



DON WILLIS  
DIRECTOR

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

BERRY GRAY  
CHAIRMAN

***Goldsboro-Wayne Transportation Authority  
Governing Board Meeting Minutes  
May 29, 2025***

The Board of Directors of Goldsboro-Wayne Transportation Authority met for a regular session at 10:00 a.m. on Thursday, May 29, 2025, at the City of Goldsboro Anteroom, 214 N. Center Street, Goldsboro, North Carolina.

**Members in attendance:** Berry Gray, Chairman; Hiawatha Jones, Vice Chairman; Barbara Aycock; Jamie Taylor, and Felicia Brown

**Members absent:** Brenda Davis, Secretary; Rob Dingess

**Others in attendance:** Andrew Neal, Attorney; Don C. Willis, Director

**Call to Order**

Chairman Berry Gray called the meeting to order at 10:02AM and welcomed Board members. There was a roll call to assure a quorum was present of appointed Board members.

**Adoption of Agenda**

Chairman Gray asked the Board members to review and approve the proposed agenda. Hiawatha Jones made a motion to adopt the agenda. The motion was seconded by Barbara Aycock and received unanimous approvals.

**Approval of Minutes**

Chairman Gray requested the Board review and approve the minutes provided. A motion was made by Barbara Aycock to approve the minutes of the meeting of April 24, 2025. Hiawatha Jones seconded the motion. The Board provided unanimous approval of the minutes.

**Approval of Public Hearings**

Director reported GWTA holds a public hearing in June each year for the urban and rural budget ordinances, as well as a public hearing for the annual FTA 5307 grant application for urban bus funds. Any public hearing of the Board must be voted on and approved by the Board. Hiawatha Jones made a motion to set these public hearings to occur during the next Board of Directors meeting on June 18, 2025 in the City of Goldsboro Anteroom. The motion was seconded by Barbara Aycock and received unanimous approvals.

**Board of Directors Meeting Schedule for FY26**

Director provided a proposed meeting schedule for the coming fiscal year, noting the time, location and days of the meetings recommended are consistent with past years. Jamie Taylor made a motion to adopt the proposed Board of Directors meeting schedule for fy26. The motion was seconded by Barbara Aycock and received unanimous approvals.

**Goldsboro-Wayne Transportation Authority**  
**Governing Board Meeting Minutes**  
**May 29, 2025**  
**Page 2**

**Director's Report**

Director reported he expects feedback soon on budget requests submitted to Goldsboro, Wayne County and to Mount Olive for FY26 grant matching funds. This feedback will inform final budget preparations for GWTA for the proposed FY2025-2026 Urban and Rural budget ordinances. Director mentioned that last fall GWTA timely submitted several annual grant requests for FY26 and we are now beginning to receive approval letters for these grants, including \$65,000 in funding from the FY26 Rural Operating (RSO) grant. The RSO grant is used in part for the Mount Olive bus services. In addition, Federal Transit (FTA) has just released available 5307 grant funding for GWTA in the amount of \$967,968. Director noted that these will be funds used in the future, as GWTA currently operates using available funding in older grants approved by the FTA. Director stated that he will assure sufficient public notice is provided for the public hearing on June 18, 2025.

Director reported that GWTA's auditor, Nunn, Brashear, and Uzzell expects to present the fy23 audit results at our June Board of Director's meeting. GWTA was late completing this audit due to turnover in key administrative staffing. Reasonable timeline was developed with auditor to be timely going forward. Board members discussed things that could be done to make sure the audit was timely each year, and Director agreed to take these additional steps.

Director presented hand out of the results of the annual customer surveys. Surveys occurred the week of April 7, 2025. There were 163 bus surveys completed and 29 van surveys (cold calls) received. The surveys give a snapshot of the perceptions of the riders about the GWTA services. Overall, the responses remain very positive for urban and rural riders. Urban riders note the age of the bus fleet as a concern. Surveys were also completed by non-English speaking riders including Spanish and French-Creole. Board members discussed the importance of making the surveys accessible for non-English speakers and appreciated that the surveyors and the survey itself was more accessible. Board members discussed the upcoming annual presentation of the Marketing Plan by QCA staff in the fall. Director asked that Board members consider what they believe is going well and what could be enhanced or added, and that this could be given as feedback to QCA in the coming months.

**Marketing and Public Relations Update**

Director noted the work done by QCA staff on the annual customer surveys, including two staff on site with one able to speak additional languages. Director stated that the QCA staff has updated GWTA's website, our social media postings and developed and published recognition for our drivers of the 4<sup>th</sup> quarter. In addition, Director shared that the drivers of the year would be revealed soon, and that he would bring them to a future Board meeting to be recognized.

**Training**

Director noted that GWTA employees received Customer Service refresher training at recent team meetings. This is timely, as Director stated he will also share results of the customer surveys with the employees.

**Other Business**

Hearing no further business, Chairman Gray adjourned the meeting at 10:28am.

Submitted by: Don C. Willis