



DON WILLIS
DIRECTOR

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SHYCOLE SIMPSON-CARTER
CHAIRMAN

***Goldsboro-Wayne Transportation Authority
Transportation Advisory Board Meeting Minutes
June 22, 2021***

The Transportation Advisory Board of Goldsboro-Wayne Transportation Authority met at 10:30 a.m. on Thursday, June 22, 2021, at the City of Goldsboro Anteroom, 214 N. Center Street, Goldsboro, North Carolina.

Members in attendance: Keith Spivey, Vice-Chair and Steve Wiggins

Members in attendance - Teleconference: Amy Hartley, Secretary, Brooke Mickelson, Joanna Morrisette, Diana Campbell, Aaron Stryker, and Valerie Wallace

Members absent: Paula Edwards, Chair, Bob Dively, Barbara Aycock, Edward Cromartie, Chip Crumpler, Micajah Anderson, Shycole Simpson-Carter, Amy Smith, Tiffany Creech, and Cynthia Juliano

Others in attendance: Don Willis and LaShonda Oliver

Approval of Minutes

Upon motion of Keith Spivey and seconded by Steve Wiggins, the Transportation Advisory Board of Goldsboro-Wayne Transportation Authority unanimously approved the minutes of March 11, 2021.

Director's Report

Financial

The rural program is showing a loss of \$3,220.37 in May and a loss of \$90,351.57 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 \$1,933.51 in May and a loss of \$397.98 fiscal year to date. The urban funds will remain about balanced throughout most of the year due to the grant reimbursement process.

GWTA was approved for \$57,564 in matching grant funds for administrative and capital support by the Wayne County Board of Commissioners, and was also approved for \$303,129 in operating grant assistance by the Goldsboro City Council.

We are 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

TAB Meeting Minutes
June 22, 2021
Page 2

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 participated and was on a panel for the annual NCPTA conference held virtually on April 12-14, 2021. Willis participated with NCDOT on a review panel for a transportation software demonstration project on April 15th -16th. GWTA staff received training from the Health Department on the use of NARCAN on June 2nd. Willis participated in biweekly NCDOT/IMD call on April 7th, May 5th, June 2nd. Willis participated on May 13th in the MPO meeting. Willis met with Wayne County Health Department staff on May 14th regarding assisting with the County’s Triennial Community Health Assessment, providing NARCAN for our facility and vehicles, and also additional trips for vaccines. GWTA promoted Health Department Vaccination event on Saturday June 5th. Willis met on 8th with Todd Williams (Crowne Insurance) following up on the review of our Workers Compensation Insurance. Willis participated in a teleconference with NCHHS staff regarding slow progress with the brokers transitioning Medicaid Transportation. Willis participated on May 20th in the RPO meeting. GWTA participated on May 25th in an EOC Hurricane Activation Drill. Willis participated in virtual statewide Medicaid Transformation meeting with NCHHS, the five hired private health plans, and the two hired Medicaid Transportation brokers on June 9th. Willis participated on June 9th in a pre-bid conference regarding the planned extension to our facility roof canopy in August. GWTA Plans to hold our quarterly TAB meeting on June 22nd.

Training

Operators will receive refresher training on the ADA on June 30th.

Customer Survey Results

GWTA resumed annual customer surveys in May, through our public relations firm, QCA. Overall results are very positive. There were 136 fixed route passengers that were surveyed and 32 rural van passengers that were surveyed.

The survey results are as follows:

	Urban	Rural
Do you feel safe while on board vehicles during the pandemic	100%	100%
Satisfied with GWTA’s response to the COVID-19 pandemic	94%	84%
Satisfied with the cleanliness of the vehicles	95%	90%
Feel safe at the stops and shelters during the pandemic	82%	N/A
Satisfied with the cleanliness of the stops and shelters	74%	N/A
Satisfied with the cleanliness of the transfer center	98%	N/A
Satisfied with the cleanliness of the restrooms	95%	N/A
Satisfied with the courteousness of operators	98%	90%
Satisfied with on-time performance	59%	84%
The overall satisfaction with GWTA	94%	93%

Medicaid Transportation Broker Status

The contract with the private broker, OneCall was executed by GWTA and we are still awaiting final documentation from this broker. OneCall has provided a second training for our staff to prepare for services beginning on July 1, 2021. Modivcare has sought to renegotiate the agreed terms to our contract and negotiations continue to secure a contract with them. Final rates have not yet been agreed with this broker. We are concerned 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.

Operator of the Year

Don Willis recognized the operators of the year. The operators of the year have been chosen by their peers. The rural operator of the year is Rodrigues Butler. Butler has been employed for nine years. The urban operator of the year is Edward Jones. Jones has been employed for seven years. However, Jones is retiring.

TAB By-Law Review

The TAB is asked to annually review the by-laws and provide feedback and questions. By-laws may be updated based upon feedback received. By-laws were provided for review as part of the agenda packet.

Year End Service Trends

Ridership on the rural program for FY2020-21 is estimated to be about 39,500 trips, down 32% from last year. The service has been severely impacted due to the pandemic. We expect a gradual increase in services for FY2021-22, which will continue to reduce rural revenues expected. However, GWTA expects CARES Act funds to help bridge any lost revenue for the coming year. Urban bus ridership is estimated to be about 161,500. This represents a decrease of 14% and is also a result of the pandemic.

Meeting adjourned at 11:11 a.m.

Submitted by: LaShonda Oliver