



DON WILLIS
DIRECTOR

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

FREEMAN HARDISON, JR.
CHAIRMAN

***Goldsboro-Wayne Transportation Authority
Transportation Advisory Board Meeting Minutes
June 14, 2018***

The Transportation Advisory Board of Goldsboro-Wayne Transportation Authority met at 10:30 a.m. on Thursday, June 14, 2018, at the City of Goldsboro Anteroom, 214 N. Center Street, Goldsboro, North Carolina.

Members in attendance: Charles Ivey, Steve Wiggins, Barbara Aycock, Tiffany Creech, Rose Wagner, and Don Magoon.

Members absent: Paula Edwards, Chair, Keith Spivey, Vice-Chair, Bob Dively, Secretary/Treasurer, Edward Cromartie, Shycole Simpson-Carter, Tammy Schrenker, Brenda Dubose, Chip Crumpler, Amy Hartley, and Luis Guzman.

Others in attendance: Joanna Morrisette, Venessia Hill, Carolyn Woodley-Horne, Fred Fontana, Don Willis, LaShonda Oliver, and Mathew Watterson (via phone).

Public Citizen

Carolyn Woodley-Horne is a concern citizen that stated she is new to Goldsboro, NC from Washington D.C. area. Woodley-Horne wanted to receive information regarding the transportation system in Goldsboro. Woodley-Horne has a vehicle; however, she wants to help other individuals that do not have adequate transportation.

Fred Fontana explained that Goldsboro-Wayne Transportation Authority (GWTA) is a combined city and county service. GWTA has five fixed route services throughout the City of Goldsboro, a connector bus to Mt. Olive, a circular bus throughout the Town of Mt. Olive, and a van service throughout the County. In addition, GWTA provide out of county medical trips to Raleigh, Durham and Chapel Hill area as well as Greenville. Fontana informed Woodley-Horne of the GWTA Website and the Tripfinder. Don Willis stated that there are the Greyhound and Amtrak connectors at the transfer center. In addition, there is the Downeast Connector that take individuals to the Raleigh area and the RDU airport.

Approval of Minutes

Upon motion of Charles Ivey and seconded by Steve Wiggins, the Transportation Advisory Board of Goldsboro-Wayne Transportation Authority unanimously approved the minutes of March 15, 2018.

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Election of Officers

The Transportation Advisory Board of Goldsboro-Wayne Transportation Authority unanimously approved Paula Edwards as Chair.

The Transportation Advisory Board of Goldsboro-Wayne Transportation Authority unanimously approved Keith Spivey as Vice-Chair.

The Transportation Advisory Board of Goldsboro-Wayne Transportation Authority unanimously approved Tiffany Creech as Secretary/Treasurer.

Mount Olive Service

Steve Wiggins stated that adequate transportation is a real need for Mt. Olive. There are certain number of people that are walking toward Park Avenue going to Piggie Wiggly and Food lion shopping plaza. In addition, there is a large group of elderly with financial challenges and have issues with transportation. The Town of Mt Olive is very excited to have this service. The service will kick off July 1, 2018. The circulator route will start at Walmart and go through the Town of Mt. Olive to various shopping centers and housing units. The route will cover a lot of territory.

The Town of Mt. Olive has completed a mail-out to the citizens that have a current water bill. The University of Mt. Olive will be placing flyers on campus. Wiggins stated that there will be connector trips 3 times a day from Goldsboro to Mt. Olive.

Fontana stated that a fourth trip between Goldsboro to Mt. Olive has been added. The first trip is geared toward employees of Mt. Olive Pickle Company. The trip has been coordinated with the scheduled shift times. In addition, the connector trips are coordinated to help students that need to get to and from Wayne Community College. The cost for the circulator in town is \$1.00 per trip and the connector to and from Goldsboro is \$3.00 per trip. The seniors will be half fare. The first week of the Mt. Olive service will be free.

TAB Bylaws

Don Willis stated that a Transportation Advisory Board (TAB) is a required by NCDOT. The TAB must consist of representatives of the community, agencies and stakeholders that transportation service supports. The layout in the bylaws will require the new expectations from NCDOT which includes retreats to be held every year as well as new member orientation and manuals that need to be provided.

Currently, GWTA has 16 members. There are new requirements to add a representative from the RPO and emergency management. There will be an assessment of the time served and representation of the required agencies on the TAB. The Bylaws will need to be updated to 18 members.

Customer and Agency Satisfaction Surveys

Fontana gave an overview of the survey results. In April, Quest Corporation of America (QCA) conducted surveys from fixed route passengers, rural van passengers and agencies on the GWTA transportation services. Passengers were asked if they feel safe while onboard the GWTA vehicle; and, the average response was 99% feel safe. Additionally, the average responses included 76% feel safe at the bus stops, 93% think the vehicles are clean, 72% feel the bus stops and shelters are clean, 89% satisfied with the cleanliness of the center and restroom, 91% satisfied with operator courteousness and friendliness, 93% satisfied with operator helpfulness, 75% satisfied with on-time performance, 92% has overall satisfaction with GWTA, and 77% gave GWTA a 9 or 10 that will recommend the service to a friend or neighbor.

There were surveys sent to 11 agencies and 8 responses received. The results are as follows: 7 very satisfied and 1 satisfied with on-time performance; 4 very satisfied, 2 satisfied, and 2 neutrals with regard to scheduling and reservation process; and all who had observe drivers interacting with staff were very satisfied with driver's courteousness and professionalism. Agency's commented on the good working relationship with GWTA and their client's complaints about the wait time after appointments and the arrival time to appointment are earlier than normal.

Managed Care

Fontana stated that GWTA is a Medicaid provider and bill Medicaid directly. The current legislation is looking at how Medicaid and medical services are provided. It is the understanding that they are looking at medical services with manage care providers such as Humana an Aetna that will oversee everyone's medical care. The transportation will be a component of that division. The manage care provider will contract with a transportation provider such as GWTA or another vendor in Wayne County to provide the transportation services. At this time, there is not any additional information. Mathew Watterson stated that NCDOT had internal discussion and have not finalized the process.

Director's Report

Financial

The rural program is showing a gain of \$12,324.99 for April and a gain for the fiscal year to date of \$167,350.20. The urban program shows a gain of \$258.72 for April and a gain of \$2.08 fiscal year to date. While the rural program continues to show gains, the urban program is tracking very close to budget. Year end results will be close to budget either with a slight gain or a slight loss.

The full FTA federal fiscal year 2018 apportionment was released. This will allow NCDOT to publish a "split letter" notifying FTA how the funds should be split among the urban areas with populations between 50,000 and 200,000. This should be done in time for a grant application after the June public hearing on June 21, 2018.

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Safety Award

GWTA received a safety award for the sixth consecutive year from the NC Department of Labor Commissioner Cherie Berry. The award is presented to companies with worker compensation claims less than 50% the industry average.

Outreach

Director, Assistant Director, and Operations Manager distributed information about the Mount Olive bus at the Pickle Festival on April 28, 2018. The Mount Olive Men of Faith, Integrity, and Character Health Fair was held on May 19, 2018. The HR Manager shared information at the WAGES Community Resource Day in Goldsboro on May 2, 2018.

Director and Assistant Director helped with the Mayor's Committee for Persons with Disability Walk on May 2, 2018.

Assistant Director participated in the North Carolina Public Transportation Association Legislative Committee which met on May 21, 2018.

Training

Assistant Director received new director training provided by NCDOT in Raleigh on May 17-18, 2018. All employees received fire extinguisher training on May 31, 2018.

Meeting adjourned at 11:30 a.m.

Submitted by: LaShonda Oliver