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BRENT HEATH  
CHAIRMAN

*Goldsboro-Wayne Transportation Authority  
Governing Board Meeting Minutes  
March 31, 2016*

The Board of Directors of Goldsboro-Wayne Transportation Authority met in regular session at 10:00 a.m. on Thursday, March 31, 2016, at the City of Goldsboro Anteroom, 214 N. Center Street, Goldsboro, North Carolina.

**Members in attendance:** Jerry Grimes, Vice Chairman, Bob Waller, Secretary/Treasurer, Gene Aycock, and Ray Mayo.

**Members absent:** Brent Heath, Chairman, Ed Cromartie, and Antonio Williams.

**Others in attendance:** Fred Fontana, Borden Parker, Rodger Green, Scott Stevens, Traci Missildine, Tiffany Creech, and LaShonda Oliver.

**Approval of Meeting Minutes**

Upon motion of Gene Aycock and seconded by Bob Waller, the Board of Directors of Goldsboro-Wayne Transportation Authority unanimously approved the minutes of the regular meeting of February 25, 2016.

**FY17 FTA Grant Public Hearing**

At 10:01 a.m., a Public Hearing was held on the FY2017 Federal Transit Administration (FTA) Section 5307 Operating and Capital Assistance application.

Fred Fontana gave an overview of the FTA application and activities lines. The operating assistance is matched 50% federal and 50% local; and, the ADA and Preventative Maintenance are 80% federal and 20% local. The federal total is \$761,218 and local total is \$505,468.

Fontana stated that the FY17 GWTA budget will be less than the grant application; but, GWTA is applying for the maximum funding available.

No public comments were received.

**Goldsboro-Wayne Transportation Authority  
Governing Board Meeting Minutes  
March 31, 2016  
Page 2**

Upon motion of Gene Aycock and seconded by Ray Mayo, the Board of Directors of Goldsboro-Wayne Transportation Authority unanimously approved to close the public hearing.

The Public Hearing was closed at 10:04 a.m.

**Bus Stop Request by Wayne Co. Development Alliance**

Tiffany Creech, existing industry Manager of Wayne County Development Alliance, explained her request for a new bus stop. Creech is tasked with reaching out to the existing industry in Wayne County in an effort to assist businesses. She met with managers at Uchiyama America, Inc. regarding reliable transportation for several of their employees. The managers stated that some of the employees ride GWTA to the nearest bus stop to the facility and walked the rest of the way. Creech was asked by Uchiyama to investigate the possibility of amending GWTA bus route to add a stop at the facility.

Fontana stated that it is slightly outside of the city limits. The bus would not go to Uchiyama at every trip. However, he would extend the 7:30 a.m. route, an afternoon route, and any time with on-demand requests. This will be done around the facility shift change so that employees can get to work.

Upon motion of Bob Waller and seconded by Ray Mayo, the Board of Directors of Goldsboro-Wayne Transportation Authority unanimously approved to provide a route to Uchiyama America, Inc. on a trial basis.

**Customer Satisfaction survey**

Traci Missildine presented the 2016 fixed route customer satisfaction survey analysis. QCA team members were able to survey 137 fixed route passengers and 78 rural van passengers. Missildine stated that when they did the marketing plan in early 2016, the agency and team identified areas to monitor. Safety is the number one priority. Passengers were asked if they feel safe when they are on board the GWTA vehicles. The results were 96% fixed route passengers and 98% rural passengers said they felt very safe. The cleanliness of GWTA amenities was surveyed which include the buses, bus stops and shelters, and transfer center. The results were 80% stated that the bus stops and transfer center were clean. Passengers were asked about the customer service of the operators and personnel. The average was 90% customer satisfaction. Fontana stated that this area can be improved and there was a customer service training session recently.

QCA analyzed the most prominent surveyed areas. Missildine gave an overview of some of the passengers written response requests such as putting times on bus stops, run later than 6:30 p.m., 7-day week service, and closer bus stops and shelters. Those areas were broken down into short-term or long-term so that planning and adjustments can be made to improve on some of the areas and requests.

**Appointment of TAB Members**

The Board needs to replace William Goodman and Martha White on the Transportation Advisory Board (TAB). The decision to appoint TAB members was tabled until the next Board meeting.

### **STIP Amendment for FTA Grant**

The federal grant application has to be included in the State Transportation Improvement Plan (STIP). FTA will verify that the application budget is matching the STIP. Before the STIP can be approved, it has to be submitted to the Goldsboro MPO to amend the local TIP. Fontana stated that he has spoken with Jennifer Collins, Assistant Planning Director, and NCDOT to include the STIP on their agenda. The numbers are matching the grant application that was presented at the public hearing.

Upon motion of Bob Waller and seconded by Gene Aycock, the Board of Directors of Goldsboro-Wayne Transportation Authority unanimously approved to submit the STIP to the local MPO for amendment.

### **CTSP/Route Feasibility Study**

The Community Transportation Service Plan (CTSP) will include the feasibility study that was requested by the County Commission to review and address transportation concerns in the northern and southern parts of the County. The Commissioners want to revisit the idea of a fixed route to Pikeville, Fremont, and Mt. Olive. GWTA is due to have a County 5-year plan. NCDOT decided to have the State consultant to address the feasibility of the fixed route as part of the County service study rather than do two studies. The study cost will be approximately \$80,000. The local match has been budgeted for \$8,000 and will be split between the urban and rural systems.

Fontana stated that the Board asked him to do a succession plan when he was hired because of the high turnover in Directors. The CTSP will study the organizational structure of the GWTA which will help with the succession plan. During this succession plan study, it will review the needs of having some of the functions done by the City or County. In addition, they will look at the routes and schedule, maintenance, and personnel.

### **Director's Update**

#### *Financial*

Fontana presented the February financials. The rural program is showing a profit of \$94,182 through February and a profit of \$16,891 for the month. The urban program is showing a loss of \$18,172 through February and a profit \$10,772. The urban should breakeven by the end of the year. GWTA has received the NCDOT SMAP funds of \$186,553 in February which is toward the local share. In order to spread the revenues throughout the year, these funds will be divided into five equal monthly shares.

#### *FY17 CTP Grant*

NCDOT is reviewing our FY17 CTP administrative and capital grant application. The application included one 22' replacement van for the rural program. In order to maximize federal funds coming to North Carolina, NCDOT has transferred our van request to another grant program. The local match will remain 10%, but the federal funds will be coming from a different source.

**Goldsboro-Wayne Transportation Authority**  
**Governing Board Meeting Minutes**  
**March 31, 2016**  
**Page 4**

*Medicaid*

Effective August 2016, GWTA will no longer be billing the Wayne County Department of Social Services for Medicaid Transportation. The new state Medicaid rules require GWTA to register as a Medicaid provider. GWTA will bill the Division of Medicaid Assistance directly through the NCTracks system. DSS will still be billed for Medicaid No Shows.

*Outreach*

Fontana attended the Fremont Town Council meeting on March 15, 2016. The residents of Fremont are not aware of the services GWTA provides. Fontana stated that he will be putting brochures in several locations in the rural areas. Fontana is participating on the Wayne County Health Department Maternal Health committee to improve child mortality rates in Wayne County. Fontana and staff provided information at the Senior Services Health Fair on March 4, 2016.

**Other Business**

Gene Aycock stated that Mayor Allen and Fontana met to discuss providing services to children with no transportation to the new W.A. Foster Center. The children are unable to provide the cost of transportation. There will be no modification in routes; however, GWTA will give the children a pass that can be used only to the Herman Park Center, W.A. Foster Center, and library. This issue was presented at the community meeting with the Mayor.

The two new 27' low-floor buses on the urban system have been delivered.

Meeting adjourned at 11:05 a.m.

Submitted by: LaShonda Oliver