



SUMMARY MINUTES
MEETING OF THE BOARD OF DIRECTORS
CAPE FEAR PUBLIC TRANSPORTATION AUTHORITY
August 25, 2022

A meeting of the Cape Fear Public Transportation Authority Board of Directors was called to order at 12:31 pm on Thursday, August 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
Eric Credle, NHC Chief Finance Officer
Hon. Deb Hays, NHC Commissioner
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, Transportation Planner
Mary Crawford, Accounting Coordinator
Brianna D'Itri, Mobility Manager
Andrew Noeth, Shop Manager
Cliff Rode, Paratransit Manager

Board Members Absent

None

Others in Attendance: Noel Fox, LaWanda Andrews, Jamie Boulet, Sherita McCullers, Pamelyn U. Miller, Tom Pacelli, Victor Register, Yzosne Riley, Candy Williams

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

Approval of the August 25, 2022 Board of Directors Meeting Agenda - Mr. Lawler moved to approve the meeting agenda as presented. Ms. Mortell seconded, and the motion carried.

Public Comment – Ms. Williams, a former employee, stated that she had issues with the Agency. She complained that there is a lack of training, lack of supervision, lack of disrespect [sic], no communication, no trust, and false advertisement of pay amount. Ms. Williams said that she has complained to the previous management regarding sexual harassment as well as to officials, among other complaints.

Mr. Register stated that when you ride with the RideMICRO, there are issues with the information presented on the screen. He also voiced concern on reliability of Route 106 running late and causing him to miss connections.

Ms. McCullers stated that they have reached out to their international president for help on the referendum. She said that they have people here to volunteer to help with passing out fliers, they have production films from Wilmington, Women Organizing for Wilmington, as well as several locals in Raleigh that are willing to help. Ms. McCullers said they will be working the county fair. She asked if they would notify her when a date is set for the New Hanover County Fair. Mr. Joye stated that in North



Carolina local governments are not allowed to participate in advocacy. He said that according to the law we are expected to provide information to the public but cannot advocate to affect the outcome of any referendum or election.

Approval of the August 25, 2022 Consent Agenda - Mr. Caudle moved to approve the consent agenda. Ms. Mortell seconded, and the motion carried.

Report by Mobility Manager – Ms. D'Itri provided FY22's Outreach and Community Engagement Plan's final update. Unique media opportunities and public events were highlighted – including a children's story time in partnership with NHC Libraries and NHC Office of Diversity, Equity, and Inclusion. Many goals set forth in the plan last fiscal year were met or exceeded. The Board was updated on enhancements to the Customer Service Program. Customer Service staff received three de-escalation trainings and a new code of conduct is being drafted.

Ms. D'Itri presented to the Board several new logo options for their consideration. The new logos would modernize Wave Transit's image online and on print materials. Ms. Parker explains that the logo they choose at the October meeting would be in use for a year or more in anticipation of a full agency rebrand. Mr. Kozlosky and Ms. Hays inquired about the timeline of implementing the interim logo and the launch of a full rebrand. Ms. Parker explained that a full rebrand would begin should funds become available after November. Ms. D'Itri explained that a new, interim logo is not a time-intensive update. Mr. Lawler stated his preference that any branding changes wait until after November. The Board agreed to consider a new logo option at the next meeting.

Deputy Director Briefing – Mr. Dodson presented the monthly operations reports. He said that RideMICRO ridership for July improved with 1,141 riders for the month. He said that there has been quite a bit of success with the program thus far. Mr. Joye asked if there was advertising for the RideMICRO service in the airport to attract riders to this program. Ms. Parker stated that staff has reached out to the airport on several occasions unsuccessfully.

Mr. Dodson presented the on-time performance report. He stated that the on-time report needs improvement, and it is down from last month. He said that operations is taking steps to mitigate the issues. Mr. Dodson said that operations management is fully staffed for the first time since February, and they are tasked with monitoring the routes to ensure operators are correctly logged in to the correct workpieces

Mr. Dodson presented the operations report. Mr. Dodson said that ridership is up 2.7% as compared to last year. The trolley ridership is down due to the on-time performance issues as well as problems such as passengers not being counted by the operator. Mr. Dodson said that paratransit has an 13.4% increase in trips.

Mr. Dodson presented a request from the Making Waves Foundation Board for Wave Board approval to add Ms. Cierra Washington as the fourth board member to the Making Waves Foundation. He stated that she is familiar with staff and is a community leader in the Northside area. Mr. Coudriet stated a fifth board member is needed to avoid operating challenges. Ms. Hays made a motion to approve Ms. Washington as the fourth board member to the Making Waves Foundation. Mr. Kozlosky seconded, and the motion carried.

Executive Director Briefing - Ms. Parker presented the monthly financial reports. Ms. Parker stated that the audit is still being completed. She said that they are in a good net position based on reports. She said that they have received about \$940,000 in FTA funds and additional funds from DHHS in the month of July.

Ms. Parker stated that the farebox revenue is about 16% higher than budgeted in the operating position report. She said that they performed well on the net operating and annual expenses. Overall, it was a good end of the year for expenses. The total operating cost for the year is almost nine million. 62% of that is



reflective through the fixed route operation and over 60% of that is covered through FTA funds. Ms. Parker stated that the highest performing routes that closed out the year were the 108, 201, and 205. She said these are also the routes that received increased frequency for the recent July service changes. Ms. Parker stated that this year, UNCW has contributed a little less to the federal formula than prior years, but some of the federal subsidies are being used to cover some of the cost, as well as the additional students that will be attending this fall. Any additional passengers will help with the federal formula and bring more funds to us through FTA long term. Ms. Parker said that paratransit is doing better recovering more money through the contract increases that was negotiated this year. Ms. Parker said that they were close on everything for the fiscal year actual and budget, but expenditures were substantially better compared to the budget position and closed out in a good place.

Ms. Parker presented the monthly updates. Ms. Parker said that they are improving their position with operational staff and bus operators. The baseline is 52 and there are currently 41 active operators now and nine in different phases of training. UNCW service began this week and is going well. Ms. Parker briefly introduced new management employees. She introduced Ms. Pamelyn Usher, the fixed route operations General Manager, and Ms. LaWanda Andrews, the Operations and Safety Manager. Ms. Parker also introduced Mr. Brad Cannon, the new Transportation Planner for the Authority. She also reminded the Board that the Director of Finance position is open and hopefully will be filled soon.

Ms. Parker stated that the wage study is about 30% complete and hopes to have it completed in the next 60 days. She said that a lot of information has been collected from the consultant that was hired and they have begun compiling that with other agencies' information. She said that it is now in the review and editing stage and she expects to have it completely done to present at the next meeting or the following one.

Ms. Parker presented an update on the Volkswagen settlements. Ms. Parker said that they were awarded \$675,000 to replace one revenue bus. The first bus was just received a few weeks ago from the Phase 1 settlement of \$550,000 to purchase an additional revenue bus. She said that both settlement buses were 100% covered. Ms. Hays asked if the bus size could be changed. Ms. Parker stated that she will have to find out, but the requirement of the settlement is that you must purchase a like bus or a similar upgrade. Mr. Lawler said that a conversation needs to happen about what the Board wants and what is right for the community, versus the one that is most expensive. Mr. Lawler said big vehicles are not needed with half the ridership and smaller vehicles can maybe go more places that a big bus cannot go.

Ms. Parker stated that, historically, the Board has asked for information regarding the fleet. She stated there is a total of 16 vehicles to run 15 routes, leaving only one spare vehicle. Ms. Parker said that five of the vehicles are over their useful life and two of the vehicles will be replaced soon. Ms. Parker said that because of this situation she has started reaching out to other agencies to see if they have any lightly used or low mileage vehicles that have exceeded their useful life. If so, an FTA transfer between agencies may be an option that will have little to no cost.

Ms. Parker presented the organizational chart change for board approval. Ms. Parker said that Human Resources currently reports to the Director of Finance. She asked the Board to approve the change of the HR Generalist to report directly to the Executive Director. She said that this will have no financial or budget impact and no change in duties or titles for the HR Generalist. Ms. Parker also presented another organizational title change for the Director of Finance and Administration to the Director of Finance because all direct reports will be finance employees. Mr. Caudle made a motion to accept the organizational chart change as presented. Mr. Joye seconded, and the motion carried.

Ms. Parker presented a resolution to apply for WMPO funds stemming from a call for projects for approval from the Board. Ms. Parker said that the Authority is applying for 20 projects this year in which will include passenger amenities in the amount of \$423,000 with a required local match of \$84,750. She said that they do have the budget to include this with the two years of fuel credit refunds estimated between \$120,000-\$150,000 each. Mr. Kozlosky asked to recuse himself and Ms. Hays from the vote.



Mr. Caudle entertained a motion to recuse Mr. Kozlosky and Ms. Hays from voting on the presented resolution. Ms. Mortell seconded, and the motion carried. Mr. Lawler expressed concern regarding bus stops and passengers standing in the mud. Ms. Parker stated that every new stop or revision will have some type of concrete pad with a bench or shelter. Ms. Parker said that they are working on their capital improvement plan that will include new amenities and upgrades. Mr. Caudle made a motion to approve the resolution presented for board approval. Ms. Mortell seconded, and the motion carried.

New Business and Comments from the Board – None

Next Meeting - The next regularly scheduled meeting will be on Thursday, September 22, 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