



SUMMARY MINUTES
MEETING OF THE BOARD OF DIRECTORS
CAPE FEAR PUBLIC TRANSPORTATION AUTHORITY
September 22, 2022

A meeting of the Cape Fear Public Board of Directors was called to order at 12:34 pm on Thursday, September 22, 2022, by Board Vice Chairman Tony Caudle at 505 Cando St., Wilmington, North Carolina and virtually via telephone and video conference.

Board Members Present

Tony Caudle, Vice Chairman
Eric Credle, NHC Chief Finance Officer
John Joye, City of Wilmington Attorney
Mike Kozlosky, WMPO, Executive Director
Paul Lawler, City of Wilmington Appointee
Laura Mortell, City of Wilmington Budget & Research Director

Staff Members Present

Marie Parker, Executive Director
Jonathan Dodson, Deputy Director
Sylvia Armstrong, Human Resources Generalist
Brad Cannon, Transit Planner
Mary Crawford, Accounting Coordinator
Brianna D'Itri, Mobility Manager
Cliff Rode, Paratransit Manager
Kathy Williams, Customer Service Supervisor

Board Members Absent

Chris Coudriet, Chairman
Kemp Burpeau, NHC Attorney
Hon. Deb Hays, NHC Commissioner

Others in Attendance: LaWanda Andrews, Mariana Donovan, Meredith Everhart, Noel Fox, Tom Pacelli, Victor Register, Shawn Spencer, Pamelyn Usher-Miller.

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

Approval of the September 22, 2022 Board of Directors Meeting Agenda – Mr. Caudle presented the agenda for approval. Mr. Joye requested removing the public transportation planning 5303 grant agreement and the microtransit ‘Transportation as a Service’ (TaaS) provider contract renewal from the consent agenda. Ms. Mortell moved to approve the meeting agenda as amended. There was a second by Mr. Credle and the motion carried. Mr. Caudle noted that on item one of the consent agenda, there will be no City representatives at the October Board meeting due to retreat engagement the same day. Mr. Lawler will be the only City appointee present. Ms. Mortell stated that there will be a representative for her at the next meeting. Mr. Kozlosky stated he would have someone at the meeting as well.

Public Comment – Ms. Donovan requested to bring back Route 301 because she feels it was convenient and reliable. She said that she is hearing impaired and cannot use a cellphone to speak with the RideMICRO call center and said that that call center staff do not return her calls. Ms. Donovan feels that RideMICRO is not helpful for people with disabilities. Additionally, Ms. Donovan stated that the buses have dirty seats, and some drivers need to be retrained on kneeling the bus and respecting passengers.

Mr. Register expressed his concerns with RideMICRO service and its pickup locations and prefers to see Route 301 return. He reported that service schedules and routes are not operating as scheduled.



Approval of the September 22, 2022 Consent Agenda – Ms. Mortell moved to approve the consent agenda as presented. Mr. Lawler seconded, and the motion carried. Mr. Caudle opened up the removed items for discussion. Mr. Joye complimented the Board Clerk for the minutes being well-written despite complicated legal language presented at last meeting. Mr. Joye said that they were still in negotiations with the microtransit TaaS provider for contract renewal and ask that the Board not approve the presented draft contract but instead authorize the Executive Director to execute a contract not to exceed the amount of \$999,000. Ms. Parker said that \$600,000 will be coming from the state and the remainder will be provided by the operating budget. Mr. Joye made a motion to approve this item and to authorize the Executive Director to negotiate and execute this contract, not to exceed \$999,000. Mr. Kozlosky seconded, and the motion carried. Ms. Mortell asked during negotiations to find out how are they assisting individuals that are hearing impaired.

Deputy Director Briefing – Mr. Dodson presented the operations monthly reports. Mr. Dodson said that August RideMICRO ridership increased 26% as compared to July. He said that all four microtransit zones are outperforming the previous month.

Mr. Dodson next presented the on-time performance report. He stated that the numbers are up and improving. He also said that the trolley is still struggling due to detours and operator issues, but they are working very closely with operations staff on improvements

Mr. Dodson presented the monthly operations report. Mr. Dodson stated that they are up by 1% in total passenger trips. The total fixed route passenger trips are up 8% and total trolley trips are down 21%, compared to August last year. Mr. Dodson stated that there have been some challenges on the trolley and the 30-minute routes. Mr. Kozlosky asked about the challenges of the trolley route and is seeking additional information as to why the buses are not operating on 30-minute headways as advertised. Ms. Parker said that there is a staffing operator shortage, but that employee shortage gap is closing. Mr. Dodson said that when the deficiencies occur that the customer service department, the website, and social media are alerted to make sure the public is aware of the shortage. Ms. Parker stated that they have developed a plan to remove the lowest of the performing routes first as well as the routes with 30-minute headways and trying to do everything possible to mitigate the impact. Mr. Joye said that a brief presentation would be helpful next month. He said that these sorts of issues are happening nationwide and perhaps the Board and public would want to come and listen to understand the steps taken to mitigate the issues. Mr. Dodson stated that revenue service delivered is at 95.4% this last month. Mr. Dodson said that paratransit has an almost 25% increase in passenger trips.

Report by Mobility Manager – Ms. D'Itri presented new logo options for Board approval. Ms. D'Itri explained the benefits of updating the logo, including increased visibility, accessibility for those with low vision, and modernization of the brand. Ms. D'Itri showed examples of where and how the new logo would be used – focusing on print and digital materials. She offered the Board staff's suggestion of logo Option One. Mr. Kozlosky entertained a motion to approve Option One of the new logo, as presented. Mr. Joye seconded, and the motion carried.

Executive Director Briefing - Ms. Parker presented the monthly financial reports. She stated that the net position is still positive, cash is in a good position, and that SMAP funding was approved in the amount of \$649,000 - the same amount as last year. The budget will be adjusted to reflect this amount.

Ms. Parker reported an overage in advertising in the operating budget. She explained that the purchase was for advertising the new services that launched in July, but the cost was incurred in August. Ms. Parker said that the only thing outstanding is the reimbursement of the bus purchased in August.

Ms. Parker presented the Executive Director's report. She reports that the new Director of Finance is expected to start on October 3rd. She provided an update on the wage study, explaining that there has been



little progress since last report due to staff being out of office. Ms. Parker said that the procurement policy is almost finalized and being reviewed by legal. She would like the new Director of Finance to have the opportunity to offer edits as well.

Ms. Parker announced the Authority’s intention to offer a ‘fare free’ day on Tuesday, November 8th to support voters’ access to the polls. The estimated loss of revenue for the day is \$1,600. Ms. Parker requested Board approval for this initiative. Mr. Lawler made a motion to approve the fare free day on November 8th. Ms. Mortell seconded. Mr. Lawler asked if there is an increase in ridership on fare free days. Ms. Parker responded that Wave has seen an increase on fare free days, historically, but she is uncertain about last year’s election day. Mr. Joye submitted a substitute motion to authorize the Executive Director to declare Election Day in November a fare free day each year. Mr. Caudle seconded, and the motion carried.

New Business and Comments from the Board – Mr. Joye thanked everyone for their friendship, collegial spirit, and for ‘putting up with him.’ He offered to everyone that, if he can ever be of service, they should not hesitate to call him.

Next Meeting - The next regularly scheduled meeting will be on Thursday, October 27, 2022, at 12:30 pm in the Forden Station boardroom located at 505 Cando St.

Adjournment – Mr. Lawler made a motion to adjourn the board meeting. Mr. Joye second, and the motion carried.

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_____ Secretary - Wave Transit