

SUMMARY MINUTES
MEETING OF THE BOARD OF DIRECTORS
CAPE FEAR PUBLIC TRANSPORTATION AUTHORITY

April 25, 2022

A meeting of the Cape Fear Public Board of Directors was called to order at 12:31 pm on Monday, April 25, 2022, by Board Chairman Chris Coudriet at 505 Cando St., Wilmington, North Carolina and virtually via telephone and video conference.

Board Members Present

Chris Coudriet, Chairman
Tony Caudle, Vice-Chairman
Kemp Burpeau, NHC Attorney
Shawn Evans, Assistant City Attorney
Hon. Deb Hays, NHC Commissioner
Mike Kozlosky, WMPO, Executive Director
Paul Lawler, City of Wilmington Appointee
Ms. Laura Mortell, City of Wilmington Budget & Research Director
Lisa Wurtzbacher, NHC Chief Finance Office

Staff Members Present

Marie Parker, Executive Director
Joseph Mininni, Director of Finance and Administration
Mary Crawford, Accounting Coordinator
Brianna D'Itri, Mobility Manager
Kathy Williams, Customer Service Supervisor

Board Members Absent

John Joye, City of Wilmington Attorney

Others in Attendance: Harrison Neilly, David Rhew

Call to Order –Chairman Coudriet opened the board meeting. All members were confirmed as present. A moment of silence was observed followed by the reciting of the Pledge of Allegiance.

Approval of the April 25, 2022, Board of Directors Meeting Agenda - Mr. Caudle moved to approve the meeting agenda as presented. There was a second by Ms. Mortell and the motion carried.

Public Comment – Observing no one present for public comment, Mr. Coudriet closed the public comment period.

Approval of the April 25, 2022, Consent Agenda - Mr. Coudriet entertained a motion for approval of the consent agenda. Mr. Lawler moved to approve the consent agenda. Ms. Mortell seconded, and the motion carried.

NCPTA Transit System of the Year Award – NCPTA Executive Director, Mr. David Rhew presented Wave Transit with the NCPTA Transit System of the Year Award. Mr. Rhew gave a brief overview of his organization and why Wave was selected. Mr. Rhew stated that Wave was selected for the award due to its successes in improving its services and future plans for innovation. Mr. Rhew stated that since 2019 he has watched Wave with keen interest with the city and the county and their conversations about public transportation in the Wilmington - Cape Fear Region. He stated in November 2020 the board took an important strategic step by bringing a dynamic, savvy, and passionate leader in to re-energize and focus on this board and our community. Mr. Rhew stated that in 2021 Ms. Parker and her team quickly went to work to re-engage the business community and stakeholders around the region. He stated that frontline staff continued to faithfully serve customers safely during the pandemic. Mr. Rhew said there were also operational changes including microtransit, the route revision of the city trolley, the reworking of the existing fixed route network, and continued focus on improving on-time performance. He also

commended Wave's partnerships to provide transportation to COVID-19 vaccination sites and its participation in the Healthy Opportunities Pilot. Mr. Rhew proclaimed that the statewide recognition will further galvanize this community around the dual role and value public transit and its future economic development play as we collectively roll up our sleeves and work side-by-side to create a transit system that is efficient, reliable, financially stable, will be sustainable for years to come, and will make their region even healthier. Mr. Coudriet stated to Ms. Parker "job well done." She was given a standing ovation by the board. Mr. Kozlosky stated that he reached out to Ms. Parker to congratulate her. He also expressed that it was great to be on a board that is creating changes and it is great to have Ms. Parker as their leader. Ms. Hays stated that she also reached out to thank Ms. Parker and everyone at Wave on this accomplishment. Ms. Hays stated that not only is it great to see something come to fruition, but your vision truly remarkable and it's invigorating to us all. Ms. Parker thanked the board and stated that this is definitely a team effort from everyone at Wave Transit.

Report by the Mobility Manager - Ms. D'Itri gave a brief update on our community outreach and engagement. Ms. D'Itri stated that over the weekend she participated in two community outreach events: Earth Day and Touch a Truck. She goes on to say that last quarter, she and a driver participated in 'Community Helper Day' at Bellamy Elementary. Ms. D'Itri stated that a fifth grader named Lila at Island Montessori School became very passionate when she saw a passenger with a prosthetic limb waiting for the 301 at a stop near her school. She felt the passengers needed a place to sit so she went to one of her teachers and, as a service-learning project, they applied for and received a grant to purchase a bench that may be placed at Brightmore Retirement Home, and to possibly also beautify some areas at Lake Ridge. Ms. D'Itri stated that they have had some awesome opportunities to speak with groups of youth about services. She said that they have been engaging with the New Hanover County Resiliency Task Force and she was asked to be on the advisory group. She expressed that other relationships have grown from the Resiliency Task Force. Ms. D'Itri stated that this was a great foundational quarter and more exciting updates are to come.

Report by the Director of Finance and Administration - Mr. Mininni presented the operations statistics. He said there are significant changes from last month and year-to-date in the operations statistics. Mr. Mininni said that Wave had a conversation with UNCW, and the school is committed to going back to in-person classes next year. He states this will impact the ridership statistics and FTA formula for funding positively. Mr. Mininni said that the operating statistics report reflects high overtime for drivers. He also expressed some trips were being missed on some routes; on-time service delivery has dropped below 99%. "We are doing everything possible to recruit and train drivers." Mr. Mininni said. "To meet next years' service goal, around 15 drivers are needed." He stated that farebox revenues are in line with a 60% recovery as compared to 2019. Mr. Mininni stated there is an increase in maintenance costs due to inflation and gas. He also said that there is a positive variance on the maintenance line item in the budget. He said that preventive maintenance remains at 100% and maintenance overtime remains at about 7%.

"Paratransit continues to do a great job and is rebounding well," Mr. Mininni stated. He explains that Managed Care is still not delivering as many rides as assumed. Mr. Mininni stated that RideMICRO provided 123 rides last month at an average of 28 rides per week. He said we are stilling seeking VanPool participants.

Mr. Mininni turned to the operating statement, stating that the negative variance under contract services was reflective of the lack of VanPool revenues and also some UNCW rides that we were not able to fulfill. Mr. Mininni stated that cash flow is looking positive for the end of the year. Mr. Mininni presented the 2023 work-in-progress budget. Mr. Lawler stated he was concerned about not setting ourselves up for some sort of 'fiscal cliff'. Mr. Lawler stated that he does not want to get caught up when all that extra money goes away and then there is another crisis. Mr. Mininni stated that, in February, it was presented that they were going to see hours drop of fairly quickly if there is not additional funding. Mr. Lawler

stated that he would not want to vote for a budget that is going to present a crisis. Mr. Mininni presented for approval to the board a purchase order for engine rebuilds for buses 1508 and 702 in the amount of \$27,848.89. Ms. Hays approved the purchase order. Mr. Caudle seconded, and the motion carried.

Executive Director Briefing - Ms. Parker presented the monthly updates. Ms. Parker stated that the Healthy Opportunities Pilot is ready to launch on May 1st with future expansion to microtransit and fixed route. Ms. Parker stated that we are in the process of replacing the amenities at Roses and Walmart that has been attempted for over five years. The Authority has been unable to get transit easement agreements. She said that they have received a verbal approval from one and are working on getting a written approval. Ms. Parker said that they have also been working on the generator installations at the operations facility. She said funding was requested from the city and county last year and the RFP bids are due on May 13th. As soon as someone is selected, the Authority will be moving forward with the project. Ms. Parker said the 'NCDOT Advanced Technology' grant was approved two weeks ago by NCDOT and will be used for the purchase and installation of a mobile app. Ms. Parker said that this was an ask from staff last year to partner with the city and county for funding. She said this 'white label' app will combine all the apps that we currently operate and allow customers to purchase bus passes in the app.

Ms. Parker stated that Ms. D'Itri has spoken at a lot of public engagements. She said Wave has upcoming events specific to microtransit with the goal of facilitating, supporting, and educating on what we have done with microtransit with all the different agencies throughout North Carolina since we are the test pilot in the microtransit program. Ms. Parker said that they are reintroducing Wave Transit and all the new offerings that are available in July, as well as what will be launched in the future. Ms. Parker stated that the route changes are being finalized. Ms. Parker stated that nine responses were received during the public comment period. She said that Wave is set and ready to go for the new launch. The Authority is working with Transdev to ensure there are enough operators for the new routes. Ms. Parker stated that there has been a significant uptick in microtransit ridership, and that the fourth zone has launched. As a last mention, she said that one of the Managed Care contracts has been changed from One Call to MTM and after meeting with them they have assured Ms. Parker that they will not remain dormant and are expecting to see higher ridership. Ms. Parker gave the on-time performance update. Ms. Parker stated that they are still maintaining an average of about 81%. She also stated that 9 of the 14 routes have shown improvement. Ms. Parker's final update is the Automatic Passenger Counter report. Ms. Parker said that the counters have been installed, and they have been receiving stop-level data and up-to-date information. The APCs are giving tons of great information that will integrate with the passenger amenities improvement program.


New Business and Comments from the Board - Mr. Coudriet stated that Ms. Wurtzbacher has accepted a position as County's Assistant Manager effective Monday, May 9th, but she will remain on the board until the CFO position is filled. Mr. Coudriet also shared that the quarter-cent sales tax hearing will be Monday, May 2nd, at approximately 4:00 pm. Mr. Coudriet stated that he was recommending that the board not only hears comments, but proceeds with a vote, and directs them to calendar it. He said that is based on the prior plan that is in play and public comment to this point.

Mr. Kozlosky wanted to thank Ms. Parker for allowing staff to participate in the in the WMPO conference last week. He said that Ms. D'Itri presented, and they also used the microtransit for one of their mobile tours

Next Meeting - The next regularly scheduled meeting will be on Thursday, May 26, 2022, at 12:30 pm in the Forden Station boardroom located at 505 Cando St.

Adjournment - Ms. Hays made a motion to adjourn the board meeting. There was a second by Mr. Lawler and the motion carried.

CERTIFIED TO BE A TRUE COPY

 Secretary - Wave Transit
Page 5 of 65