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BRENT HEATH  
CHAIRMAN

***Goldsboro-Wayne Transportation Authority  
Governing Board Meeting Minutes  
February 1, 2018***

The Board of Directors of Goldsboro-Wayne Transportation Authority met in regular session at 10:00 a.m. on Thursday, February 1, 2018, at the City of Goldsboro Anteroom, 214 N. Center Street, Goldsboro, North Carolina.

**Members in attendance:** Brent Heath, Chairman, Freeman Hardison, Jr., Vice Chairman, Bob Waller, Secretary/Treasurer, Bill Pate, Shycole Simpson-Carter and Joe Daughtery.

**Members absent:** Antonio Williams.

**Others in attendance:** Ginger Moore, Fred Fontana, and LaShonda Oliver.

**Approval of Meeting Minutes**

Upon motion of Bill Pate and seconded by Freeman Hardison, Jr., the Board of Directors of Goldsboro-Wayne Transportation Authority unanimously approved the minutes of the regular meeting of December 28, 2017.

Upon motion of Bob Waller and seconded by Freeman Hardison, Jr., the Board of Directors of Goldsboro-Wayne Transportation Authority unanimously approved the minutes of the special meeting of January 11, 2018.

**2018 Marketing Plan Presentation**

Fred Fontana gave an update on the marketing plans. The GWTA Trip Planner is available on the Website. The trip planner allows passengers to enter an address at their current location to a destination in order to get a map and directions of the bus routes. The map will let the passenger know what bus to take and the time the bus should arrive. Flyers will be distributed in the community.

GWTA is continuing with the driver of the quarter and driver of the year. QCA design and print flyers for this program as well as put it on the website. The driver of the year will be present at the Board meeting.

In March, QCA will be conducting the annual ridership count. They will count the passengers that get on and off the buses at each stop. This will be done for each route. In April, they will be administering the agency survey and compile the results. In addition, they will help promote the Mt. Olive deviated route and all other needed promotional and press releases.

GWTA will continue the Veterans Ride Free promotion in November and may extend bus hours during the holiday shopping season.

### **NCDOT Proficiency Report**

NCDOT conducted a proficiency review in December. The review was on the entire GWTA operation. It is similar to the FTA Triennial Review. The report shows that GWA is in compliance with most of the regulations. The areas that were not in compliance were minor and can be easily fixed. This includes not having a TTY line for the hearing impaired identified on the system maps. The 711 number will be added to all materials and updated on the website.

The ADA procedure has to be changed because the ADA Federal Law states that even if an electric wheelchair cannot be secured on the vehicles, GWTA is legally required to transport the passengers. A request can be made to the passengers to transfer to a bus seat or use a manual wheelchair. But, if the passengers do not want to or physically can't comply to the request, GWTA must transport them. If we do not transport the passengers, GWTA will be violating their civil rights.

Title VI complaint procedure needs to be added to all system maps, route maps, and ride guides. The Title VI and 711 information will be added to the website immediately and on the printed material when reprinted during the summer.

. For the procurement process, GWTA did not verify that the companies providing computers and bus shelters were not on the State of North Carolina debarment list. GWTA is purchasing off the State of North Carolina contracts. Even so, GWTA is required to verify contract eligibility of the vendors. In addition, NCDOT has to approve any purchases over \$3,500 even if NCDOT did not contribute funds to the purchases.

There were 48 areas that were reviewed. Only five items were identified as not fully compliant. A correction action plan will be submitted within 30 days.

### **Personnel Matter**

Upon motion of Joe Daughtery and seconded by Freeman Hardison, Jr., the Board of Directors of Goldsboro-Wayne Transportation Authority unanimously approved to go into closed session.

At 10:22 a.m., the Board went into closed session to address a personnel issue.

Upon motion of Bill Pate and seconded by Joe Daughtery, the Board of Directors of Goldsboro-Wayne Transportation Authority unanimously approved to go into open session.

At 10:32 a.m., the Board went back into open session.

Upon motion of Bill Pate and seconded by Freeman Hardison, Jr., the Board of Directors of Goldsboro-Wayne Transportation Authority unanimously approved to accept the offer made to Don Willis for the Assistant Executive Director effective March 1, 2018 or earlier, if available.

## **Director's Report**

### *Financial*

The rural program is showing a loss of \$20,901.73 for December. Gain for the fiscal year to date is \$118,564.36. The loss in December was attributed to three pay periods. This happens twice each fiscal year. The urban program shows a gain of \$551.75 for December and a gain of \$0.92 fiscal year to date. Urban program funds balance will be close to zero due to the nature of the grant reimbursements. The increase in fuel, vehicle maintenance, and increased ADA trips provided by the vans is causing the urban expenses to be higher than budgeted. However, ridership is up approximately 8% on the rural system and 5% on the urban system. The ADA trips provided on the rural system has increased; unfortunately, it costs the urban system \$13.50 for those trips.

### *Christmas Season Promotion*

Ridership for the entire four-week period was 450. The promotion provided an opportunity for passengers to shop later. It also showed the willingness of GWTA to respond to requests from the public.

### *Google Maps*

The Google Map testing has been completed and is live. The map will show passengers how to ride the buses by entering their to and from address in Goldsboro area. The map gives details such as where to walk to the nearest bus stop. In addition, it will tell passengers which bus to take and transfer as well as the times.

### *Downeast Express*

Downeast Express began on January 8, 2018. Because there were several DSS passengers that had appointments earlier or later in the day, GWTA had to transport those passengers so that the schedule of other passengers is not disrupted. Duplin County drops off passengers two to three time a week as planned.

### *Computers*

New computers for the office are being configured by the City of Goldsboro IT department and should be installed soon.

### *Shelters*

Two bus shelters are being delivered. The first shelter will be install at the Maxwell Center. The second shelter will be installed at Dillard Academy on Elm St. Fontana has met with the Dillard Academy staff and requested a letter allowing GWTA to put the shelter on their property. The City will pour the concrete at Dillard Academy. The next four shelters have been order and will be stored at the City garage.

### *Outreach*

There was no outreach during the month of January. GWTA will be participating in the Senior Health Fair at the Peggy Seegar Senior Center on February 2, 2018.

### *Training*

Bloodborne pathogen training was provided for all drivers and staff on January 24, 2018. Drivers were also provided with revised drug and alcohol plans.

## **Other Business**

Fontana shared a letter with the Board that was sent to the Mayor from Wayne Health Care thanking GWTA for operating during the inclement weather. GWTA provided transportation in order to be sure that their patients got to their appointments.

Meeting adjourned at 10:55 a.m.

Submitted by: LaShonda Oliver