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DIRECTOR

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BERRY GRAY
CHAIRMAN

***Goldsboro-Wayne Transportation Authority
Governing Board Meeting Minutes
March 30, 2023***

The Board of Directors of Goldsboro-Wayne Transportation Authority met for a regular session at 10:00 a.m. on Thursday, March 30, 2023, at the City of Goldsboro Mayor's Conference Room, 214 N. Center Street, Goldsboro, North Carolina.

Members in attendance: Berry Gray, Chairman; Octavius Murphy, Secretary/Treasurer; Robert Dingess (via phone); Hiawatha Jones (via phone); and Barbara Aycock; Gregg Batts

Members absent: Steve Wiggins due to call in challenges

Others in attendance: Don Willis; Tim Salmon (left early due to commitments)

Call to Order

There was trouble with the call in technology which delayed meeting start. Chairman Berry Gray called the meeting to order at 10:15 AM. And welcomed Board members. There was a roll call to assure a quorum was present.

Elections

Chairman Gray noted the first order of business was to elect a Vice Chairman to fill the vacant seat for the term that ends in July. It was noted the Board desired for strong attendance to elect the vice-chair position. Barbara Aycock made a motion to elect Hiawatha Jones. Gregg Batts seconded the motion. There were no other nominations and the Board unanimously elected Hiawatha Jones to complete the term for Vice Chairman.

Approval of Minutes

Chairman Gray requested the Board review and approve the minutes provided. A motion was made by Octavius Murphy to approve the minutes of the meeting of February 23, 2023. Gregg Batts seconded the motion. The Board provided unanimous approval of the minutes.

Director's Report

Financial

Director continues to develop a full proposed FY24 urban and rural budget for Board consideration and approval. The FY24 budget request for rural services was submitted to Wayne County on March 22, 2023 ahead of the deadline. As requested, Director reached out to County leadership to discuss the request being made prior to submission. GWTA total request was for match of \$107,144 from the county to cover the local share of our fy24 grant request to NCDOT submitted last fall. GWTA normally requests the county provide any needed match for grants serving the rural program, and the city for any match needed for grants serving the urban

Goldsboro-Wayne Transportation Authority
Governing Board Meeting Minutes
March 30, 2023
Page 2

program. GWTA has already applied to the NCDOT for an FY24 administrative grant totaling \$288,657. GWTA requested match of \$27,564 from the county which is the maximum the county has traditionally approved as part of their annual budget. Similarly, GWTA had already applied to the NCDOT for an FY24 capital grant totaling \$795,800. GWTA requested Wayne County provide the required 10% match for capital. Director reported that City of Goldsboro reached out this month asking that a funding request be provided as soon as is possible. Request to Goldsboro has remained the same (\$303,129) during each of the last three years, and there are escalating costs to GWTA of labor, maintenance, fuel and other items under consideration now. Director presented the Board with four options to consider for requesting support from Goldsboro during the meeting. A detailed hand out was provided with several factors identified and options described. After discussion of the options presented and how additional federal funds may be leveraged Board moved to select an option. Robert Dingess made motion that Director's preferred option to request an additional \$50,000 (\$353,129 in total) be approved. Hiawatha Jones seconded the motion. After further discussion the Board voted unanimously to support the request. Director was asked to provide this request to Goldsboro as soon as possible.

Director reported that the NCDOT has released fy25 grant application package for rural administration and capital needs, and work has begun on preparing this application which will not be due until late summer.

Director noted that filling two internal administrative positions took longer than expected and this has slowed many administrative processes. All vendors continue to be paid for services provided timely. GWTA continues efforts to bring all billing for services current.

Marketing and Public Relations

Updated schedules, route and service brochures for the new year have been delivered and distributed into the community. GWTA worked with QCA to complete the annual customer survey process. Feedback from the Board was incorporated into the surveys regarding Limited English Proficiency (LEP) ridership. A one-page Infographic summary was provided already, and a full presentation on customer survey results was presented at the March meeting.

Highlights from the survey process were discussed:

Two contracted surveyors completed in person surveys over three days in March

147 Bus riders and 24 van riders provided responses

A wide range of trip purposes were identified including work, shopping, and medical trips

64% reported having to walk some distance to either get to the bus stop or after drop off

Only 9% owned a car

25% noted that they would not be able to make this trip without GWTA

87% were satisfied or very satisfied with bus cleanliness

35% were either neutral or not satisfied with on time performance

87% were satisfied or very satisfied with GWTA employees

When asked how likely riders would recommend GWTA (scale of 1-10) GWTA scored 8.8

Updates to Plans and Policies

Director continues to review the status of several GWTA policies and plans and will recommend Board approval for updates to these documents in future meetings. PTASP (safety plan) was presented and supported at the Goldsboro MPO meeting in March. Updates to Title VI are also

Goldsboro-Wayne Transportation Authority
Governing Board Meeting Minutes
March 30, 2023
Page 3

now being provided to both NCDOT and FTA. Updates to ADA policies have been posted on our website for public information.

Outreach and Activities

Director participated in Wayne County safety committee meeting on March 3rd. GWTA participated in Seymour Johnson AFB Job Fair on March 8th. Director participated in NCDOT monthly statewide virtual meeting with rural providers on March 8th. Director participated in a call with researchers from UNC Chapel Hill to discuss impacts of brokered Medicaid transportation on coordinated transportation in North Carolina on March 14th. Director participated in monthly NCDOT call with small urban providers on March 15th. Director participated in Goldsboro MPO meeting and presented the GWTA's updated PTASP (safety plan) on March 16th. Director participated in Mayors Council for Persons with Disabilities meeting on March 16th. At the request of Goldsboro, Director met with representatives from the Cox-Edwards Company on March 18th to discuss estimated costs to expand parking at GWTA. Director met virtually with NCPTA Medicaid transportation subcommittee and representatives from NCDHHS Division of Health Benefits to discuss progress with brokers on March 21st.

Training

Operators received refresher training on the Americans with Disabilities Act (ADA) in February.

Barbara Aycock made motion to adjourn, and Gregg Batts seconded. Motion passed unanimously and meeting adjourned at 10:57 a.m.

Submitted by: Don C. Willis