



**MINUTES**  
**Board of County Commissioners Meeting**  
**Monday, June 20, 2022 4:00 PM**  
**Pender County Public Assembly Room**

**MEMBERS PRESENT:**

George Brown  
Fred McCoy  
David Piepmeyer  
David Williams

**MEMBERS ABSENT:**

Jacqueline A. Newton

**OTHERS PRESENT:**

Carolyn Moser, Interim County Manager  
Trey Thurman, County Attorney  
Tera Cline, Clerk to the Board  
Doug Shipley, Assistant County Manager  
Allen Vann, Assistant County Manager  
Other Staff and Members of the Press and Public.

Page

**1 CALL TO ORDER**

Chairman called the meeting to order at 4:00 PM

**2 INVOCATION**

Commissioner Brown

**3 PLEDGE OF ALLEGIANCE**

Vice Chairman Williams

**4 ADOPTION OF AGENDA**

4.1 Motion to excuse Commissioner Newton from the meeting.

Moved by George Brown, seconded by David Williams

*Motion approved*

|              | <b>For</b> | <b>Against</b> | <b>Abstained</b> | <b>Absent</b> |
|--------------|------------|----------------|------------------|---------------|
| George Brown | x          |                |                  |               |
| Fred McCoy   | x          |                |                  |               |

|                      |   |   |   |   |
|----------------------|---|---|---|---|
| Jacqueline A. Newton |   |   |   | x |
| David Piepmeyer      | x |   |   |   |
| David Williams       | x |   |   |   |
|                      | 4 | 0 | 0 | 1 |

CARRIED.

4.2 Motion to approve agenda as presented.

Moved by Fred McCoy, seconded by George Brown

*Agenda Adopted*

|                      | <b>For</b> | <b>Against</b> | <b>Abstained</b> | <b>Absent</b> |
|----------------------|------------|----------------|------------------|---------------|
| George Brown         | x          |                |                  |               |
| Fred McCoy           | x          |                |                  |               |
| Jacqueline A. Newton |            |                |                  | x             |
| David Piepmeyer      | x          |                |                  |               |
| David Williams       | x          |                |                  |               |
|                      | 4          | 0              | 0                | 1             |

CARRIED.

## 5 APPOINTMENTS

5.1 Approval on a new BOCC Vice Chairman

Moved by George Brown, seconded by David Williams

*Motion to approve Commissioner Newton as Vice Chairman of Pender County BOCC.*

|                      | <b>For</b> | <b>Against</b> | <b>Abstained</b> | <b>Absent</b> |
|----------------------|------------|----------------|------------------|---------------|
| George Brown         | x          |                |                  |               |
| Fred McCoy           |            | x              |                  |               |
| Jacqueline A. Newton |            |                |                  | x             |
| David Piepmeyer      | x          |                |                  |               |
| David Williams       | x          |                |                  |               |
|                      | 3          | 1              | 0                | 1             |

CARRIED.

5.2 Approval for Carolyn Moser, Health Director, to serve as Interim County Manager start date is June 20, 2022.

Moved by George Brown, seconded by Fred McCoy

*Motion to approve*

|                      | <b>For</b> | <b>Against</b> | <b>Abstained</b> | <b>Absent</b> |
|----------------------|------------|----------------|------------------|---------------|
| George Brown         | x          |                |                  |               |
| Fred McCoy           | x          |                |                  |               |
| Jacqueline A. Newton |            |                |                  | x             |
| David Piepmeyer      | x          |                |                  |               |
| David Williams       | x          |                |                  |               |
|                      | 4          | 0              | 0                | 1             |

CARRIED.

## **6 PUBLIC INFORMATION**

### **6.1 Wave Transit RideMicro Service**

15 - 28

Brianna D'Itri, Wave Transit, presented to the board a presentation on Wave Transit updates in Pender County. Ms. D'Itri shared valued information in regards to the Cape Fear Public Transportation Authority Microtransit Project. She noted all the Wave transit services as well as changes, funding, all service areas, social media and application information. She invited the board to contact her with any questions and to take a ride.

[RideMICRO - Pender County Commissioners](#)

## **7 PUBLIC COMMENT**

Tommy Taylor, United Way, thanked the board and staff for all their help and cooperation with United Way and hopes to have continued success with the county.

Gio Simpson, Pender Long Term Recovery Group, thanked the board and staff for their collaboration and support. He offered a big thank you to all.

## **8 CONSENT AGENDA**

### **8.1 HVAC Replacement Units - Hampstead Library**

### **8.2 Approval of a Purchase Order to GFL for Solid Waste Disposal and Hauling Services for FY23**

### **8.3 Approve Contract for Tire Recycling & Disposal Services with Central Carolina Holdings, LLC and Associated Purchase Order for FY23**

- 8.4 Approval of a Purchase Order to Professional Mail Services for Printing, Mailing, and Postage Services of PCU Monthly Water & Sewer Bills for FY23
- 8.5 Approval of a Purchase Order to American Greenz for Electronics Recycling/Disposal for FY23
- 8.6 Approval of Commercial Lease agreement for Child Support Building
- 8.7 Approval of Budget Amendment to allocate SCIF Grant Funding to Project
- 8.8 Approval of a Budget Amendment for Town DMV Tax Collections through end of fiscal year
- 8.9 Approval of a Budget Amendment for ROD Collections through end of fiscal year
- 8.10 Approval of the Board of Commissioner Meeting Minutes June 6, 2022
- 8.11 Motion to approve consent agenda

Moved by Fred McCoy, seconded by David Williams

*Motion Approved*

|                      | For | Against | Abstained | Absent |
|----------------------|-----|---------|-----------|--------|
| George Brown         | x   |         |           |        |
| Fred McCoy           | x   |         |           |        |
| Jacqueline A. Newton |     |         |           | x      |
| David Piepmeyer      | x   |         |           |        |
| David Williams       | x   |         |           |        |
|                      | 4   | 0       | 0         | 1      |

CARRIED.

## 9 APPROVALS AND RESOLUTIONS

- 9.1 Approval to Receive Grant Funding for Travel to 2-day Workshop for Library Staff

Allen Phillips-Bell, Library Director, introduced Christine LaLonde the Community Engagement and Outreach Manager for the Pender County libraries. This training will offer insight on managing and evaluating programs and services that the library offers. All expenses paid through the grant funding.

Moved by George Brown, seconded by Fred McCoy

*Motion to approve*

|                      | <b>For</b> | <b>Against</b> | <b>Abstained</b> | <b>Absent</b> |
|----------------------|------------|----------------|------------------|---------------|
| George Brown         | x          |                |                  |               |
| Fred McCoy           | x          |                |                  |               |
| Jacqueline A. Newton |            |                |                  | x             |
| David Piepmeyer      | x          |                |                  |               |
| David Williams       | x          |                |                  |               |
|                      | 4          | 0              | 0                | 1             |

CARRIED.

- 9.2 Approval of a Purchase Orders to NC Department of Corrections for \$75,000 and US Food Services for \$75,000.

Major Mike Collier, Sherriff department, presented the purchase order information for food services for the jail. This request is in 2022-23 budget.

Moved by George Brown, seconded by David Williams

*Motion Approved*

|                      | <b>For</b> | <b>Against</b> | <b>Abstained</b> | <b>Absent</b> |
|----------------------|------------|----------------|------------------|---------------|
| George Brown         | x          |                |                  |               |
| Fred McCoy           | x          |                |                  |               |
| Jacqueline A. Newton |            |                |                  | x             |
| David Piepmeyer      | x          |                |                  |               |
| David Williams       | x          |                |                  |               |
|                      | 4          | 0              | 0                | 1             |

CARRIED.

- 9.3 Approval of Purchase Order to WellPath for Inmate Medical Care in the Pender County Jail: \$375,000.00.

Major Mike Collier, Sherriff Department, presented the purchase order request for medical care for the Pender County jail. This item is for budget 2022-23.

Moved by David Williams, seconded by Fred McCoy

*Motion Approved*

|              | <b>For</b> | <b>Against</b> | <b>Abstained</b> | <b>Absent</b> |
|--------------|------------|----------------|------------------|---------------|
| George Brown | x          |                |                  |               |

|                      |   |   |   |   |
|----------------------|---|---|---|---|
| Fred McCoy           | x |   |   |   |
| Jacqueline A. Newton |   |   |   | x |
| David Piepmeyer      | x |   |   |   |
| David Williams       | x |   |   |   |
|                      | 4 | 0 | 0 | 1 |

CARRIED.

9.4 Approval of Budget Amendment for Fiscal Year 21-22 Budget

Major Mike Collier, Sherriff Department, requesting a budget amendment in the amount of \$388,469 dollars to cover fuel, overtime, insurance, and salary increases for the sheriff department through June 30, 2022 this fiscal year. This money is being requested from the General Fund.

Moved by George Brown, seconded by David Williams

*Motion approved*

|                      | <b>For</b> | <b>Against</b> | <b>Abstained</b> | <b>Absent</b> |
|----------------------|------------|----------------|------------------|---------------|
| George Brown         | x          |                |                  |               |
| Fred McCoy           | x          |                |                  |               |
| Jacqueline A. Newton |            |                |                  | x             |
| David Piepmeyer      | x          |                |                  |               |
| David Williams       | x          |                |                  |               |
|                      | 4          | 0              | 0                | 1             |

CARRIED.

9.5 Approval of Contract and Purchase Order for FY2021-2022 Audit to Martin Starnes & Associates, CPA, P.A.

Meg Blue, Finance Director, requested approval of contract and purchase order to conduct FY2021-2022 audit with Martin Starnes & Associates CPA, P.A.

Moved by Fred McCoy, seconded by David Williams

*Motion Approved*

|                      | <b>For</b> | <b>Against</b> | <b>Abstained</b> | <b>Absent</b> |
|----------------------|------------|----------------|------------------|---------------|
| George Brown         | x          |                |                  |               |
| Fred McCoy           | x          |                |                  |               |
| Jacqueline A. Newton |            |                |                  | x             |

|                 |   |   |   |   |
|-----------------|---|---|---|---|
| David Piepmeyer | x |   |   |   |
| David Williams  | x |   |   |   |
|                 | 4 | 0 | 0 | 1 |

CARRIED.

9.6 Approval of Amended Contract for FY2021 Audit

Meg Blue, Finance Director, requested approval for amended contract for FY audit 2021. The reason for the contract amendment is due to delay in prior year's audit report submission.

Moved by David Williams, seconded by Fred McCoy

*Motion approved*

|                      | <b>For</b> | <b>Against</b> | <b>Abstained</b> | <b>Absent</b> |
|----------------------|------------|----------------|------------------|---------------|
| George Brown         | x          |                |                  |               |
| Fred McCoy           | x          |                |                  |               |
| Jacqueline A. Newton |            |                |                  | x             |
| David Piepmeyer      |            | x              |                  |               |
| David Williams       | x          |                |                  |               |
|                      | 3          | 1              | 0                | 1             |

CARRIED.

9.7 Award Contract for Construction of Pender Commerce Park Water & Sewer Extension Project to 274 Construction Group Inc. for \$328,000 and Approve Associated Purchase Order

Kenny Keel, Utilities Director, stated that Pender County Utilities received bids for the Pender Commerce Park Water & Sewer Extension project on June 1st with 7 bidders responding. This project is to extend water and sewer service to the former BASF property, which is part of Pender Commerce Park. This extension project will make development of the site possible and minimize any possible delays for a future tenant. 274 Construction Group Inc. was the lowest responsible bidder at \$328,000, which was below McKim & Creed's estimate for the project. McKim & Creed staff reviewed the bids and recommends award of the project to 274 Construction Group Inc. for the amount bid. Funds are available for this project in account 86-407460-6963. He requested the contract be awarded to 274 construction group and purchase order as well.

Moved by Fred McCoy, seconded by George Brown

*Motion Approved*

|                      | <b>For</b> | <b>Against</b> | <b>Abstained</b> | <b>Absent</b> |
|----------------------|------------|----------------|------------------|---------------|
| George Brown         | x          |                |                  |               |
| Fred McCoy           | x          |                |                  |               |
| Jacqueline A. Newton |            |                |                  | x             |
| David Piepmeyer      | x          |                |                  |               |
| David Williams       | x          |                |                  |               |
|                      | 4          | 0              | 0                | 1             |

CARRIED.

**10 DISCUSSION**

**11 MAPLE HILL WATER AND SEWER DISTRICT**

**12 ROCKY POINT WATER AND SEWER DISTRICT**

**13 SCOTTS HILL WATER AND SEWER DISTRICT**

**13.1 Approve State Funding Resolution and Application for Scotts Hill WSD Elevated Tank & Wells Project for Additional Funding**

Kenny Keel, Utilities Director, stated that bids for the Scotts Hill Water and Sewer District Elevated Tank & Wells project were higher than anticipated, so our best alternative is to submit an application for additional funding to proceed with the project. Pender County Utilities received bids for the project on June 1st with 2 bidders responding. We had previously held a bid date on May 3rd but only had 1 bidder respond, so we were unable to open the bid. We re-bid the project and picked up a second bidder, and per State law were able to open bids on June 1st. While both bids were higher than the most recent engineer's estimate, they were relatively close to each other, indicating that the bids represent a fair reflection of current market conditions. The low bid was \$10,970,000. The SHWSD received a "Letter of Intent to Fund" document for the Elevated Tank & Wells project from the NCDEQ-Division of Water Infrastructure (DWI) for the project for \$7,940,000 on August 3, 2020. Since that time, construction prices have escalated greatly. In early 2022, DWI indicated they might have additional funds available for this and other projects, and requested documentation of our interest in additional financing. On February 9, 2022, PCU submitted a letter requesting up to \$9,940,000 (an additional \$2 million) for the project, which at that time seemed to be a fair estimate of the escalated project cost. Based on our actual bid prices, our total need is actually

just over \$13 million to cover construction, contingency, engineering, and administrative costs.

Moved by David Williams, seconded by Fred McCoy

*Motion Approved*

|                      | For | Against | Abstained | Absent |
|----------------------|-----|---------|-----------|--------|
| George Brown         | x   |         |           |        |
| Fred McCoy           | x   |         |           |        |
| Jacqueline A. Newton |     |         |           | x      |
| David Piepmeyer      | x   |         |           |        |
| David Williams       | x   |         |           |        |
|                      | 4   | 0       | 0         | 1      |

CARRIED.

**14 MOORES CREEK WATER AND SEWER DISTRICT**

**15 CENTRAL PENDER WATER AND SEWER DISTRICT**

**16 PENDER COUNTY BOARD OF HEALTH**

**17 SOCIAL SERVICES BOARD**

**18 ITEMS FROM THE COUNTY ATTORNEY, COUNTY MANAGER, ASSISTANT COUNTY MANAGERS, & COUNTY COMMISSIONERS**

Trey Thurman, Attorney, Closed Session Items 3 and 6

Doug Shipley, Assistant County Manager, stated he was grateful for his time with the county. He welcomed Travis Henley, Planning Director, to the front to announce funding from the NC Emergency Management Transportation and Resiliency fund for a resiliency study on 210.

Commissioner McCoy, 2023 road construction in the county. Wallace airport extending their runway, the Blueberry festival was a great time.

Chairman Piepmeyer, interviewing county manager applicants continues.

**19 CLOSED SESSION (IF APPLICABLE).**

Motion to enter into closed session at 5:28 PM by Commissioner Brown and Seconded by Vice Chairman Williams pursuant to G.S. 143-318.11: 3) To

consult with an attorney employed or retained by the public body in order to preserve the attorney-client privilege between the attorney and the public body, which privilege is hereby acknowledged. General policy matters may not be discussed in a closed session and nothing herein shall be construed to permit a public body to close a meeting that otherwise would be open merely because an attorney employed or retained by the public body is a participant. The public body may consider and give instructions to an attorney concerning the handling or settlement of a claim, judicial action, mediation, arbitration, or administrative procedure. If the public body has approved or considered a settlement, other than a malpractice settlement by or on behalf of a hospital, in closed session, the terms of that settlement shall be reported to the public body and entered into its minutes as soon as possible within a reasonable time; 6) To consider the qualifications, competence, performance, character, fitness, conditions of appointment, or conditions of initial employment of an individual public officer or employee or prospective public officer or employee; or to hear or investigate a complaint, charge, or grievance by or against an individual public officer or employee. General personnel policy matters may not be considered in a closed session.

## **20 7PM PUBLIC HEARINGS: SPECIAL USE PERMITS/ZONING MAP AMENDMENTS/ RESOLUTIONS**

### **20.1 SUP 2022-30**

Justin Brantly, Senior Planner, presented on behalf of Michael Blakely, applicant, on behalf of Corbett Industries, Inc., owner, is requesting the approval of a Special Use Permit to allow Nonmetallic Mineral Mining & Quarrying (Sand Mining). The use is proposed within the RA, Rural Agricultural zoning district on one subject property totaling approximately 450.50 acres, with 127.70 of those acres proposed to be disturbed. The applicant is seeking to obtain a Special Use Permit to use the subject property for the operation of a sand mine intended for construction fill and asphalt/concrete production materials for off-site projects. According to the applicant's submitted narrative, the proposed use will consist of sand material excavation that will be stockpiled on site. The site will have an office/scale house for sales and on-site scales. The material from the site will be sold to the public contractors, and concrete/asphalt production facilities. The site is for material excavation only with screening of material for sizing. No blasting or heavy material processing will be required for the excavation of the sand material. The site will require electric utilities for the office/scale house and electric screens for material sizing process. Water and sewer will be private and provided by well and septic system. The proposed site will require a state Mining Permit, NPDES Permit, Air Quality Permit, and NCDOT driveway permit. These permits will regulate the operation of

the borrow source mining activities with yearly inspections, monthly reporting and annual permit renewals. In addition, a concrete/asphalt entrance will be provided at the connection between Black River Club Road and Highway 421.

Clint North 27926 Hwy 210 Currie, states it looks like a dry mine and wants to know where the water will go. What state agencies will need to approve this mine? Mr. North also asked if it was really needed considering there are 2 other mines close to that area already.

Michael Blakely, 6728 Carbonton Road, representing the applicant Tolbert Timber. He stated that it will be a wet mining operation. The depth will be 35 feet. He stated if requested he would agree to additional buffers.

Moved by George Brown, seconded by David Williams

*Motion Approved with additional conditions as stated below:*

- Access to the mining site will take place along Black River Club Road, which is a 60' private access easement. Any deviation from this route will require approval by the Pender County Board of Commissioners.
- The applicant shall provide a 15' foot undisturbed vegetative buffer along both sides of the 30' wide access road (Black River Club Road) within Parcel 2282-88-3293-0000 to reduce visual impacts to adjacent properties. Supplemental plantings will be required as needed.

|                      | For | Against | Abstained | Absent |
|----------------------|-----|---------|-----------|--------|
| George Brown         | x   |         |           |        |
| Fred McCoy           | x   |         |           |        |
| Jacqueline A. Newton |     |         |           | x      |
| David Piepmeyer      | x   |         |           |        |
| David Williams       | x   |         |           |        |
|                      | 4   | 0       | 0         | 1      |

CARRIED.

## 20.2 SUP 2022-31

Justin Brantly, Senior Planner, presented on behalf of Brent Brinson, applicant, on behalf of Focus Broadband/ATMC, owner, is requesting approval of a Special Use Permit for the development of eight telecommunication substations for the following parcels identified by

Pender County PINs: 4264-49-8903- 0000, 2285-63-1790-0000, 3383-78-7623-0000, 2255-05-6296-0000, 2299-71-6231- 0000, 3330-68-3623-0000, 2394-17-3873-0000, and 2248-59-8725-0000. There are eight locations proposed for the Special Use Permit located within the Burgaw, Caswell, Grady, Holly, Topsail, and Union townships. The uses are proposed within the RA, Rural Agriculture; RP, Residential Performance; and O&I, Office and Institutional zoning districts, with each site being approximately .05 acres in size. The applicant is seeking approval of a Special Use Permit for the development of eight sites for minor telecommunication facilities. The subject properties are in the RA, Rural Agricultural, RP, Residential Performance, and O&I, Office and Institutional zoning district and consists of eight separate parcels. According to the applicant's narrative Atlantic Telephone Membership Corporation (doing business as FOCUS Broadband) has been awarded a USDA grant to help bring broadband internet services to portions of rural Pender County. The project will make this service available to approximately 5,439 eligible households estimated to be 17,350 residents in the rural communities.

Kris Ward, Focus Broadband, stated there will be no on site lighting, and explained that 6 of the 8 sites have been purchased by Focus and the other two will be done soon once easement issues are resolved. He stated they brought all 8 at one time for approval due to time crunch. They have never had to request a special use permit in any other county and did not find this out until recently.

Richard Calber, 7336 Hwy 210, requested to know what the designs will look like and what will happen to existing pump station.

Chairman Piepmeyer stated there were not going to be any changes to the pump station.

Moved by Fred McCoy, seconded by David Williams

*Motion approved*

|                      | <b>For</b> | <b>Against</b> | <b>Abstained</b> | <b>Absent</b> |
|----------------------|------------|----------------|------------------|---------------|
| George Brown         | x          |                |                  |               |
| Fred McCoy           | x          |                |                  |               |
| Jacqueline A. Newton |            |                |                  | x             |
| David Piepmeyer      | x          |                |                  |               |
| David Williams       | x          |                |                  |               |

|  |   |   |   |   |
|--|---|---|---|---|
|  | 4 | 0 | 0 | 1 |
|--|---|---|---|---|

CARRIED.

20.3 SUP 2022-32

Applicant requested item to be continued to BOCC meeting August 15, 2022.

Moved by Fred McCoy, seconded by George Brown

*Continuous approved*

|                      | For | Against | Abstained | Absent |
|----------------------|-----|---------|-----------|--------|
| George Brown         | x   |         |           |        |
| Fred McCoy           | x   |         |           |        |
| Jacqueline A. Newton |     |         |           | x      |
| David Piepmeyer      | x   |         |           |        |
| David Williams       | x   |         |           |        |
|                      | 4   | 0       | 0         | 1      |

CARRIED.

**21 NEXT MEETING DATE**

MONDAY JULY 11, 2022 4:00 PM  
BOCC Public Meeting Room  
805 S. Walker St.  
Burgaw, NC

**22 ADJOURNMENT**

Motion to adjourn at 7:50 PM made by Commissioner Brown and seconded by Vice Chairman David Williams.





# Where will you RideMICRO?

Cape Fear Public Transportation Authority Microtransit Project

BRIANNA D'ITRI

Mobility Manager

✉ [bditri@wavetransit.com](mailto:bditri@wavetransit.com)

☎ (910) 202 - 2045

# WAVE TRANSIT SERVICES

## Fixed Route

- 14 Routes
- 60-minute frequency
- \$2 one way or \$4 round trip tickets
- Stop at one or both transfer stations

## Port City Trolley

- Free Downtown Trolley
- 40-minute frequency
- Connects all downtown districts
- Smaller, vintage-looking vehicle
- Free to everyone, year round

## UNCW Seahawk Shuttle

- 8 routes in and around campus
- Open to the public
- Free for UNCW students and faculty

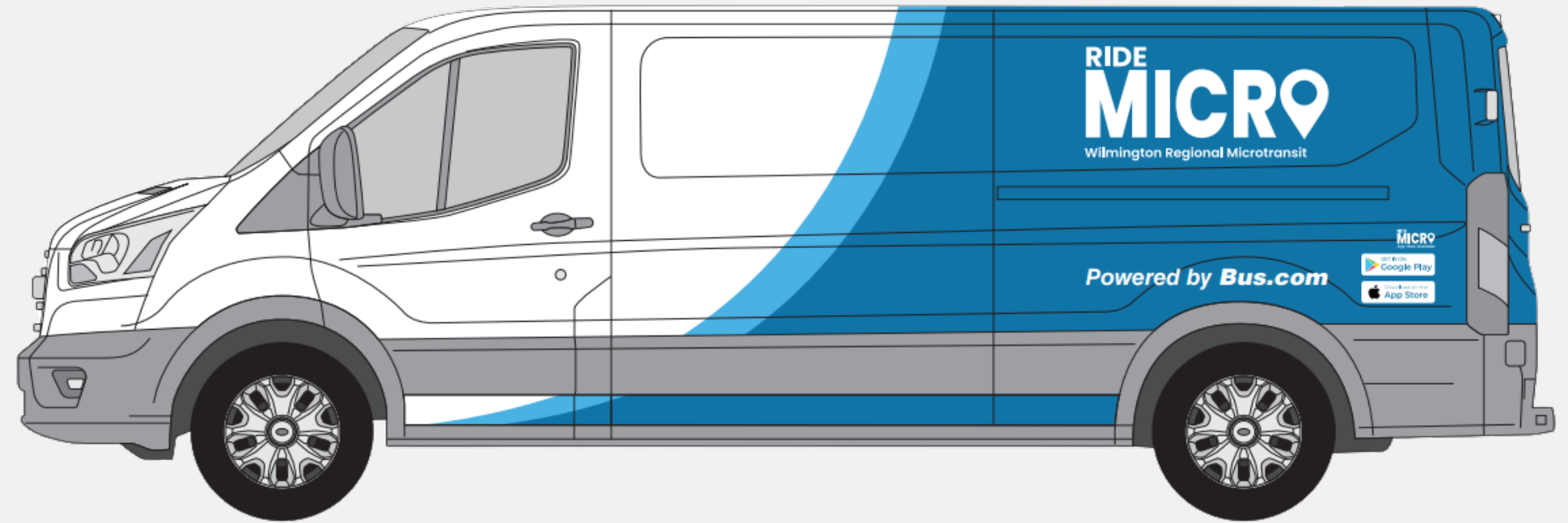
## Dial-A-Ride Transportation (DART)

- Passengers must apply
- Must have a qualifying disability
- Curb-to-curb service
- Rides are scheduled in advance
- \$4 one-way trip
- Not eligible for reduced fare pricing



# RIDEMICRO

- Pilot program in its first year
- Flexible, on-demand service
- Curb-to-curb service
- Thousands of pick-up locations
- Rideshare serving portions of
- Pender, Brunswick, & New Hanover Counties

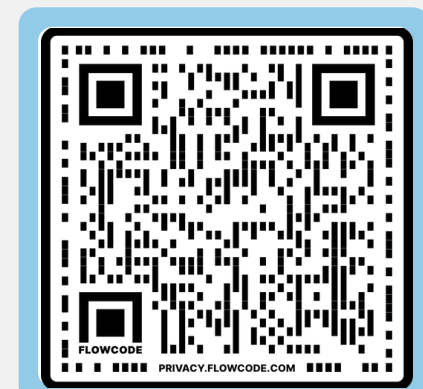


Multiple ways to book:

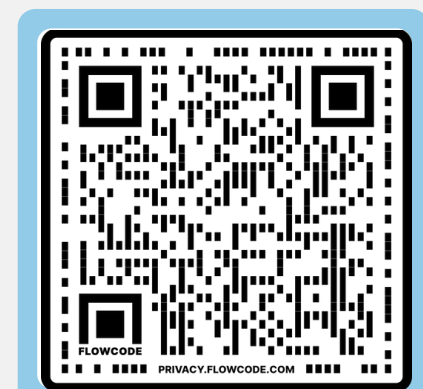
- Call the toll-free number: 1-844-764-1223
- Download the new RideMICRO app
- Use the online form on our website

GET  
THE  
APP

 Google Play



 App Store

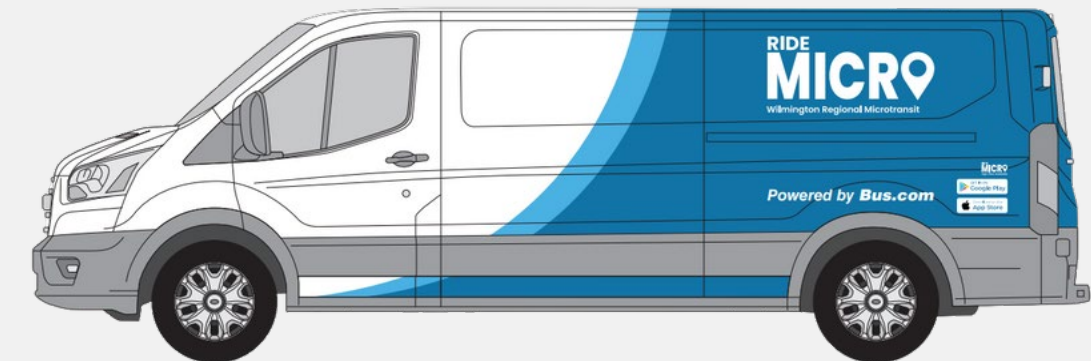
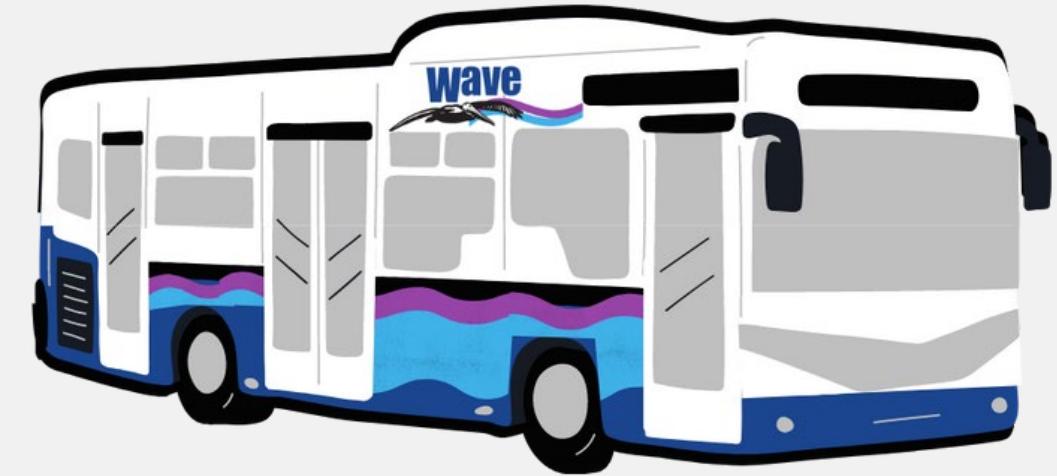


Connects portions of Brunswick, New Hanover, and Pender Counties

# CHANGES IN TRANSIT

## Recent Adaptions:

- Since early 2020, commuting patterns have experienced significant changes. Transit needs to be responsive and adaptive, adjusting to our riders and their evolving travel needs.
- Many agencies are reevaluating their service delivery and are undergoing a transition.



# CHANGES IN TRANSIT

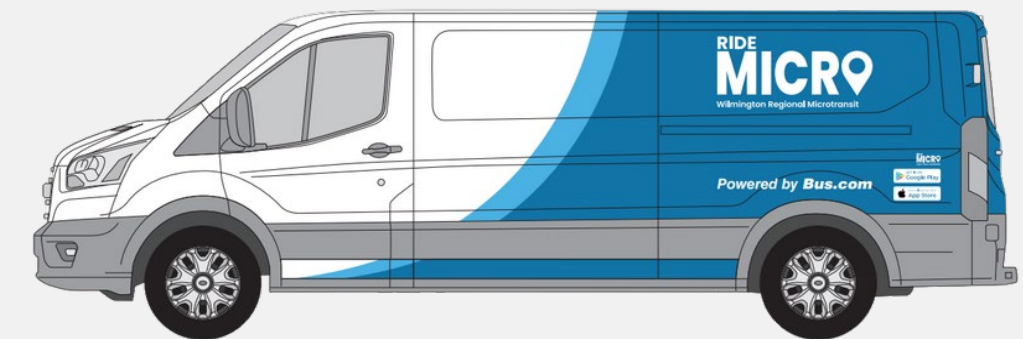
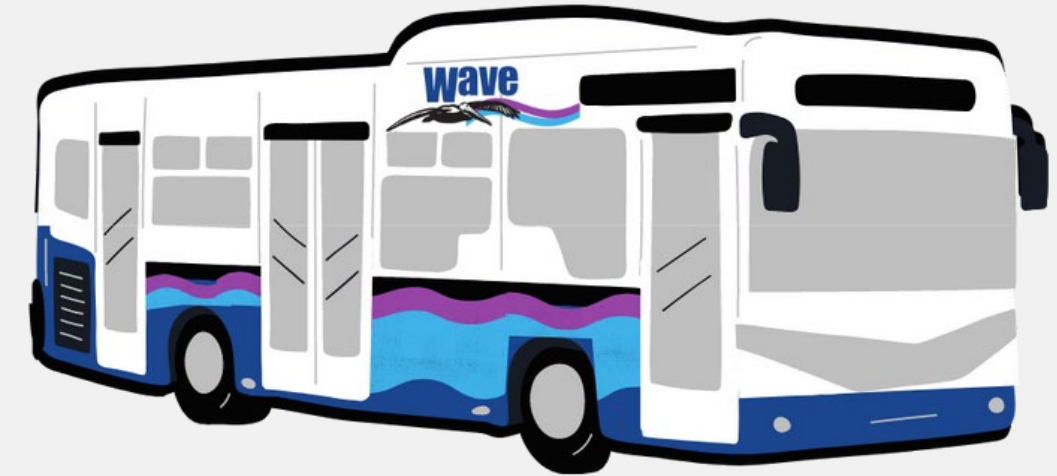
## Evaluation of Delivery Models & When to Implement Microtransit

Evaluate the following:

- Current demand by route/area
- Productivity by existing or proposed route
- Current vs purposed cost per passenger
- Current vs purposed cost per revenue mile

Fixed route service typically costs \$90-\$100 per service hour. The cost of operating multiple fixed routes with medium to high frequencies can be cost prohibitive to many communities.

Microtransit is a more efficient model, only serving those that request it, and only driving miles that are necessary to serve the passenger, resulting in zero waste of service.



# RIDEMICRO FUNDING

## NCDOT ConCPT Funding

- Coordination satisfaction - to encourage coordination between providers for longer-distance trips spanning multiple transit system service areas
- As legislated, no more than \$200,000 of ConCPT funds may be allocated annually to a single public transportation system
- Funding is provided for coordination activities where three or more public transportation grantees agree to establish formal relationships to maximize resources, gain efficiencies, and improve access to public transportation.
- Awarded Contract for Service July 2021



# SERVICE AREA

## Step 1: Find your zone

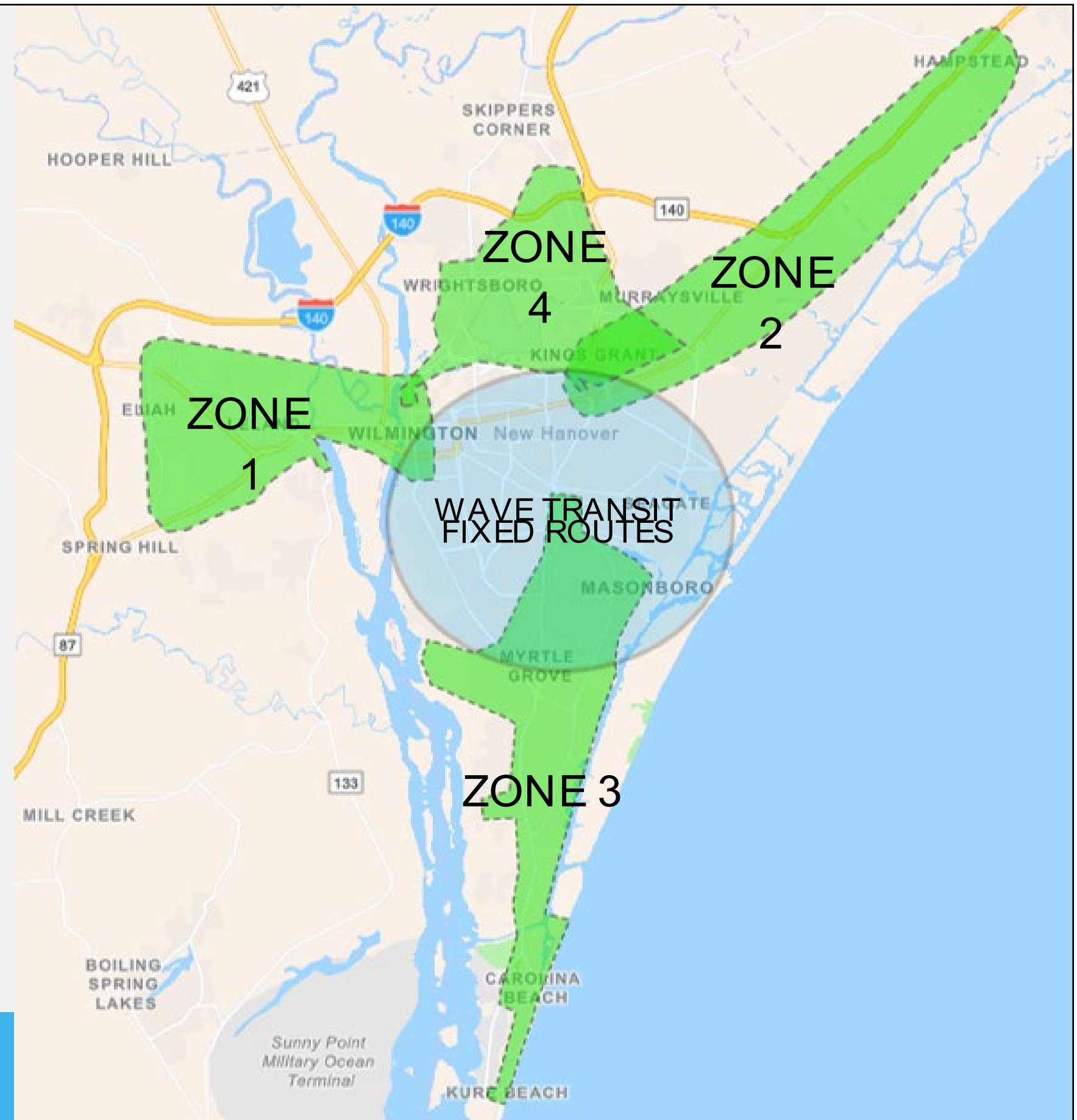
You can travel within a zone or connect with Wave Transit's fixed route service. Find your zone by calling the toll-free number or scanning the QR code:

## Step 2: Schedule your trip

Turn location services on and type your destination into the "Where do you want to go?" bar in the app.

## Step 3: Enjoy the ride

The app will show you when your vehicle is on its way! When it's time, stand at your pickup location, wave hello to your driver, hop in, and enjoy the trip!



# SERVICE AREA

## Where can I RideMICRO?

Zone 1:  
North Brunswick  
& Downtown Wilmington

Zone 2:  
South Pender  
& Northeast New Hanover

Zone 3:  
South New Hanover  
& Pleasure Island

Zone 4: North New Hanover



# SERVICE AREA

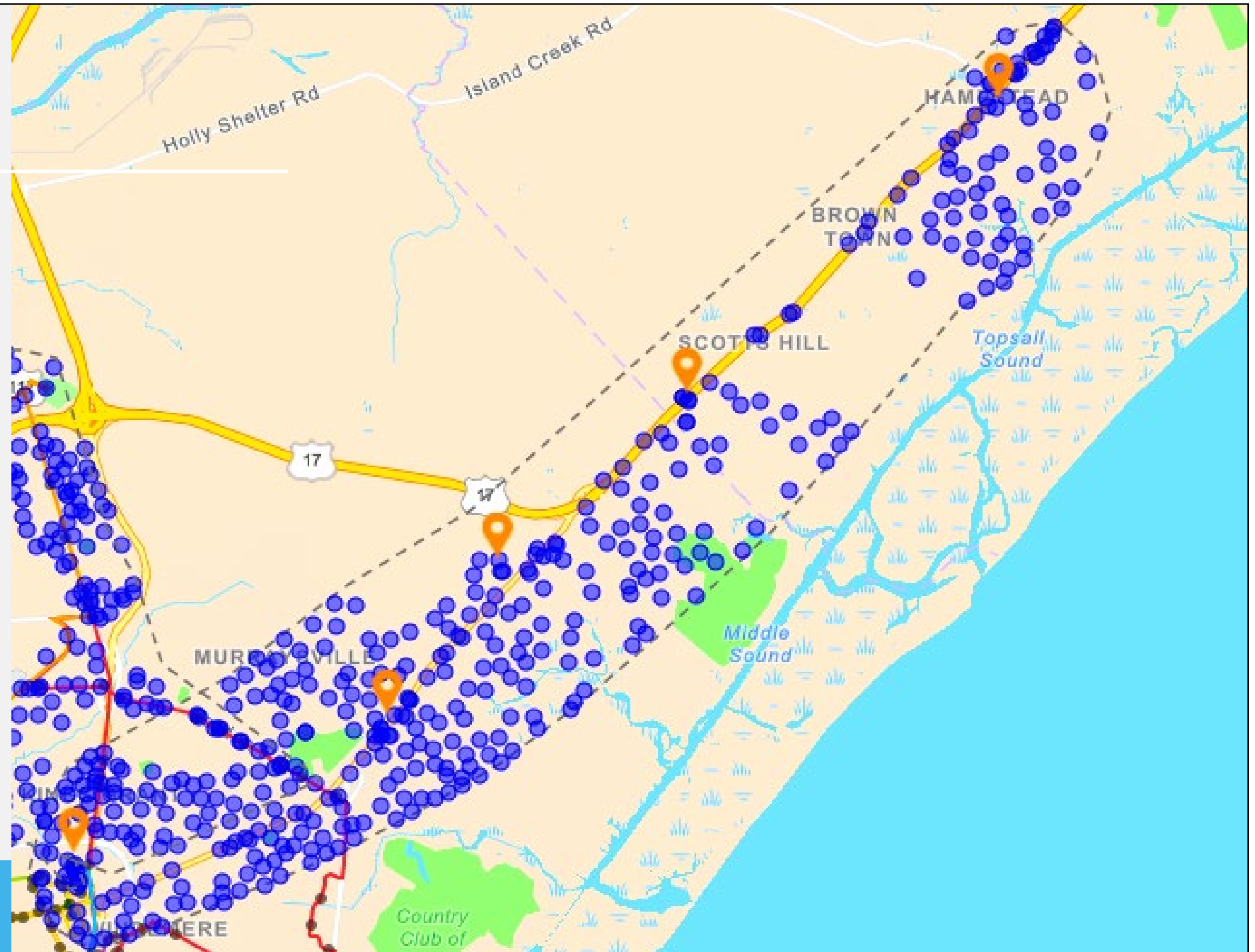
Where can I RideMICRO?

Zone 1:  
North Brunswick  
& Downtown Wilmington

Zone 2:  
South Pender  
& Northeast New Hanover

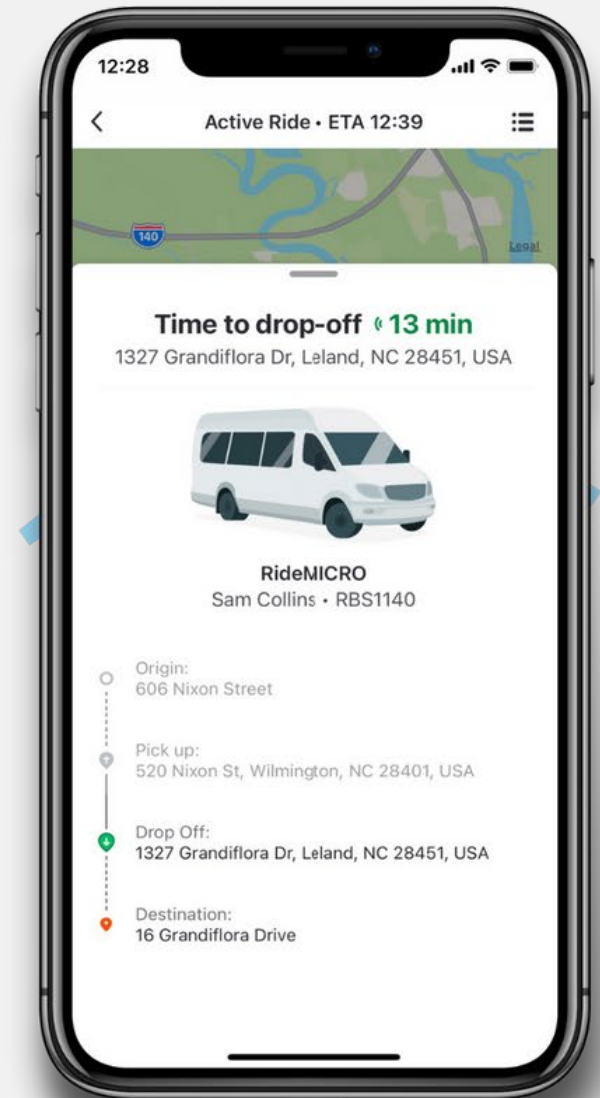
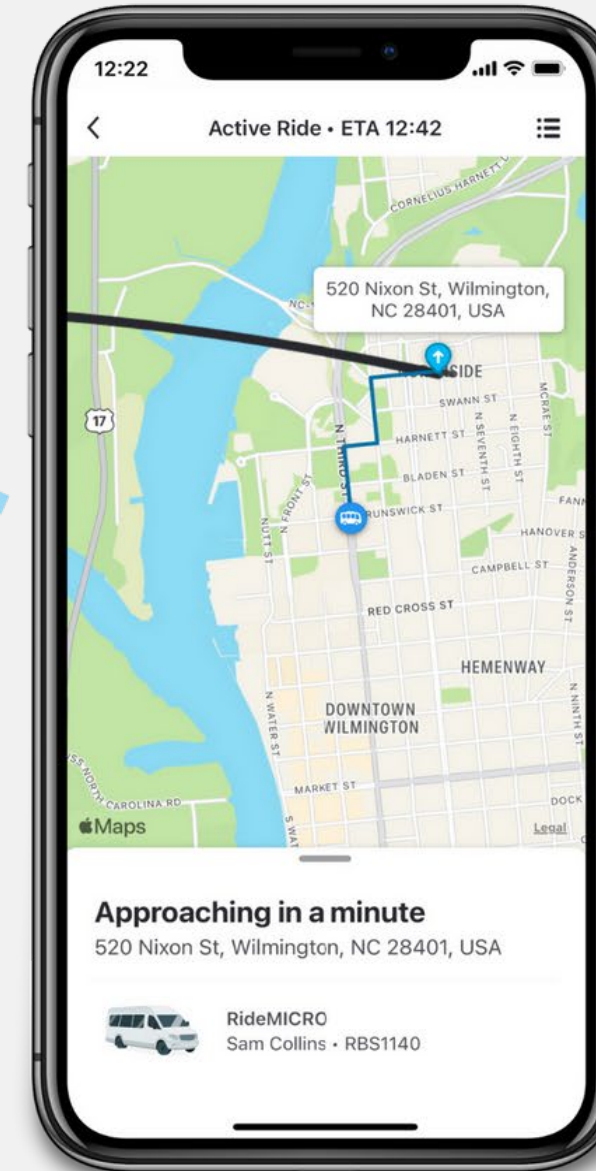
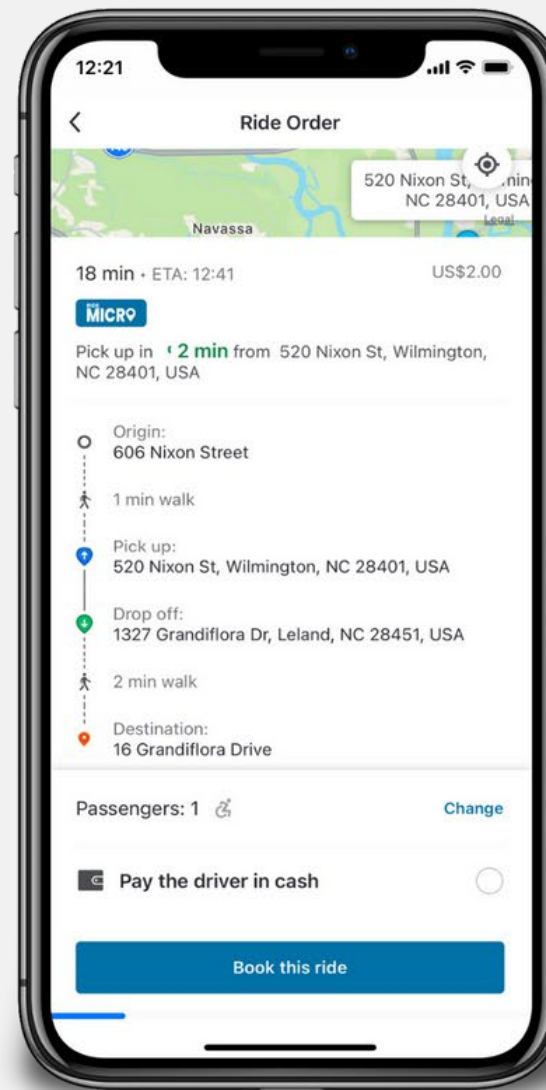
Zone 3:  
South New Hanover  
& Pleasure Island

Zone 4: North New Hanover



# TECH PLATFORM

- Introduced January 2022
- Suggests the most efficient routes
- Enables you to book and pay
- Directs you to a nearby location to meet your vehicle
- Provides you with real time tracking
- Enables future ride booking, up to a week in advance.
- Currently, app bookings account for almost 40% of total bookings.

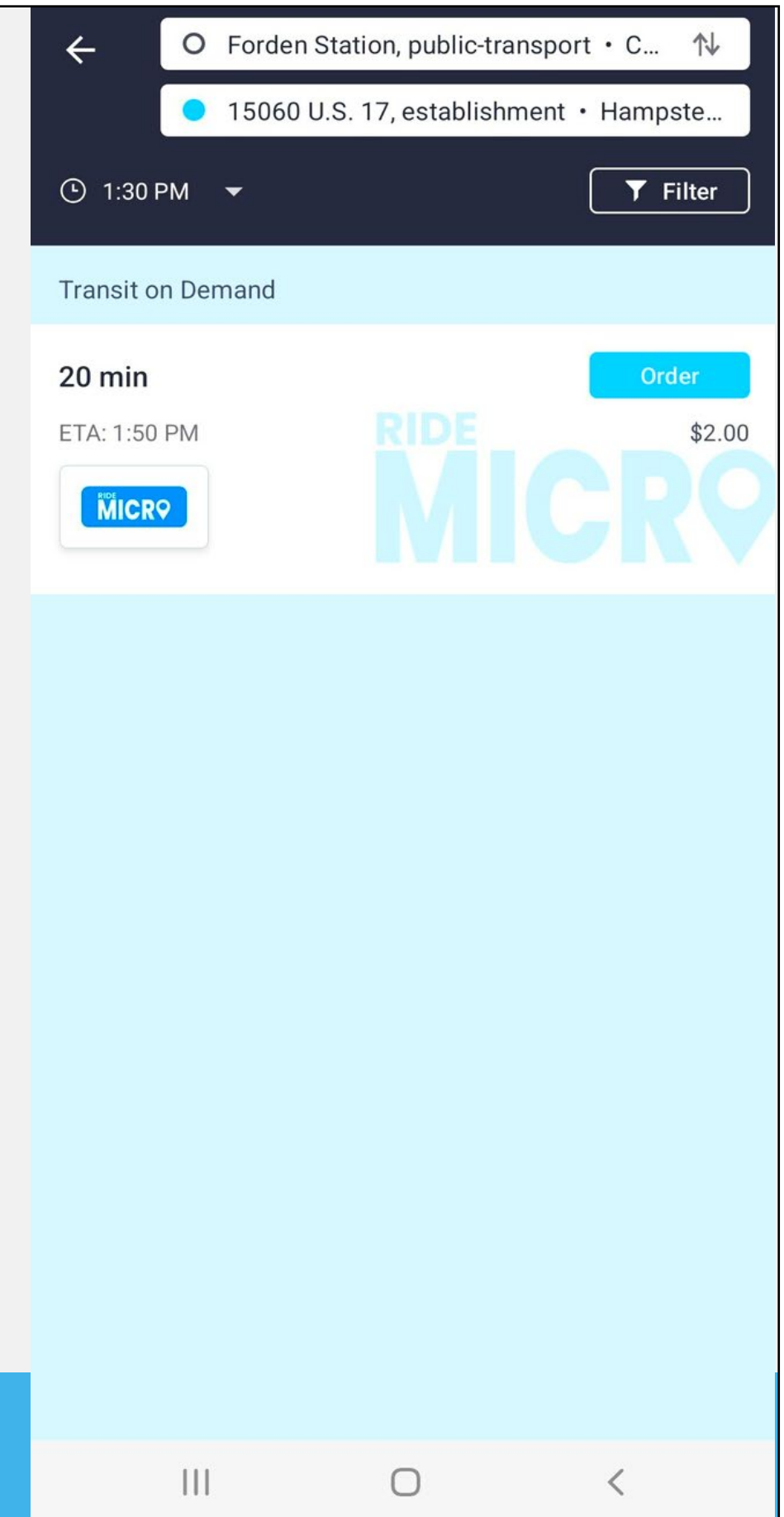
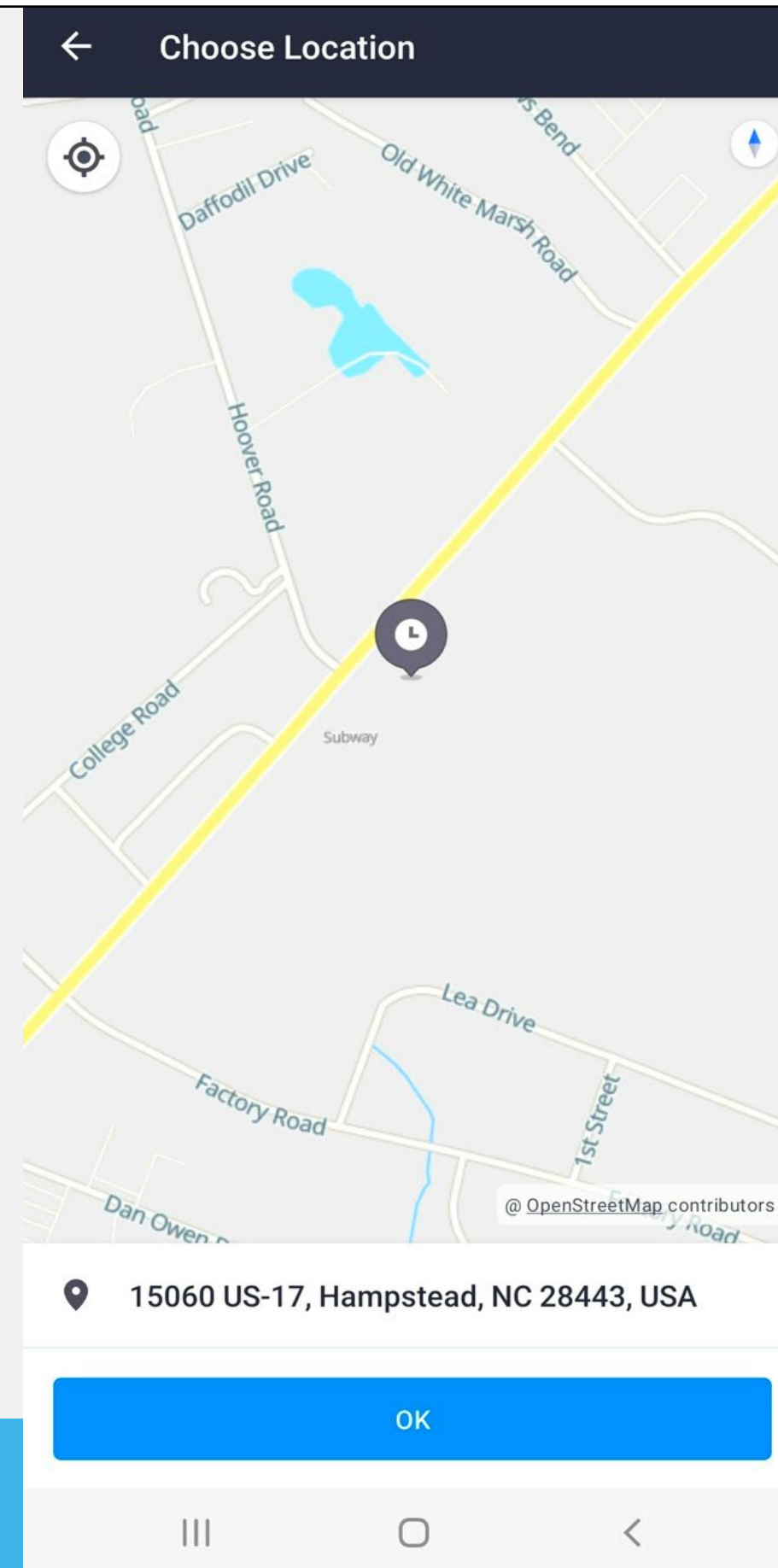
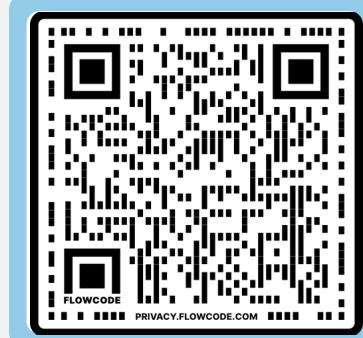
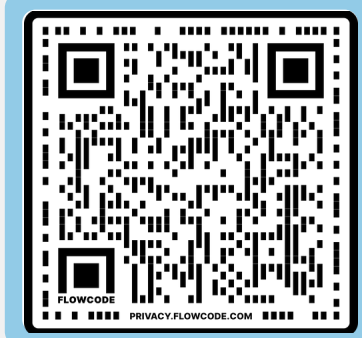


# TECH PLATFORM

Some virtual stops include

- Poplar Grove Plantation
- Ogden Park
- Pender County Gov's Hampstead Annex
- Food Lion
- Porter's Neck Country Club

GET  
THE  
APP



# MARKETING

## Where will you #RideMICRO?

- Social media campaign
- Featured locations
- Ways to use the service
- Engaging communities



Wave Transit ILM



@RideTheWaveILM



@WaveTransitILM



wavetransit.com



- Speaking engagements at Town Halls/Municipal Meetings
- Staff meetings/Client events
- Business expos and celebrations
- In-App Campaigns
- Push notifications & In-App Messages
- Free Fare Days
- 'Onboarding' Campaign

# STAY CONNECTED

- Join our newsletter list
- Follow us on social media



Wave Transit ILM



@RideTheWaveILM



@WaveTransitILM



BRIANNA D'ITRI

Mobility Manager

✉ [bditri@wavetransit.com](mailto:bditri@wavetransit.com)

☎ (910) 202 - 2045





# Thank you!



Wave Transit ILM



@RideTheWaveILM



@WaveTransitILM

BRIANNA D'ITRI

Mobility Manager



bditri@wavetransit.com



(910) 202 - 2045

## Questions?