



I. Call to Order and Adoption of Agenda

ACTION REQUESTED: Adopt agenda.
(1 minute *Sig Hutchinson*)

II. Draft Minutes - February 27, 2019

ACTION REQUESTED: Approve minutes.
(1 minute *Michelle Dawson*)

III. FY20 Proposed Budget

(30 minutes *Saundra Freeman*)

Budget workshop Followup Presentation

IV. Adjournment

(*Sig Hutchinson*)

**GoTriangle Board of Trustees
Operations & Finance Committee Meeting Minutes
February 27, 2019**

Board Room, The Plaza, 4600 Emperor Blvd., Suite 100
Durham, NC

Committee Members Present:

Sig Hutchinson, Committee Chair	Ellen Reckhow
Vivian Jones	Steve Schewel
Mark Marcoplos	

Committee Members Absent:

Valerie Jordan	Andy Perkins Jr.
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Other Board Members Present:

Will Allen III	Russ Stephenson
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Committee Chair Sig Hutchinson called the meeting to order at 10:32 a.m.

I. Adoption of Agenda

Action: On motion by Jones and second by Marcoplos the agenda was adopted. The motion was carried unanimously.

II. Approval of Minutes

Action: On motion by Jones and second by Schewel the Committee approved the minutes of the January 23, 2019, meeting. The motion was carried unanimously.

III. D-O LRT Project Reimbursement Agreement for City of Durham Plan Review

John Tallmadge explained that GoTriangle has reimbursement agreements with third parties who are required to review the engineering drawings for the project. The most complicated agreement, with the most reviews to be done, is with the City of Durham due to length of the alignment in the city's jurisdiction. He stated that the initial agreement was for up to \$99,000 and this agreement should cover the rest of the review period and is for an amount not to exceed \$500,000. The agreement outlines the types of documents we expect them to review, the process for the review and the rate of reimbursement, which includes staff as well as outside contractors.

Reckhow asked about the FY19 budget of \$2.2 million for this activity. Tallmadge responded that number is for all third party reviewers, not just the city of Durham. Reckhow asked how much of that budget has been spent. Katharine Eggleston replied that it is tracking under budget.

Action: On motion by Marcoplos and second by Reckhow the Committee voted to recommend that the Board approve the subject agreement with the City of Durham for reimbursement of final design plan review, with a total dollar amount not to exceed \$500,000, and authorize the President/CEO to execute the agreement. The motion was carried unanimously.

IV. Wake Transit Concurrence Process for Major Transit Projects

Shelley Blake introduced Brett Martin, whose presentation is attached and hereby made a part of these minutes.

Martin explained that project sponsors of major capital projects will need to verify compliance on proposed actions with other agencies. The concurrence process streamlines verification by giving all impacted agencies the knowledge of other agencies' requirements so that compromise-based actions can be taken. The process avoids coordination on an individual basis with multiple agencies having competing interests. A project-specific concurrence plan is developed, laying out concurrence points that correspond with key project milestones. Concurrence means there is no objection to project sponsor-proposed action at the concurrence points. Non-concurrence is when a proposed action violates laws, regulations or policies over which another agency has jurisdiction.

Action: On motion by Jones and second by Reckhow the Committee voted to recommend Board adoption of the Wake Transit Concurrence Process. The motion was carried unanimously.

V. Preliminary Service Changes for Fall 2019

Jennifer Green's presentation is attached and hereby made a part of these minutes. She reviewed the preliminary service changes for bus routes for the fall that support the goals of the Short Range Transit Plan (SRTP) adopted last November: to make service faster and more time competitive with the car and to provide more frequent service and more all day service. She said the changes proposed also support the strategic plan goal to improve mobility in the region by maintaining cost effective services.

Green stated that public outreach efforts will take place March 11-29, after which staff will review comments received to determine if any adjustments are needed based on the feedback. Staff will come back in April with the final recommendations for Board approval. She then reviewed the preliminary proposed changes, which are attached and hereby made a part of these minutes.

The Committee discussed the proposed Transit Connect program which will replace the OnDemand service and offered feedback on the subsidy amount and also the distance requirement. Staff agreed to consider the feedback and adjust program parameters.

VI. Professional Services Contract Amendment GEC Phase 3B – Status Report

John Tallmadge stated that changes outside the original scope, including incorporating utility relocation design for the two universities and design changes along Pettigrew Street, require additional work by the GEC. He explained that staff currently is negotiating the scope changes and the cost, using an independent cost estimate prepared by the Program Management Consultant for GoTriangle. He stated that staff would bring this item back for action in March.

Reckhow asked about the notice for stopping work. Eggleston stated it is measured in days.

VII. Adjournment

Action: On motion by Jones the meeting was adjourned at 11:26 a.m.

Sig Hutchinson, Committee Chair

Attest:

Michelle C. Dawson, CMC
Clerk to the Board of Trustees

Operations and Finance Committee



May 22, 2019

S. Freeman

FY20 Budget Workshop Action items

- Review Potential Reductions	Saundra/Team	Ongoing
Call Center Stats/Performance	Harriet/Katina	Complete; memo attached
Assumptions	Harriet/Katina	Complete; memo attached
How much is each Partner paying and what %	Harriet/Katina	Complete - in packet
- Address D-O Transit services	D-O Finance Team	Complete
- Validate value of \$5 vehicle reg fee and determine methodology for indexing to inflation	Steven	Complete - For a future O&F discussion
- Additional revenue from ShareRide service fees	Jeff	In Progress
- Cash Balance Chart broken out by Fund and type of dollars	Saundra	Complete
- Cash Balance Forecast	Saundra	Complete
- Break out Fund Balance - Reserved by State statute/cash/restricted/unrestricted	Saundra/Ren	Complete
- Review Administrative costs %	Saundra/Harriet	Complete
- Check on benchmarking for % Administrative costs	Priscilla	In Progress
- Establish Fund Balance criteria - review LGC guidelines	Ren/Jennifer	In Progress
- Review GF guidelines for potential changes	Saundra	In Progress
- Establish MTIF guidelines	Saundra	In Progress
- Prepare Capital and Operating 10 year forecast	Harriet/Steven/ Praveen/Sharita	In Progress
- MTIF Dept title change?	Saundra	Under Review
- Admin Dept title change ??	Saundra	Under Review
- When new Transit Plan is established show line by line comparison	Praveen/Sharita	Pending new Transit Plan; assumptions included in budget based on known personnel and current updates
- Higher level overview of Budget and organization		
P&L (??CAFR format)	Ren/Jennifer	Under Review

	Talk to Michael Parker		Under Review
-	Adjust \$42.7M for CR in Wake	Steven	Already in recommended plan - no change in budget
-	Contracted Svcs page missing in some of the books	Harriet	
-	Mgmt Plan for CR	Jeff	In Progress
-	Split all depts by Fund	Steven/Praveen	In Progress
-	Explain decrease in Finance salaries	Harriet	Complete -Change in layout; offset by allocation denoted on bottom of department page
-	Check on fuel contract vs spot (talk to Brian Litchfield)	David M.	In Progress
-	Review VP budget		
	- Costs	John T	Complete
	- LT ROI	John T	In Progress
	- Fuel		Complete
-	MTIF Spending detail	Sandra	Complete
-	New Revenue Sources	Jeff	In Progress
-	Collaborate on sharing facilities to cut down on deadhead	Patrick S.	In Progress

Fund Balance

Fund Balance is defined as the difference between assets and liabilities

GoTriangle assets include: Cash, Tax Receivables, Accrued interest, Prepaid Interest, Investments, Due from Other funds

GoTriangle liabilities include: Accounts payable, Accrued Liabilities, Due to Other Funds, Accrued Wages and Benefits

Fund Balance Composition

Prepaid Items—Items paid at the start of the year and expensed monthly. Up front insurance payments, BCBS payment for the coming month are the largest components. (General Fund)

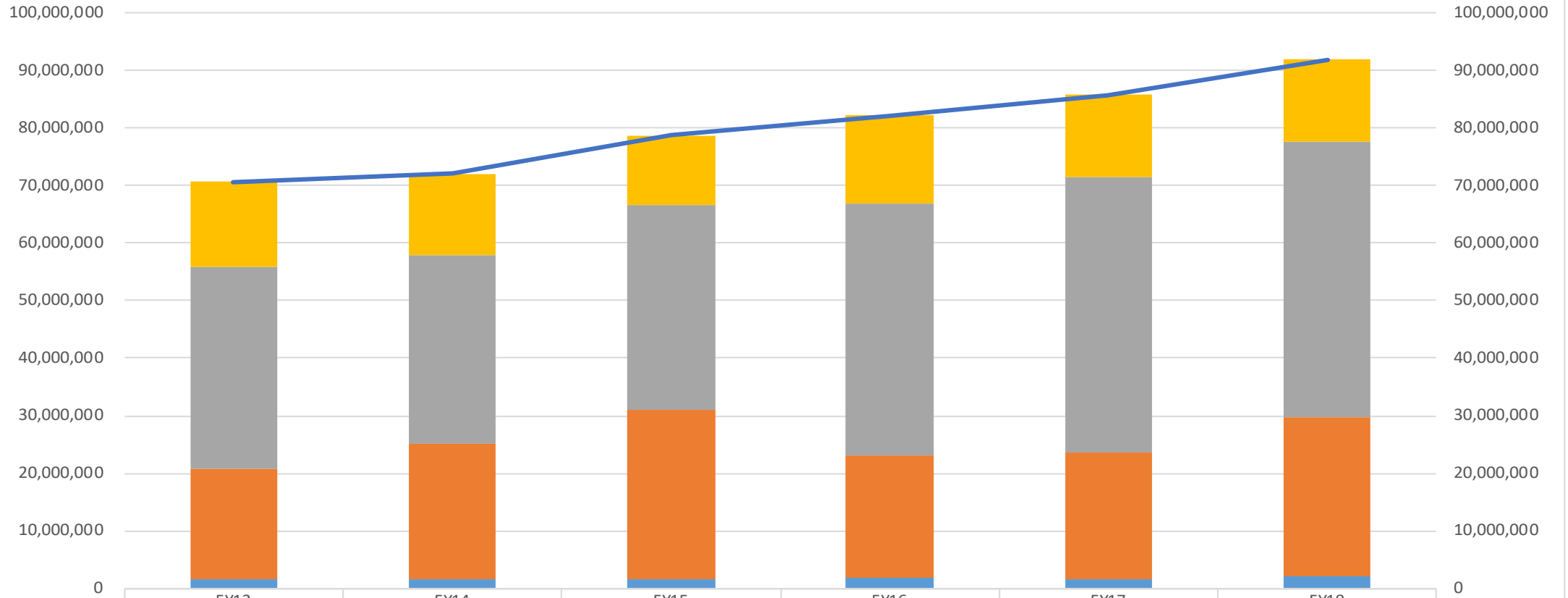
Restricted- Reserved by State Statute – Accounts Receivable

Restricted - Enabling Legislation—For funds set up for limited, special purpose. Available to be spent on specific purpose of the fund. (Major Capital Projects Fund/MTIF)

Restricted – Interlocal Agreement—Wake County Funds only. Amounts to be set aside each year to meet funding levels in the Interlocal Agreement.

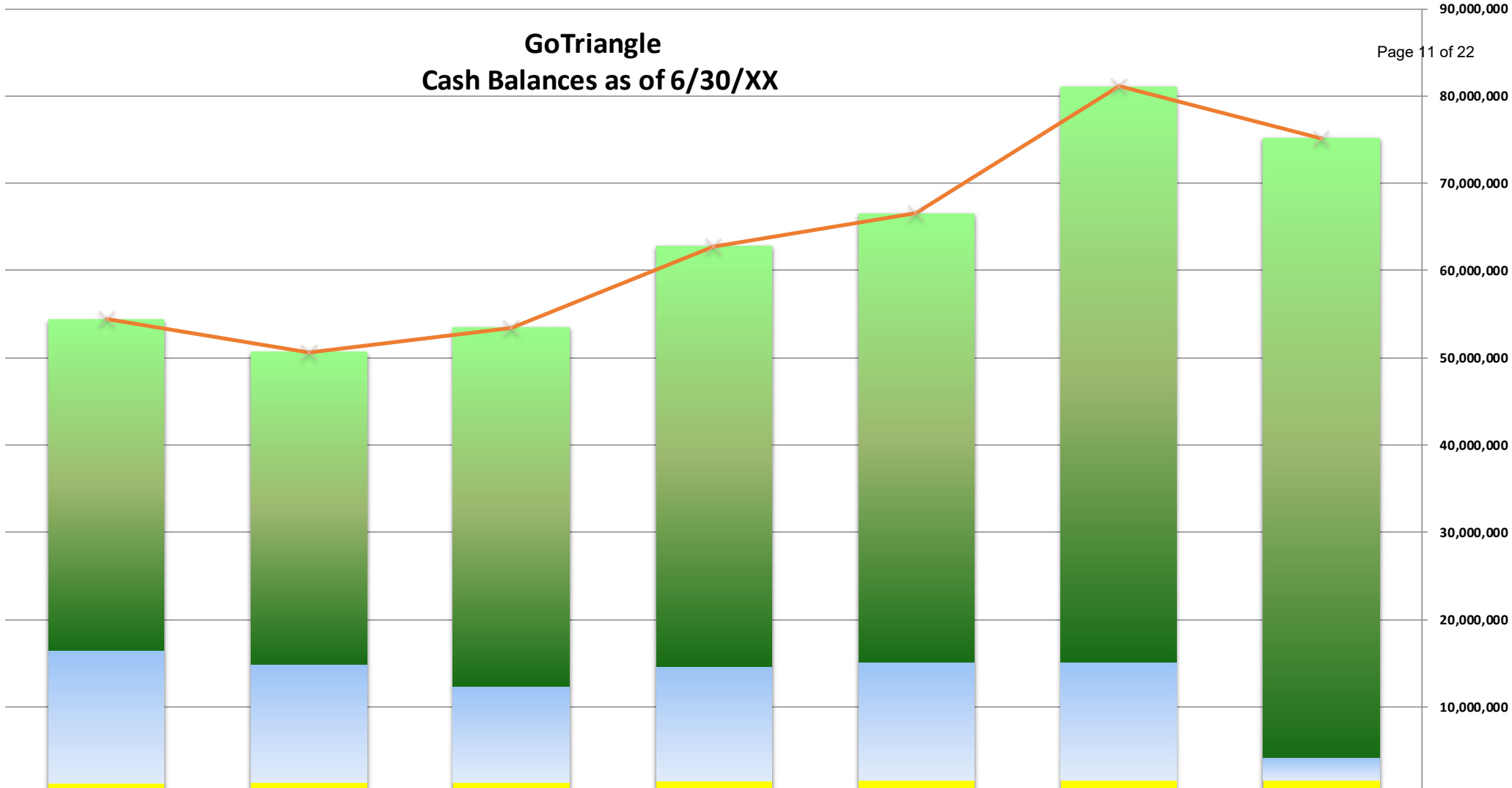
Unassigned- Balance of Funds (Unrestricted)

GoTriangle Fund Balance (Difference between Assets and Liabilities)



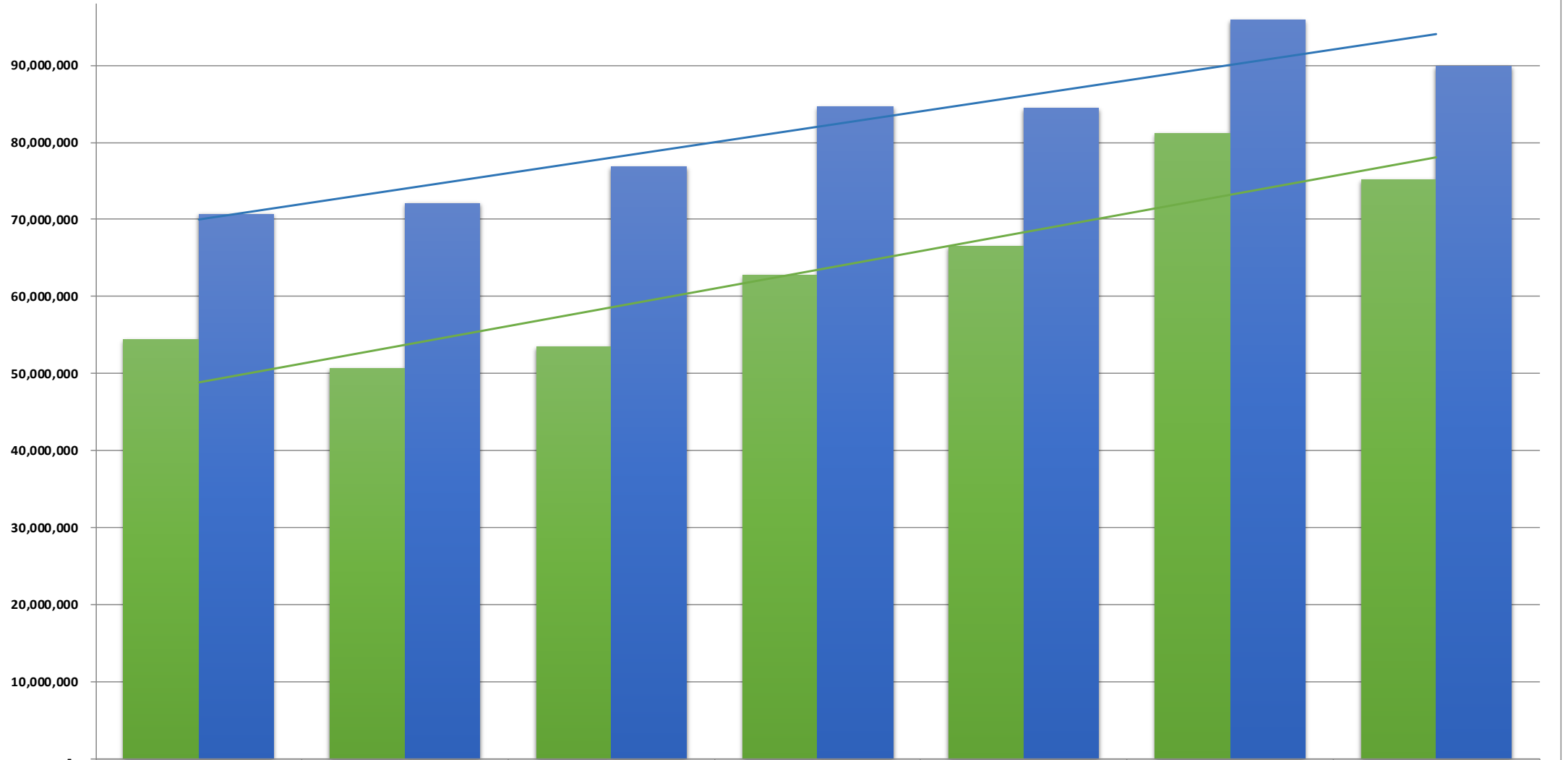
	FY13	FY14	FY15	FY16	FY17	FY18
Unassigned	14,852,416	14,244,580	12,111,336	15,444,020	14,395,768	14,236,716
Restricted Enabling Legislation	35,085,843	32,612,112	35,584,828	43,675,843	47,854,839	47,822,647
Reserved by State Statute	19,159,572	23,554,975	29,552,428	21,309,834	21,912,476	27,771,067
Prepaid Items	1,578,729	1,672,481	1,549,072	1,800,234	1,671,179	2,035,951
Total Fund Balance	70,676,560	72,084,148	78,797,664	82,229,931	85,834,262	91,866,381

GoTriangle Cash Balances as of 6/30/XX



	FY13	FY14	FY15	FY16	FY17	FY18	FY19 Fcst
MTIF	37,977,555	35,756,526	41,069,085	48,119,818	51,411,671	66,005,881	\$70,962,965
General Fund	15,135,194	13,488,352	11,048,905	13,121,625	13,540,359	13,534,549	\$2,642,236
Other (Non D-O)	1,271,392	1,399,063	1,352,482	1,504,977	1,611,173	1,578,585	\$1,578,585
Total	54,384,141	50,643,940	53,470,472	62,746,420	66,563,203	81,119,015	75,183,786

**GoTriangle Funds
Cash and Fund Balances as of 6/30/XX**



	FY13	FY14	FY15	FY16	FY17	FY18	FY19 Fcst
Total Cash Balance	54,384,141	50,643,940	53,470,472	62,746,420	66,563,203	81,119,015	75,183,786
Total Fund Balance	70,676,560	72,084,148	76,823,858	84,536,156	84,437,329	95,818,409	\$89,883,180

Call Center (Full-Time FTE's and 14 P/T)

GoCary	\$49,145	4%
Chapel Hill Transit	78,684	7%
GoDurham	255,187	22%
GoRaleigh	459,211	39%
GoTriangle	240,442	20%
Grants	43,557	4%
Wake Transit Reimbursement	47,276	4%
Total	\$1,173,502	

REGIONAL CALL CENTER BREADOWN BY FUNCTION

Call Center Operations	\$1,018,045	86%
Regional Data Technician	47,751	4%
TransLoc Maintenance and Support	54,870	5%
Zendesk Licenses	52,836	5%
Total	\$1,173,502	

FY20 ADMINISTRATIVE GENERAL FUND COSTS

Accounting staff wages and benefits	1,137,137	
Human Resources staff wages and benefits	555,680	
Building rent	-	
Consulting expenses	100,000	
Executive Office wages and benefits	695,749	
Insurance	365,445	
Legal staff wages and benefits	650,492	
Office supplies	45,274	
Outside audit fees	68,500	
Subscriptions	94,920	
Utilities	<u>310,825</u>	
	4,024,021	
		Of
		18% Bus/VP/Paratransit
		Of Total General
		10% Fund Expenses
		Of
FY20 Indirect Cost Allocation	1,769,496	8% Bus/VP/Paratransit
		Of Total General
		5% Fund Expenses

FY20 ADMINISTRATIVE COSTS TOTAL GoTRIANGLE

Accounting staff wages and benefits	1,821,642	
Human Resources staff wages and benefits	555,680	
Building rent	-	
Consulting expenses	332,276	
Executive Office wages and benefits	1,215,599	
Insurance	365,445	
Legal staff wages and benefits	1,151,146	
Office supplies	45,274	
Outside audit fees	84,500	
Subscriptions	94,920	
Utilities	<u>310,825</u>	
	5,977,305	
		27% Of Bus/VP/Paratransit
		10% Of Total organization costs (excl capital and Transit Svcs to Partners and D-O LRT Consultants and Construction)
FY20 Indirect Cost Allocation	1,769,496	8% Of Bus/VP/Paratransit Of Total organization costs
		5% (excl DOLRT)

FY20 Budget Change Impact - GoTriangle

	<u>Revenue</u>	<u>Expenditures</u>	<u>Reserve/Cash Impact</u>	<u>Fund Affected</u>	<u>Comments</u>
<i>FY 20 Budget (Budget Workshop)</i>	\$ 35,479,459	\$ 39,457,308	(\$3,977,849)		
Vanpool fares and subsidies	(139,932)		(139,932)	Bus Fund/Gen. Fund Bus Cap	Adjustment to fares and subsidies Increase in Wake contribution for bus repowers
Reimbursement from others	630,000		630,000	Projects/Gen. Fund	Repriortization of Other Professional Services
MTIF reduction		(250,000)	250,000	MTIF/Gen. Fund	Reduction of various expenses
Vanpool reductions		(182,165)	182,165	Bus Fund/Gen. Fund	Omitted from prior submission
Transit Connect		300,000	(300,000)	Rideshare	Reduction of various expenses
All department reductions		(602,312)	602,312	Gen. Fund/MTIF	Adjusted for correct amount of service hours
Adjustment (transit svc allocation)		(128,880)	128,880	Bus Fund/Gen. Fund	Allocation to D-O/Wake Transit Plans
Allocation for HR, EEO and Plaza Meeting refreshment and travel expense reduction - bus depts		(329,558)	329,558	General Fund/MTIF	Reduction of 9% per department
Bus repowers		(5,877)	5,877	Bus Fund/Gen. Fund	Decreased from 20 to 15
Bus repowers		(225,000)	225,000	Bus Fund/Gen. Fund	
Signs/wayfinding/parking Improvement		75,000	(75,000)	GF	Transit Connect
<i>Revised FY20 Budget</i>	\$ 35,969,527	\$ 38,108,516	\$ (2,138,989)		
<i>Changes from Amendments</i>	\$ 490,068	\$ (1,348,792)	\$ 1,838,860		
	\$ 35,969,527	38,108,516	2,138,989		

FY20 Budget Change Impact - Durham-Orange Transit Plan

	<u>Revenue</u>	<u>Expenditures</u>	<u>Reserve/Cash Impact</u>	<u>Fund Affected</u>
<i>FY 20 Budget (Budget Workshop)</i>	\$ 45,365,916	\$ 202,025,578	(\$156,659,662)	
State Grant Revenue	120,000	\$ -	\$ 120,000	
Consultants		(60,708,534)	60,708,534	
Personnel		(2,238,299)	2,238,299	
Construction		(20,661,326)	20,661,326	
Real Estate / Relocation		(92,787,254)	92,787,254	
Project Office		363,503	(363,503)	
GoTriangle Transit Services		128,880	(128,880)	
Transit Service Partners		1,633,285	(1,633,285)	
Capital Outlay		(4,660,615)	4,660,615	
Technology (ERP + e-Builder)		1,055,704	(1,055,704)	
Financial Consultants		(525,000)	525,000	
Miscellaneous		84,521	(84,521)	
<i>Revised FY20 Budget</i>	\$ 45,485,916	\$ 23,710,443	\$ 21,775,473	
<i>Changes from Amendments</i>	\$ 120,000	\$ (178,315,135)	\$ 178,435,135	

FY20 D-O Detail

	FY20 Original Proposed	FY20 Revised	FY20 O Prop +/- FY20 Rev
Vanpool / Bus / Paratransit	23.0	23.0	-
D-O / Administration Departments	36.5	14.5	(22.0)
Total Headcount	59.5	37.5	(22.0)
FY20 Expenses			
Consultants	\$ 62,535,742	\$ 1,827,208	(\$60,708,534)
Personnel	5,732,964	3,494,665	(2,238,299)
Construction	20,661,326	-	(20,661,326)
Real Estate / Relocation	94,537,254	1,750,000	(92,787,254)
Project Office	-	363,503	363,503
GoTriangle Transit Services	2,315,928	2,444,808	128,880
Transit-Partner Operating	5,575,422	7,208,707	1,633,285
Transit -Partner - Capital Outlay	9,336,788	4,676,173	(4,660,615)
Technology	333,500	1,389,204	1,055,704
			DO Allocation of 35% of ERP implementation, balance expensed in FY21
Financial Consultants	600,000	75,000	(525,000)
Miscellaneous	396,654	481,175	84,521
Total Expenses	\$ 202,025,578	\$ 23,710,443	(\$178,315,135)

FY20 Budget Change Impact - Wake Transit Plan

	<u>Revenue</u>	<u>Expenditures</u>	<u>Reserve/Cash Impact</u>	<u>Fund Affected</u>
<i>FY 20 Budget (Budget Workshop)</i>	\$ 107,248,732	\$ 118,120,827	\$ (10,872,094)	
Miscellaneous Adjustments		29,877	(29,877)	Wake Transit Funds
<i>Revised FY20 Budget</i>	\$ 107,248,732	\$ 118,150,704	\$ (10,901,971)	
<i>Changes from Amendments</i>	\$ -	\$ 29,877	\$ (29,877)	

MEMORANDUM

TO: GoTriangle Operations & Finance Committee
FROM: Regional Services Development
DATE: April 26, 2019
SUBJECT: GoTransit Regional Information Center FY 2019 Quarterly Performance Report
(Jan – Mar 2019)

Action Requested

None

Background and Purpose

The GoTransit Regional Information Center is a cooperative function of GoTriangle, Raleigh, Durham, Chapel Hill, and Cary. We have been operating the Information Center since March 2007 with financial participation from Raleigh and Durham. We added Cary in December 2008 and Chapel Hill in September 2009.

The Regional Information Center is open 364 days of the year, handling calls from 7 am until 10pm, 7 days per week. We handle approximately 1,400 calls per day, a decrease since we rolled out the GoLive Real-Time Information System. Many callers are seeking information about bus locations, or the next scheduled bus arrival, while others are requesting assistance with trip planning or how to ride the bus.

Our performance standards have been established cooperatively with the other transit agencies in this partnership. Our goal is to answer 95% of all incoming calls, to limit average caller wait times to under 30 seconds, and to limit average call lengths to under 100 seconds.

Highlights

- There was a decrease in call volume of 21% compared to the prior year. This is the second straight year of call volume decrease. We attribute the decrease to a decline in ridership, improved on-time performance, and increasing adoption of GoLive real-time information. Despite the continued decrease, we are staffed with more part-time employees than full-time in order to accommodate any necessary decrease in staffing hours. Our Full-time employees also hold additional roles and responsibilities besides taking calls. For example, one of our team leads, Juan Alencastro, also handles the responsibilities of our Mobility Specialist. This position offers coordinated transit planning and application assistance for behavioral health consumers for both fixed route and paratransit with the goals of improving access to care, creating one portal of entry and identifying opportunities for increased transit use. Also, Amber Warren our Customer Information Coordinator, supports the organization objective of providing world class customer service by performing quality control evaluations and providing support for transit related services. In addition, some of our full-time staff handle other roles such as Emergency Ride Home, Youth Go Pass applications and data entry and act as a backup for Administrative Assistant, Priscilla Bond which entails ticket reconciliations, consignment and PayPal orders and Zendesk ticket requests.
- The Regional Transit Information Center continued to do well with meeting its performance metrics (i.e. call lengths and wait times for customers) for FY19 with the average call length being within 5% our 95% goal.

Upcoming Activities

- The leadership team will be researching the option to add text to phone and online chat in order to better accommodate our customers.

Complete phone call and customer feedback statistics are listed in the attached report.

Financial Impact

None

Attachments

- FY19 Annual Performance Report

Staff Contact

Katina Kinder

Regional Customer Service Manager

919-485-7465

John Tallmadge

Director of Regional Services Development

919-485-7430

jtallmadge@gotriangle.org



Next Steps

- Continue to review action register items for updates
- Update D-O FY20 Workplan for additional admin cost allocation (HR, EEO, Plaza)
- Update Durham-Orange Transit Plan
Incorporate recommended budget changes