



FRED FONTANA  
DIRECTOR

P.O. BOX 227, GOLDSBORO, NC 27533-0227

BRENT HEATH  
CHAIRMAN

*Goldsboro-Wayne Transportation Authority  
Governing Board Meeting Minutes  
May 31, 2018*

The Board of Directors of Goldsboro-Wayne Transportation Authority met in regular session at 9:00 a.m. on Thursday, May 31, 2018, at the City of Goldsboro Anteroom, 214 N. Center Street, Goldsboro, North Carolina.

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

**Members absent:** Brent Heath, Chairman.

**Others in attendance:** Don Willis, Fred Fontana, Sandee Launch, and LaShonda Oliver.

Upon motion of Joe Daughtery and seconded by Shycole Simpson-Carter, the Board of Directors of Goldsboro-Wayne Transportation Authority unanimously approved the minutes of the regular meeting of March 29, 2018.

Upon motion of Joe Daughtery and seconded by Shycole Simpson-Carter, the Board of Directors of Goldsboro-Wayne Transportation Authority unanimously approved the minutes of the regular meeting of April 26, 2018.

**Customer Satisfaction Survey Results Presented by QCA**

Sandee Launch gave a presentation on the 2018 fixed route customer satisfaction survey and agency surveys. The Quest Corporation of America (QCA) team members surveyed 165 fixed route passengers and 69 rural van passengers. Passengers were asked if they feel safe while onboard 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. Passengers were surveyed on the cleanliness of the vehicles and amenities. The average results of cleanliness were 93% for vehicles, 72% at bus stops and shelters, and 89% at the transfer center. Results when asked how the operators were, on an average, 91% felt the operators were courteous and 93% felt they were helpful. The average for on-time performance is 75%. The average for the overall satisfaction with GWTA is 92% and the average of the recommendation of van service to a friend or neighbor is 77%.

Passenger's comments included expanded routes, more frequent buses, more bus stop amenities, better on-time performance, more transfer timing, improved customer service, more accurate routes and schedules. The observations included express gratitude for the service provided by GWTA, atmosphere on the buses is pleasant, and riders display a personal connection with their regular drivers.

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There were 11 surveys sent to agencies and 8 responses received. The results are as follows: 7 very satisfied and 1 satisfied with on-time performance; 4 very satisfied, 2 satisfied, and 2 neutral with regard to scheduling and reservation process; and all who had observe drivers interacting with staff were very satisfied with drivers courteousness and professionalism.

Agency's comments included they have a good working relationship with GWTA, the agency has improved since Fred came onboard, client's complaints about wait times after appointments, participants arrive late for appointments; and WCDSS Medicaid Transportation is extremely pleased with the current working relationship. In addition, the dispatcher, scheduling and other staff are very accommodating of questions, concerns, and issues.

The Agency's requests included covered bus stops on Ash Street, enlarge the one-hour scheduling profile area for some of the areas that are currently a two-hour scheduling profiles, to help with patients not having to call Medicaid and GWTA, and proceed with an online scheduling and training of staff.

Launch stated that the passenger counts help to identify the need for additional stops, shelters, and benches. During the ridership count on the buses, they had inventoried the shelters and benches in the community. QCA is helping with the Mt. Olive Connection. This includes, route identification and route map development, creating both English and Spanish fliers, and schedule development in English and Spanish.

#### **401K/457B Discussion**

Don Willis informed the Board that the employees of GWTA are not able to participate in the 401K plan; however, they can participate in the 457B plan. Mary Conti of Prudential, who manages the state 457B plan, is working with GWTA. There will be a 2% contribution to the 457B plan without a match for employees who have been with the company for one year. If the employee contributes to the plan, GWTA will match up to an additional 1%. The employees are 100% vested. The plan will cost GWTA approximately \$27,000 at the 3% contribution rate for the first year. In addition, there is discussion for a 1% pay increase for employees which will cost an additional \$12,000. At this time, GWTA does not have a retirement plan.

Upon motion of Bob Waller and seconded by Bill Pate, the Board of Directors of Goldsboro-Wayne Transportation Authority unanimously approved to invest in the 457B plan.

#### **Reschedule FTA Grant Application Public Hearing**

Fred Fontana stated that a public hearing was scheduled for May 31, 2018; however, the Federal Transportation Administration did not release the apportionment in a timely manner. Fontana asked the Board to reschedule the public hearing.

Upon motion of Joe Daughtery and seconded by Shycole Simpson-Carter, the Board of Directors of Goldsboro-Wayne Transportation Authority unanimously approved to reschedule the public hearing to June 21, 2018, for the FY18-19 FTA 5307 grant application.

**Schedule GWTA FY2018-2019 Budget Public Hearing**

Upon motion of Joe Daughtery and seconded by Bob Waller, the Board of Directors of Goldsboro-Wayne Transportation Authority unanimously approved to set a public hearing on June 21, 2018, for the FY2018-19 Rural and Urban Operating and Capital Budgets.

**Greyhound**

Greyhound will be coming to the Transfer Center. Goldsboro will now have two stops, at the Huddle House to fuel and the Transfer Center. There will be two trips northbound and two trips southbound daily.

**QCA Contract Recommendation**

The City of Goldsboro has a contract with QCA using federal and state planning funds. This will be the third year of the contract. The third year is approximately \$29,000. QCA has done great work for GWTA. Fontana stated that QCA maintains the website, process the flyers, conduct surveys, ride counts, and marketing.

Upon motion of Joe Daughtery and seconded by Bill Pate, the Board of Directors of Goldsboro-Wayne Transportation Authority unanimously approved to recommend the extended contract with QCA to the MPO and City Council.

**Director's Report**

*Financial*

The rural program is showing \$167,350.20 fiscal year to date and the urban program shows a gain of \$2.08 fiscal year to date.

*Safety Award*

GWTA received a safety award for the sixth consecutive year from the NC Department of Labor Commissioner Cherie Berry. The award is presented to companies with worker compensation claims less than 50% the industry average.

*Mount Olive Service*

Preparation for the Mount Olive service starting in July continues. The posts will be installed in mid-June and signs put up prior to the service start date.

*Outreach*

The Director, Assistant Director, and Operations Manager distributed information about the Mount Olive bus at the Pickle Festival on April 28, 2018. The Mount Olive Men of Faith, Integrity, and Character Health Fair were held on May 19, 2018. The HR manager shared information at the WAGES Community Resource Day in Goldsboro on May 2, 2018.

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Director and assistant director helped with the Mayor's Committee for Persons with Disability Walk on May 2, 2018.

Assistant director participated in the North Carolina Public Transportation Association Legislative Committee which met on May 21, 2018.

*Training*

The Assistant Director received new director training provided by NCDOT in Raleigh on May 17-18, 2018.

**Other Business**

The State has cut the urban SMAP funds by approximately eight million dollars. GWTA had received \$191,000 per year from the SMAP program. It is used as part of the State local match to the FTA grant. GWTA has asked the City for the local match to FTA grant for next fiscal year. The cut will cost approximately \$48,000 to the urban program and the City does not have the additional funds.

Fontana stated that the urban program pays the rural program approximately \$280,000 per year for the ADA, DAR and UGP trips. It is suggested that the rural program possibly loan the urban program the \$48,000. If not, the Federal program will be cut as well. Fontana stated that the budget for next fiscal year will include a \$50,000 surplus on the rural program. The other option will be to cut service on the urban program. However, Fontana does not recommend cutting service. Additional options will be reviewed and presented at the next Board meeting.

Meeting adjourned at 9:47 a.m.

Submitted by: LaShonda Oliver