



Cape Fear Public Transportation Authority

MINUTES OF THE CAPE FEAR PUBLIC TRANSPORTATION AUTHORITY

December 19, 2019

Mr. Beck Smith, Chairman, Presiding

MEMBERS PRESENT

Mr. Beck Smith, Chairman
Mr. Steven Kelly, Vice Chairman
Mr. Andrew Koeppel, Secretary
Mr. Don Betz
Mr. Fred Gainey
Mr. Paul Lawler
Mr. Caylan McKay
Ms. Anne K. Ryan
Ms. Michelle Winstead

MEMBERS ABSENT

Mr. Jonathan Barfield
Ms. Laura Padgett

STAFF PRESENT

Mr. Albert Eby, Executive Director
Ms. Megan Matheny, Deputy Director
Mr. Joe Mininni, Director of Finance & Administration
Ms. Vanessa Lacer, Mobility Manager
Mr. Cliff Rode, Paratransit Manager
Ms. Kathy Williams, Customer Service Supervisor

CONTRACT MANAGEMENT STAFF PRESENT

Ms. Noel Fox, Craige and Fox PLLC, Attorney
Ms. Dianne Jensen, Contractor General Manager, First Transit
Mr. Jeremy Smith, Contractor Assistant General Manager, First Transit
Mr. Matthew Daniels, Maintenance Manager, First Transit

GUESTS PRESENT

Ms. Tracie Barnhill, Citizen
Mr. Robbie Bittner, Senior Manager, RSM
Ms. Sydney Bouchelle, WWAY
Ms. Angie Hill, Citizen
Mr. Mike Kozlosky, WMPO
Mr. Bruce McLelland, Citizen
Mr. Ricky Meeks, Citizen

CALL TO ORDER

- Mr. Smith called the meeting to order at 12:05 pm
- The meeting began with a moment of silence followed by reciting the Pledge of Allegiance

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Secretary - Wave Transit

PUBLIC COMMENT

- Mr. Smith opened the public comment period
- Mr. Meeks requested a bus stop at the newly constructed Chick-fil-A in Leland
- He stated he can provide contact information for the restaurant's marketing manager
- Ms. Hill introduced herself as the Chief Executive Officer for the Brigade Boys and Girls Club and spoke to the transportation challenges her organization is currently facing
- She confirmed that after school transportation services are provided from several middle and high schools within New Hanover County to afterschool programs at the Club
- Ms. Hill stated an aging fleet of six to seven buses, challenges with recruitment and retention of qualified drivers in a competitive market, and a need for more efficient scheduling have resulted in outreach to the Authority for potential collaboration
- She stated she appreciates the opportunity for further discussion on solutions to the transportation challenges facing the Brigade Boys and Girls Club

CONSENT AGENDA

- Mr. Smith presented the December 2019 consent agenda for approval
- Mr. Betz made a motion to approve the consent agenda as presented
- Mr. Gainey seconded the motion and the motion carried

PRESENTATION OF FISCAL YEAR 2019 AUDIT REPORT

- Mr. Smith recognized Mr. Bittner of RSM to present the FY2019 Financial Audit Report
- Mr. Bittner thanked the board for the opportunity for continued service
- He recognized staff and thanked them for their continued cooperation and accommodation throughout the audit
- Mr. Bittner stated the auditor issued the Authority an unmodified opinion, the highest opinion available, following RSM's single audit of fiscal year 2019
- He confirmed the Authority was found to be in compliance with all federal and state program requirements
- Mr. Bittner stated the auditor found no material weaknesses or deficiencies, and all material reviewed was found to be in compliance with state and federal grant requirements
- He stated the financial health of the Authority was good but made note of the need for more predictable local funding as referenced in the TransPro study commissioned by the City of Wilmington and New Hanover County and the Authority's Short Range Transit Plan
- Mr. Smith congratulated Mr. Mininni and the Authority for another successful audit report
- Mr. Lawler made a motion to approve the FY2019 audit report
- Mr. McKay seconded the motion and the motion carried

EXECUTIVE COMMITTEE

- Mr. Smith recognized Mr. Eby to present the *Service Reduction Resolution*
- Mr. Eby stated public comment regarding the resolution had been received and reviewed by staff
- He reviewed previous meeting notes regarding the proposal to reduce service and spoke to the unfortunate circumstances leading to the resolution
- Mr. Smith moved the *Service Reduction Resolution* from the committee
- Mr. Kelly stated he wants it to be known and understood that reducing service is not something the Authority wants to do
- Ms. Ryan expressed concern about the potential for additional and possibly more significant service reductions in the future if stable local funding is not secured
- She stated service reductions are unfair to customers and erodes public trust
- Ms. Ryan questioned the guarantee that a reduction in service hours, as proposed, would effectively address the deficit for this fiscal year

- Mr. McKay also expressed opposition to the resolution but stated that the Authority is legally required to operate within allocated revenues
- He stated that the reductions were believed to have the least impact on customers
- He stated the implications of a reduction in hours are less than the elimination of an entire day of service or an entire route
- He confirmed that absent additional local revenue, the FY 2021 budget would require further service reduction
- No second was required
- The motion carried 8 - 1 with Mr. Betz opposed

PLANNING AND OPERATIONS COMMITTEE

- Mr. Smith recognized Ms. Ryan to give the committee report
- Ms. Ryan noted a 2% decrease in fixed route bus ridership, a 28% increase in UNCW Seahawk shuttle ridership and a 106% increase in trolley ridership under the revised Port City Trolley Program for November 2019 as compared to November 2018
- Ms. Ryan said the strength of the Authority's advertising program remains strong with revenues expected to exceed adopted budget levels by the close of the fiscal year
- She confirmed that available inventory for buses remains at 30% but will increase as contracts for seven new buses are received
- Ms. Ryan provided an update and presentation on the Port City Trolley Program unveiling event
- Ms. Matheny confirmed the hard launch of the revised Port City Trolley Program consisted of the unveiling of the new trolley vehicle, reveal of revised program branding and an inaugural trolley ride and a ribbon cutting in each of the five districts serviced by the trolley route
- She stated the event was well attended and the support from the community was strong
- Ms. Matheny thanked the board members in attendance for their support and participation

FINANCE & BUDGET COMMITTEE

- Mr. Smith recognized Mr. McKay to present the committee report
- Mr. McKay stated revenues are below adopted budget by \$77,000
- He confirmed the variance continues to decrease
- Mr. McKay confirmed revenues under Paratransit contracted services remain below adopted budget levels
- He stated staff continues to closely monitor activity under this line item
- Mr. McKay said the state will release partial apportionment of State Maintenance Assistance Program (SMAP) funds in January which will have a positive impact on cash flow
- He said revenues are within 42% of adopted budget levels for the fiscal year
- Mr. McKay confirmed the negative variance under the fixed route benefits line item is attributed to an increase in medical insurance premiums and the timing in which they are due
- He stated a revised FY2020 budget will be presented to the full board in early 2020

FACILITIES COMMITTEE

- Mr. Smith recognized Mr. Kelly to provide the committee report
- Mr. Kelly said a final walk through of the WMMTC occurred on December 18, 2019
- He stated that with the exception of a few minor punch list items, the site work and facility are substantially complete
- Mr. Kelly stated a certificate of occupancy from the county is pending
- He stated a facility dedication and ribbon cutting ceremony is scheduled for Friday, January 17, 2020 at 1:00 pm with a transition of operations to the new facility occurring on Saturday, January 18, 2020
- Mr. Smith recognized Mr. Kelly for his efforts and guidance on this project

WAVE CONNECT

- Mr. Smith recognized Mr. Gainey to give the committee report
- Mr. Gainey stated the committee did not meet but a formal report would be provided at the January 2020 meeting

STAFF REPORT

- Mr. Smith recognized Mr. Eby to give the staff report
- Mr. Eby stated the transition of non-emergency Medical Transportation (NEMT) under Medicaid to a brokered model, as noted during the November meeting, has been suspended by DHHS
- He confirmed the suspension is indefinite and reported no changes to the current timeline
- Mr. Eby recognized Ms. Matheny to provide an update on Public Relations efforts under the *Did You Know Campaign*
- Ms. Matheny stated marketing efforts under this campaign continue with continued guidance provided by Colonial Marketing Group
- She confirmed staff continues to build on the first initiative which is a data hub housed on the website and promoted through the Authority's social media platforms
- Ms. Matheny stated staff will transition to the next phase of the initiative which is the creation of human interest stories early next calendar year
- Ms. Matheny confirmed that operations will officially cease at the current Downtown Station on Saturday, January 18, 2020 when services relocate to the new facility
- She stated that the seven cost neutral route modifications outlined in the SRTP and adopted by the board will be implemented on Saturday, January 18, 2020
- Ms. Matheny said outreach and education efforts underway will continue following the transition of services

CONTRACTOR REPORT

- Mr. Smith recognized Ms. Hall to give the contractor's report
- She reported an on time service delivery rate of 99.6% for the month of November which directly correlates to the reliability of a newer fleet
- Ms. Hall confirmed reducing operator overtime continues to be of highest priority of management

NEW BUSINESS

- Mr. Smith announced expiration of his term and confirmed that this will be his last meeting

OLD BUSINESS

- None

ADJOURN

- Mr. Betz made a motion to adjourn the December 2019 meeting
- Mr. Lawler seconded the motion and the motion carried

SCHEDULING OF NEXT MEETING

- The next board meeting is scheduled for January 23, 2020 at 12:00 pm in the Forden Station Board Room

Respectfully Submitted,



Albert Eby
Executive Director
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