



NORTH CAROLINA Department of Transportation



Integrated Mobility Division Best Practices and Resources for Transit Managers

April 17, 2023

Grants Administration Unit of IMD

Kenetta Spence – Interim Grants Administration Manager

Carolyn Freitag – Grants Administrator II

Regional Grant Specialists (RGS)

- **Irene Johnson** – RGS (Coastal Plains)
- **Anne Galamb** – Sr. RGS (Eastern Piedmont)
- **Lisa Avery** – Interim Sr. RGS (Western Piedmont)
- **Brandy Claybrooks** – RGS (Mountains)

Funding Available

- ▶ 5303
- ▶ Capital Purchase of Service
- ▶ 5310
- ▶ 5311
- ▶ Urban Advanced Technology
- ▶ Urban Strategic Transportation Investments (STI)
- ▶ Rural STI
- ▶ Combined Capital
- ▶ ConCPT Consolidation (CN)
- ▶ ConCPT Coordination (CO)
- ▶ Rural State Operating Funds (RO)
- ▶ Rural Operating Assistance Program (ROAP)
- ▶ State Maintenance Assistance Program (SMAP)
- ▶ Transportation Demand Management (TDM)
- ▶ Travelers' Aid
- ▶ Urban State Match
- ▶ Non-STI
- ▶ Mobility Manager
- ▶ Capital Cost of Contracting



NORTH CAROLINA Department of Transportation



Best Practice - Software Procurement

Herb Mullen, Executive Director
Inter-County Public Transportation Authority (ICPTA)

ICPTA / NCDOT MOBILITY FOR ALL SOFTWARE PROJECT



"GEOGRAPHICALLY CHALLENGED"



ICPTA IS A CUSTOMER BASED SERVICE

- Clients
- Contracts

These people are the core of our business model and the software we had was outdated.

We were looking for a better experience for our stakeholders

THE START 2020

- Routematch had been obtained by Uber and it was clear rural transportation was not the companies main priority.
- I approached Kai with ITRE in the Fall of 2020 and requested his help on replacing ICPTA's software.
- Kai got in touch with NCDOT (Ryan Brumfield) and the Mobility for All Project was born.

2021 - THE TEAM

- ICPTA Staff - Herb Mullen, JoAnn Johnson, Cody Copeland
- ITRE – Dr. Kai Monast and Jeremy Scott
- NCDOT – Ryan Brumfield and Chris Dodson
- FTA Liaison - Steve Yaffe of Yaffe Mobility Consulting
- We included several stakeholders from around the state to represent the NCCARE360 portion of the process.

MOBILITY FOR ALL RFP

- We wanted a innovative, client based, autonomous software solution that would link with NCCARE360.
- NCCARE360 is the first statewide network that unites health care and human services organizations with a shared technology that enables a coordinated, community-oriented, person-centered approach for delivering care in North Carolina.

PROCUREMENT

- ITRE put together a Mobility for All Committee to provide input for what we needed.
- Chris Dodson was instrumental in providing technical aspects of the original RFP.
- Dr. Monast and Jeremy Scott provided language that outlined what we wanted
- The entire procurement process was reviewed by Chris Dodson with NCDOT.
- RFP was posted on the IPS website.
- Via was awarded the contract in the Spring of 2021.

VIA WAS AWARDED THE MOBILITY FOR ALL CONTRACT ON 6/29/21

- ICPTA went “Live” the last 2 weeks in November 2021
- December 1st –ICPTA pulled the plug and went back to Routematch.
- Via’s algorithm could not efficiently group trips in a rural environment.
 - We actually had one vehicle travel to all 5 counties in one day.
 - Dispatchers did not have enough control to override the algorithm when scheduling clients or dispatching trips.

THE REBUILD

- Via was committed to providing ICPTA a viable software solution that would meet our needs.
- ICPTA Staff, ITRE and Via worked together to find a solution that would work.
- My last comment of every meeting was, “What can we do as a transit agency to make Via better for us and our end users.”
- After several breakthroughs with the software we went “Live” again in April 2022.
- It still was not a perfect solution
- We brought obstacles to Via’s attention as we found them.



NORTH CAROLINA

Department of Transportation



Best Practice – Construction Procurement

Darlene Asher, Transit Director
Macon County Transit

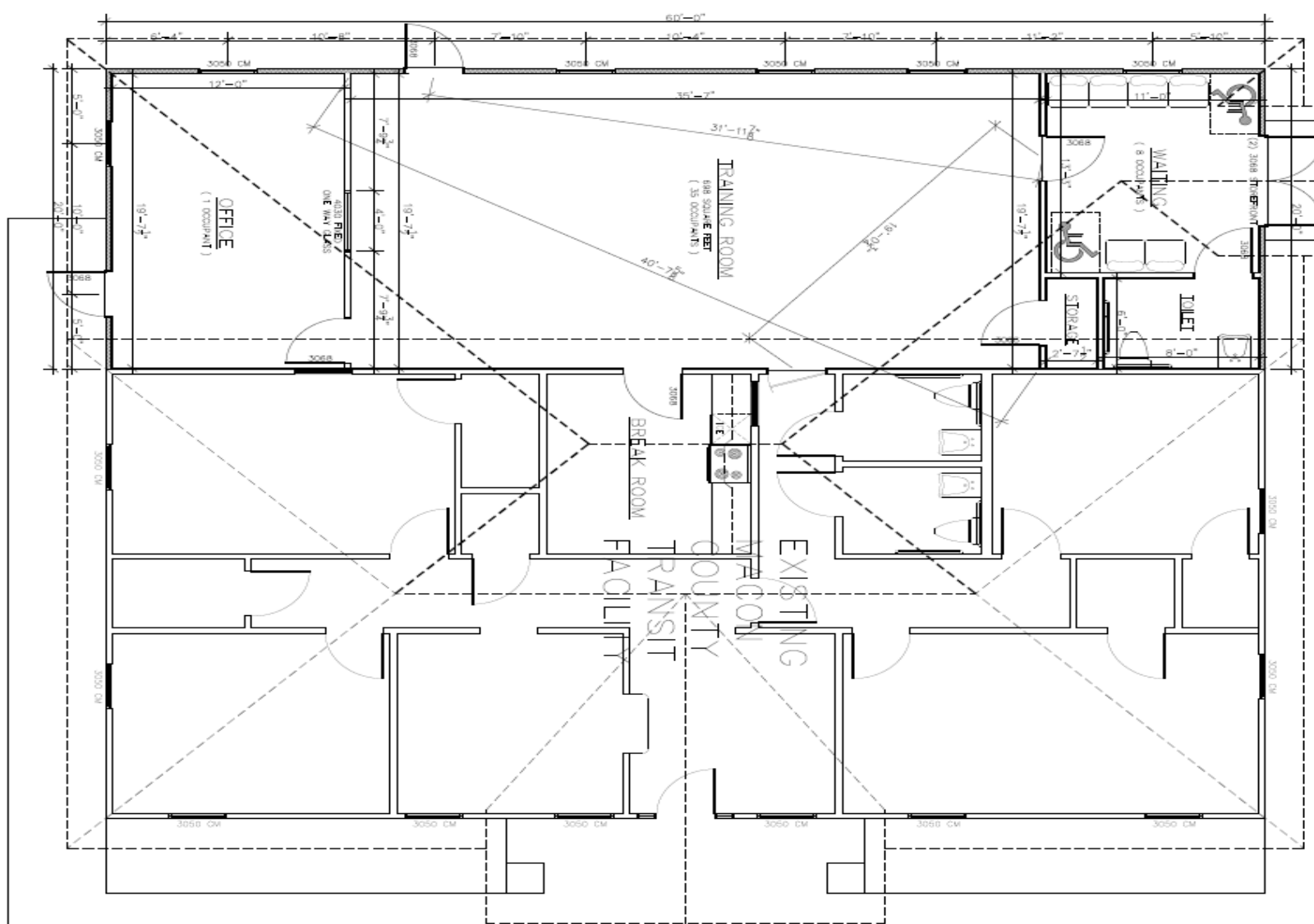
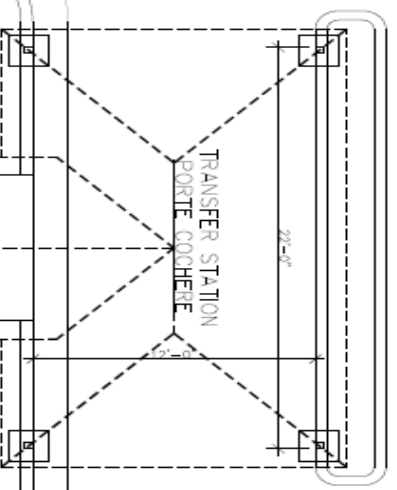


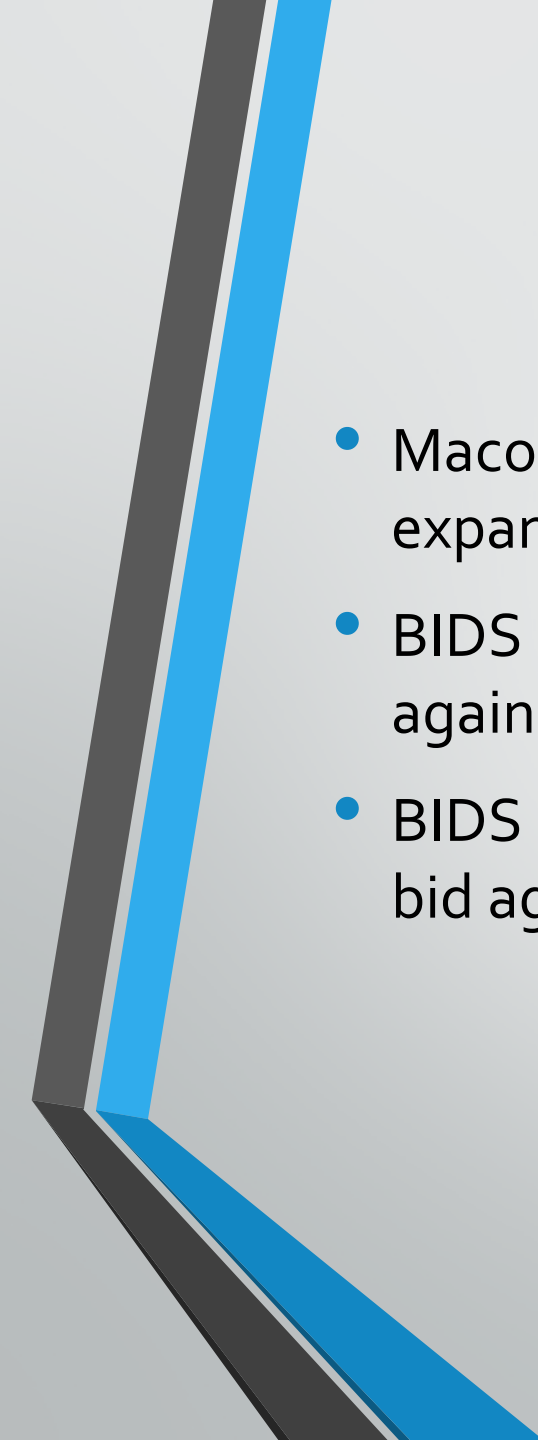
Local Procurement

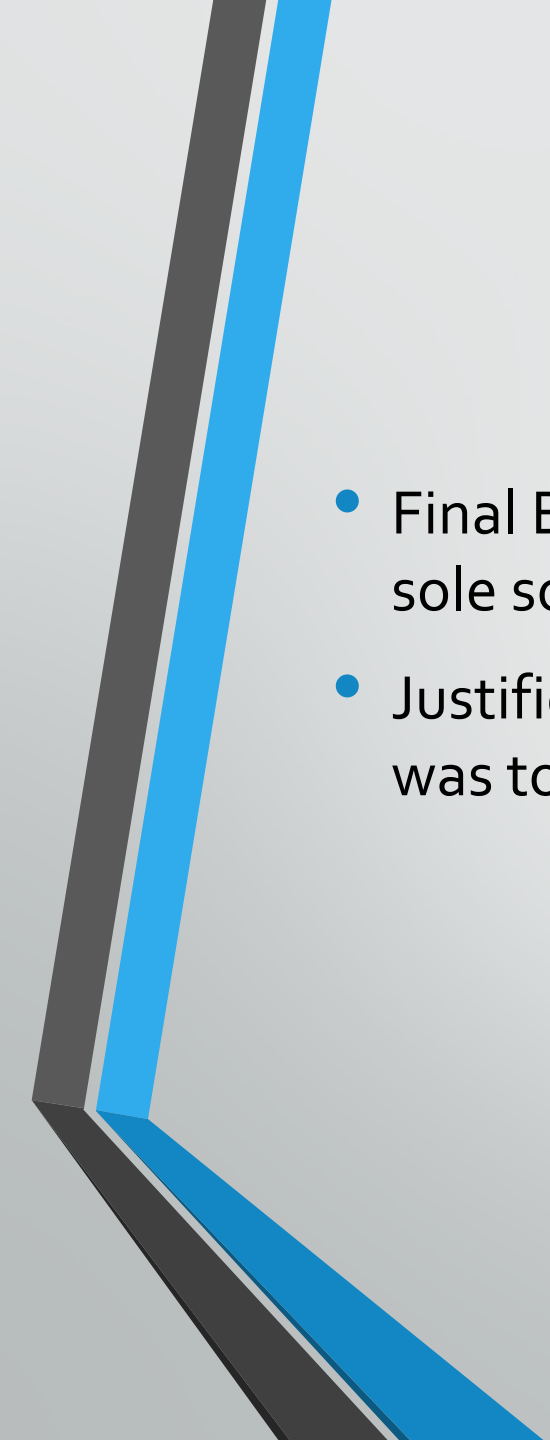
Macon County Transit

Facility Expansion





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- Macon County Transit started this project in 2019 with a 5333 (b) grant to expand the current facility by 1200 sq ft.
 - BIDS -MCT put the bid out in June of 2022, with no bids, posted the bid again in August of 2022 with no bids.
 - BIDS - Awning in Aug 2022 – One BID received, in Oct 2022 we put it out for bid again and only received one bid. The bid was awarded as a sole source.

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- Final BID on Facility Expansion - Feb 2023 One bid received, awarded as a sole source bid.
 - Justification for Sole Source BIDs – contractors were booked out, project was too small, contractors could not get sub-contractors to bid.



NORTH CAROLINA Department of Transportation



NCDOT-IMD Resources for Transit Managers

Kim Angel, NCRTAP Manager
RLS and Associates, Inc

NCDOT-IMD RESOURCES FOR TRANSIT MANAGERS



WHY

- Minimize risk
- Maximize performance
- Increase safety & security
- Decrease accident/incidents

WHO

- NCDOT-IMD
- Transit providers
- RLS
- NCPTA
- National orgs.

WHAT

- Training
- Technical asst.
- Resources
- Circuit rider

WHERE

- Classroom
- Webinar
- e-Learning

WHEN

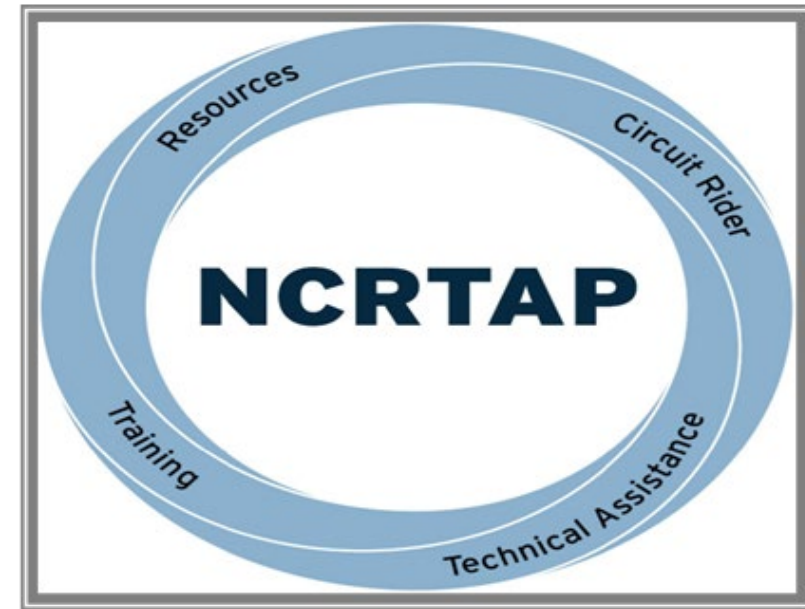
- Monthly
- Quarterly
- Annual
- On-going
- On-demand

NCRTAP - THE 5 "W'S"



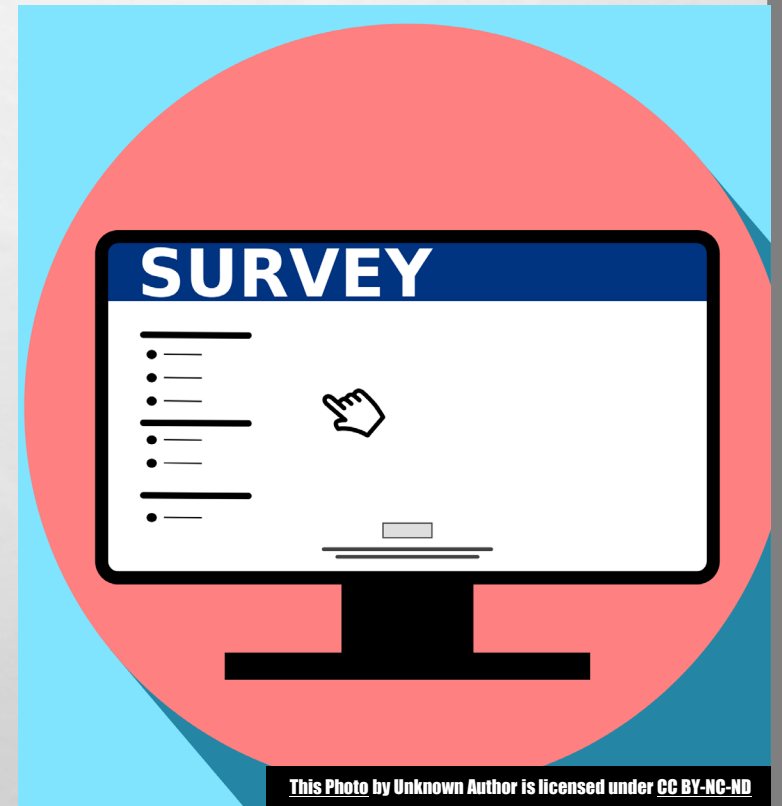
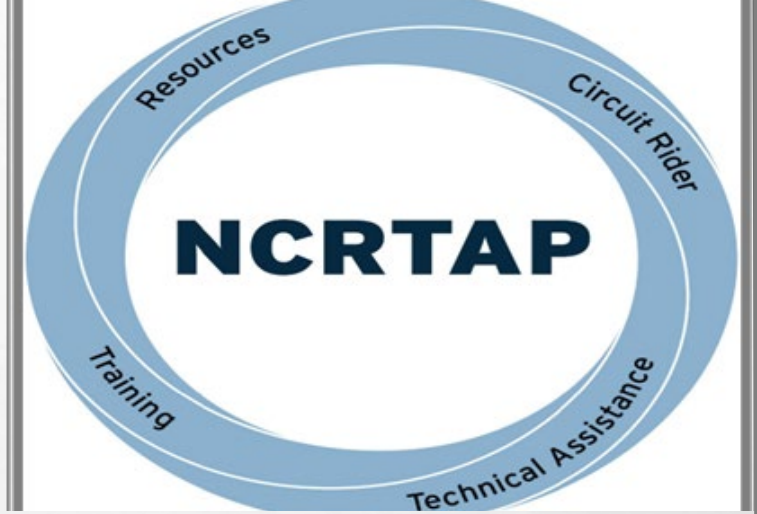
NCRTAP - WHAT IS IT?

- PROVIDE RESOURCES
- COORDINATE & SCHEDULE IMD TRAINING
- PROVIDE TECHNICAL ASSISTANCE
- CIRCUIT RIDER ASSISTANCE



WHAT'S THE PLAN?

- TRAINING SURVEY COMING SOON!
- TRAINING PROGRAM INVENTORY
- ANNUAL TRAINING CALENDAR/ADDITIONAL TRAINING
- ACCESS TO MORE RESOURCES
- TECHNICAL ASSISTANCE





RESOURCE PARTNER

- NCPTA: THE VOICE FOR PUBLIC TRANSIT IN NORTH CAROLINA
- NCPTA STRATEGIC FOCUS:
 - ADVOCACY
 - PARTNERSHIPS
 - EDUCATION & TRAINING
- MISSION: LEAD AND SUPPORT OUR MEMBERS AND COMMUNITIES THROUGH ADVOCACY, EDUCATION AND COLLABORATION TO ENHANCE PUBLIC TRANSPORTATION FOR ALL.



RESOURCE PARTNER

PROGRAMS & PROJECTS

- SERVICE PLANNING AND EVALUATION
- INTERCITY BUS
- VUD
- FULLY ALLOCATED COST MODEL
- ENTERPRISE ASSET MANAGEMENT (EAM)
- USING SPATIAL ANALYTICS TO ACHIEVE THE HIGHEST LEVEL OF PERFORMANCE FROM ALL TRANSIT SYSTEMS
- TRIP PLANNER DEVELOPMENT (GIFS)

DATA WAREHOUSE

- TRIP PLANNER DEVELOPMENT (GIFS)
- ENTERPRISE ASSET MANAGEMENT
- NTD REPORTS
- OP STATS
- VUD
- TRIP MAKER

TLDP

- 12-WEEK TRANSPORTATION LEADERSHIP DEVELOPMENT PROGRAM (TLDP) MIXES SELF-STUDY MATERIALS AND SEMINARS.
- DURING THE COURSE OF STUDY, PARTICIPANTS WORK THROUGH EXERCISES THAT PROMOTE A DEEPER UNDERSTANDING OF EFFECTIVE DECISION-MAKING, EMPLOYEE MOTIVATION, TEAMWORK, AND PRACTICAL APPLICATIONS OF CREATIVE IDEAS.
- MORE INFO ABOUT THE TLDP CLASS WEDNESDAY MORNING DURING THE GENERAL SESSION

NATIONAL RESOURCES

- NATIONAL RURAL TRANSIT ASSISTANCE PROGRAM (RTAP)
[HTTPS://WWW.NATIONALRTAP.ORG/](https://www.nationalrtap.org/)
- COMMUNITY TRANSPORTATION ASSOCIATION OF AMERICA (CTAA) [HTTPS://CTAA.ORG/](https://ctaa.org/)
- NATIONAL TRANSIT INSTITUTE (NTI)
[HTTPS://WWW.TRANSPORTATION.GOV/TRANSPORTATION-SAFETY-INSTITUTE](https://www.transportation.gov/transportation-safety-institute)
- TECHNICAL ASSISTANCE COORDINATION LIBRARY (TACL) [HTTPS://TRANSPORTATION-TACL.ORG/](https://transportation-tacl.org/)

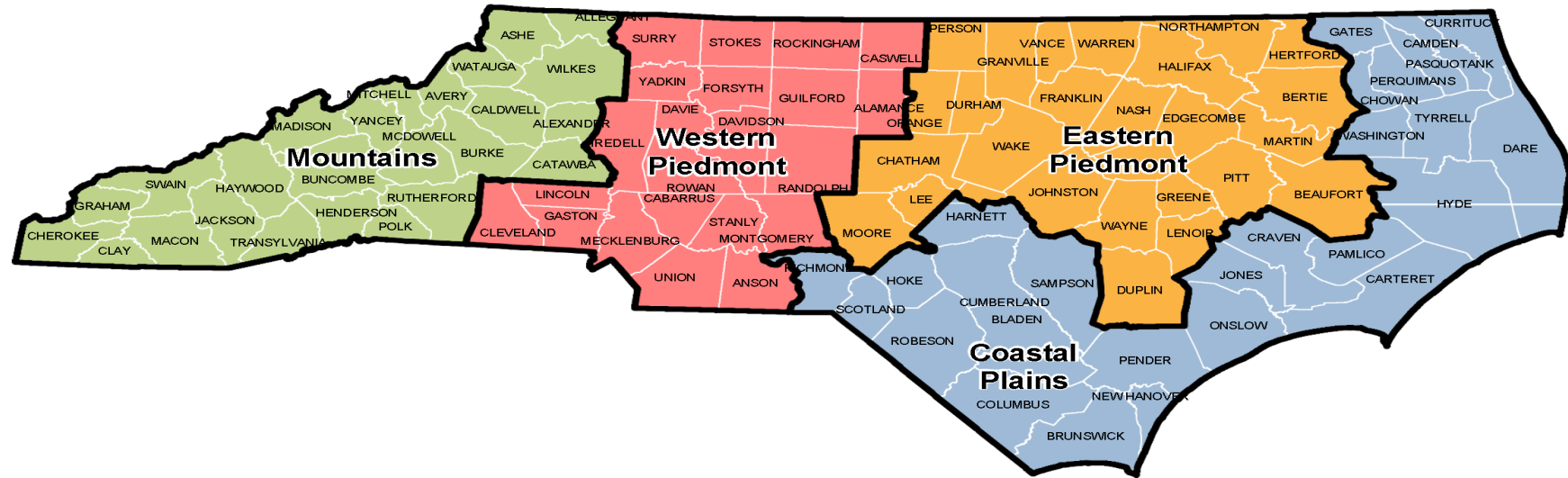


IMD Resources

Regional Contacts

See this
information at:
<https://connect.ncdot.gov/business/Transit/Pages/Regional-Support-Map.aspx>

NDOT Integrated Mobility Division Regional Contact Information



Mountains			
Section	Contact	Office Number	Email Address
Finance - Lead	Monique Frasier	919-707-4681	msfrasier@ncdot.gov
Finance	Tara Hofferth	267-551-3451	ext-tahofferth@ncdot.gov
Finance	Ismir Ripley	786-598-8774	ext-iripley@ncdot.gov
Grants Administration	Brandi Claybrooks	919-707-4679	blclaybrooks@ncdot.gov
Planning	Alexius Farris	919-707-4698	aafarris@ncdot.gov
Safety, Education and Compliance	Kevin Edwards	919-707-4695	kbedwards2@ncdot.gov

Western Piedmont			
Section	Contact	Office Number	Email Address
Finance - Lead	Katie Dunn	919-707-4691	kedunn@ncdot.gov
Finance	Derrice Ezzell	919-376-2706	ext-dlezzell@ncdot.gov
Finance	Tanisha O'Keefe	919-707-4689	ttokeefe@ncdot.gov
Grants Administration	Carolyn Freitag	919-707-4673	kmspence1@ncdot.gov
Planning	Alex Rotenberry	919-707-4682	jarotenberry@ncdot.gov
Safety, Education and Compliance	Kevin Edwards	919-707-4695	kbedwards2@ncdot.gov

Eastern Piedmont			
Section	Contact	Office Number	Email Address
Finance - Lead	Konnadi Dhatnubia	919-707-2600	ext-kdhatnubia@ncdot.gov
Finance	Maximo Jones	312-294-6134	ext-mmjones1@ncdot.gov
Finance	Lauren Prunkl	980-296-5400	ext-llprunkl@ncdot.gov
Grants Administration	Anne Galamb	919-707-4674	asgalamb@ncdot.gov
Planning	Nick Morrison	919-707-2608	nemorrison@ncdot.gov
Safety, Education and Compliance	Eartle McNeill	919-707-4686	elmccneill1@ncdot.gov

Coastal Plains			
Section	Contact	Office Number	Email Address
Finance - Lead	Jocelyn Petatan Valdez	919-707-4683	jpetatanvaldez@ncdot.gov
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Finance	Tangerine Stancel	919-707-4671	ktstancel@ncdot.gov
Grant Administration	Irene Johnson	919-707-4670	iwjohnson@ncdot.gov
Grant Administration	Lisa Avery	919-762-3734	ext-lnavery@ncdot.gov
Planning	Kim Nguyen	919-707-4676	kpnguyen1@ncdot.gov
Safety, Education and Compliance	Eartle McNeill	919-707-4686	elmccneill1@ncdot.gov

KIM ANGEL, NCRTAP MANAGER

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- **EMAIL: ext-kpangel@ncdot.gov**

Q & A WITH IMD STAFF



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