



# TRACS/Wake Coordinated Transportation Service (WCTS)



# WCTS Quick Facts

## Annual Quick Look

Operating Miles: 2,171,954  
Service Hours: 91,721  
Van Trips: 145,766  
Bus Pass/Gas Cards: 37,804



## Funding/Revenue

- Federal/State Grants
- Vehicles/administrative
- Technology
- Purchased Services
- contracted agencies and programs

## WCTS Vehicle Pool (42 vehicles)

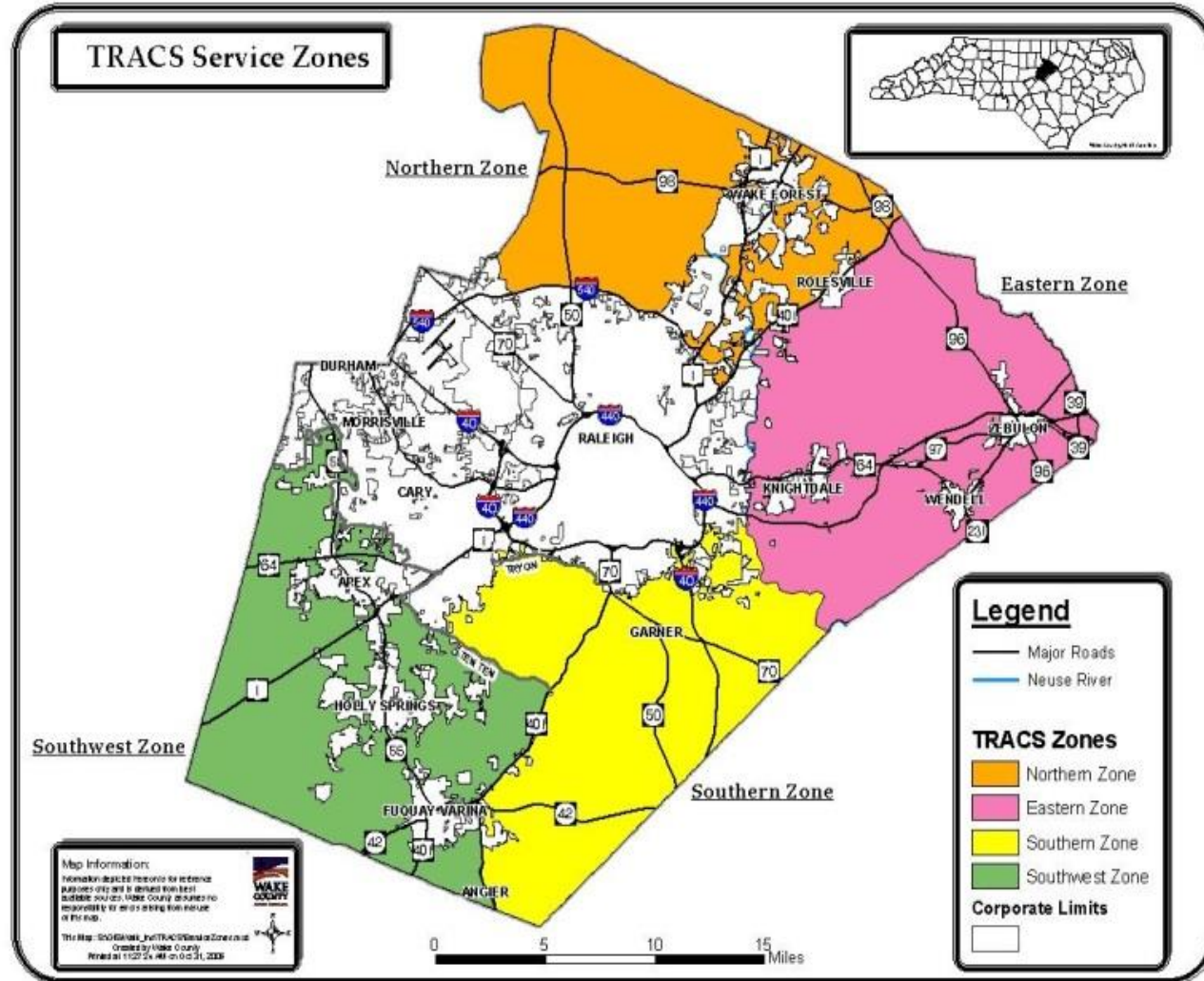
35 - Lift equipped vans  
3 - LTV w/lift  
1 - LTV w/o lift  
3 - Conversion vans

## FTA/NCDOT/Wake County

AssetWorks Preventative Maintenance Program  
Safety and Security  
Driver Training  
Drug/Alcohol Training and Testing Program

**Secondary Vendor Pool: 25 vehicles**

**67 Tablet computers installed**



## Wake County

Total Population:  
1,000,000

Population  
Outside  
Raleigh/Cary:  
191,503

Medicaid:  
82,000

(2014 estimates)



TRACS Clients	
Municipality	Client Count
APEX	338
CARY	863
COUNTY	4319
FUQUAY-VARINA	701
GARNER	1041
HOLLY SPRINGS	341
KNIGHTDALE	239
MORRISVILLE	166
RALEIGH	10162
ROLESVILLE	41
WAKE FOREST	598
WENDELL	299
ZEBULON	418
Approx Total	19526

## Para-Transit Clients Wake County



### Legend

#### CAT Clients

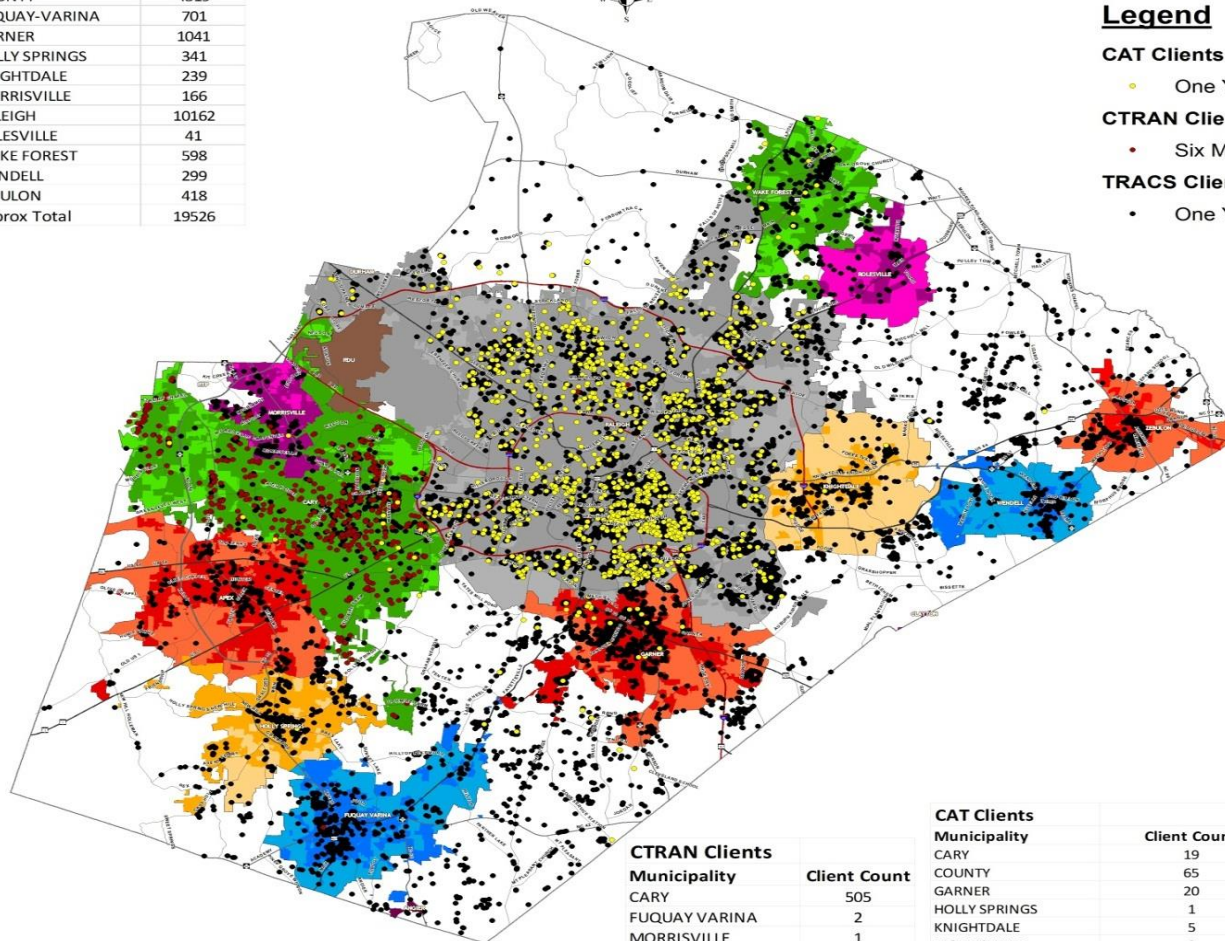
• One Year

#### CTRAN Clients

• Six Months

#### TRACS Clients

• One Year



Para-Transit Clients for CTRAN, CAT, TRACS  
by address matched for Wake County Clients  
Mapped by Wake County Planning

CTRAN Clients	
Municipality	Client Count
CARY	505
FUQUAY VARINA	2
MORRISVILLE	1
RALEIGH	6
unassigned	13
Approx (6mnth) total	527

CAT Clients	
Municipality	Client Count
CARY	19
COUNTY	65
GARNER	20
HOLLY SPRINGS	1
KNIGHTDALE	5
MORRISVILLE	3
RALEIGH	1983
WAKE FOREST	11
Approx. Total	2107

# WCTS Mobility Management Overview

- Mobility Management Services Provided:
  - ✓ “Brokerage” style of service: leveraging multiple private providers with publicly and privately funded vehicles.
  - ✓ Bus passes and gas cards provided.
  - ✓ Centralized Call Center transforming into a countywide One-Call/One-Click Center.
  - ✓ Connections with the WCHS Customer Call center, City ADA Call Center, 211 information and County human service information.

# Technology Objectives

- Monitor/update access to service information, 211 access, public, private and volunteer transit options to assure accessibility
- Provide customers a 24/7 seamless One stop, One click access portal to local and regional service providers and transportation information.
- Customer access to web sites links for trip planning, customer reservation requests, direct online access to Wake County transit services via online platform and direct call center contact with capabilities allowing for data analysis of requests, services delivered and areas needing improvement notated.
- Live trip planning and route tracking in concert with comments, complaint and commendation functions will allow for analysis of service delivery, customer satisfaction and compliance with grant requirements.

# One Call/One Click Center Technology

- Supporting Technologies:
  - ✓ Existing RouteMatch & other technologies
  - ✓ Mobile Data Tablets for all providers
  - ✓ RouteMatch Customer, Facility and Provider Web Portals
  - ✓ Interactive website (**[www.waketracs.com](http://www.waketracs.com)**)
  - ✓ IVR Inbound and Outbound Notification Modules
  - ✓ “One-Call” telephone transfer to WCHS, 211, City and regional transit call centers

# TRACS/WCTS – City of Raleigh ADA Para-Transit One-Call Information Center

**919-996-4444**

**Press “1” for Wake  
County TRACS Program**

Press “1” for  
TRACS/WCTS  
Call Center

Press “2” for the  
Dispatch Center

Press “1” to cancel  
services for today

Press “2” for the  
Dispatch Center

**Press “2” for the City of  
Raleigh ART (ADA)  
Program**

Press “1” for the  
City of Raleigh  
Call Center

Press “2” for  
the Dispatch  
Center

Press “2” for **“Where’s  
My Ride Information”**  
and other services



# TRACS/WCTS Transportation Service Call Center

**Call Center Staff**

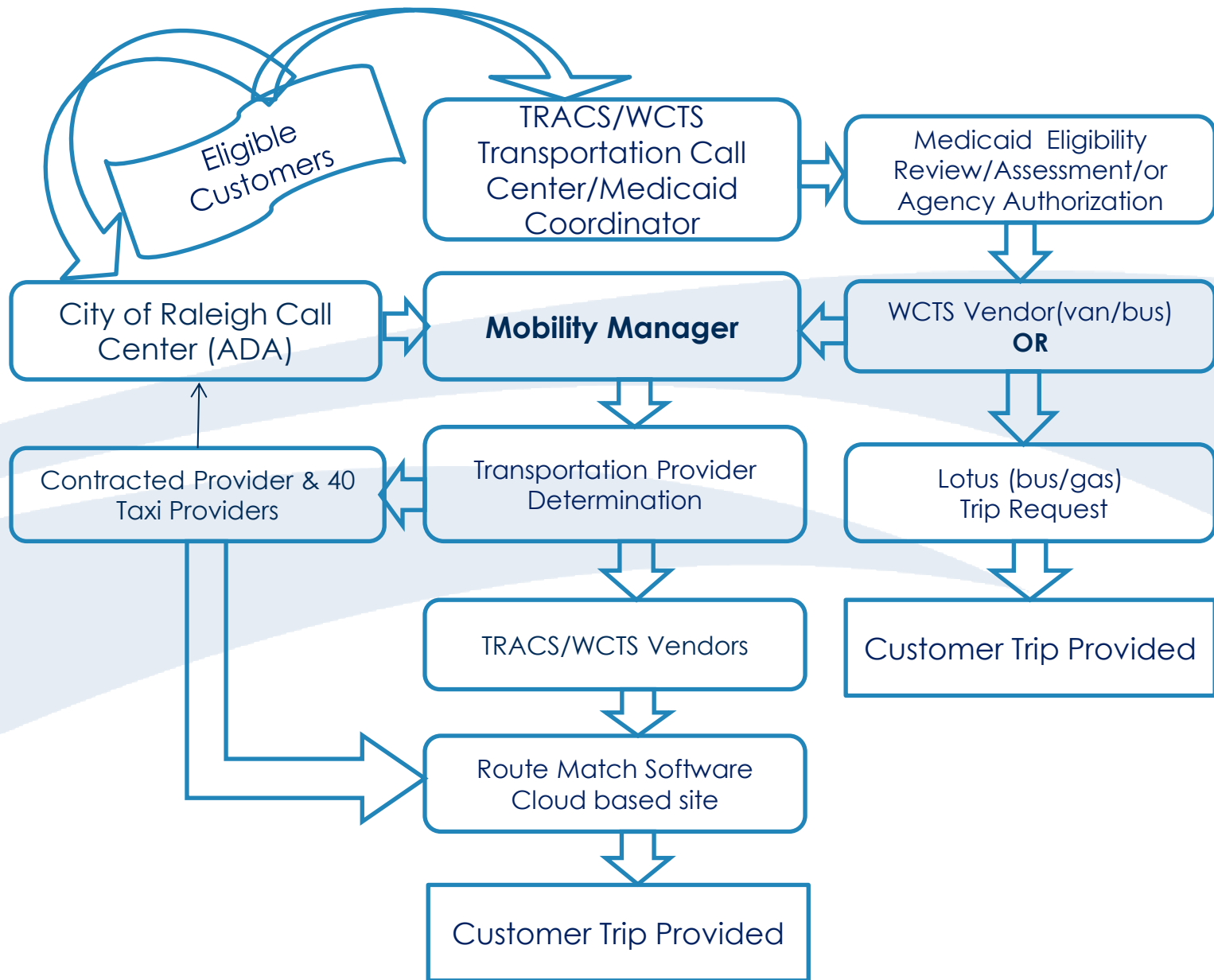


**Medicaid  
Coordinator/Call  
Center Supervisor**



## **Call Center Basics**

- ACD call distribution
- Six CSRs
- 8500+ calls Monthly (average)
- 900+ faxes Monthly (average)
- 250 Walk-Ins Monthly (average)
- Bi-lingual Staff
- Medicaid Eligibility Review
- Trip Reservations for all eligible programs and general public services
- Gas Cards
- Bus Passes/Tickets
- Complaints/Commendations
- Surveys



# Trip Process

# Interactive Voice Response

- Veterans and other customers can use the WCTS telephone system to access automated transportation & human services information, connect to the TTA regional public transit center, the City of Raleigh ADA paratransit service center, schedule trip reservation requests or to speak with a call center representative during normal business hours
- Enables WCTS in providing after hours information and services
- Customer trip reminder information (evening prior) with cancellation option
- Customer ETA “arrival” notice/next pick-up information
- Enables WCTS to inform veterans and other customers of service-related and emergency management issues through IVR outbound notification module

# Customer-focused Web site

- WCTS/Regional and local services information
- Customer & Facility trip reservation request portals
- Customer trip reservation request information (online & telephone)
- Access to GoTriangle.org for regional mobility
- Connections to regional transportation services
- Direct connection for veterans and military family services
- Access to Wake County Human Services information
- Leverage online resources available through the region/state's 211 system
- Mobile access to website's information and services

# Customer-focused Web site



HOME

VETERANS SERVICES

BOOK A RIDE

LOCAL & REGIONAL TRANSPORTATION



*Learn About Our  
Veterans Services*



# Customer Web Portal

- Allows veterans and other customers to schedule trip requests online.
- Confirmation of trip information by communication (i.e. e-mail, IVR phone call) method chosen during the service registration phase will be selected by the customer.

# Facility Web Portal

- Permit facilities with multiple customers to schedule trip requests online on their behalf.
- Receives confirmation of trip information by a personally selected communication (i.e. e-mail, IVR phone call) method chosen during the service registration phase.

# Provider Web Portal

- Coordinate ADA paratransit schedules/trip verification and invoicing for 40+ taxi providers.
- Cost reconciliation and data collection.

# Customer, Facility, and Provider Access Portals

All **first time users** must contact the TRACS Transportation Call Center at (919) 212-7005 or ART at (919) 996-3459 and register or establish an account prior to your first online or first telephone request.

**Visually or hearing impaired?** Contact the North Carolina Relay at (800) 735-2962 for assistance with your request. If you need a brochure or other information in an alternative format please contact TRACS at (919) 212-7005 or ART at (919) 996-3459 and a Call Center Representative will assist you.

Necesitas ayuda con el idioma alternativo? Por favor, póngase en contacto con un TRACS Call Center Representative en (919) 212-7005 o un representante de ART en (919) 996-3459 para obtener ayuda.

## ONE-CLICK SERVICE

Book a ride reservation request via our **online portal**.

**TRACS/WCTS**

Book a ride online



**CAT ACCESS**

Book a ride online



**NOTE:** The online reservation request applies to human service, CAT Access reservation requests, and agency sponsored transportation for the TRACS/WCTS program. Not eligible or need more choices? [Click here.](#)

## ONE-CALL SERVICE

Book a ride reservation request **via telephone**.

**TRACS/WCTS**

**1-888-919-4268**

Toll Free

**CAT ACCESS**

**1-888-919-4268**

Toll Free

**NOTE:** TRACS general public, TRACS employment, or TRACS EDTAP request must be done via contact with the Transportation Call Center.

# Tablets for Real-time Vehicle Tracking

- Foundation for real-time vehicle tracking, scheduling, data collection
- WCTS can better manage service availability and provide real-time vehicle status information to the customer – **“Where’s My Ride?”**
- Full integration with dispatch, operations



# RouteMatch Analytics

- **Management Console**
- 27 data views
- Live monitoring/tracking of service
- Analytics detailing productivity, performance, financials, driver performance, vehicle usage
- Data analysis using funding streams, geographical data or service areas



# Moving Forward

- ePay services (debit/credit card, refillable money card)
- Management console capabilities expansion to include metrics for highway/road use tracking and reporting
- Enhanced mobility management function to include partnership development of potential shared/coordinated ride sharing with existing/new community partners
- Mobility management/volunteer service programs delivery options



## Contact information:

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