



DON WILLIS  
DIRECTOR

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

SHYCOLE SIMPSON-CARTER  
CHAIRMAN

***Goldsboro-Wayne Transportation Authority  
Governing Board Meeting Minutes  
May 27, 2021***

The Board of Directors of Goldsboro-Wayne Transportation Authority met in regular session at 10:00 a.m. on Thursday, May 27, 2021, at the City of Goldsboro Anteroom, 214 N. Center Street, Goldsboro, North Carolina.

**Members in attendance:** Shycole Simpson-Carter, Chairman, Berry Gray, Secretary/Treasurer, Steve Wiggins (via Phone), Freeman Hardison, Jr., and Hiawatha Jones

**Members absent:** Brent Heath, Vice Chairman and Gene Aycock

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

**Approval of Minutes**

Upon motion of Hiawatha Jones and seconded by Freeman Hardison, Jr., the Board of Directors of Goldsboro-Wayne Transportation Authority unanimously approved the minutes of the regular meeting of April 29, 2021.

**Director's Report**

***Financial***

The rural program is showing a loss of \$15,485.77 in April and a loss of \$74,649.09 fiscal year to date. Budgeted revenues have not been realized due to the ongoing pandemic impacting ridership. There are CARES act funds allocated to the GWTA which will be sufficient to cover the operating deficit created as a result of the pandemic. The urban program is showing a gain of \$433.94 in April and a loss of \$1,795.35 fiscal year to date. The urban funds will remain about balanced throughout most of the year due to the grant reimbursement process.

***Outreach and Activities***

Willis participated in the County Manager's monthly department head teleconference meeting on May 6<sup>th</sup>. Willis participated in the biweekly NCDOT/IMD call on Wednesday, May 5<sup>th</sup>. Willis met on May 12<sup>th</sup> with Eddie Pitzer to discuss whether GWTA might be able to support the Wayne Regional Agricultural Fair this fall. Willis participated on May 13<sup>th</sup> in the MPO meeting. Willis met with the Wayne County Health Department staff on May 14<sup>th</sup> regarding assisting with

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the County's Triennial Community Health Assessment, providing NARCAN for our facility and vehicles, and also additional trips for vaccines. Willis participated in a teleconference with NCHHS staff regarding the slow progress with the brokers transitioning Medicaid Transportation. Willis participated on May 20<sup>th</sup> in the RPO meeting. GWTA plans to participate on May 25<sup>th</sup> in the EOC Hurricane Activation Drill.

***Training***

Operators will receive refresher training on Emergency Procedures.

**Customer Survey Report**

QCA conducted the annual customer surveys this year during the week of May 10, 2021. Don Willis gave an overview of some of the data collected. The survey data included 67% of passengers use the service daily; 15% have use GWTA less than one year and 49% have used GWTA over five years; 47 % use the service to go to stores; 40% for healthcare and 27% for work; 50 % very satisfied and 44% satisfied with GWTA's Covid -19 response; 67% feel very safe and 33% feel safe riding our buses during the pandemic. The overall satisfaction with GWTA was 49% very satisfied, 45% satisfied and 6% neutral. 55% say they would ride more if they had to transfer less. In July, QCA will conduct the stop by stop ride counts. QCA is updating the Great Place to Work Campaign and planning a Job Fair.

**Medicaid Broker Contract Updates**

GWTA has successfully negotiated a contract with the private broker, OneCall. The final agreement was also reviewed and approved by our Chairman and our Attorney as directed by the Board. There has been a general training session with OneCall and additional training will be needed for staff to learn processes for partnering with this broker. GWTA has come to terms with Modivcare, however, final rates have not yet been agreed with this broker. Willis stated that there are concerns with the short time remaining and the need for training and other coordination efforts that will be necessary to assure a smooth transition for our customers.

**Schedule FY2021-2022 Budget and FTA Grant Public Hearing**

Willis gave an overview of the FY2021-2022 budget. Willis stated that the GWTA is with the County health insurance and it has increased 5.4%. The 457B will continue with a match from GWTA. Willis informed the board that he met with Todd Williams for a proposal on worker's compensation insurance. Williams presented insurance that could save GWTA approximately \$9,000 at the same level of service compared to the Accident Fund which is the current insurance provider. Property and Liability insurance is through the NCACC and will increase \$15,000. Willis recommended a 3% pay increase for staff with a cost of approximately \$30,000. Willis stated that there is uncertainty if SMAP funds will be available for the urban system and if the ROAP funds will be available for the rural system. In addition, there is concern about the DAR (Dial-A-Ride) service on the urban system. The cost to maintain the DAR program has continued

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to rise. The Mt. Olive service will continue in the new fiscal year. It is expected that Town of Mt. Olive will continue providing the local match for the service.

Willis has been in discussion with Goldsboro and Wayne County staff regarding budget requests for the coming year. The last budget year has been unusual due to the pandemic. Much of our revenues depend on ridership, which reduced dramatically during the pandemic. The revenues for Medicaid transportation continues to run short of the budget, and is at 75% of what is needed this year. As a result, GWTA proposed a rate increase for these trips to \$18.50. Wayne County has accepted this increase for those services. GWTA will need to schedule public hearings for the budget and also for the federal grant funding request.

Upon motion of Freeman Hardison, Jr., and seconded by Hiawatha Jones, the Board of Directors of Goldsboro-Wayne Transportation Authority unanimously approved to schedule a FTA grant public hearing and the FY2021-2022 budget public hearing on June 17, 2021, and the public hearing notice released on June 10, 2021; and, if a second budget revision is needed, the Board will meet on June 24, 2021.

**Closed Session**

Upon motion of Freeman Hardison, Jr., and seconded Hiawatha Jones, the Board of Directors of Goldsboro-Wayne Transportation Authority unanimously approved to go to closed session to discuss personnel matters.

Board of Directors went to closed session at 10:42 a.m.

Board of Directors came out of closed session at 10:48 a.m.

Meeting adjourned at 10:49 a.m.

Submitted by: LaShonda Oliver