



Integrated Mobility Division  
N.C. DEPARTMENT OF TRANSPORTATION

<b>DATE</b>	12 August 2020
<b>TIME</b>	11:00AM – 12:00PM
<b>VENUE</b>	Virtual - GoToMeeting
<b>MEETING TITLE</b>	NCTC Initiative Development Committee Meeting
<b>ATTENDEES</b>	Ryan Brumfield, NCDOT Heather Hildebrandt, NCDOT Julie White, NCDOT Katie Trout, NCDOT Jamal Alavi, NCDOT Jaime Kritzer, NCDOT David Rhew, NCPTA Irma Zimmerman, Guilford County Vicki Eastland, Land of Sky Regional Council Bruce Adams, City of Greensboro/GTA Sherria Allen, City of Greensboro/GTA LJ Weslowski, Concord Kannapolis Area Transit Bob Davis, Cleveland County Shelley Blake Curran, GoTriangle Shelia Blalock, Mitchell County Jim Westmoreland, Westmoreland Strategic Enterprises Warren Miller, Fountainworks Maddie Shea, Fountainworks Rachel Gaylord-Miles, WSP Morven MacLean, WSP

**I. Welcome and Introductions**

**II. 7/22 Meeting Review and Feedback**

- Themes from the survey and breakout sessions emerged; project team using those to highlight innovations and strategies
- Feedback from the Kick It Off meeting
  - Use project deliverables to guide facilitated break out groups
  - Provide additional time for break out groups
  - Review breakout group facilitator guidelines to ensure they provide guidance on full group participation.

**III. Overview of Biggest Challenges, Innovations, & Strategies**

- How can we keep passengers and operators safe?
  - Partnerships – Add DHHS and Emergency Management Services to partnerships
  - Partnerships – Working with NCDOT to create website repository; likely will host repository on existing COVID-19 webpage

**MINUTES**



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- Cleaning Accreditation – Helpful to have cleaning practices distilled down to what is known to be effective; amount of information available can be overwhelming, for community agencies especially the operators may also be the sanitization staff and guidance would be helpful.
  - Contactless Fares – agencies interested to know more about the potential of using EBT cards for transit
    1. Equity – some contactless systems allow riders to add money to payment cards and systems often have a kiosk on the same system to all purchase of paper tickets for those without smartphones
  - How can we increase ridership as a result of COVID-19?
    - Marketing Techniques – interest in providing more information to policy makers on COVID response safety measures implemented. This is needed in addition to marketing to passengers that safety measures have been implemented.
  - How can we restore revenues and funding lost as a result of COVID-19?
    - Procurement – is there an ability for regional or statewide group purchasing to reduce cost? (COVID related or not)
    - Procurement – interested in exploring flexibility of procurement process and the role of NCDOT in procuring PPE
    - Regional Partnerships – Macon and Clay County are a good example of regional partnerships
    - Flexibility in Funding – understanding that fare increases and/or CARES Act funding are not silver bullets to address revenue and funding decreases, innovative approaches to funding will be needed
  - How can we move to new service patterns as needs evolve?
- IV. Next Steps**
- September 9<sup>th</sup> – Work On It meeting (virtual)
  - Likely best to keep Launch It meeting virtual and move to week of November 16<sup>th</sup> in order to avoid the week of the elections
    - Suggested date for Launch it meeting was Wednesday, November 18th and next IDC meeting (10/28) meeting will be virtual as well.