adopt the June and July 2024 TPAC meeting minutes

5. Endorse the August – January Subcommittee Work Task Lists

Stephanie Plancich, TPAC Administrator

Attachment C & D

TPAC Subcommittee Work Task List

Program Development

Vote to Adopt - Unanimous

July 30, 2024

Voting Members:

CAMPO, GoTriangle, Wake County, Morrisville, NCSU, Fuquay-Varina, Knightdale, Zebulon, Apex, Wake Forest, Cary, Raleigh, Holly Springs

Community Engagement

Vote to Adopt - Unanimous

July 25, 2024

Voting Members:

CAMPO, GoTriangle, Apex, Cary, Fuquay-Varina, Garner, Holly Springs, Morrisville, NCSU, Raleigh, Rolesville, Wake County, Wake Forest, Wendell, Zebulon

5. Endorse the August – January Subcommittee Work Task Lists

Requested Action:

Vote to endorse the August-January Work Task Lists of the Program Development and Community Engagement Subcommittees.

6. GoTriangle Financial Audit Findings – Deloitte Presentation

Jackie Norell, Deloitte

**GoTriangle
Financial Process Analysis
and Enhancement Services
TPAC Meeting**

August 29, 2024

Section	Slide(s)
Introduction	1-2
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Transformation Team Overview and Next Steps	15-16

In partnership with GoTriangle Executive Leadership and the Budget & Finance (B&F) staff, Deloitte conducted a comprehensive assessment of GoTriangle's Budget & Finance function. Deloitte's comprehensive insights report is intended to provide recommendations and associated tools and resources to drive significant enhancements to GoTriangle's financial operations.

Comprehensive Insights Report

- Identify and assess the challenges, organizational dynamics, and operating environment factors that have contributed to the GoTriangle Budget & Finance Department's current state
- Analyze alternative courses of action, conduct benchmarking and peer organization comparisons, and identify industry best practices to define enhancement opportunities
- Provide recommendations for people, process, and technology transformations to achieve desired improvements to GoTriangle's financial operations
- Strengthen stakeholder trust and confidence in GoTriangle through deliberate and transparent insight into transformation efforts



The recommendations that follow in this presentation represent the subset that the Deloitte team has identified as key to transforming GoTriangle's Budget & Finance Department. The full list of 30+ recommendations are outlined in greater detail with supporting documentation and actionable resources in the Comprehensive Insights Report.

Our Approach

Throughout this project, Deloitte engaged with a diverse range of professionals, reviewed leading practices, and delved into multiple financial systems to gain an in-depth understanding of GoTriangle’s financial operations and develop recommendations.



Engaged with **13** Budget & Finance team members and reviewed **50+** materials provided



Received regular input from **7** **executive leaders** on draft outputs and progress updates



Conducted **peer reviews** and **benchmarking** against 10+ comparable organizations



Collaborated with **GoTriangle employees** across **3** different **departments** to understand data requirements, interdependencies, and map the **8** financial related systems



Connected with **11** **Subject-Matter Experts** in the areas of Transportation, Finance / Accounting, Grants Management, Workforce, Budget, and Human Capital



Reviewed **industry guidelines, standards, and best practices** from relevant authoritative organizations, such as the Government Finance Officers Association (GFOA) and American Public Transportation Association (APTA)

Over the course of 10 weeks, our team conducted over **a dozen interviews** and facilitated **13 working sessions** with the **Executive Leadership Team, Budget & Finance staff**, and **key internal stakeholders** from other GoTriangle departments who engage regularly with the Budget & Finance team.

Recommendation Focus Areas

Throughout this effort, findings and recommendations were organized into five Focus Areas to address GoTriangle’s Budget & Finance challenges. Below are summary definitions for the Focus Areas.



SYSTEMS & DATA

The platforms and tools used to manage, connect, and use data assets to drive business performance, inform stakeholders, and facilitate decision-making.



REPORTING & FORECASTING

The processes, templates and tools that support reporting and forecasting efforts including financial sensitivity analysis, multi-year capital planning and forecasting, and external and internal financial reporting.



OPERATING ENVIRONMENT

The external factors that impact GoTriangle’s Budget & Finance operations including but not limited to economic conditions, market trends, and statutory and regulatory requirements.



WORKFORCE & ORGANIZATION

The roles, responsibilities, and skills that make up the Budget & Finance function as well as the way the organization executes its work.



FUNCTIONS, POLICIES, & PROCESSES

The key organization tasks, guiding principles, and operational procedures that facilitate GoTriangle’s Budget & Finance compliance, efficiency, and performance.

Vehicle Rental Tax After-Action Report

GoTriangle Leadership asked Deloitte to develop the Vehicle Rental Tax (VRT) After-Action Report to identify process and procedural deficiencies that contributed to the failure of VRT fund transfer for eight quarters and develop process enhancement recommendations to minimize the chances for this issue to occur again. Our team conducted interviews, reviewed documentation, and performed analysis to identify, define, and address the VRT transfer concerns.

What We Heard

Initial Recommendations

- In interviews with the Senior Accountant and the Accounts Receivable lead, the following challenges were identified:
- GoTriangle did not transfer VRT revenue to county transit partners for ~2 years
 - The previous Manager of Finance and Accounting did not approve/submit the tax revenue transfer despite receiving quarterly transfer request reports from a B&F team member
 - Transfer failures were discovered after the previous CFO authorized the VRT transfer, and county transit partners noticed the anomalous nature of the transfer
 - The prior auditor flagged the non-transfer as a variance

- While responsible individuals were separated from GoTriangle, the fundamental issue remains within the organization:
1. Implement the VRT Controls Process to ensure accounting entries are being made properly and transfers to county transit partners are happening as required, with proper checks and balances, and oversight
 2. Implement requirements and controls around how cash is managed and transferred to ensure a single employee cannot delay or bypass these required transfers.
 3. Develop communications and engage with county transit partners to discuss the VRT transfer process and ensure they receive transfers as anticipated each quarter.

Stringent requirements and controls regarding how cash is managed and specific controls at the transfer and distribution level must be instituted to ensure no one employee can delay or bypass these required transfers.

VRT Recommended Controls

To answer the question, will a lapse in VRT revenue distribution with Wake, Durham, and Orange Counties happen again, the main issue must be defined and addressed with duty segregation and new tracking and transfer controls.

1

How did this happen?

The previous Manager of Finance and Accounting did not approve/submit transfer requests on time, without CFO intervention, leading to a multi-year backlog.

2

What was the root cause?

Even though the previous CFO and Manager of Finance and Accounting are no longer with GoTriangle, **the main issue identified was a lack of segregation of duties and a defined VRT receipt process with appropriate controls.**

3

How will this be addressed?

Implement new process controls in the following steps to ensure tax transfer

Payment Tracking

The B&F team performs monthly deposit analysis and creates a manual journal entry to track cash receipts

Distribution to County Partners

The B&F team develops and approves a quarterly transfer request to transfer tax revenue to county partners

New Controls

- *Require quarterly review and reconciliation of deposits between the Motor Vehicle Rental Report/supporting documentation and MS Dynamics, reviewed with the CFO.*

New Controls

- *Senior Accountant issue the cash distribution request to Accounts Payable (AP), with CFO copied.*
- *AP write the check, record the accounting entry in Dynamics, and track payment receipt*
- *Quarterly ELT confirmation once the transfer has occurred*

Additional Recommendation

GoTriangle will engage with county transit partners on a recurring basis to discuss the VRT transfer process and ensure the counties receive transfers as anticipated each quarter.

Tax District Administration Recommendations

GoTriangle leadership outlined a need to better understand and bifurcate GoTriangle’s unique Dual Mandate to act as both a Transit Authority and a Tax District Administrator, roles which have historically created significant complexities for effective financial management and stewardship.

GoTriangle Tax District Administration: *GoTriangle’s Special Tax District that manages funds for transit partners and supports transit plans across counties*
GoTriangle Transit Authority: *A regional public transportation authority serving Wake, Durham, and Orange Counties under Article 26 of Chapter 160A of the General Statutes*

Source: [Tax Law Summaries \(1987-2022\)](#) - Pages 75 and 76

Major Challenges (What We’ve Heard)

- ❖ **Budget Management:** Budget line items such as revenue sources and expenses overlap across Tax District Administration and Transit Authority, making it difficult to delineate between the two and budget accurately
- ❖ **Stakeholders and Reporting:** GoTriangle Tax District reports to and acts as a pass-through organization for Wake, Durham, and Orange Counties, making Tax District operations and financial reporting responsibilities unique and challenging, considering additional stakeholders such as MPOs and SWGs
- ❖ **Systems, Technology and Data:**
 - D365 Project Codes: Project IDs are not being utilized well and span only a single year making Capital Development reporting/tracking difficult
 - D365 Transit Plan Tracking: Transit Plan funding and other data is not properly separated from GoTriangle projects and is not being accounted for/tracked correctly in D365

Similar Organizations (Transit Operator + Tax Administrator)

After analyzing 19 different regional transportation agencies, only Sound Transit and Santa Clara Valley Transportation Authority emerged as organizations that both levy taxes and act as a transportation authority.



Sound Transit in Seattle, Washington:
Transit is partially funded by local sales taxes, car rental sales taxes, and motor vehicle excise taxes.
- [SoundTransit 2024 Financial Plan & Adopted Budget](#)
- [SoundTransit Funding Regional Transit](#)



Santa Clara Valley Transportation Authority:
VTA is partially funded by a half-cent sales taxes and 1/8 cent sales tax for BART Operations.
- [VTA 2020 ACFR](#)

Based on what we heard, and the analysis of other organizations and their operations, GoTriangle’s operating environment is unique in that GoTriangle’s Special Tax District is closely tied to GoTriangle’s Transportation Authority and Transit Operations.

Tax District Administration: Recommendations Summary



The following recommendations outline how a delineated budgeting and reporting structure and an organizational re-alignment within GoTriangle could help delineate between Tax District and Transit Authority responsibilities, addressing some of GoTriangle’s Tax District Administration challenges.

Enhancement Recommendations	‘Project-Level’ Initiatives	Description	Associated Tools & Resources	Suggested Priority	Suggested Start	Anticipated Level of Effort
Create Delineation of the Tax District Administration Function	Create Delineation of the Tax District Administration Function and Operations	Clearly delineate Tax District Administration from GoTriangle Budget & Finance operations by developing separate budgets and associated reporting and identifying further opportunities to streamline operations.	<ul style="list-style-type: none"> ➤ Tax District Administration Structure Presentation Including Operations Overview, Comparative Organization Analysis, and Operating Environment 	High	Immediate	Medium
	Define Tax District Administration Responsibilities and Associated Staffing Levels	Separate the Tax District Administration from GoTriangle Transit Authority through an organizational restructure, establish a Tax District Administrator role to lead the Tax District Administration team and re-establish Tax District Administration team roles and responsibilities. The Tax District Administrator role should report directly to the CEO with a dotted line to the CFO.	<ul style="list-style-type: none"> ➤ Updated Budget & Finance Organizational Structure ➤ Tax District Administration Role Description 	High	Immediate	Medium

Tactical Implementation Steps

1

Separate and Streamline Operations

- Separate GoTriangle’s budget from the Transit Plan budget to create two distinct documents to ensure correct revenue and expense reporting and provide GoTriangle’s board with delineated budget reporting for the two entities
- Define Wake, Durham, and Orange Transit Plan line items separately in the Transit Plan budget and ensure the Transit Plan budget records tax revenue and an associated expense connected to GoTriangle projects for traceability
- Conduct a detailed review of Transit Plan Funds to determine if fund re-classification is possible under Governmental Accounting Standards Board (GASB) and other requirements to support Annual Comprehensive Financial Report (ACFR) reporting

2

Bifurcate the Workforce

- Separate the Tax District Administration from GoTriangle Transit Authority through a new organizational structure by choosing 1 of 2 re-structure options, that separates the Tax District from GoTriangle’s Budget & Finance Department or operations
- Recruit and hire a new Tax Administrator to lead the Tax Administration team, a role that reports directly to GoTriangle’s CEO and Board of Trustees
- Establish new roles and responsibilities for the Tax Administration team, leveraging guidance from the Tax District Administrator and needed skillsets

Recommended Reporting Enhancements

Summarized / Executive Analysis

- Incorporate visualizations supported by analytical comments to help illustrate the magnitude of data points relative to one another along with showing other relationships not easily discernable through tabular reports
- Incorporate metrics so that users / readers of the report do not have to do calculations themselves to generate insights that help them to answer the questions that they care about

Go Triangle / Transit Plans Delineation

- Incorporate changes resulting from the simplification of GoTriangle's fund structure and elimination of 1) GoTriangle operating division expenditure allocations to the Transit Plans and 2) Grand Totals (GoTriangle & Transit Plans together)
- Continue and expand Transit Plans separately briefing their financials to the Board

GoTriangle Capital Project Reporting

- Modify to support clearer reporting of GoTriangle managed Capital Projects vs Capital Projects with GoTriangle funding
- Consider adding new report content that tells a more complete Capital Projects story including these specifics

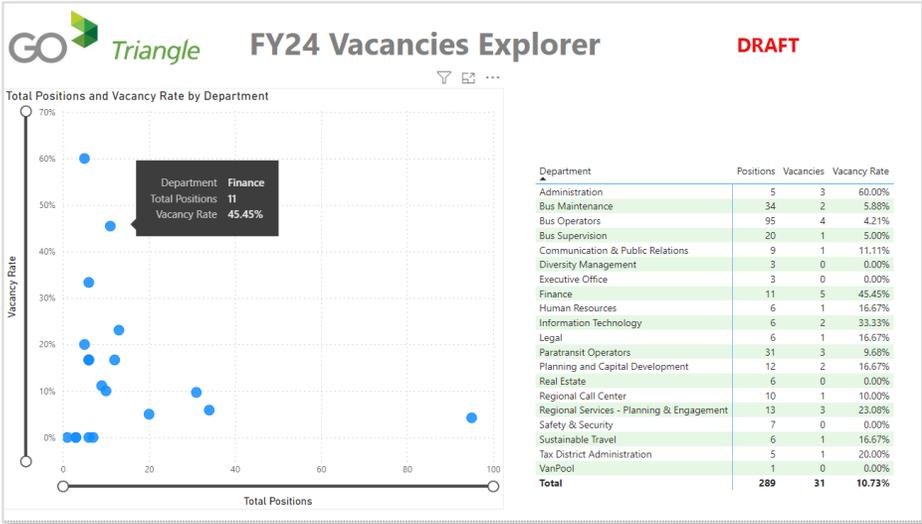
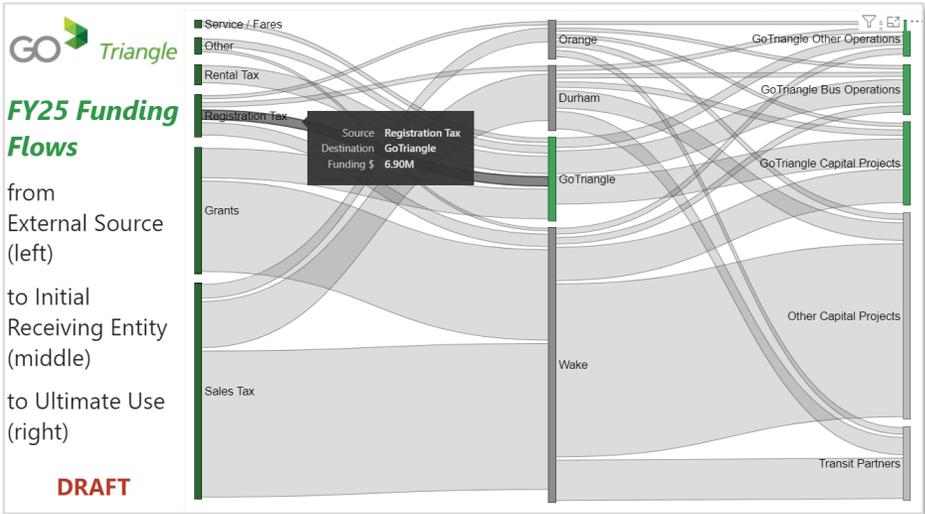
Other Changes

- Eliminate any detailed reporting (particularly in the Budget publication) that is not mandated to report on and does provide other value in telling GoTriangle's story
- Consider Transit Plan financial publications and improve consistency with GoTriangle reporting where appropriate

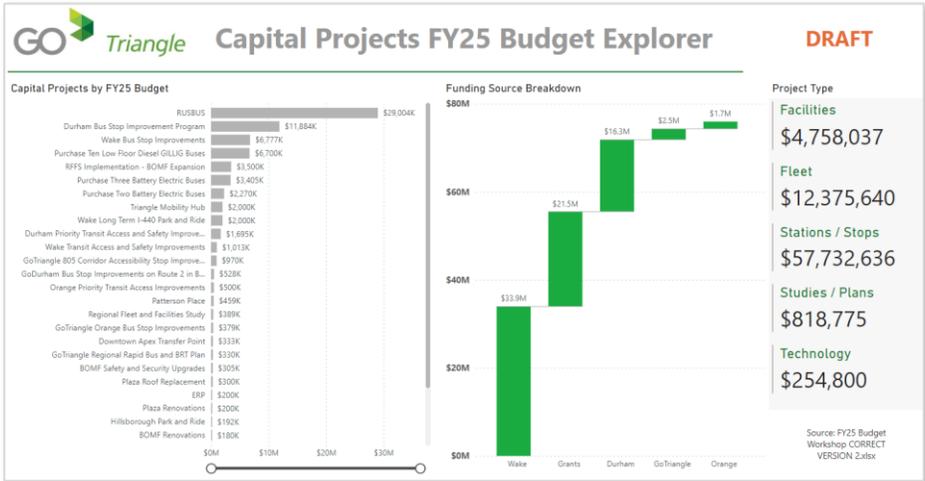
Dashboard Wireframes



Deloitte developed a series of working PowerBI Dashboards on topics of interest to show the value of providing interactive visual tools to leaders.



Although data assumptions and quality issues require further attention, these dashboards could be operationalized if desired by GoTriangle.



The GoTriangle Budget & Finance Transformation Team is a pivotal part of implementing the recommendations GoTriangle received as part of the Financial Process Analysis and Enhancement Services that Deloitte Consulting executed from April-June 2024. The Transformation Team will be the body responsible for guiding the development and execution of the GoTriangle Budget & Finance Transformation Implementation Roadmap. Additionally, the Transformation Team will work closely with the incoming Chief Financial Officer (CFO) and Chief Information Officer (CIO) to facilitate their transition into the organization and foster alignment with the transformation implementation roadmap.

Mission, Vision, & Objectives

Mission: To guide Budget & Finance through implementation of recommended enhancements, ensuring alignment with GoTriangle’s long-term goals.

Vision: Enable GoTriangle to increase confidence and transparency in its budget and finance function to the level expected of a trusted mobility partner in the Triangle region.

Key Objectives:

- Align key stakeholders regarding the prioritization of recommended enhancements
- Develop and guide execution of an implementation roadmap
- Partner with key internal and external stakeholders

Team Composition

Steering Committee
Set direction and priorities for the Transformation Team, provide guidance and make strategic decisions, serve as ambassadors for the GoTriangle Budget & Finance Transformation

Executive Sponsor
Serve as thought partner to the Transformation Team, provide strategic direction to ensure alignment of transformation goals with overall organization strategic objectives, track progress periodically against the implementation roadmap

Core Team

- **Project Coordinator:** Coordinates overall project progress, timelines, and resources.
- **Core Team Members:** Provides subject-matter insight and oversight to the transformation. Serves as a vital link between the transformation initiatives and operational realities.
- **Transit Partner Liaisons:** Provide insight and perspective as key stakeholder, specifically related to projects that have a direct impact on the respective Transit Plans

Reporting & Communication

- Twice-monthly updates to GoTriangle’s Executive Leadership Team.
- Quarterly progress reporting to the Audit & Finance Committee and the Board of Trustees.

Duration

- Approximately 12 months, with assessments for potential extension based on project needs, outcomes, and progress.

Path Ahead: Implementation Roadmap Development

Development of the Implementation Roadmap picks up where the Final Report left off and includes a systematic approach to capture input on the value of each recommendation to GoTriangle along with implementation considerations that will allow for an objective, defensible, and realistic plan .

Final Report Delivered

Includes 5 Focus Areas with associated recommendations and although “scoring” was included, it was not rigorous.

1) Review & Score Recommendations

2) Weight Scoring Criteria

3) Review & Adjust Rankings

4) Complete Draft Sequencing

5) Finalize Roadmap

6) Present to ELT & Board



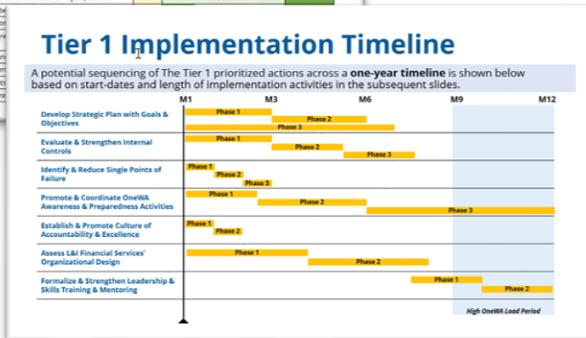
Honest, thoughtful, and unbiased input is critical and will be solicited throughout the process.

Prioritization Framework

Finance Leadership scored the transformation campaigns on **impact, urgency, and risk** and grouped the campaigns into tiers as a tool for organizing their ideas preliminarily for implementation.

Theme Area	ID	Transformation Campaign	Tier	High Impact	High Urgency	Minimize Risk	High Complexity*
Define & track progress towards common vision	1	Develop strategic plan with goals, objectives, etc.	1	2	1	1	2
	2	Develop metrics & track progress towards achieving objectives	2	1	0	1	1
	3	Explore self-service options for transaction status & other activities	2	1	0	0	2
Improve access to information	4	Explore options to make policy & procedures more easily understood	3	0	0	0	0
	5	Develop and implement strategic approach to communications & knowledge sharing	2	0	0	1	0
	6	Optimize & supplement use of Enterprise Reporting	2	1	0	0	0
Increase data-driven decision-making	7	Use data to understand and manage operations & workforce	2	2	0	0	1
	8	Increase workforce fluency in current data and analysis practices	3	0	0	0	3
	9	Explore opportunities to embed					
Modernize & standardize processes	10	Explore opportunities to audit					
	11	Explore opportunities to develop activities					
	12	Explore opportunities for start					
Decrease risk	13	Evaluate and strengthen inter					
	14	Identify & reduce single point					
	15	Establish and promote cultura					

Notional Outputs



The **Roadmap** will provide GoTriangle with an actionable plan for the **Transformation Team** to follow as it continues the momentum generated by this project. As the CFO and CIO are onboarded and there is a better sense of available funding, the Roadmap will likely evolve and should be a **living document**.

6. GoTriangle Financial Audit Findings Deloitte Presentation

Requested Action:
Receive as information.

7. CAMPO Region Coordinated Public Transit-Human Service Transportation Plan Update

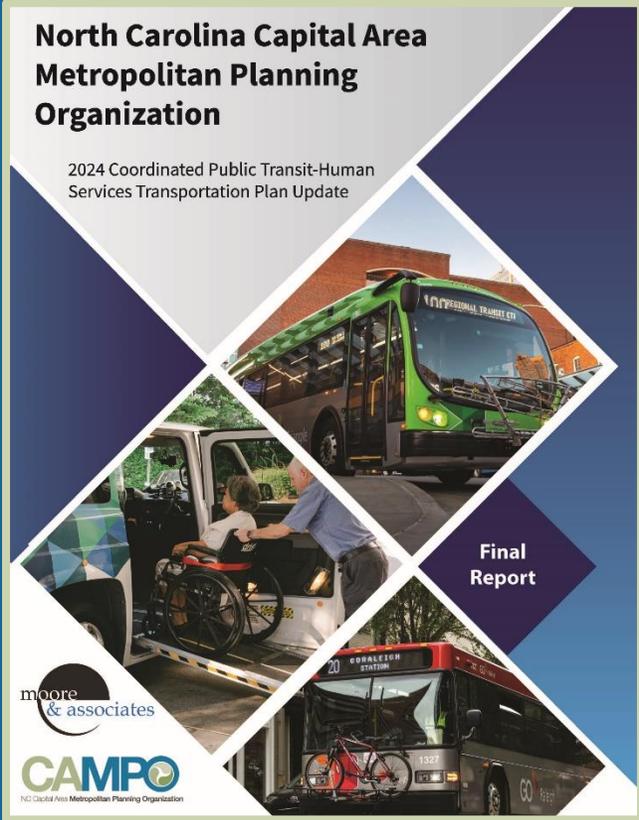
Crystal Odom, CAMPO

Attachment E

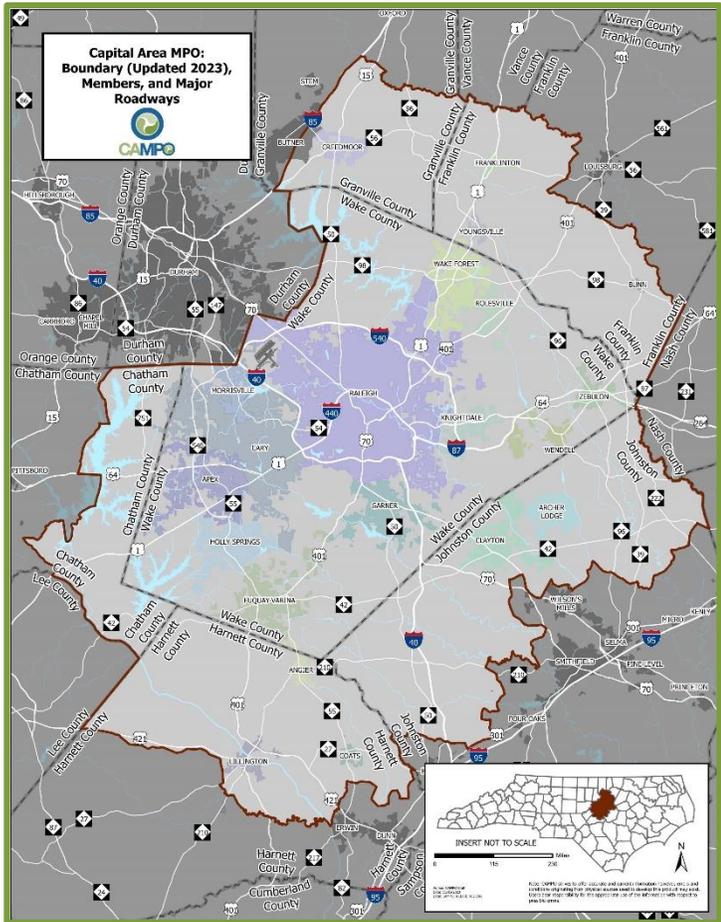
North Carolina Capital Area MPO

2024 Coordinated Public Transit – Human Services Transportation Plan

Final Report



Overarching Goal: Improve mobility for persons within the CAMPO region



Key populations: older adults, persons with disabilities, low-income individuals



All of Wake County



Portions of Chatham, Franklin, Granville, Harnett, and Johnston counties



Transportation Needs Assessment



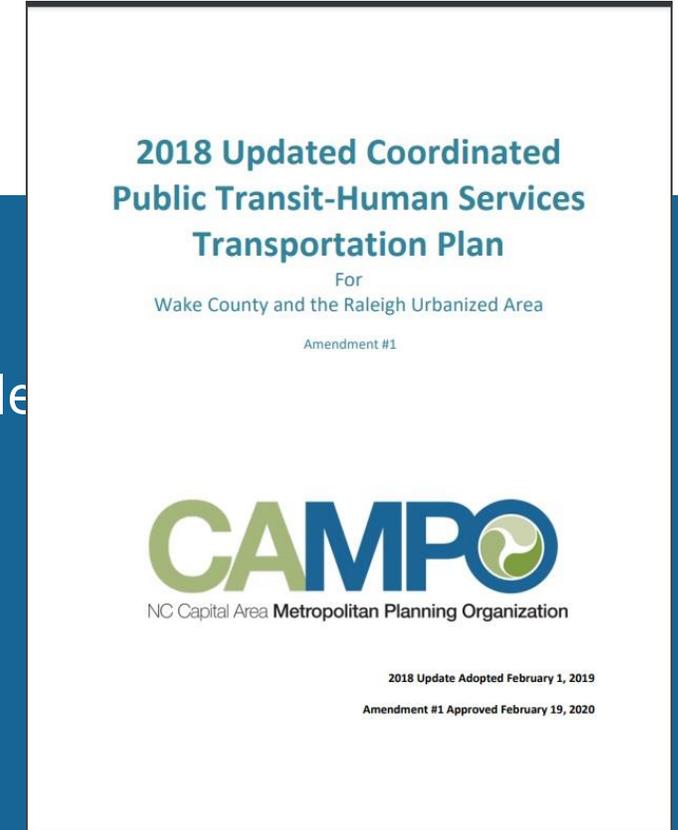
Guide funding and service decisions for transportation projects



Better coordinate public transit and human services transportation

2018 Coordinated Public Transit-Human Services Transportation Plan

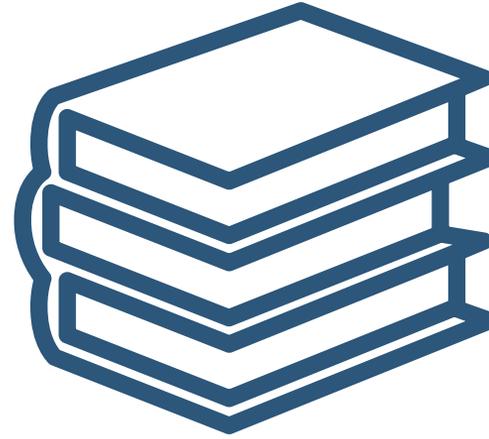
- Prior Coordinated Plan was completed in 2018
- Included 13 goals (2018-2026) several of which included multiple milestones or tasks
- Three goals are considered complete
- Three goals have portions complete or have milestones/tasks currently in progress
- Remaining viable goals are included in the 2024 Coordinated Plan recommended strategies



An updated Coordinated Plan is required to access specific Federal Transit Administration (FTA) grant program funds

Literature Review

- Reviewed 17 studies and reports for relevance to this Coordinated Plan
- Compiled high level key findings and recommendations





Existing Conditions & Provider Inventory

- Review of current transit services and programs operating in the region
- Expands on information provided by stakeholders
- Inventory included as Appendix A
- Supplemental information provided in Appendix B

Community and Stakeholder Engagement

- Stakeholder survey
 - Human/social service agencies (400+)
 - Transit operators (10)
- Community survey
- Community pop-up events (17)
- Project webpage

NEED TRANSPORTATION?

2024 Coordinated Public Transit – Human Services Transportation Plan Update

Plan Overview

The 2024 Coordinated Plan seeks to identify practical, sustainable, and cost-effective strategies for improving day-to-day mobility/ transportation for all persons residing within CAMPO's jurisdictional area (all of Wake County; and portions of Chatham, Franklin, Granville, Harnett, and Johnston counties).

The Plan Will:

- Guide funding and service decisions for transportation projects supporting **older adults, people with disabilities, and individuals with low incomes**. Historically, these demographic groups have fewer transportation options and often must rely on public transportation services, social services, community organizations, family, or friends.
- Recommend regional priorities for transportation investments and initiatives for **human services and public transit coordination**. Lastly, the Plan will serve as a federally-required update to the 2018 Coordinated Public Transit – Human Services Transportation Plan.

2018 Recommendations included:

- Extended public transit service hours.
- Improved schedule coordination
- Improved connectivity across public transit agencies operating within the region
- Introduction of a Mobility Coordinator program
- New micro-transit and on-demand transportation services
- Funding for vehicles for social and community service organizations.

Participate Your Way!

Survey

Online:
publicinput.com/CAMPOcommunitysurvey
Or Scan this QR code:

Print:
Available at in-person events
Or Call 984-542-3601
Or Email Crystal.Odum@campo-ncus

In-Person

Pop-up Tables:
February 6 & 7
10+ Locations!

Online/In-Person Meeting:
February/March
Visit the project website for details.

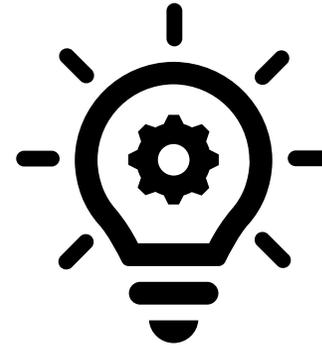
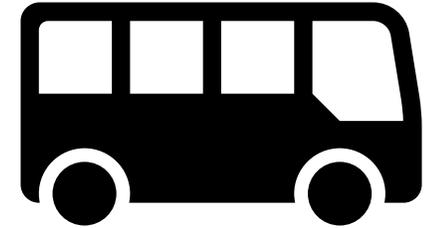
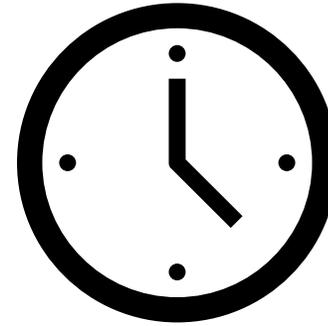
<https://publicinput.com/coordinatedplan2024>

CAMPO
Central Area Metropolitan Planning Organization

Reasonable accommodations are provided upon request. If assistance is needed or to request documents in an alternative format including print, or in a different language, please contact the MPO's office at 984-542-3601 (voice). If you are hearing or speech impaired and you use TTY (Teletypewriter Service), please call North Carolina Relay at 800-735-2962 and request a connection to the Capital Area Metropolitan Planning Organization at 984-542-3601.

Needs and Service Gaps

- Draws upon input received through public engagement- transit providers and stakeholders, from CAMPO, and the MCC, and consultant observations
- Identifies mobility and transportation needs that can potentially be addressed through coordination activities
- 34 needs identified in 5 categories: Lack of access, lack of awareness, travel time, capacity, and ADA paratransit



Recommendations and Strategies

Goal 1: Develop policies and programs to support mobility coordination efforts across the CAMPO and adjacent region.

Goal 1.1: Oversee mobility coordination efforts.

1.1.1 Transition rural transportation programs into a mobility management framework/ continue development of a mobility management approach.

1.1.2 Conduct a supply, demand, and capacity assessment for specialized transportation services in the CAMPO region.

1.1.3 Evaluate sustainability of the Mobility Coordination Committee.

Recommendations and Strategies

Goal 1: Develop policies and programs to support mobility coordination efforts across the CAMPO and adjacent region.

Goal 1.2: Expand the role of the CAMPO Mobility Manager.

1.2.1 Include enhanced service coordination in the Year 1 workplan.

1.2.2 Incorporate promotion of public transportation into responsibilities.

1.2.3 Build a broader coalition with human service agencies.

1.2.4 Develop emerging mobility policy.

1.2.5 Expand emerging mobility options.

Recommendations and Strategies

Goal 1: Develop policies and programs to support mobility coordination efforts across the CAMPO and adjacent region.

**Goal 1.3:
Explore
coordinating
transit
recruitment.**

1.3.1 Explore coordinating driver and dispatcher recruitment.

Recommendations and Strategies

Goal 2: Coordinate ADA Paratransit services throughout the CAMPO region.

Goal 2.1: Create a regional ADA structure.

2.1.1 Explore opportunities to streamline ADA application language and processes.

2.1.2 Coordinate no show/late cancellation policies.

2.1.3 Explore implementation of a consistent ticketing technology.

2.1.4 Create a single regional ADA User Guide.

Recommendations and Strategies

Goal 2: Coordinate ADA Paratransit services throughout the CAMPO region.

Goal 2.2: Coordinate or centralize ADA service delivery.

2.2.1 Incorporate standardized policies into ADA Plans.

2.2.2 Create centralized Call Center/Scheduling Dispatch.

2.2.3 Explore common scheduling software.

2.2.4 Explore a brokerage model to better coordinate ADA Paratransit trips.

Recommendations and Strategies

Goal 2: Coordinate ADA Paratransit services throughout the CAMPO region.

**Goal 2.3:
Maximize
efficiency of
ADA
paratransit
services.**

2.3.1 Assess GoCary Tier 2 and Tier 3 service capacity.

Recommendations and Strategies

Goal 3: Support transportation services that address the mobility needs of the CAMPO region.

Goal 3.1: Address the need for cross- county medical transportation.

3.1.1 Evaluate medical transportation needs/conduct scenario planning.

3.1.2 Explore the implementation of a regional (inter-county) medical shuttle.

3.1.3 Secure local support for medical travel between the CAMPO region and healthcare facilities in Durham and Chapel Hill.

Recommendations and Strategies

Goal 3: Support transportation services that address the mobility needs of the CAMPO region.

Goal 3.2: Enhance/ expand transportation programs, as able.

3.2.1 If able, extend GoCary Route 5 to the Wake Tech campus at Ten-Ten Rd. and Kildaire Farm Rd.

3.2.2 Expand midday and weekend service capacity for Morrisville Smart Shuttle.

3.2.3 Conduct an efficiency study of KARTS to better coordinate routed trips.

3.2.4 Explore the implementation of micro-transit service in Clayton.

3.2.5 Explore opportunities to increase service capacity by adding funding, vehicles, and staff.

Recommendations and Strategies

Goal 3: Support transportation services that address the mobility needs of the CAMPO region.

Goal 3.2: Enhance/ expand transportation programs, as able.

3.2.6 Identify dedicated funding mechanisms for JCATS and other rural regional operators.

3.2.7 Expand service hours and days in rural areas as warranted.

3.2.8 Continue to expand public transportation access in eastern Wake County.

Recommendations and Strategies

Goal 3: Support transportation services that address the mobility needs of the CAMPO region.

Goal 3.3: Address the need for non- traditional public transit and human services transportation.

3.3.1 Explore the need for a Lyft/Uber voucher or subsidy program to address the needs of vulnerable populations.

3.3.2 Increase access to volunteer driver programs.

Recommendations and Strategies

Goal 4: Raise awareness of mobility options throughout the CAMPO region.

Goal 4.1: Expand access to informational materials

4.1.1 Prepare informational materials targeted to decision-makers and stakeholders regarding the benefits of public transportation, including mobility programs for seniors and persons with disabilities.

4.1.2 Research and support the expansion of language and accessibility improvements for transit service information.

4.1.3 Ensure transit vehicles are effectively signed to enhance ease of travel.

4.1.4 Develop travel training program to support use of fixed-route services.

4.1.5 Enhance transit awareness through additional marketing.

Discussion/Questions



7. CAMPO Region Coordinated Public Transit-Human Service Transportation Plan

Requested Action:
Receive as information.

8. 2035 Wake Transit Plan Update Phase 1 Engagement Summary

Item removed from the agenda

9. Agreement Schedule for POP Extensions and FY25 Work Plan Projects

Paul Kingman, GoTriangle

Project Agreement Distribution Timeline

Period of Performance (POP) Contract Extensions

- GoTriangle Board anticipated to approve on August 28, 2024
- GoTriangle Legal Team plans to distribute to project sponsors by September 9, 2024

FY 2025 Work Plan Project Agreements

- GoTriangle Board Approved FY25 Wake Transit Work Plan on August 7, 2024
- CAMPO Board to consider for approval on August 21, 2024
- GoTriangle Legal Team plans to distribute to project sponsors by September 9, 2024

Any questions/concerns, please contact:

Holly Stott, GoTriangle Associate General Counsel, hstott@gotriangle.org

9. Agreement Schedule for POP Extensions and FY25 Work Plan Projects

Requested Action:
Receive as information.

10. FY 2024 Engagement & Communications After-Action Review Summary Report

R Curtis Hayes, GoTriangle

Attachment F

AAR AGENDA ITEMS



- 1) Graphic Design
- 2) FY 2024 Wake Transit Plan Quarterly Amendments
- 3) FY 2025 Wake Transit Work Plan
- 4) 2035 Wake Transit Plan Update, Phase 1
- 5) Levels 1, 2 & 3 Reporting Packets/Forms
- 6) Project Sponsor Presentations
- 7) Annual Progress Report
- 8) FY 2025 Communications Plan
- 9) Community Engagement Policy Updates

**FY 2024 After-Action Review
Summary Report**

GO FORWARD
A COMMUNITY INVESTMENT IN TRANSIT

NEXT STEPS



- Annual Progress Report – Consider future needs resulting from WTPU.
- Community Engagement Policy – Determine language and requirements to include.
- Communications Plan – Present recommended strategy and associated budget.
- Demographics Survey Question – Income Level.
- Equity Analysis – Consider renaming it, “Engagement Equity Analysis.”
- Graphic Design – Adjust primary logo, expand library, RGB colors, “funded by” options.
- Levels 1, 2 & 3 Reports – Finalize documents as both printable and online forms.
- Microtransit branding issue.
- Partner Communications Priorities – Investigate needs of partner “mar-com” teams.
- Train the Trainer workshop – Develop a schedule and protocols.
- Work Plan – Develop priority list of preferred methods to reach elected officials.

FY 2024 After-Action Review
Next Steps

GO FORWARD
A COMMUNITY INVESTMENT IN TRANSIT

10. FY 2024 Engagement & Communications After-Action Review Summary Report

Requested Action:
Receive as information.

11. TPAC Subcommittee Update

Attachment S

Program Development

Caleb Allred, Chair

Town of Morrisville

Shavon Tucker, Vice Chair

City of Raleigh

Next Meeting:

Tuesday 9/24

1:30-3:30pm

Community Engagement

R. Curtis Hayes, Chair

GoTriangle

Andrea Epstein, Vice Chair

City of Raleigh

Next Meeting:

Thursday 9/26

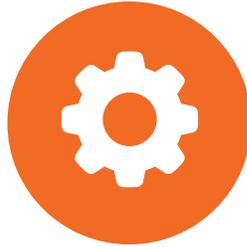
1:30-3:00pm

12. Workgroup Updates



Fare Workgroup

- **Coordinator:**
Steve Schlossberg
- **Next Meeting:**
9/11 @ 10am



Technology Workgroup

- **Coordinator:**
Austin Stanion
- **Next Meeting:**
9/5 @ 10am



Financial Policies Workgroup

- **Coordinator:**
Paul Kingman
- **Next Meeting:**
9/24 after PD



Baseline Funding Workgroup

- **Coordinator:**
Ben Howell
- **Next Meeting:**
TBD



Safety & Security Workgroup

- **Coordinator:**
Steven Mott
- **Next Meeting:**
TBD

14. Other Business

- The TPAC's FY2025 Master Calendar has been posted to the Document Library: <https://www.campo-nc.us/about-us/committees/wake-county-transit-planning-advisory-committee-tpac/document-library>.
- FY25/Q2 Amendment requests were submitted by August 16th. The engagement period is set to begin on September 3rd. PD Subcommittee review will occur on September 24th and TPAC action will be requested in October.
- **Any other business or news?**



15. Adjourn

Upcoming TPAC meetings:

- Thursday, September 19, 2024
- Proposed alternate date for October is Wednesday, 10/9. Email Stephanie with questions or comments by next Friday, 9/6/24.

GO FORWARD
A COMMUNITY INVESTMENT IN TRANSIT