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***Goldsboro-Wayne Transportation Authority  
Transportation Advisory Board Meeting Minutes  
March 16, 2017***

The Transportation Advisory Board of Goldsboro-Wayne Transportation Authority met at 10:30 a.m. on Thursday, March 16, 2017, at the City of Goldsboro Anteroom, 214 N. Center Street, Goldsboro, North Carolina.

**Members in attendance:** Debbie Jones, Chair, Paula Edwards, Vice-Chair, Tiffany Creech, Keith Spivey, and Craig Honeycutt.

**Members absent:** , Bob Dively, Secretary/Treasurer, Don Magoon, Shycole Simpson-Carter, Barbara Aycock, Amy Hartley, Edward Cromartie, Brenda Dubose, Joe Scott, Charles Ivey, Rose Wagner, and Luis Guzman.

**Others in attendance:** Jennifer Polk, Fred Fontana, and LaShonda Oliver.

**New TAB Members**

Fred Fontana introduced Craig Honeycutt, Assistant County Manager, as the new TAB Member.

**Employee of the Year**

Fontana stated that each quarter a driver is selected on the rural and urban systems; and, the winners for each quarter are the only drivers to be eligible as the driver of the year. The drivers have a chance to vote for the driver of the year. The driver of the year for the rural system was Mary Toler and the urban system was Ronnie McClary. Toler and McClary have received a plaque and a \$50 gift card. In addition, a plaque will be mounted in the transfer center recognizing the driver of the year and will have names added to it yearly.

**Director's Report**

*Financial*

For the first seven months, the rural program is showing a profit of \$79,517.75 and the urban program is showing a loss of \$0.22. The urban program will be close to zero due to the nature of how the federal and local shares are calculated.

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Outside agency budgets are being prepared for both the City of Goldsboro and Wayne County. The request to the City is anticipated to increase due to the assumption of continuation of the Blue, Purple, and Green route for two additional hours for an entire year, the addition of an Assistant Director beginning January 2018, anticipated 10% or more increase in health insurance, and a modest pay increase for office staff, excluding director, and drivers.

The rural program is not anticipated to increase due to excess fund balance. The deviated fixed route service for Mount Olive is also being budgeted at this time. The cost of the service will be shared by the Town of Mount Olive and a federal demonstration grant provided by NCDOT. Mount Olive has not committed to pay their share of the proposed service.

### *Ridership*

Through February, ridership for the rural program totaled 37,372. This compares with 36,258 during the same period last year. This represents a 3.1% increase even though ridership was lost in October immediately following Hurricane Matthew. Ridership on the urban program was 133,243 through February. Ridership for last year was 135,758 for a 1.9% reduction. Several factors have contributed to the lower ridership for the urban program. The primary factor was Hurricane Matthew.

### *Extended Bus Hours*

The Purple, Blue, and Green routes began operating until 8:30 p.m. on February 6, 2017. The ridership counts for the extra hours are being collected. The trial period ends on May 5, 2017.

### *Feasibility Study*

The CTSP Public Outreach meeting was held on January 25, 2017, at the train depot in Mount Olive. The focus of the outreach meeting was the proposed deviated bus route in Mount Olive. Approximately 10 people attended. All of them were supportive of the concept.

The consultants completed the Service Plan. The plan examined fixed route service north and south from Goldsboro. Preliminary recommendation is for a deviated fixed route circulator in Mount Olive with connections a couple of times to Goldsboro. Initially, service would only be a couple of days per week.

The plan considered reorganization of GWTA. The tentative recommendation is to hire an Assistant Director in late 2017 in anticipation of the Director's retirement. The Assistant Director would be promoted to Director. Other changes are creating a separate risk management/safety and training position. This task is currently performed by operations manager, but needs full time attention. The general human resource functions may be performed by the City or County.

The report reviewed options for out of county service by connecting with adjacent transit systems. Primary recommendation is to work with JCATS and possibly picking up their riders on the way to Triangle medical facilities.

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*Safety Audit*

NCDOT conducted a safety audit of GWTA on February 28, 2017 and March 1, 2017. The audit is conducted every three years. 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. A final visit is scheduled for March 31, 2017.

NCDOT and GWTA agreed to add “Serving the Public” on the side of all the vans. This will eliminate any confusion as to whether everyone can ride the vans instead of just seniors, disabled, or Medicaid only.

The System Safety Program Plan is also being updated to reflect changes since the last update in 2014.

*NEMT*

NEMT continues to be rolled out across the state. GWTA is in the Phase 3 group that begins direct billing of Medicaid transportation on April 1, 2017. GWTA and DSS are working together to make the transition as smooth as possible. NCDOT has agreed to pay \$7,500 for the billing module that will allow us to batch the trips to the NCTracks system.

*Customer Satisfaction Survey*

QCA conducted the annual customer satisfaction survey of the bus and van riders on March 7 – 9, 2017. The survey was similar to last year.

QCA will also be conducting the agency satisfaction survey during the week of April 10 – 12, 2017. Fontana informed the members that their agency will be contacted and to be truthful with their answers.

Meeting adjourned at 11:15 a.m.

Submitted by: LaShonda Oliver