



DON WILLIS  
DIRECTOR

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SHYCOLE SIMPSON-CARTER  
CHAIRMAN

***Goldsboro-Wayne Transportation Authority  
Transportation Advisory Board Meeting Minutes  
March 17, 2022***

The Transportation Advisory Board of Goldsboro-Wayne Transportation Authority met at 10:30 a.m. on Thursday, March 17, 2022, at the City of Goldsboro Anteroom, 214 N. Center Street, Goldsboro, North Carolina.

**Members in attendance:** Paula Edwards, Chair, Keith Spivey, Vice-Chair, Amy Hartley, Secretary, and Steve Wiggins.

**Members in attendance - Teleconference:** Joanna Morrisette, Brooke Mickelson, and Aaron Stryker.

**Members absent:** Bob Dively, Edward Cromartie, Shycole Simpson-Carter, Tiffany Creech, Barbara Cooley, Barbara Aycock, Chip Crumpler, Micajah Anderson, Diana Campbell, Valerie Wallace, and Amy Smith.

**Others in attendance:** Hazel Wiggins, 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 December 16, 2021.

**Director's Report**

***Financial***

The rural program is showing a loss of \$19,195.97 and a loss of \$108,646.25 year to date. Fuel costs for the month continue to be running much higher than prior year, a significant increase for the urban and rural programs. The urban program is showing a loss of \$3,222.13, and a loss of \$103.04 year to date. The urban funds will remain about balanced throughout most of the year due to the grant reimbursement process.

SMAP and ROAP grants and allocations have both been received for this fiscal year from NCDOT. The SMAP urban operating assistance allocation is \$196,772. The ROAP rural operating assistance allocation is \$229,908.

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GWTA timely submitted an ARPA funding request to NCDOT prior to the February 1, 2022 deadline. The period of performance for these new pandemic assistance funds is from March 3, 2022 through June 30, 2023. These funds may also be used to assist with covering any operational deficit.

GWTA is preparing annual budget requests to the City of Goldsboro (due March 7<sup>th</sup>) and Wayne County (due March 25<sup>th</sup>) for FY23.

The process for our annual audit is completed for FY2021 and staff from Nunn, Brashear and Uzzell presented the report at the November/December Board of Directors meeting.

GWTA's Board of Directors approved mid-year rate increases to assist in meeting our budget prior to year-end.

***Outreach and Activities***

Willis participated in NCDOT virtual meeting of transit systems on December 14<sup>th</sup> and January 12<sup>th</sup>. Willis participated in Mayor's Council for Persons with disabilities on December 16<sup>th</sup>. Willis participated in Quarterly NCPTA virtual meeting of Board of Directors on February 4<sup>th</sup>. Willis met with Health Department representative interested in becoming member of the TAB and provided an orientation to the GWTA on February 8<sup>th</sup>. GWTA hosted vendor to demonstrate options for new vehicle safety camera system on February 9<sup>th</sup>. Willis participated in virtual meetings with NCDOT/IMD on February 9<sup>th</sup> and February 15<sup>th</sup>. Willis participated in virtual meeting with Health Plan WellCare and their replacement NEMT Broker MTM on February 9<sup>th</sup>. and February 23<sup>rd</sup>. Willis participated in MPO meeting on February 10<sup>th</sup>. Willis participated in Mayor's Council for Persons with disabilities on February 17<sup>th</sup>.

***Training***

Operators received refresher training on Blood Borne Pathogens in January and ADA in February. The March training will be Defensive Driving.

**Marketing and Public Relations**

QCA staff will be at GWTA on March 22-24 2022 to conduct the annual customer survey for van and bus riders, and sponsor agencies. GWTA will share the Customer Surveys with the TAB prior to their release in March. QCA is planning to be back in Goldsboro for ride counts in April or May this year.

The GWTA Board of Directors has taken a number of actions to demonstrate employee appreciation, including gift cards to employees at major longevity milestones (eg. five, ten, fifteen, twenty years). GWTA has two employees reaching milestones in February. Van Operator, Mr. Rodrigues Butler, is celebrating his tenth year, and Bus Operator, Mr. Chester McClarin, is celebrating his fifth year with GWTA. Also, this month, GWTA is recognizing Bus Operator of the Quarter, Emily Baker, and Van Operator of the Quarter, Lee Sutton. Operators of the Quarter are eligible to become Operators of the year. Operators of the Year will be recognized in May.

### **Spring Customer Surveys**

Don Willis reviewed the draft GWTA 2022 Van Services Customer Survey and 2022 Fixed Route Customer Survey with the TAB. The van survey includes section one-general information, section two-performance, section three-Covid response, section four-riding experience, and section five-customer service. The fixed route survey includes, section one-general information, section two-Covid response, section three-amenities, section four-performance and section five customer service. The information is important for GWTA to continue providing quality service and make improvements as necessary.

### **Medicaid Transportation Broker Status**

Willis stated that the next group of Medicaid recipients to enter the manage care system has been moved from July 1 to December. Since the first group of Medicaid recipients that has transitioned from DSS to the manage care system, GWTA has received less ridership. This is due to the brokerage companies using other transportation companies with a lower rate.

### **Election of Officers for FY23**

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

The Transportation Advisory Board of Goldsboro-Wayne Transportation Authority unanimously approved to appoint Steve Wiggins as Vice-Chair.

The Transportation Advisory Board of Goldsboro-Wayne Transportation Authority unanimously approved to appoint Amy Hartley as Secretary.

Meeting adjourned at 11:12 a.m.

Submitted by: LaShonda Oliver