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BRENT HEATH
CHAIRMAN

***Goldsboro-Wayne Transportation Authority
Governing Board Meeting Minutes
May 25, 2017***

The Board of Directors of Goldsboro-Wayne Transportation Authority met in regular session at 10:00 a.m. on Thursday, May 25, 2017, at the City of Goldsboro Anteroom, 214 N. Center Street, Goldsboro, North Carolina.

Members in attendance: Brent Heath, Chairman, Ray Mayo, Vice Chairman, Antonio Williams, Ed Cromartie, Shycole Simpson-Carter, and Freeman Hardison, Jr.

Members absent: Bob Waller, Secretary/Treasurer.

Others in attendance: Diane Hackney, Sandee Launch, Karen Tinsley, Fred Fontana, and LaShonda Oliver.

Approval of Meeting Minutes

The Board of Directors of Goldsboro-Wayne Transportation Authority unanimously approved the minutes of the regular meeting of April 25, 2017.

Agency Survey Presentation

Sandee Launch gave a presentation on the results of the agency survey, the marketing plan, and the implemented programs for this fiscal year. There were five agencies that completed the satisfaction surveys. The results are as follows: 1 neutral, 3 satisfied and 1 very satisfied with the on-time performance of the vehicles; 2 neutral, 2 satisfied and 1 very satisfied with the scheduling and reservation process; 1 not applicable and 4 very satisfied with the drivers interaction with staff and their courteousness and professionalism; 1 neutral, 2 satisfied and 2 very satisfied with drivers interaction with clients; and 1 neutral, 2 satisfied, 1 very satisfied 1 not applicable with the way their concerns were handled.. There were 3 agencies that had clients experience difficulties the GWTA services and 2 that did not. The other comments included, online scheduling, 24-hour/7 days a week scheduling, mobile app, half hour route times for students, notify agency when their client schedules a ride. In addition, the agencies stated that there have been lots of improvements in recent years, and drivers have a very good rapport with seniors.

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Launch gave an overview of the programs that have been marketing and outreach plan that were implemented during the fiscal year and will continue in the next year. This will include customer relations culture, Awareness and image building of the “I AM GWTA,” campaign which featured Bob Dively and Brent Collins, community based programs to target ridership, and system enhancement. In addition, expansion of social media and implementing the Google transit program. The marketing and outreach plan included the “We Are GWTA” employee relations program and marketing campaign, Veterans ride free program, extended service program, surveys, and ridership counts.

Fontana stated that many people in Mt.Olive are still not aware of the services in the rural area. Flyers and brochures have been distributed in the communities. Fontana expressed that more marketing efforts are need in the rural area. The board viewed the “I Am GWTA” video of Brent Collins to represent seniors. Fontana stated that the video was done by Wayne Alley at no cost. The video has been shown on Channel 10 for several weeks. Another video was completed of Bob Dively to represent a disable person using the van services. There will be other videos of a Veteran and student passengers.

CTSP Approval

The CTSP plan began with a request from the County Commission to see if bus service was needed in the north and south parts of the county. The study has been completed by the consultants, Parsons Brinckerhoff and Rebecca Cherry. The plan includes recommendations on the GWTA succession plan, organizational structure and deviated fixed route in Mt. Olive. NCDOT has requested that the plan be approved by the Board and does not commit GWTA to make any of the changes.

Upon motion of Ray Mayo and seconded by Antonio Williams, the Board of Directors of Goldsboro-Wayne Transportation Authority unanimously accepted the Community Transportation Service Plan (CTSP).

Public Hearing Date for FY2017-18 Grant Application

Congress has approved the remainder of the federal budget. NCDOT has allocated \$646,250 federal funds for the Goldsboro urbanized area. GWTA will be applying for all the funds. Any unused funds for the fiscal year will be carried to the next fiscal year.

Upon motion of Ed Cromartie and seconded by Freeman Hardison, Jr., the Board of Directors of Goldsboro-Wayne Transportation Authority unanimously approved to set a public hearing on June 22, 2017, for the FY17-18 FTA 5307 grant application.

Public Hearing Date for FY2017-18 Budget

Fontana asked to move the board meeting to June 22, 2017. This will allow adequate time for any changes to the budget and approval of the budget before the fiscal year end.

Upon motion of Ray Mayo and seconded by Antonio Williams., the Board of Directors of Goldsboro-Wayne Transportation Authority unanimously approved to set a public hearing on June 22, 2017, for the FY2017-18 Rural and Urban Operating and Capital Budgets.

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QCA Contract Recommendations

Quest Corporation of America (QCA) won the bid awarded by the City of Goldsboro for the three year marketing proposal beginning July 1, 2017. The funding for the urban system is from the City of Goldsboro federal planning funds which pay for 80% of the urban contract. The QCA contract is awarded one year at a time. The first year of the three year proposal is completed and the second year contract needs to be awarded. The contract for the second year is \$28,800. Fontana recommended that contract between the City and QCA be presented to the City Council in order to continue the marketing efforts for GWTA.

Upon motion of Ray Mayo and seconded by Antonio Williams., the Board of Directors of Goldsboro-Wayne Transportation Authority unanimously recommended that the City of Goldsboro award another year contract with QCA in the amount of \$28,800.

Director's Report

Financial

The rural program is showing a profit of \$162,945.34. As presented in April, this amount should decrease due to the nature of grant reimbursements. For example, June will have three pay periods, but NCDOT will only reimburse for two pay periods. Fontana informed the Board that the profit for the rural will not be as much in the future due to how NCDOT changed the formula for the urbanized area. The rural funds from the NCDOT will be reduced by approximately \$70,000.

The urban program has lost \$0.84. Through April, the urban program is about \$100,000 below budget. Much of the savings is in reduced fuel costs and vehicle maintenance. 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.

As discussed at the past two board meetings, GWTA is in position to invest \$500,000 in a safe interest bearing account. Capital Management of the Carolinas has provided the necessary forms for completion. Funds withdrawn can only be deposited in the GWTA BB&T checking account.

The Board authorized Fred Fontana to transfer \$500,000 from the GWTA BB&T checking account to a Capital Management of the Carolina trust account.

Safety Award

GWTA was recognized by the North Carolina Department of Labor for outstanding work in accident prevention for the fifth consecutive year. The plaque is on display at transfer center.

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NEMT

Wayne County Department of Social Services has been approved from the North Carolina Division of Medical Assistance to authorize Prior Approval of Medicaid billing by GWTA. This process will begin in June.

IVR

The Interactive Voice Response system has been installed and staff has been trained. The IVR is now live. Scheduled passengers will get a phone call beginning at 7:00 p.m. There will be three attempts to reach the passengers. The IVR recognizes answering machines and will leave a message. A report is reviewed each morning to determine how many calls that was successful and unsuccessful.

Outreach

The Director participated on Mayor's Committee for Persons with Disabilities Walk on May 3, 2017. GWTA was represented at the Men of Character Health Fair in Mount Olive on May 20, 2017. GWTA provided transportation for disabled individuals attending the Wings Over Wayne air show on May 20-21, 2017.

Driver of the Quarter

The drivers of the first quarter of 2017 were Katrina Reid for the rural system and Rosa Cole for the urban system. Both drivers received certificates and \$25 gift cards.

Training

Monthly safety training was provided for all employees on May 23, 2017.

Other Business

Antonio Williams stated that he has talked with Fontana regarding the summer youth program and that a supervisor for the youth would be an issue because there was not staff available. Williams stated that GWTA agreed to help with the summer youth program and want to know if the issue was resolved by getting supervisors. Fontana stated that GWTA does not have any supervisors available. The intent was to see if parks and recreation could have a few extra people to help with the process of cleaning the parks. The parks and recreation can incorporate GWTA bus shelters. At the time, GWTA may have some surplus funds that can be returned to the City. The City can use those funds to hire individuals. Fontana stated that what the youth would be doing at GWTA is not enough to occupy them; however, it could be added to what the parks and recreation is already doing. Shycole Simpson-Carter stated that she has not been advised by the City or Council members on moving forward with the parks and recreation supervising the youth. Williams stated that he believed it was made clear at the City Council meeting, Simpson-Carter stated that she will check with the City Manager and

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Councilman to see if it is approved so it can be enforced. Williams stated that they never specified parks and recreation; but, they can get kids of age to supervise the youth.

Simpson-Carter gave an overview of the hiring process for the summer youth program. Ray Mayo stated that the GWTA contribution is the surplus funds being returned to the City. Williams stated that the funds are there and supervisors can be hired.

Meeting adjourned at 11:05 a.m.

Submitted by: LaShonda Oliver