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***Goldsboro-Wayne Transportation Authority  
Governing Board Meeting Minutes  
April 6, 2017***

The Board of Directors of Goldsboro-Wayne Transportation Authority met in regular session at 10:00 a.m. on Thursday, April 6, 2017, at the City of Goldsboro Anteroom, 214 N. Center Street, Goldsboro, North Carolina.

**Members in attendance:** Ray Mayo, Vice Chairman, Bob Waller, Secretary/Treasurer, Freeman Hardison, Jr., Ed Cromartie, and Antonio Williams

**Members absent:** Brent Heath, Chairman and Shycole Simpson-Carter

**Others in attendance:** Jerry Younge, Natasha Jufko, Sandee Launch, Scott Stevens, Fred Fontana, and LaShonda Oliver

**Approval of Meeting Minutes**

Upon motion of Bob Waller and seconded by Antonio Williams, the Board of Directors of Goldsboro-Wayne Transportation Authority unanimously approved the minutes of the regular meeting of February 23, 2017.

**Customer Satisfactory Survey Presentation**

Sandee Launch and Natasha Jufko gave a presentation on the 2017 fixed route customer satisfaction survey analysis. The QCA team members surveyed 157 fixed route passengers and 81 rural van passengers. Passengers were asked if they feel safe when they are on board the GWTA vehicles. The results were 97% fixed route passengers and 100% rural passengers said they felt very safe. However, 76% of passengers felt safe at the bus stops. Fred Fontana stated that there are several bus stops that have panhandlers and loitering where people are hanging out at those stops. Scott Stevens suggested that signs be placed at the bus stops so that passengers are able to call for assistance.

Passengers were surveyed on the cleanliness of the vehicles and amenities. The average results of cleanliness were 95% for vehicles, 75% at bus stops and shelters, and 88% at the transfer center. When asked about the customer service of the operators, on an average, 93% felt the operators were courteous and friendly and 92% felt they were helpful. The average for on-time performance was 73% and 90% overall satisfaction.

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Launch stated that they completed the ride count on the fixed route. Fontana stated that he will need to follow up with the City Council on the extended hours of the Green, Blue, and Purple routes.

### **BB&T Presentation**

Jerry Younge, Investment Counselor from BB&T, gave an overview of the options available for GWTA to manage the funds through CD'S, annuities, and Bonds. Younge gave a list of banks with interest rate comparison. The banks included Bank of China, Wells Fargo Bank, American Express Centurion, and JPMorgan Chase Bank. Fontana informed the board of the meeting with Capital Management of the Carolinas, L.L.C. Capital Management works exclusively with entities of the State of North Carolina which consist of local governments, public authorities, school administrative units, and public hospitals. Fontana stated that Capital Management is used by the Wayne County and City of Goldsboro. The Board indicated they would like more information and a meeting with the County and City Finance Directors.

### **Resolution Authorizing NCDOT Agreement**

Fontana informed the board that GWTA is responsible for billing the State directly for Medicaid trips. In order to begin the billing process and make it easier, the scheduling software was updated. NCDOT has agreed to purchase the billing modular that is needed for the upgrade. They are giving transit systems a grant of \$7,500 to cover the expense.

Upon motion of Freeman Hardison, Jr. and seconded by Ed Cromartie, the Board of Directors of Goldsboro-Wayne Transportation Authority unanimously approved the Resolution of Authorizing Goldsboro-Wayne Transportation Authority to enter in Agreement with NCDOT.

### **Approval of Updated SSPP**

Fontana stated that NCDOT was sent a copy of the System Safety Program Plan (SSPP). NCDOT suggested that the SSPP not be approved in the case changes need to be made.

Upon motion of Antonio Williams and seconded by Ed Cromartie, the Board of Directors of Goldsboro-Wayne Transportation Authority unanimously tabled the approval of the updated SSPP.

### **Director's Report**

#### ***Financial***

The rural program is showing a profit of \$105,836.10. The urban program has gained \$0.33. The urban program has begun to use SMAP funds from NCDOT as local match instead of City of Goldsboro. There may not be a need to request any additional City of Goldsboro funds through the end of the current fiscal year. Goldsboro funds used are \$225,415.54. This compares with approved budget of \$244,386.

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### ***Extended Bus Hours***

Purple, Blue, and Green routes began operating until 8:30 p.m. on February 6, 2017. The three month trial period ends May 5, 2017.

Through March 15, 2017, the following are the average passengers per hour for the extended routes.

	Extended hours	Typical weekday
Purple	4.3	13.9
Blue	4.4	15.8
Green	1.2	7.7

Additional data is needed before any decisions can be made with confidence. However, it appears that extended service to the Green route is not warranted. It is recommended that the extended hours on the Purple and Blue route continue through the summer to Labor Day before making a final decision on those routes.

### ***CTSP***

The community transportation service plan is wrapping up. Recommendations were presented at the January board meeting. There has not been a response from Mount Olive whether to continue to pursue the deviated fixed route through the area. A final group meeting is scheduled for April 25, 2017. The consultants will make a final presentation to the board.

### ***Safety Audit***

NCDOT conducted a safety audit of GWTA on February 28, 2017 and March 1, 2017. The audit was not completed and NCDOT will return on March 31, 2017. All facets of the safety program will be reviewed including employee selection, employee training, drug and alcohol, ride checks, vehicle and facility maintenance, and security. GWTA is being required to put (Serving the Public) on the side of all the rural vans. This is a statewide mandate as it is unclear in some counties that the van service is not limited to Medicaid or senior passengers. It was also indicated that an updated SSPP is required.

### ***NEMT***

GWTA will begin direct billing of Medicaid trips to the state on April 1, 2017. Wayne County is in the Phase 3 group of counties. Medicaid billing was tested on March 20, 2017, and GWTA and DSS are working together to clean up the database.

### ***Outreach***

Fontana participated in bus passenger training at Vocational Rehabilitation. Director participated on Mayor's Committee for Persons with Disabilities on March 16, 2017.

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***Training***

Training was provided for all employees on defensive driving on March 28, 2017. One, five, and ten year service pins were distributed to eligible employees.

**Other Business**

Fontana requested the date of the April meeting be changed in order to have a CTSP presentation to the Board on the day of the CTSP steering committee meeting. The Board agreed to change the meeting date to April 25, 2017. Meeting time and location were not changed.

Meeting adjourned at 11:15 a.m.

Submitted by: LaShonda Oliver