



SUMMARY MINUTES
MEETING OF THE BOARD OF DIRECTORS
CAPE FEAR PUBLIC TRANSPORTATION AUTHORITY
July 28, 2022

A meeting of the Cape Fear Public Board of Directors was called to order at 12:31 pm on Thursday, July 28, 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
Eric Credle, NHC Chief Finance Officer
Ben Guerrieri, City of Wilmington Senior Budget Analyst
Hon. Deb Hays, NHC Commissioner
John Joye, City of Wilmington Attorney
Paul Lawler, City of Wilmington Appointee
Abby Lorenzo, WMPO Deputy Director

Staff Members Present

Marie Parker, Executive Director
Jonathan Dodson, Deputy Director
Mary Crawford, Accounting Coordinator
Brianna D'Itri, Mobility Manager
Kathy Williams, Customer Service Supervisor

Board Members Absent

Mr. Kemp Burpeau, NHC Attorney
Mike Kozlosky, WMPO, Executive Director
Ms. Laura Mortell, City of Wilmington Budget & Research Director

Others in Attendance: Noel Fox, Richard Johnson, Pamela Usher-Miller, Harrison Neilly, Tom Pacelli, Yzosne Riley, Patricia Robinson.

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

Approval of the July 28, 2022, Board of Directors Meeting Agenda - Mr. Caudle moved to approve the meeting agenda as presented. There was a second by Mr. Lawler and the motion carried.

Public Comment – Mr. Johnson stated that he has been employed with the company for 28 years and it used to be a wonderful place to work. He said within the past year that working conditions became awful. Mr. Johnson said that newer dispatchers have no radio etiquette, they show up late, and their dress attire is not professional at all. Mr. Johnson stated on occasions their paperwork was handed to them by the paratransit dispatchers. He said that buses have been left on the lot and there have been runs not covered in the afternoon. Mr. Johnson thanked the board.

Ms. Robinson has been employed with the company for 22 years and agreed with Mr. Johnson regarding the newer dispatchers. Ms. Robinson stated that the trolley hours have been extended, but usually there is no trolley. Ms. Robinson stated that she asked Mr. Harrison for FMLA papers and was given an 800 number, which is not the process. Ms. Robinson stated that there have been issues with microtransit for customers. She was told that the customer has to set up an appointment in order to get services. She also



said that the phone service does not begin until 8:00 am and this is unacceptable. Ms. Robinson said that she feels that she is being harassed by Mr. Harrison and she has reported it. She is looking for a way out after 22 years. Ms. Robinson thanked the board.

Ms. Riley stated that she was disheartened regarding the senior coworkers. Ms. Riley said that she has been the voice and has been explaining the situation to the board since Transdev has been here. She said that there have been multiple turnovers with dispatch and management. Ms. Riley said that in the future they need to seek someone who can operate the business or have the assistant GM come back because the agency is not being run well when you have operators that don't want to work anymore. Ms. Riley said it could soon reflect on Ms. Parker, despite her doing a fabulous job. Ms. Riley said that there needs to be structure, dispatchers are unprofessional, and good employees are being stalked by management. Ms. Riley stated that the union contract has been broken and she has held back on filing grievances because she is waiting on the UNCW routes. Ms. Riley said if the current GM can't run the company and doesn't know the operation, then how they can bring someone else in? Ms. Riley stated that she will work with the new GM to get things back to where they used to be. Ms. Riley thanked the board.

Approval of the July 28, 2022, Consent Agenda - Mr. Caudle moved to approve the consent agenda. Mr. Lawler seconded, and the motion carried.

Deputy Director Briefing – Mr. Dodson presented the monthly updates. Mr. Dodson stated that there were 44,843 fixed route trips for June 2022. As of June 30th, there was a 12% increase in ridership as compared to last year. Mr. Dodson said that there has been growth year over year. Mr. Dodson stated that revenue service delivered is at 98%. He said that passenger trips per hour for June FY 22 were at 8.7 passengers per hour, a 25% decrease from 2019. Mr. Dodson stated that paratransit had 4,221 trips, a 14% reduction and the on-time performance is about 99.7%. Mr. Dodson stated that RideMICRO had 21 trips in June. He said that in zone 4 there was 72% growth from the previous month.

Mr. Dodson presented the fixed route on-time performance update. Mr. Dodson stated that there have been several challenges regarding the on-time performance due to construction and filming in the area. Mr. Lawler stated that it looks like the on-time performance is down across the board as well as early departures. Mr. Lawler stated that they need to address schedule changes to correct early departures. Ms. Parker stated that they are working with Transdev to correct early departures with the operators.

Executive Director Briefing - Ms. Parker presented the monthly updates. Ms. Parker began with the contractors staffing update. Ms. Parker stated that fixed route is currently fully staffed, but in August they may be short a couple of operators due to UNCW starting. Ms. Parker stated that union negotiations have agreed to a one-year contract with the operations management. Ms. Parker stated that Mr. Neilly's last day will be Friday and wanted to thank him for all the work he has done.

Ms. Parker presented an update on the wage study. Ms. Parker stated that the study is still ongoing, and she is not prepared to bring results to the board at this time. She said that they are going to take the information from the consultant and complete the wage study in house.

Ms. Parker presented an update on the procurement policy, and they have begun working with the attorney. They are still gathering information.

Ms. Parker stated that they are going to begin rebranding and refreshing. She said that they were beginning to reword the website, change the hold music, update signage, and the logo will have an upgrade.

Ms. Parker stated that the system changes went in effect on July 3rd and interlining was introduced to the system. Ms. Parker stated that there has been marketing outreach, including commercials, and wanted to give a thank you to Ms. D'Itri for all her help. Ms. Parker said that there has been community outreach, presentations to councils, as well as getting the word out through Port City Daily. Ms. Parker also said that in the last 4 months there has been positive growth in ridership. She said that in FY22 there is a net of



3.1% in positive growth despite running service with fewer hours as compared to the last 5 years. Mr. Lawler stated that he appreciates the appeal of the QR code that may be added to the signs, but he feels that the exact times should be on the signs and maps because there are some customers that are not app based. Mr. Joye stated that he is glad to hear that ridership is going up and that he learned from the last recession that if customers like the transit experience, there will be choice riders. He said, "Show people it's a good time to ride the Wave." Mr. Joye said good luck and thank you.

New Business and Comments from the Board – None

Next Meeting - The next regularly scheduled meeting will be on Thursday, August 25, 2022, at 12:30 pm in the Forden Station boardroom located at 505 Cando St.

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

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Secretary - Wave Transit