



DON WILLIS
DIRECTOR

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

SHYCOLE SIMPSON-CARTER
CHAIRMAN

***Goldsboro-Wayne Transportation Authority
Governing Board Meeting Minutes
October 28, 2021***

The Board of Directors of Goldsboro-Wayne Transportation Authority met in regular session at 10:00 a.m. on Thursday, October 28, 2021, at the City of Goldsboro Anteroom, 214 N. Center Street, Goldsboro, North Carolina.

Members in attendance: Shycole Simpson-Carter, Chair, Brent Heath, Vice Chair (via phone), Berry Gray, Secretary/Treasurer, Freeman Hardison, Jr., Steve Wiggins (via phone), and Hiawatha Jones (via phone)

Members absent: Gene Aycock

Others in attendance: Don Willis and LaShonda Oliver

Approval of Minutes

Upon motion of Freeman Hardison, Jr., and seconded by Berry Gray, the Board of Directors of Goldsboro-Wayne Transportation Authority unanimously approved the minutes of the regular meeting of September 30, 2021.

Director's Report

Financial

The rural program is showing a loss of \$42,071.48 in September, and a loss of \$60,934.85 year to date. There were additional expenses in September incurred and associated with the ten replacement vehicles that came after the end of the fiscal year which contributed to the loss shown for the month and year to date. Fuel costs for the month are running 50% higher than prior year and is a significant increase for the urban and rural programs. In addition, there was a surge in COVID during September which impacted rural ridership that resulted in lost revenues. The urban program is showing a gain of \$4,558.48 in September, and \$5,234.24 year to date. The urban funds will remain about balanced throughout most of the year due to the grant reimbursement process. The workforce shortage is also a significant impact for GWTA's ability to provide rural trips and earn revenues.

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SMAP and ROAP grant applications have been submitted for this fiscal year. The SMAP urban operating assistance allocation is \$196,772. The ROAP rural operating assistance allocation is \$245,691.

The NCDOT FY22-23 Community Transportation Program (CTP) application was submitted timely and is now under review. This grant funds GWTA's rural Administrative expenses. In addition, the call for projects includes Capital and also additional Rural State Operating (RSO) funds which we have used for the Mount Olive Service and additional rural trip demands.

The process for the annual audit is completed for FY2021 and staff from Nunn, Brashear and Uzzell will present the report at the November/December meeting.

Outreach and Activities

Don Willis and Safety/Training Supervisor attended annual DOL Safety awards ceremony sponsored by the Wayne Chamber of Commerce on October 12th. Willis participated in a monthly Small Urban call with the NCDOT on October 19th. 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 October 20th. Director held a virtual meeting with broker ModivCare to discuss status of contracting on October 22th.

Training

Operators will receive refresher training on ADA and Wheelchair Securement on October 28th.

Marketing and Public Relations Recommendations

GWTA will participate in the Goldsboro Christmas Parade on December 4th. For the holidays this year, Willis recommended GWTA provide "fare free" bus services on Black Friday, November 26, 2021, and Christmas Eve, Friday, December 24, 2021.

Upon motion of Freeman Hardison, Jr., and seconded by Brent Heath, the Board of Directors of Goldsboro-Wayne Transportation Authority unanimously approved the "fare free" bus services on Black Friday, November 26, 2021, and Christmas Eve, Friday, December 24, 2021.

Willis informed the Board that the Veterans ride free during the week of Veterans Day and would like the program to continue this year. In addition, Willis recommended the Veterans Half Fare Pilot program be permanent as the new fare for veterans going forward.

Upon motion of Berry Gray and seconded by Freeman Hardison, Jr, the Board of Directors of Goldsboro-Wayne Transportation Authority unanimously approved the Veterans ride free during the week of Veterans Day.

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Upon motion of Hiawatha Jones and seconded by Freeman Hardison, Jr, the Board of Directors of Goldsboro-Wayne Transportation Authority unanimously approved to transition the Veterans Half Fare Pilot program to an official ongoing program.

EDTAP Funds for Agencies

GWTA has not received sufficient requests for funds from agencies for these EDTAP funds. Requests have been received from two agencies, while another agency has asked GWTA to work directly with dialysis center staff regarding use of these funds going forward. GWTA may re-open application period for agencies seeking funds or determine to manage the remaining funds differently.

Medicaid Broker Contract Updates

Willis discussed the contract status and ongoing service issues with staff of ModivCare on October 22, 2021. There continues to be challenges in dealing with the call center for ModivCare and OneCall that have caused the need of trips to go unfulfilled. GWTA is extending the IPA (Interim Provider Agreement) with ModivCare through the end of November as issues are being resolved and the appropriate reimbursement of trips.

Service Demands and Workforce Recommendations

Willis proposed that GWTA begin an Employee Assistance Program. Willis stated that GWTA has reached out to the County Human Resource Department on their program that is available. Willis stated that the program cost is \$1,500 per year for 50 employees. The individuals will receive three (3) free sessions of counseling per eligible situation. With the stress of Covid and the turnovers, this will be a good program to offer to employees to help cope with their issues and help them to remain at GWTA as they receive assistance.

Upon motion of Freeman Hardison, Jr., and seconded by Hiawatha Jones, the Board of Directors of Goldsboro-Wayne Transportation Authority unanimously approved the Employee Assistance Program at the cost of \$1,500 for fifty (50) employees.

Willis proposed that one full-time rural driver with benefits be added to the roster. Currently, there is a large amount of driver and office staff overtime being used to help complete trips. The additional labor cost for the position is approximately \$35,650. The cost should breakeven with the number of additional trip tasks that are expected to be performed. In addition, GWTA is under budget in the activity line.

Upon motion of Steve Wiggins and seconded by Brent Heath, the Board of Directors of Goldsboro-Wayne Transportation Authority unanimously approved the recommendation of Don Willis to add one full-time rural driver at the cost of approximately \$35,650 a year.

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Other Business

Willis stated that he received a request and concern on the issues with benches and its locations. There will be a review on the location and ridership of the benches that will be presented to the Board. In addition, there were concerns on the consistency of the signage of no loitering at the benches. The Board discussed the usage of the signage and addressing the concerns as well as insure that GWTA is within guidelines.

Upon motion of Freeman Hardison, Jr., and seconded by Hiawatha Jones, the Board of Directors of Goldsboro-Wayne Transportation Authority unanimously approved the no loitering signs be placed at all location of the benches and shelters.

Meeting adjourned at 10:50 a.m.

Submitted by: LaShonda Oliver