



DON WILLIS
DIRECTOR

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

SHYCOLE SIMPSON-CARTER
CHAIRMAN

***Goldsboro-Wayne Transportation Authority
Governing Board Meeting Minutes
July 29, 2021***

The Board of Directors of Goldsboro-Wayne Transportation Authority met in regular session at 10:00 a.m. on Thursday, July 29, 2021, at the City of Goldsboro Anteroom, 214 N. Center Street, Goldsboro, North Carolina.

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

Members absent: Shycole Simpson-Carter, Chairman, and Gene Aycock

Others in attendance: Borden Parker, Don Willis, and LaShonda Oliver

Approval of Minutes

Upon motion of Freeman Hardison, Jr. and seconded by Steve Wiggins, the Board of Directors of Goldsboro-Wayne Transportation Authority unanimously approved the minutes of the regular meeting of June 17, 2021.

Election of Officers

Upon motion of Freeman Hardison, Jr., and seconded by Berry Gray, the Board of Directors of Goldsboro-Wayne Transportation Authority unanimously approved to appoint Steve Wiggins as the 7th member to the Board.

Upon motion of Freeman Hardison, Jr., and seconded by Berry Gray, the Board of Directors of Goldsboro-Wayne Transportation Authority unanimously approved to appoint Shycole Simpson-Carter, as Chairman of the Board.

Upon motion of Freeman Hardison, Jr., and seconded by Steve Wiggins, the Board of Directors of Goldsboro-Wayne Transportation Authority unanimously approved to appoint Brent Heath as Vice-Chairman of the Board.

Upon motion of Hiawatha Jones and seconded by Freeman Hardison, Jr., the Board of Directors of Goldsboro-Wayne Transportation Authority unanimously approved to appoint Berry Gray as Secretary/Treasurer of the Board.

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Employee Retention Benefits

Don Willis presented the board with a proposal on employee retention. Willis stated that GWTA is experiencing challenges with staffing while the service level is increasing. It has been difficult to attract new operators as well as keep the operators once they have been hired. The current employees are working harder. Currently, GWTA recognize the driver of the quarter and year with a \$25.00 gift card. Willis proposed to increase the driver of the quarter with a \$50.00 gift card and the driver of the year with a \$100 gift card.

Upon motion of Berry Gray and seconded by Freeman Hardison, Jr., the Board of Directors of Goldsboro-Wayne Transportation Authority unanimously approved to increase the driver of the quarter to a \$50.00 gift card and the driver of the year to a \$100 gift card.

Willis stated that several office staff are completing other tasks such as driving on the rural and urban system to be sure the operations continue when short of drivers. The office staff does not have any recognition for their extra efforts. Willis proposed that the office staff and operators are recognized each month for their extra effort with a \$50.00 gift card.

Upon motion of Freeman Hardison, Jr., and seconded by Steve Wiggins., the Board of Directors of Goldsboro-Wayne Transportation Authority unanimously approved to accept Don Willis recommendation for the extra effort award.

Willis informed the Board that GWTA has a referral bonus and retention of \$200 at six months; however, it does not generate activities among the employees. Willis recommended that the employee receive \$300 for the referral bonus at three months. Additionally, Willis recommended paying new employees a retention bonus of \$300 at six months and twelve months.

Hiawatha Jones made a motion and seconded by Steve Wiggins., to pay a \$200 referral bonus at three months and pay the new employee a \$300 retention bonus at six months and at twelve months.

Freeman Hardison, Jr., opposed the motion. Hardison stated that he understands paying the new employee at six months; however, he does not see paying at twelve months. The new employee will stay if they like working at GWTA and it is not likely that a person will remain on the job for another six months to get an additional \$300.

Upon motion of Freeman Hardison, Jr., and seconded by Berry Gray, the Board of Directors of Goldsboro-Wayne Transportation Authority unanimously approved to amend the original motion and to pay a \$200 referral bonus at three months and pay the new employee a \$300 retention bonus at six months and strike the \$300 at twelve months.

Willis stated that the long-term employees are currently recognized with pin at the 5, 10, 15, 20 and 25 years of service. Willis proposed that the employees receive the pin with a gift card equaling \$10 a year served consecutively.

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Upon motion of Freeman Hardison, Jr., and seconded by Berry Gray, the Board of Directors of Goldsboro-Wayne Transportation Authority unanimously approved to accept Don Willis recommendation to recognize the employees at 5, 10,15,20 and 25-year service with the pin and gift card equaling \$10.00 each year served consecutively.

Willis stated that employees are hired without a CDL; however, they are expected to achieve the CDL during the probation period. The cost is paid by the new employee. Willis proposed that GWTA pay the CDL up to \$35.00 when they pass the written section.

Willis stated that GWTA pays \$120 for DOT medical certification every two years to be renewed. The new employees have to pay the fee for the initial certification. Willis proposed to pay the \$120 for new employees because it can be a barrier to attract new employees that cannot pay the fee.

Willis proposed the pay up to \$120 for the initial earning of a CDL with Class P endorsement. There was discussion that there is an application fee and also a cost for each year of the upgrade to a CDL license.

Upon motion of Freeman Hardison, Jr., and seconded by Steve Wiggins, the Board of Directors of Goldsboro-Wayne Transportation Authority unanimously approved to pay the cost of the CDL application and cost of the passed CDL test, up to a maximum of \$120; and to pay the cost of the initial medical certification (up to \$120), for obtaining the initial DOT Medical Certification.

Year End Service Statistics

During the week of July 12, 2021, QCA completed annual urban boarding and counts for every stop on the urban bus service. This objective ride count provides valuable information for GWTA about where our riders most often access our bus services, and also helps inform locations to invest in transit amenities like shelters and benches. In addition, the annual operating statistics are completed now, and service trends are available for both the urban and rural programs. There were 161,667 trips provided by the urban bus service. The bus service ridership ended up down 22% from expected ridership due to COVID. The rural program provided 37,726 trips, which was down 45% from expected ridership for the year. The lost ridership particularly impacted earned revenues for the year.

Medicaid Broker Contract Updates

GWTA has been receiving regular trip requests from the private broker, OneCall, but only infrequent requests for trips from ModivCare. The trip requests received are requiring a lot of additional staff effort to make corrections and assure the customer gets the needed trips. There have been communication challenges with reaching the broker's call center to discuss problems

with the trips. Trip requests are coming in very short notice. During the first week of the transition, many trips were not sent to the GWTA and ultimately missed, including trips for dialysis as a result of broker communication issues. GWTA has begun to proactively reach out to customers to assure that critical trip needs are met, regardless of whether the broker has even requested the trip. We have assurances from NCHHS that we will be reimbursed for trips

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provided without pre-authorization. We have been in regular communication with NCHHS staff and each of the private health plans and they are aware of the difficult transition and impact on the customers. GWTA only has an interim service agreement in place with ModivCare through July 30, 2021, with the option to continue from month to month if there is mutual agreement. ModivCare had expressed intent to resolve the contract issue prior to the end of the month, but has not reached out to GWTA to date to continue contract negotiations.

Director's Report

Financial

The rural program is showing an end of fiscal year expected gain of \$479,371.41. The urban program is showing a gain of \$5,145.68 in June and a loss of \$396.86 fiscal year to date. The urban funds will remain about balanced throughout most of the year due to the grant reimbursement process.

We are still awaiting the results of the state budget to see whether the urban bus service will see the SMAP operating assistance restored and whether the rural van service will see the ROAP operating assistance restored. GWTA has planned to receive \$239,000 in ROAP Funds and \$195,001 in SMAP funds, which would be consistent with the last level of funding provided by the NCDOT.

Outreach and Activities

Willis made presentation at the Mount Olive Town Council meeting on Monday July 12th. NCPTA Executive Director met with Willis at GWTA on July 13th and also attended the annual Chamber of Commerce Transportation luncheon. Willis met with QCA staff and assisted with coordination of ride counts during the week of July 12th. Willis participated in NCDOT grants webinar on July 15th. Willis participated in monthly call between NCDOT and Urban service providers on July 20th. Willis participated in monthly coordination call with NCHHS on Medicaid Transportation transition on July 20th. Willis met virtually with DSS staff about Medicaid transportation challenges on July 22nd. Willis met with Goldsboro Manager and Town Councilman Matthews regarding benches and transit amenities on July 23rd. Willis participated in a called MPO/TCC meeting on July 29th. Willis will meet with NCDOT/IMD Director regarding proposed changes to urban 5307 funding virtually on July 29th.

Training

Operators will receive refresher training on emergency evacuation procedures on July 28, 2021.

Meeting adjourned at 10:47 a.m.

Submitted by: LaShonda Oliver