



**SUMMARY MINUTES  
MEETING OF THE BOARD OF DIRECTORS  
CAPE FEAR PUBLIC TRANSPORTATION AUTHORITY  
February 22, 2024**

A meeting of the Cape Fear Public Transportation Authority Board of Directors was called to order at 12:30pm on Thursday, February 22, 2024, by Board Vice Chairman Tony Caudle at 505 Cando St., Wilmington, North Carolina.

**Board Members Present**

Tony Caudle, Vice Chairman  
Kemp Burpeau, NHC Deputy Attorney  
Eric Credle, NHC Chief Financial Officer  
Meredith Everhart, City of Wilmington Attorney  
Mike Kozlosky WMPO Executive Director  
Paul Lawler, City of Wilmington Appointee  
Laura Mortell, City of Wilmington Budget & Research Director  
Bill Rivenbark, NHC Commissioner

**Staff Members Present**

Mark Hairr, Executive Director  
Jonathan Dodson, Deputy Director  
Brianna D'Itri, Mobility Manager  
Monica Hughes, Accounting Manager  
Erica Walters, Director of Finance  
Kathy Williams, Customer Service Supervisor

**Board Members Absent:** Chris Coudriet, Chairman

**Others in Attendance:** Cara R. Cook, Ricky Meeks, Samuel Nixon, Pamelyn U. Miller

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

**Approval of the February 22, 2024, Board of Directors Meeting Agenda** – Mr. Caudle presented the meeting agenda for approval. Mr. Lawler moved to accept the agenda. Ms. Mortell seconded, and the motion carried.

**Public Comment** – Mr. Nixon shared his concerns about passenger etiquette regarding accessible seating, vaping on board, and bulky luggage. He requested earlier service on Sundays to accommodate church schedules.

Mr. Meeks requested that the tables and chairs removed from the transfer station lobbies be returned and complimented the cleanliness of the floors. He encouraged the Board to ride the bus.

Mr. Caudle read aloud an emailed comment from Mr. Joshua Ziesness. Mr. Ziesness offered his recommendation for increasing ridership including updating mobile apps with real-time tracking, increasing Trolley presence, and ensuring service during concerts at Live Oak Pavilion.

**Approval of the January 25, 2024, Consent Agenda** – Ms. Mortell moved to approve the consent agenda as presented. Ms. Everhart seconded, and the motion carried.

**Director of Finance Briefing** – Ms. Walters presented the monthly financial reports. She said that January began with \$3.15 million in cash on hand. She said that receipts for contracts were higher than budgeted as Wave has begun receiving additional revenue from HOPS. She reported that UNCW revenue was also higher than expected. Operations consumed \$1.07 million in cash and the month ended with \$2.71 million on hand. Ms. Walters reported that \$892k of the County's contribution and \$169k of the City's contribution have been expended through January. She reported that revenues are \$208k or 18% above budget and federal grant usage

was \$305k below budget. Ms. Walters ended her report with an explanation of grant usage to date, which is in line with previous reporting.

**Deputy Director Briefing** – Mr. Dodson presented the monthly operating reports. RideMICRO ridership decreased 7% from December but the overall trend is a 14% increase from the previous year. Mr. Lawler commented that the decrease from an average 1700 trips per month to 1345 trips per month is substantial. Mr. Dodson explained that beach zones are not in their peak ridership season, the service is still ahead from the previous year, and December 2024 had fewer weekdays than December 2023. Mr. Caudle commented that the X and Y axis are not equidistant in the provided chart but, if it were, the trend line would appear smoother. Mr. Lawler commented that the vehicles could be cleaner and asked about a cleanliness policy. Mr. Dodson replied that the contractor does have cleaning procedures in place.

Mr. Dodson reported fixed route on-time performance at 81.71% for January and stated that schedule changes enacted in January should show improvement in February. Mr. Caudle asked about an anomaly in Routes 203 and 205's data. Mr. Dodson explained that schedule changes happened mid-month and the operator was likely not abiding by the correct timepoints. Ms. Everhart expressed her desire for urgent improvements to on-time performance. Mr. Rivenbark suggested that on-time performance not be reported next month due to foreseen issues related to the bridge closure. Mr. Caudle agreed with Mr. Rivenbark but prefers to see the numbers change over time. Ms. Mortell expressed disappointment with Route 205's performance.

Mr. Dodson presented the operational statistics. He reported a ridership decrease of less than 1%, or 33 fewer trips, across services compared to January 2023. He reported 95.8% service delivery as well, which is below the previous year.

**Executive Director Briefing** – Mr. Hairr thanked the Board for their participation in the Wave Transit Reimagined workshop from the previous week. He stated that a refined budget project for FY25 and beyond will be sent to the Board soon. Mr. Caudle instructed Mr. Hairr to ensure Mr. Lawler's emailed questions are answered in that response. Mr. Hairr shared that RideMICRO ridership has seen an increase since service enhancement and thanked the WMPO for its help with outreach and marketing. He explained that staff are scheduled for leadership training as part of the ongoing customer service initiative. Mr. Hairr gave a brief description of Gastonia's microtransit program in response to Mr. Coudriet's request from January.

**Closed Session** – The Board entered closed session, in accordance with NCGS 143-318.11(6), to discuss a personnel matter. The meeting resumed in open session at 2:00pm.

**New Business** – None was presented.

**Adjournment** – Mr. Kozlosky moved to adjourn. Mr. Lawler seconded, and the meeting adjourned.

**Next Meeting** – The next regularly scheduled meeting will be Thursday, March 28, at 12:30 pm in the Forden Station boardroom located at 505 Cando St.

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**Secretary - Wave Transit**