

**Memorandum of Understanding  
between the Town of Cary (GoCary), the City of Raleigh (GoRaleigh),  
the Research Triangle Regional Public Transit Authority d/b/a  
GoTriangle, Wake County (GoWake Access), Harnett Area Rural  
Transit System (HARTS), the Community and Senior Services of  
Johnston County (Johnston County Area Transit System-JCATS), Kerr  
Area Rural Transit System (KARTS), and the Capital Area  
Metropolitan Planning Organization (CAMPO)**

This **Memorandum of Understanding** is made and entered into on the date herein below last written, by and between the Town of Cary (GoCary), the City of Raleigh (GoRaleigh), the Research Triangle Regional Public Transit Authority d/b/a GoTriangle, Wake County (GoWake Access), Harnett Area Rural Transit System (HARTS), the Community and Senior Services of Johnston County (Johnston County Area Transit System-JCATS), Kerr Area Rural Transit System (KARTS), and the Capital Area Metropolitan Planning Organization (CAMPO) to work together to implement the region's Coordinated Public Transit-Human Services Transportation Plan (CPT-HSTP) by participating on the Mobility Coordination Committee (MCC) and providing guidance and direction to the regional Mobility Management Program (Capital Area MMP), referred to hereinafter respectively as the CPT-HSTP, the MCC and the Capital Area MMP.

## **Background**

The regional Coordinated Public Transit -Human Services Transportation Plan sets the priorities for transportation investments and initiatives for public transit and human services coordination. The Plan guides funding and service development for transportation projects supporting elderly, disabled, and low-income individuals in the Raleigh urbanized and outlying areas.

Two key recommendations of the 2018 CPT-HSTP/Wake Transit Plan were to 1) establish the MCC to create the infrastructure to manage and guide ongoing coordination activities in the urbanized and surrounding area and to assign this group responsibility for implementing goals and recommendations identified in the CPT-HSTP, and 2) to develop a mobility management program focused on rural areas.

Established by the CAMPO Executive Board in February 2020 and consisting of staff level agency participants, the MCC provides policy recommendations, serves as a sounding board for stakeholders, and helps provide coordination oversight to transportation

agencies/providers while deploying the recommendations outlined in the adopted coordinated plans.

The MCC recommended engaging a consultant to undertake a Mobility Management Implementation Study (MMIS) to guide the development of the region's MMP which was completed in June 2023. Study recommendations documented in the Final Report located on CAMPO's website at <https://www.campo-nc.us/programs-studies/transit/mobility-management-implementation-study>, include:

- Establish a Regional Mobility Manager position for program implementation and oversight.
- Implement a work program that includes close collaboration with the region's public transportation providers and in alliance with other agency staff that work with individuals that need transportation.
- Charge the MCC with providing MMP oversight guidance and support to the mobility manager, in addition to its previous infrastructure role of managing and implementing the coordinated plan's recommendations and goals.
- Implement the Capital Area MMP through the MPO and support it with available federal funding and MPO member dues.

## Capital Area MMP Goals

The Capital Area MMP is organized around three goals:

1. Through **engagement, outreach, and coordination**, offer consistent and easily accessible information on available public transportation services,
2. Through **data collection, needs assessment, and program design**, better address the concerns of people who face mobility challenges, and
3. Through **program evaluation and refinement**, promote and improve coordination and use of technology among providers leading to a better user experience, more transportation services, and reduced operating costs.

## Capital Area MMP Elements

The following are elements of the Capital Area MMP:

- The Capital Area MMP will be centralized within a single agency for program administration purposes. CAMPO will administer the program and hire the mobility manager. The mobility manager job responsibilities and initial recommended work

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program are included as appendices to the June 2023, Final MMIS Report.(Attachment)

- Initially, one full-time employee will be hired as a regional mobility manager and provided with office space and equipment, comparable to other CAMPO staff.
- While the regional mobility manager will be employed by CAMPO, the mobility manager will spend time rotating among the provider agencies, their operating contractors (GoCary, GoRaleigh, GoWake Access, GoTriangle, HARTS, JCATS, and KARTS), and/or key service area jurisdictions in and adjacent to the CAMPO planning area, as necessary (GoApex, Morrisville, Wake Forest, etc.), at least initially. Rotating among providers will help to both build partnerships and to enable the mobility manager to gain a deeper understanding of operations at the various agencies and how they interact. The goal is to learn how providers function to facilitate coordination. This new position is intended to support jurisdictions, agency programs, positions and initiatives and make recommendations that support regional coordination and mobility. Activities and initiatives are intended to support the mobility management program and not compete with the duties of agencies regional projects or positions funded by the Wake Transit program.
- Through this memorandum of understanding (MOU), participating agencies will commit to the overall mobility management program recommendations - goals and actions outlined in the final MMIS report (page 2), including participating on, designating, and maintaining an agency point of contact on the MCC, regularly meeting with mobility management staff, and supporting regional public transportation coordination strategies identified in the coordinated plans.

The Capital Area MMP will evolve over a minimum five-year time horizon in three phases: short-term (years 1-2), medium term (years 3-4) and longer-term (year 5 and beyond) as demonstrated below and in the MMIS Final Report, page 13.



Initial Capital Area MMP funding has been secured from FTA Section 5310 resources with CAMPO submitting an application during bi-annual Section 5310

Call for Projects by the City of Raleigh, the Raleigh/Cary Urbanized area's designated recipient of the federal funds. If the program grows and requires further staffing, additional funds may be needed in the future. Local match funding will be supplied by CAMPO member dues.

- The Capital Area MMP will be evaluated using developed quantitative and qualitative performance measures. Data should be compiled, analyzed, and reported every six months.

## Understanding

### Parties to this Understanding

The Parties are agencies that presently provide transit services for fixed-route, ADA paratransit, and/or demand response in the CAMPO planning region/Raleigh urbanized area, as listed below:

- Town of Cary (GoCary),
- City of Raleigh (GoRaleigh),
- Research Triangle Regional Public Transit Authority d/b/a GoTriangle,
- Wake County (GoWake Access),
- Harnett Area Rural Transit System (HARTS),
- Community and Senior Services of Johnston County (Johnston County Area Transit System-JCATS),
- Kerr Area Rural Transit System (KARTS),
- Capital Area Metropolitan Planning Organization

### Obligations of the Parties

The Parties participating in this MOU commit to:

- Accept the recommendations from the MMIS final report, published in June 2023. Maintain a commitment to the MCC by designating at least one staff member

as the MCC member that will be responsible for participating in all MCC meetings and MCC subcommittee meetings as applicable.

- Continue commitment to the MCC by participating in the Locally Coordinated Plan updates and implementation of the recommendations, as able, and the Mobility Management Program updates and implementation.
- Support the formalization of the MCC by contributing to and formally endorsing and adhering to this MOU and MCC bylaws.
- Agree the MCC will create its own bylaws including necessary rules and criteria and it is within the authority of the MCC's voting membership to expand the committee's permanent voting and non-voting membership. An expansion of permanent MCC voting membership shall be considered an amendment limited to the bylaws subject to the provisions of Articles in the bylaws.
- Provide guidance and feedback to mobility management staff through the MCC.
- Share information that helps to consolidate, centralize, and maintain current transportation information for individuals seeking rides.
- Collect and share relevant information on trip requests to improve the understanding of regional travel patterns and travel needs.
- Support communications and outreach activities by disseminating mobility management program information, inviting mobility management staff to relevant meetings and events, and displaying collateral materials on vehicles and bulletin boards, etc.
- Support information sharing on mobility management via links on provider websites and through customer service staff.
- Support grant applications for future program funding through letters of endorsement and other means.

## **Mobility Coordination Committee (MCC)**

- Will serve as the steering committee for the Capital Area MMP.
- Will regularly meet to review implementation progress and provide feedback, direction, and guidance to mobility management staff.
- Will develop and adopt bylaws formalizing its organizational structure, criteria, rules, and procedures for MCC governance including membership and voting privileges.

- Will maintain in the bylaws member criteria and an application process to become a MCC voting member agency.
- Will serve as the steering committee for the MCC and administer implementation of the 2018 and future, adopted CPT-HST plans recommendations, including:
  - 1.1 - Create an organizational infrastructure – the Mobility Coordination Committee.
  - 1.2 - Create a consistent regional urbanized area ADA structure & incorporate into provider ADA plans.
  - 1.3 - Coordinate ADA Service Delivery
  - 1.4 - Monitor the State’s changing Medicaid Transportation Program
  - 1.5 - Initiate a Rural Transportation Network
  - 1.6 - Develop a Mobility Management Program
  - 2.1 - Develop Emerging Mobility Policy (As part of Task 1.6)
- Updates CPT-HST plans, as needed or required.

## **CAMPO Administrative Responsibilities**

- CAMPO will provide staff to administer the MCC, including acting as Secretary to the MCC and associated subcommittees.
- CAMPO will provide staff to administer the Capital Area MMP, including developing and deploying an annual work program for the Capital Area MMP that is based on the tasks and priorities identified herein.
- CAMPO will maintain the Work Programs, Implementation Schedules, provides updates and recommendations to the CAMPO Technical Coordinating Committee (TCC), Transit Planning Advisory Committee (TPAC) and Executive Board.
- CAMPO will support the City of Raleigh and the federal Section 5310 Program, assisting with policy development and research.
- CAMPO will maintain the MCC document library.
- CAMPO will lead the development of required periodic CPT-HSTP updates.

## **Termination Clause**

Parties to this Memorandum of Understanding may terminate their participation in the Mobility Management Program by giving thirty (30) days written notice to the other parties prior to the date of termination. If any party should terminate participation, this memorandum of understanding shall remain in force and the MMP shall continue to operate

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as long as a minimum of two remaining members wish to collaborate on regional mobility management.

**IN WITNESS WHEREOF**, the Parties as listed, but not limited to, through their duly authorized representatives, have executed this Memorandum of Understanding, effective this \_\_\_\_\_ day of \_\_\_\_\_, 2024

**TOWN OF CARY, NORTH CAROLINA**

By: \_\_\_\_\_ Kelly Blazey, Transit Director

**CITY OF RALEIGH, NORTH CAROLINA**

By: \_\_\_\_\_ David Eatman, Assistant  
Transportation Director - Transit

**RESEARCH TRIANGLE REGIONAL PUBLIC TRANSPORTATION  
AUTHORITY (d/b/a GoTriangle)**

By: \_\_\_\_\_ Charles Lattuca, Executive Director

By: Jennifer Hayden, Interim Chief Financial Officer

**WAKE COUNTY, NORTH CAROLINA**

By: \_\_\_\_\_ Anita Davis, Medicaid Transportation  
Manager

**HARNETT AREA RURAL TRANSIT SYSTEM, NORTH CAROLINA**

By: \_\_\_\_\_ Barry Blevin, Executive Director

**JOHNSTON COUNTY AREA TRANSIT (JCATS), NORTH CAROLINA**

By: \_\_\_\_\_ Joshua Jenson, Executive Director

**KERR AREA RURAL TRANSIT SYSTEM (KARTS) NORTH CAROLINA**

By: \_\_\_\_\_ Randy Cantor, Executive Director

**CAPITAL AREA METROPOLITAN PLANNING ORGANIZATION (CAMPO)**

By: \_\_\_\_\_ Chris Lukasina, Executive Director