



# Public Transportation Division

## Division's Success Plan

The Public Transportation Division has been working to implement success plans with our 82 Community Transportation Systems that provide transportation services in the 100 counties. Activities are underway to provide support and assistance in the quarterly reporting.

A Success Plan has also been developed for the Division. It includes realignment of the organization to better meeting the requirements internally and externally. The final version will be shared as the pieces are finalized.

PERFORMANCE SCORECARD		2016-2017									
Key Strategy	Performance Metric	PERFORMANCE					Points				
		Goal	Q1	Q2	Q3	Q4	Goal	Actual Q1	Actual Q2	Actual Q3	Actual Q4
Thriving Agencies	Average agency scorecard score	85					15				
	Average agency Net Promoter Score	10					10				
	% of agencies with increased ridership	25%					5				
<b>TOTAL</b>							<b>30</b>				
Financial Management	% of grant funds spent (12-month average)	90%					10				
	% of sub-recipient active accounts	98%					8				
	% of agency claims accurate and valid on first submission	90%					7				
	% of program claims forwarded for payment within 5 working days	85%					3				
% of claims paid by fiscal staff within 3 working days	85%					2					
<b>TOTAL</b>							<b>30</b>				
Performance Driven	% of agencies completing quarterly Success Plan scorecards	85%					7				
	% of MDS/agency scorecard review coaching calls completed	85%					5				
	% of agency Success Moments achieved	85%					4				
	% of agency Success Plans completed	90%					3				
	% agencies with five year budgets and capital plans	90%					2				
	% of agencies with vehicle replacement plans	90%					2				
Agency satisfaction with PTD	80%					2					
<b>TOTAL</b>							<b>25</b>				
Employee Success	Employee engagement	5.25					7				
	% of employee performance goals achieved	85%					5				
	Employee satisfaction	85%					3				
<b>TOTAL</b>							<b>15</b>				
<b>OVERALL TOTAL</b>							<b>100</b>				

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## PTD Activities Underway

### May 2016 Activities

#### Training:

- Net Promoter Score Training
- Staff Budget Training 2
- Lean Six Sigma – Yellow Belt
- Excel
- Legacy Leadership

#### Meetings Attended:

- Transit Advisory Board meetings
- TRB Conference Committee
- Rail Brainstorming on Salisbury Station
- NCAMPO Quarterly Meeting
- NCAMPO Annual Meeting
- Meetings with MPOs and systems on new five-year budget
- APTA Bus and Paratransit Conference (Charlotte)

#### Upcoming:

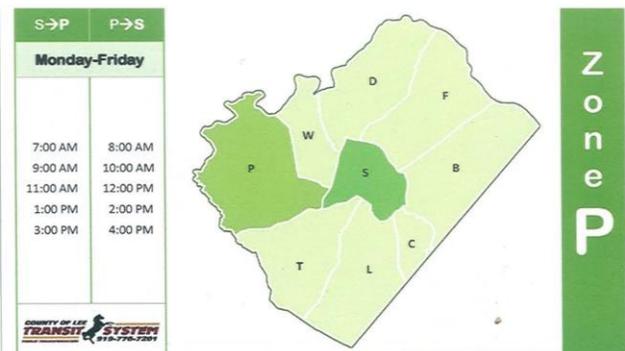
- NCPTA Conference (Concord)
- Safety Manager Training
- New Director Training
- Procurement Training

### Calendar of activities underway:

- The Federal Transit Administration is launching a new safety requirement called Safety Management System (SMS). PTD has a long standing safety program and is currently visiting the Safety System Plan elements and the oversight requirements to alignment them with the SMS.
- Two Notice of Funding Opportunities (NOFO) were submitted during May. The 5339 (b) Discretionary Bus and Bus Facility NOFO focused primarily on vehicle needs of over \$15M. Rides to Wellness seeks to fund innovative solutions that increase access to healthcare, decrease healthcare costs, and/or improve healthcare outcomes. This proposal focuses on our long distance medical services.
- PTD is actively visiting and refining the planning activities conducted for the sub recipients. The systems will be placed into different categories based on the complexity of their operation and region. The planning process will be renamed and activities created to focus on regional opportunities to meet longer distance transportation patterns.

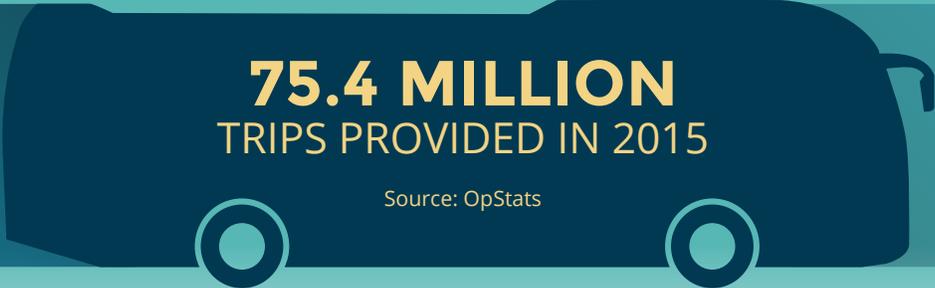
### Success Stories

- At FTA’s Region IV recent States’ meeting, PTD was recognized for the fewest number of inactive grants, outstanding achievement in TrAMS (new grant system) and partnership with 5307 efforts.
- PTD has been working with the Institute for Transportation Research and Transportation to implement structured scheduling – a new way of thinking about business. Lee County is our first system to take on this challenge. Recently, they were able to provide services to a new portion of the county based on this new structure. This is a diagram for one of the zones. Congratulations Lee County for a job well done!!



# BENEFITS OF TRANSIT IN NORTH CAROLINA

NCDOT Public Transportation Division, April 2016 • [www.ncdot.gov/nctransit](http://www.ncdot.gov/nctransit)



**75.4 MILLION**  
TRIPS PROVIDED IN 2015

Source: OpStats



**\$1.019 BILLION**  
STATEWIDE BUSINESS OUTPUT

Expenditure-related economic contribution refers to statewide economic effects supported by the capital and operational expenditures of North Carolina's transit systems.

Source: TREDIS (Transportation Economic Development Impact System)



**\$802 MILLION**  
ANNUAL BENEFIT OF HAVING A TRANSIT OPTION  
IN NC COMMUNITIES

Transportation cost savings — using transit instead of other modes

Affordable mobility options — benefit from having transit services available

Source: SURTC/CUTR (Small Urban and Rural Transit Center) (Center for Urban Transportation Research)

## PUBLIC TRANSPORTATION PROVIDES

- Economic benefits to communities
- Health benefits
- Access to work, education, training, medical transportation, shopping and tourism

## REDUCES

- Individual transportation costs
- Congestion and delays
- Road construction and maintenance



## TRANSIT FUNDING

Every \$1 the state of North Carolina invests in transit generates approximately \$7 of total investment in North Carolina from federal, state and local sources.

Source: OpStats



More than **11,000 JOBS**  
are supported by transit  
system operations and capital  
investments which results in  
**\$416 MILLION** in wages

Source: TREDIS



Source: *Economic Benefits of Transit* research conducted for NCDOT/PTD by the Institute for Transportation Research and Education at North Carolina State University. April 2016.