



# CAPE FEAR PUBLIC TRANSPORTATION AUTHORITY

## 2012 ANNUAL REPORT

### Authority Adopts Short Range Plan

In an effort to provide the highest quality service which continues to meet the needs of the community, the Authority spent 2012 developing a short range public transportation plan for the region. Led by the Authority's Planning & Operations Committee, the plan was developed by Nelson Nygaard Consulting Associates, Inc. The SRTP sets the strategic direction for the transit Authority's development over a five year period. The plan assumes that no increase in operating revenues will be available; therefore, the plan provides a strategy to improve services within the framework of the existing operating budget. The plan included:

- Identification of service needs, gaps, and opportunities
- Review of existing service performance and productivity
- Recommendations on service changes that will improve service for passengers
- Short term financial and capital forecasts

The report provides an overview of the study process and analysis and provides the final recommended plan for future service over the next five years, including specifications for the recommended service redesign, a financial management plan, a capital plan, and additional recommendations to support execution of high-quality transit services.

The primary findings of the study include:

**Existing services are an essential part of a livable, accessible, equitable community in Wilmington.** The need and desire for services was echoed among comments received from the public and in interviews with community stakeholders, and was reflected in many aspects of the study analysis. Reliable, convenient transit service provides the community with the means to access employment, services, shopping, recreation, and other daily needs affordably, and is a critical service.

**Transit services could be improved if they were more direct and consistent.** Routes could be simplified to make them more user-friendly and easier to understand.

**There are some areas where ridership is very low, while other markets are underserved.** Some of the major markets not currently served are Wilmington-area beaches and the northeast area of Wilmington

**Service frequency, hours of service, and days of operation are a challenge.** Most routes operate with hourly frequency, and four routes operate every 30 minutes. This is too infrequent for potential riders who have transportation alternatives available. The study noted the need for later evening service and more service on weekends.

**Challenging and even dangerous walking conditions have major impacts on ability to use transit.** Numerous respondents indicated that even crossing the street to access transit service is so challenging in some areas that it makes accessing services a daunting task. During all phases of the study, there was a significant emphasis on the need to make pedestrian access to services easier and safer.

The Authority unanimously adopted the SRTP on June 28, 2012 and implementation of the recommendations began immediately. A route restructuring based on the plan findings was developed by the committee with input from the public. Implementation of the major efficiencies and cost saving measurements proposed are scheduled for early 2013. The SRTP is available online at: [http://www.wavetransit.com/Portals/0/documents/SRTP\\_2012.pdf](http://www.wavetransit.com/Portals/0/documents/SRTP_2012.pdf).



### Authority Members

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*New Hanover County Board of Commissioners*

**Honorable Kevin O'Grady**  
*Wilmington City Council*

**Capt. David R. Scheu, USN (Ret.)**  
*Chairman*

**Henry "Hank" Adams**  
*Vice-Chairman*

**Don Betz**  
*Secretary*

**William Bryden**

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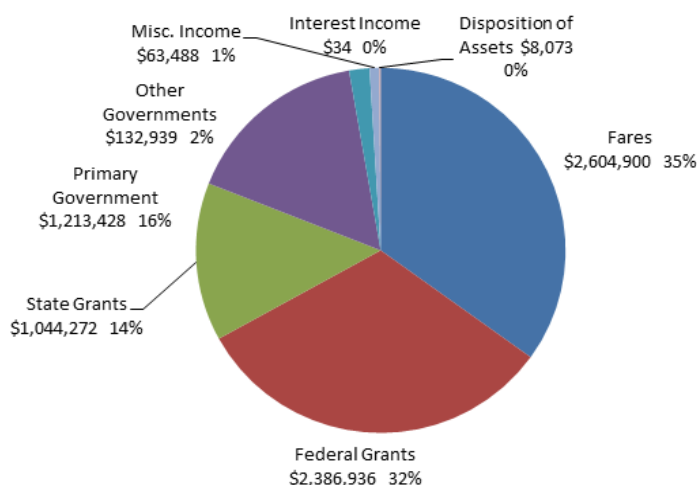
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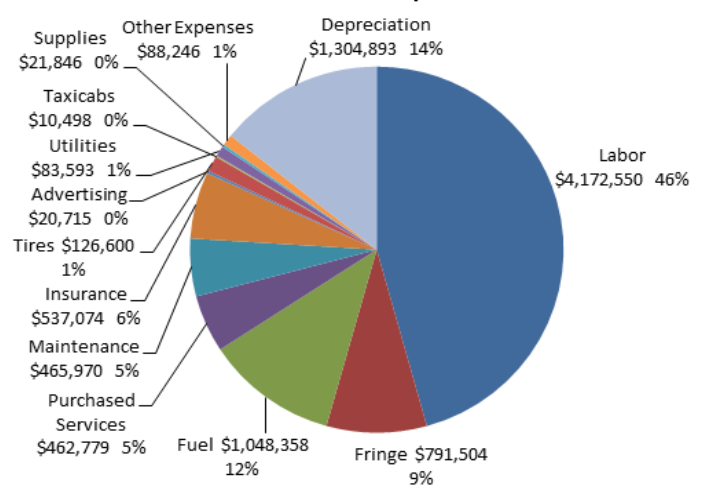
### Fiscal Year 2011-2012 Operating Revenues & Expenses

In FY 2012, actual charges for transportation services represented over 1/3 of revenues. This percentage represents the highest amount of charges for services on record. Charges for services reduces the amount of subsidies required. The Authority annual audit report is available online at [http://www.wavetransit.com/Portals/0/documents/FY\\_2012\\_Audit.pdf](http://www.wavetransit.com/Portals/0/documents/FY_2012_Audit.pdf)

**Fiscal Year 2012 Revenues**



**Fiscal Year 2012 Expenses**



## Wave Pool

In May 2012 Wave Transit launched the initial Wave Pool from Wilmington to Jacksonville, NC. Wave Transit provides the vehicle, maintenance, fuel and insurance and employees with the City of Jacksonville and Southeastern Community College pay a monthly fare for the service.

In August, the Authority launched a second vanpool from Wilmington to Elizabethtown, NC in coordination with Danaher Specialty products. The Elizabethtown vanpool has been so successful that the Authority is expanding it by two more vans.

Wave Transit is working with the Wilmington Urban Area Metropolitan Planning Organization's Transportation Demand Management Program to identify additional partnerships for the Wave Pool program. For additional information on the Wave Pool visit <http://www.wavetransit.com/services/wavepool.aspx>.

## Paratransit Manager Promoted to Director of Planning & Development

In October, Wave Transit Paratransit Manager Megan Matheny was promoted to Director of Planning & Development. Megan has been with the Authority since June of 2010. In 2011 she completed a yearlong apprenticeship program with the Authority. One of her apprenticeship projects was to implement the Making Waves Foundation, which she currently manages. She also established the Wave Pool program as part of her apprenticeship. Following her apprenticeship, Megan was hired permanently by the Authority as Paratransit Manager.



Megan graduated from the University of Tennessee, Knoxville with a Bachelor's Degree in Political Science and the University of North Carolina Wilmington with a Master's Degree in Public Administration with a concentration in Nonprofit Management. In 2006, Megan worked with an international nonprofit organization teaching grade school in Tanzania, East Africa and is an active volunteer in the local community.

## Authority Adopts Compressed Natural Gas

In coordination with the new maintenance & operations facility and a fleet replacement in 2015, the Authority's Facility Committee began looking into alternative fueling options.

After evaluating the options available, the committee focused its efforts compressed natural gas (CNG). Engineering analysis was performed by CBHF Engineering of Wilmington with the committee focusing on peer system CNG analysis, financial planning, cost analysis, fuel cost forecasting and safety.

On September 27, 2012, the Authority unanimously passed a resolution endorsing compressed natural gas as a fueling option and directed the committee to include CNG in its design of the maintenance and operations facility. The Authority expects the first CNG buses to be introduced in late 2014 or early 2015. The CNG report is available online at: <http://www.wavetransit.com/about/documentsplans.aspx>

## Looking Ahead 2013

### Challenges Ahead

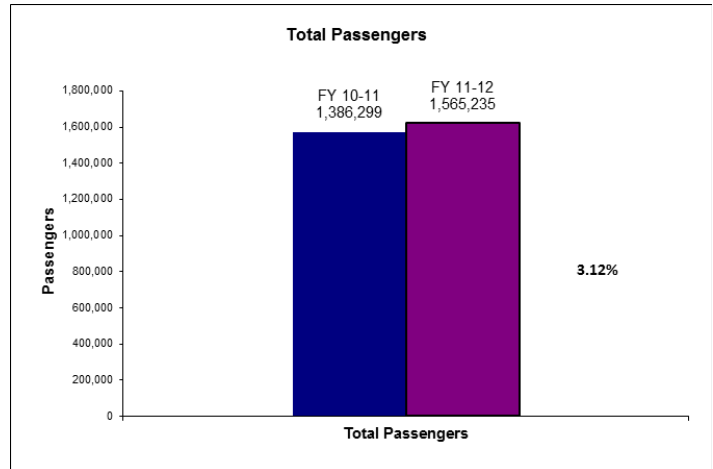
Rising costs and shrinking subsidies will continue to challenge the Authority in 2013. Changes to Medicaid Transportation at the state level will be closely followed as elected officials seek new ways to control explosive growth in the Medicaid program.

Long term funding for MAP-21 will also be a focus of the Authority in our conversations with legislators in Washington, DC. Instability of reliable long term funding threatens the planning efforts of Wave Transit thereby jeopardizing the Authority's credibility within the community.

Continued efforts to expand services to unserved and underserved portions of the county will continue as a priority of the Authority.

## Fiscal Year 2011-12 Operating Statistics

Overall ridership showed a 3.12% increase over 2011. Although the growth in ridership has begun to level off, increases point to continued support for the services provided by the Authority. Fixed route ridership (excluding the Seahawk Shuttle) rose 7.46%. Paratransit ridership increased 2.17%.



## Amtrak Thruway Service

On October 02, 2012 the Authority joined local elected officials for the inaugural trip on Amtrak's Thruway motor coach service. The trip included



remarks from elected officials in Wilmington, Jacksonville, Kinston and Goldsboro and culminated with a stop in Wilson to meet the Amtrak train serving the eastern seaboard.

The service provides a links between Southeastern NC to Amtrak's rail service in Wilson, NC and throughout the country. Fornden Station serves as the Wilmington hub for Amtrak with twice daily service. More information is available at: <http://www.wavetransit.com/services/amtrak.aspx>.



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## Operations Center

The Authority's long awaited operations and maintenance center will break ground in early 2013. The 37,000 square foot center will combine the maintenance and operations of fixed route and Paratransit into a single, modern facility. In addition to the CNG fueling station, the operations center will include an employee wellness center, increased parking, gasoline and diesel fueling, an automated bus wash, vehicle lifting equipment and expanded employee areas.

Facility design was completed by Becker Morgan Group's Wilmington office utilizing local engineering firms. The \$12,000,000 dollar project will create hundreds of construction jobs locally. Construction is expected to be complete in the summer of 2014.

The project is being funded by the Federal Transit Administration, NCDOT and the Authority.