



**GTA BOARD OF DIRECTORS ANNUAL MEETING
VIRTUAL MEETING
January 28, 2021 - 12:30 pm
MINUTES**

- Members Present:** Mr. Stephen Astemborski, Kathleen Black, Mr. Scott Craig, Ms. Addy Matney (Treasurer), Mr. David Mitchell, Mr. Dick O'Neill (Board Chair), Ms. Amanda Warren (Vice Chair)
- Greenlink Staff:** Jasmin Curtis (Operations & Safety Manager), James Keel (Transit Director), Nicole McAden (Marketing and Public Affairs Manager), Matthew Loomis Rehnborg (Transit Planner), Jason Sanders (Fleet Manager), Kayleigh Sullivan (Transit Planning Manager)
- Other City Staff:** Mike Blizzard (Technical Services Mgr.), Wil Brasington (City Council), Sarah Cook (Grants Coordinator), Karen Crawford (Comptroller), Dave Derrick (Asst. Public Works Director), Dorothy Dowe (City Council), Eden Freeman (Deputy City Manager), Rod Gray (Purchasing Administrator), Mike Jank (Risk Mgr.), Mike Jann (IT Director), Kristina Junker (Budget Administrator), Stephen Kovalcik (Fire Chief), Camilla Pitman (City Clerk), Lori Sondov (Deputy City Clerk), Micah Snead (Financial Analyst)
- Other Attendees:** Lynn Ballard (County Council), Sherry Barrett (Upstate Forever), Ella Barber (Roe Cassidy Attorneys at Law), Santora Bowling (Michelin), John DeWorken (City Council), Ennis Fant (County Council), Mark Farris (GADC), Brooke Ferguson (Appalachian Council of Governments), Bruce Forbes (SHARE), Samuel Grant, Michael Hildebrand (Ten at the Top), Hank Hyatt (Greenville Chamber), Dean Hybl (Ten at the Top), Asangwua Ikein (County Planner), Butch Kirven (Greenville County), David Modeen (Overbrook Neighborhood Assoc.), (Keith Moody (CATbus), Kat Moreland (Clemson University), Angie Omer (Sen Lindsey Graham's Office), Ame Sanders (State of Inclusion Inc.), Liz Seman (Greenville County), Paul Shewmaker (Simpsonville Mayor), Katy Sides Hollingsworth Funds), Walker Smith (Bon Secours)

Mr. Dick O'Neill, GTA Board Chairman, called the meeting to order at approximately 12:30 p.m.

Chairman O'Neill thanked the front line workers at Greenlink who keep the buses running.

Quorum established by roll call.

Mr. Scott Craig made a motion to approve the December 28, 2020 GTA Board Minutes. Mr. David Mitchell seconded the motion. There is no opposition. The motion carries.

No Public Comments related to items on the agenda.

**Greenlink Annual Report (Presented by James Keel, Director):
2020 Accomplishments**

- Later service hours implemented (5:30 am – 11:30 pm on all routes Monday – Friday). Plans are to expand Saturday service once staffing is complete.
- Greenville County donated property for new maintenance facility, which is necessary for expansion. Architect, Engineer and Project Manager selected.
- Funding received for 6 additional Proterra buses once new facility is completed.
- On-time performance prior to route changes to Routes 501, 504 and 507 was 50%. On-time performance increased to 78% after changes made.
- Redesigned downtown trolley to be on a schedule and depart from the Transit Center.
- All vehicles in State of Good Repair. Next overhauls should occur in 2025.
- Transit Planner hired. Working on bus stop amenities. There are 500 stops and only 60 with shelters. City has made it a priority to put benches in every stop in the City. A lot of infrastructure work needs to be done first.
- Replacement of 19 year old farebox funded by Greenville County CARES.
- PTASP (Public Transportation Agency Safety Plan) revised safety management systems framework for safety activities.
- Greenlink awarded Human Trafficking Grant. Staff training occurred in December 2020.
- Replaced technology to improve data which is needed when applying for grants.
- APC and AVAS systems updated.
- Safety Training Specialist hired. CDL training now provided in-house.
- COVID response by Greenlink kept staff safe through sanitizing measures at facility and on buses. Cleaning procedures went above and beyond requirements. Temperature checks were also taken. Additional measures include limiting bus



57 capacity to 10, 15 and later 20 passengers at one time. Initially ran fare free with passengers using rear door to board.
58 Driver barriers installed which also provide a physical barrier for driver should violence occur. No layoffs occurred and no
59 service was cut.
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61 **Nicole McAden, Marketing and Public Affairs Manager.**

- 62 • Citizens Transit Academy – 21 individuals graduated from the 2nd. Total alumni is 40. Applications for the 3rd class
63 opened in October 2020 with 27 applicants and 19 active participants in the January 2021 class.
- 64 • The annual United Ministries Food for Fare initiative took place. With this food drive, Greenlink offered free rides for
65 anyone who donated 2 cans of non-perishable food items on Fixed Route and a free ride for people who donated 4 cans
66 on Paratransit. Greenlink collected 539 non-perishable food items. The next food drive is February 12, 2021.
- 67 • Greenlink hosted Facebook Live event which took families and children on a virtual tour of bus, trolley and electric vehicle.
68 There were 3,600 views.
- 69 • Greenlink participated in for 5 Birthday Brigades for children, 5 Census Brigades, and 1 Satna Brigade.
- 70 • National Name the Bus contest was held where winners had programmed destination signs. There were 33 entries with 13
71 winners. Winners got free monthly passes. Some non-riders chose to donate passes to non-profits.
- 72 • Fare free day sponsored by Proterra on Election Day, November 3.
- 73 • Free Little Library inside transit center ribbon cutting January 14. Donations from Furman University, the Greenville
74 Literacy Association, and M. Judson Book Store.
- 75 • One week of multi-day pass outreach took place in November 2020. Staff received input from over 200 customers. A 7-
76 day pass launched January 4, 2021 based on feedback (\$12.50 Adult, \$10.50 Youth, \$6.25 Senior/Medicare, &
77 Disability). There is also an accompanying weekly fare capping for TouchPass users who use stored value.
- 78 • PRISMA entered into a contract with Greenlink to cover the cost for their employees to ride Greenlink buses. Prisma
79 employees must complete an application and then their employment status is verified. Their employees can download the
80 TouchPass app or have a card mailed to them. They swipe cards at no cost to the customers. Report given to PRISMA
81 monthly with an invoice for all boardings and receive verification users are still employed.
- 82 • More than 25 presentations about Greenlink provided to the community through 2020.
- 83 • Human Trafficking 18-month campaign kicked off in September with a public survey receiving 171 responses. An open
84 house event followed in November with 67 conversations with Greenlink employees. In December 2020, 51 Greenlink staff
85 trained. Public training also took place in December with 8 registrations. A recording is available on Greenlink's website.
86 SWITCH, Bon Secours and the Sheriff's office assisted with the trainings.
- 87 • Adopt a Stop launched in 2019. 2020 ended with 16 total stops adopted. Twelve of the 16 are in their 2nd year of
88 commitment.
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90 **System Wide Key Performance Indicators Kayleigh Sullivan:**

- 91 • Ridership nationwide plummeted. MARTA lost half of their ridership. Greenlink had consistent ridership and fared better
92 than their regional peers who have operations similar to Greenlink. This was consistent with statewide peers.
- 93 • Fixed Route for December was 43,000. Trolley ended with ridership of 1,200 in December. Paratransit had 610 rides in
94 December 2020.
- 95 • All Transit performance score for Greenville was 1.2. This is on a scale of 1 to 10. Recommendation is to focus on closing
96 service level gaps by reducing wait times and increasing frequencies as outlined in the TDP.
97

98 **Maintenance Key Performance Indicators (Jason Sanders):**

- 99 • New Transit maintenance software installed.
- 100 • Major Service interruptions are per 100,000 miles where vehicles are taken out of service. In December there were 43
101 major road calls. There was significant improvement in 2020 over 2019 due to midlife overhauls which went through
102 September 2020. In 2019 there were 110 major road calls with 9 buses taken out of service and 777 minor road calls. In
103 2020, after overhauls, major road calls decreased to 44 (60% reduction) and minor road calls dropped to 214 (72%
104 reduction).
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106 **Financial Outlook (Kristina Junker)**

- 107 • Operating revenue down due to COVID where capacity was reduced and was fare free at the onset of the pandemic.
- 108 • Expenses the same as FY2019. Total non-operating expenses up from FY2019 due to increased contributions from the
109 County and City.
- 110 • Net increase in net position of \$10 million.



- For revenue sources, operating fares cover a small portion (6%) and partners cover 64%. Local partners are City of Greenville, Greenville County, Bon Secours and CUICAR. The local funding split between the County and City is 55/45 due to more route miles in the County. The County made additional contributions.
- Expenses total \$8 million. Salaries and wages are half of expenses, and depreciation makes up the 2nd largest expense. Salaries and benefits are up over FY19. The increase in depreciation is due to new Proterra buses being more expensive to purchase. Midlife overhauls and lower fuel costs are also contributing factors.
- Net position for FY17 through FY20 continued to increase. Unrestricted net position only slightly below FY19. Auditors recommend having 2 months of income. Greenlink currently has 1 month.
- Project grant balance estimates that there will be a fiscal cliff due to expenses rising but grants staying flat. Need \$3 million over next 3 years to prevent shortfall. For the past five years, money came through the FAST Act under Obama Administration. The Budget is created assuming FAST Act appropriation levels with a 5% increase. The Census data will determine federal funding for Greenlink.

Operations (Jasmin Curtis):

- On-time performance for Fixed Route improved in 2020 due to changes implemented. Decreased commuter traffic was also a factor. As traffic increases performance is expected to decrease. On-time performance for trolleys will change due to schedule-based transition which is more reliable for customers.
- Staffing increase by 34 to extend hours. Number of applications increased due to in-house CDL training.

2021 Goals:

- Kick off A&E, preliminary design, and final design for new maintenance facility. Seeking Community involvement by establishing stakeholder committee. Construction services will be procured.
- Bus stop infrastructure updating 96 stops in the network: installing 34 benches, 22 shelters, 23 lights, 11 ADA pads and 6 smaller benches.
- Hoping to pilot thirty-minute service for peak times on popular routes.
- Demographic survey useful when applying for grants. This is an AmeriCorps project.
- Human Trafficking & Public Safety initiatives continues with public listening sessions in February and in the summer.

TDP Update:

- Five step plan to extend weekday service schedules, extend Saturday service, add weekday frequency (have the money for the vehicles), expand Saturday frequency, and add Sunday service.

Pending TDP Updates:

- Fixed route expansion, stop infrastructure review and county-wide demand response analysis.
- Planning looking at alternative mobility tool to decrease single occupant vehicle usage. Hope to partner with neighborhoods.

Technology:

- New video based safety program using Samsara AI Dash Cam. The Samsara technology allows Greenlink to collect data and provide alerts on where to focus in order to prevent accidents and coach drivers.
- Launch GVL intern program with partnership with Greenville Chamber.

Unfinished Business

Ms. Amanda Warren made a motion to update GTA Procurement Policy Thresholds (resolution # 2021-01). Micro purchases threshold changes from \$0 - \$2,500 to \$0 - \$5,000. Threshold requirement for three quotes changes from \$2,500 - \$24,000 to \$5,000 - \$49,999. Threshold to release an RFP or IFB or State Contract changes from \$25,000 to \$50,000. Mr. David Mitchell seconded the motion. There is no opposition. The motion carries.

Ms. Addy Matney made a motion to authorize and direct the Board Chair to execute and deliver a contract for an update to the Transit Development Plan (TDP) with Connetics Transportation Group, Inc. (resolution # 2021-02) in the amount of \$30,795. Mr. David Mitchell seconded the motion. There is no opposition. The motion carries.

New Business

Action Item: GTA Invoices (Kristina Junker, City Comptroller):

| Date | Vendor | Description | Invoice # | Amount |
|------|--------|-------------|-----------|--------|
|------|--------|-------------|-----------|--------|



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|--------------|----------------------|---------------------------|-------------|---------------------|
| 12/15/20 | Brasco International | Bus stop bench armrests | 48803 | 2,250.00 |
| 1/12/21 | City of Greenville | December monthly expenses | 87231 | 488,257.55 |
| 12/1/20 | Samsara | Driver behavior system | 3002824 | 41,751.80 |
| 1/13/21 | SCDMV | Plates for new Gillig bus | SCDMV11321A | 17.00 |
| 1/13/21 | SCDMV | Plates for new Gillig bus | SCDMV11321B | 17.00 |
| Total | | | | \$532,293.35 |

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Ms. Amanda Warren made a motion to pay invoices totaling \$532,293.35. This is subject to the availability of funds. Ms. Addy Matney seconded the motion. There is no opposition. The motion carries.

Ms. Addy Matney made a motion to pay Syncromatics invoice for AVL, AVAS and APCs annual fees in the amount of \$57,870.00. Ms. Amanda Warren seconded the motion. There is no opposition. The motion carries.

Mr. David Mitchell made a motion to authorize the filing of applications with the Federal Transit Administration and attest compliance with the appropriate 2021 Certifications and Assurances (resolution # 2021-03). Mr. Stephen Astemborski seconded the motion. There is no opposition. The motion carries.

Ms. Addy Matney made a motion to authorize and direct the Board Chair to execute and deliver a contract with Skanska for project management services in the approximate amount of \$579,360 with optional services not included in the price (resolution # 2021-04). Mr. Stephen Astemborski seconded the motion. There is no opposition. The motion carries.

Mr. Stephen Astemborski made a motion to authorize and direct the Board Chair to execute and deliver a contract with Langford Electric for Inc. for the installation of a generator and to authorize the Executive Director to issue a purchase order to National power for a generator (resolution # 2021-05). Mr. Scott Craig seconded the motion. There is no opposition. The motion carries.

Ms. Addy Matney made a motion to accept recommendation of officers as presented by the Nominating Committee with Mr. Dick O'Neill (Chairman), Ms. Amanda Warren (Vice Chair) and Mr. Scott Craig (Treasurer). The motion is seconded by Mr. Stephen Astemborski. There is no opposition. The motion carries.

GTA Member Reports/Comments:

- Ms. Amanda Warren stated her co-worker, Stephen, who gave a presentation at a GTA Board meeting last year on employers along bus line is in the Citizens Transit Academy.
- Board members commented on the great job Sam Jones did with the free little library in the transit center.
- The Board noted the culture shift of Greenlink under the leadership of James Keel where focus is on figuring out how to do things rather than dwelling on what we cannot do.

No public comments related to items not on the agenda.

Mr. David Mitchell made a motion to adjourn. Mr. Stephen Astemborski seconded the motion. There is no opposition. The motion carries. Meeting adjourned at 2:06 pm.

Prepared by: Lorrie Brown Date: 2/25/21
Lorrie Brown, Board Secretary

Approved by: Richard O'Neill Date: 2/25/21
Richard O'Neill, GTA Board Chair