



DON WILLIS  
DIRECTOR

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SHYCOLE SIMPSON-CARTER  
CHAIRMAN

***Goldsboro-Wayne Transportation Authority  
Transportation Advisory Board Meeting Minutes  
December 16, 2021***

The Transportation Advisory Board of Goldsboro-Wayne Transportation Authority met at 10:30 a.m. on Thursday, December 16, 2021, at the City of Goldsboro Anteroom, 214 N. Center Street, Goldsboro, North Carolina.

**Members in attendance:** Paula Edwards, Chair.

**Members in attendance - Teleconference:** Keith Spivey, Vice-Chair, Steve Wiggins, Brooke Mickelson, Aaron Stryker, Valerie Wallace, and Amy Smith.

**Members absent:** Amy Hartley, Secretary, Bob Dively, Edward Cromartie, Shycole Simpson-Carter, Tiffany Creech, Barbara Cooley, Joanna Morrisette, Barbara Aycock, Chip Crumpler, Micajah Anderson, and Diana Campbell.

**Others in attendance:** Don Willis and LaShonda Oliver.

### **Approval of Minutes**

Upon motion of Steve Wiggins and seconded by Keith Spivey, the Transportation Advisory Board of Goldsboro-Wayne Transportation Authority unanimously approved the minutes of September 16, 2021.

### **Director's Report**

#### ***Financial***

The rural program is showing a loss of \$14,933.81 in October, and a loss of \$76,005.09 year to date. Fuel costs for the month continue to be running 50% higher than prior year, a significant increase for the urban and rural programs. The urban program is showing a gain of \$2,754.81 in October, and a loss of \$0.15 year to date. The urban funds will remain about balanced throughout most of the year due to the grant reimbursement process. The workforce shortage remains a significant impact for GWTA's ability to provide rural trips and earn expected revenues.

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SMAP and ROAP grants and allocations have both been received for this fiscal year from NCDOT. The SMAP urban operating assistance allocation is \$196,772. The ROAP rural operating assistance allocation is \$229,908. GWTA needs to add workforce in order to perform eligible trips and draw down these funds prior to the end of the fiscal year.

NCDOT announced that they have allocated \$243,761 in additional CARES funds to GWTA, which GWTA has formally requested to receive. In addition, NCDOT announced a call for projects for ARPA funds, with applications due on February 1, 2022. The period of performance for these new pandemic assistance funds is from March 3, 2022 through June 30, 2023. These funds may also be used to assist with covering any operational deficit.

The process for our annual audit is completed for FY2021 and staff from Nunn, Brashear and Uzzell presented the report at the November/December Board of Directors meeting.

***Request to Address Benches***

On October 25, GWTA received a request to consider three (3) locations for placement of benches, as follows: Wayne Memorial near Starbucks; Wayne Memorial near Family Dollar; and at the Community Crisis Center on Slocumb St. There was also a request to provide a list (provided) of where benches are currently located, and if possible to determine whether these are City streets.

- i. Wayne Memorial at Starbucks  
This location has at times shown ridership that supports a bench, and is NOT a City Street. GWTA does not currently have a type of bench which is appropriate to be deployed at this location.
- ii. Wayne Memorial at Family Dollar  
Past rider boarding counts have not shown support for a bench. This is NOT a City Street.
- iii. Community Crisis Center on Slocumb St.  
This location has had a bench in the past. The bench that had been at this location was damaged beyond repair and had to be removed. I believe that this may be a City Street.

There are a total of thirty-five (35) benches in our network. GWTA only has “dug out” style benches available to replace benches at this time.

Don Willis stated that the GWTA Board of Directors did not want to act on the bench request because the ridership does not meet the minimum thresholds to justify benches at this time. However, they instructed Willis to review the ridership in the spring to determine whether benches are needed.

***Outreach and Activities***

Willis participated in quarterly NCPTA Board meeting by teleconference on November 5, 2021. Willis participated in a virtual meeting with WellCare (PHP) and their broker OneCall to discuss Choice Provider” status for CT/PT providers in North Carolina on December 1st. Willis held two virtual meetings (December 3<sup>rd</sup> & 7<sup>th</sup>) with broker ModivCare to discuss finalizing a recommended contract to be effective on January 1, 2022.

### ***Training***

Operators received refresher training on Customer Service on November 30th. The December training will be emergency procedures.

### **Marketing and Public Relations**

GWTA ran “fare free’ bus services on Black Friday and provided over 330 trips. GWTA will also run “fare free” on Christmas Eve, (Friday 12/24/21). In addition, beginning in January, Harris Teeter will run GWTA information on their plastic prescription bags to inform the public of the opportunity to use GWTA services.

### **Medicaid Transportation Broker Status**

Willis stated that Medicaid transportation is a large customer in providing transportation. The Medicaid transportation is currently running approximately 75%. There is not enough trips generated from previous years. This is due to passengers not riding as well as working with two brokers that are potentially differing trips to other transportation providers. Willis informed the TAB that phase II of the Medicaid transportation transition has been extended from July 1, 2022 to December 1, 2022.

### **GWTA Service Demands**

Willis stated that the GWTA Board of Directors has approved a pay raise for the staff to keep GWTA in-line with peer providers in the state. In addition, incentive programs have approved to attract new employees and maintain current employees. The goal is to increase transportation services. Willis stated that GWTA is proposing rate increases for trip and has reached out to agencies.

### **Other business**

Willis stated that the bus Driver of the Quarter is John Hagens. Hagens has been employed at GWTA for eleven (11) years. The van Driver of the Quarter is Edward Coley and has been employed for seven (7) years.

Willis stated that transportation service for Christmas Eve will operate on a Saturday (reduced) schedule. GWTA will be closed on Christmas Day with now bus service. Christmas Day will be observed for full-time staff on Monday; therefore, the transportation service will operate on a Saturday (reduced) schedule.

Meeting adjourned at 11:00 a.m.

Submitted by: LaShonda Oliver