



MINUTES

Greenville Transit Authority
Committee of the Whole Meeting
February 19, 2021
Virtual Webex Meeting

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5 Attending

6 **Board Members:** Mr. Stephen Astemborski, Mr. Scott Craig (Treasurer), Ms. Addy Matney,
7 Mr. David Mitchell, Mr. Dick O'Neill (Chairman), Ms. Amanda Warren (Vice Chair)

8 **Absent Board Members:** Kathy Black

9 **City Staff in Attendance:** Karen Crawford (Comptroller), Kristina Junker (Budget Administrator), James Keel
10 (Transit Director), Nicole McAden (Marketing and Public Affairs Mgr.), Matthew Loomis
11 Rehnborg (Transit Planner), Jason Sanders (Fleet Manager), Micah Snead (Financial
12 Analyst), Kayleigh Sullivan (Transit Planning Manager)

13 **Others in Attendance:** Fox Carolina Representative, Asangwua Ikein (County Transit Planner)

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15 **Mr. Dick O'Neill, Board Chair, called the meeting to order at approximately 9:30 a.m.**

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17 **A quorum established via roll call.**

18
19 **Mr. David Mitchell made a motion to approve the January 12, 2021 GTA Work Session Minutes.**

20 **Mr. Scott Craig seconded the motion. There is no opposition. The motion carries.**

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22 **Mr. David Mitchell made a motion to approve the January 15, 2021 Committee of the Whole Minutes.**

23 **Ms. Addy Matney seconded the motion. There is no opposition. The motion carries.**

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25 Staff Reports:

26 **Quality of Service** – (Transit Planner Kayleigh Sullivan):

- 27 • Fixed Routes were on time 81% of the trips in January 2021. Fixed Routes were late 16% of the trips and early
28 for 6% of the trips. GAP on-time performance was 80% with an average trip time of 19 minutes. Trolley routes
29 were on time 83% of the time.
- 30 • No preventable accidents. Four complaints; one complaint was founded.
- 31 • There are 38 employees. There are 5 TDP vacancies. Three moved to in hiring. There were two internal
32 promotions. Some applicants fell out of hiring process following background checks. There are 7 open positions to
33 be filled after receiving 2 resignations.

34 **Reliability of Service** (Fleet Manager, Jason Sanders): Farebox had the highest number of failures at 10. There
35 were 3 major road calls and 37 minor. Diesel reliability was 88%. Electric, Cutaways and Trolleys exceeded goals.

36 **Quantity of Service** – (Transit Planner Kayleigh Sullivan): Fixed Route ridership down from December. The
37 percentage of total ridership is about the same. TouchPass usage down by 1%. Fixed Route by month total revenue
38 is down. Revenue miles are up. Total ridership YTD down 30%. Trolley trending lower than December. The North
39 Main Trolley route continues to be the best performing route. Clemson ID overall numbers are up, but 601 is down.
40 GAP trips are up. Cancellations and no shows are down.

41 **Marketing Report** – (Marketing and Public Affairs Manager Nicole McAden):

- 42 • Signed new contracts totaling \$12,628.13 for new advertisers (T-Mobile and GoodRX). Received \$55,111.25 in
43 total ad revenue since July 1.
- 44 • Various Medias reported on later hours. Press release went out on Citizen's Transit Class. Implementation of new
45 passes covered. New maintenance facility covered. Free library covered. Art contest went live. Op-ed from
46 Greenville transit board member on how to engage with transit ran in Greenville Journal and Greenville News.
- 47 • Greenlink partnering with Art in Public Places Commission for youth art contest for bus stop shelters. Need
48 representative from GTA to sit on judging panel. Partnered with United Ministries in food for fare event.
- 49 • Proterra sponsored fare free day on Rosa Park's Birthday.

- 50 • Citizens Transit Academy launched January 5. Twenty members accepted and 17 graduated. Staff presented to
 51 Leadership Greenville Class 47. Free little library ribbon cutting occurred January 14. New passenger
 52 orientation held on January 14. Hosted Cocoa with a Cop January 22 with help from Greenville Police
 53 Department, United Way, AmeriCorps and Pendleton Place. Greenlink handed out hot chocolate, socks and
 54 gloves to help build relationships with customers.
 55

56 **City's Monthly Financial Reports for December – (Kristina Junker, Budget Administrator)**

- 57 • Passenger fares year-to-date 26% lower than prior YTD. Advertising revenue up.
 58 • Salaries and wages are up due to implementation of later hours. Fuel costs lower. Parts costs lower. Temporary
 59 personnel is higher.
 60 • Federal grants receipts higher due to CARES funding received. State grants receipts lower due to CARES funding.
 61 • Local contributions by the City down and the County up due to new split. Federal capital revenue higher. State
 62 revenue lower due to midlife overhauls. Local capital match higher for the County.
 63 • AR Aging at the end of December was \$634,320.36. As of February 12, \$455,822.80 has been received
 64 leaving a balance of \$178,497.56.
 65 • AP Aging at the end of December was \$731,294.15. As of February 12, everything paid except \$141,164.80
 66 owed to the FTA.
 67

68 **Unfinished Business**

69 **Discussion: GTA Mission, Vision, & Goals Update (James Keel, Director):**

70 Mission and values adopted last year. Based on work session, item # 3 of goals was revised as follows: To develop
 71 an environmentally friendly fleet of electric and low emission vehicles for future operations by placing a moratorium
 72 on heavy-duty diesel vehicles after the new maintenance facility is complete and to purchase sustainably-fueled (battery-
 73 electric or Compressed Natural Gas (CNG)) replacement and expansion revenue vehicles thereafter, unless sustainable
 74 alternatives are not available or do not meet demands of GTA's service environment.

- 75 a. *GTA will purchase specific fuel source (battery-electric or CNG) vehicles if funding is specifically available for that*
 76 *option otherwise, GTA will purchase vehicles of fuel sources that allow for the meet the demands of the needed*
 77 *replacement or expansion.*

78
 79 Greenlink will not apply for "Low No" grant this year due to not having local match required.
 80

81 **New Business**

82 **Action Items: GTA Invoices (Presented by Kristina Junker):**

Date	Vendor	Description	Invoice #	Amount
2/9/21	City of Greenville	January 2021 expenses	87337	497,886.99
2/8/21	Coach Crafters	Driver barrier system	FL23431	87,100.00
1/31/21	Greene Finney	First audit invoice	17459	11,000.00
2/4/21	Greenville Water	Fee for conference room rental	GW-242021	75.00
1/1/21	Proforma	Advertisements made	BK76001972A	271.15
1/28/21	Proforma	Driver cards for Human Trafficking campaign	B798004570A	240.47
2/8/21	Proforma	Ads made for Human Trafficking campaign	BK76002334A	735.38
1/31/21	Roe Cassidy Coates Price	Legal services	1032859	380.00
1/1/21	Synchromatics	Spare parts for CAD/AVL system	124102	4,150.00
1/29/21	Travelers	Damages due from accidents	000591470	2,300.00
Total				\$604,138.99

83
 84 **Mr. Scott Craig made a motion to recommend payment of invoices totaling \$604,138.99. This is subject to the**
 85 **availability of funds. Ms. Addy Matney seconded the motion. There is no opposition. The motion carries.**
 86

87 **Advertising Policy Update – FTA Certifications & Assurances (Nicole McAden, Marketing & Public Affairs**
 88 **Manager):** GTA board formally signed certs & assurances. In review change made to advertising policy. Removed
 89 Greenlink will not accept **any advertising that is religious in nature.**
 90

91 **Key Performance Indicators Board Survey in January (Nicole McAden, Marketing & Public Affairs Manager):**

- 92 • Under On-time performance, asked Board if 80% is reasonable goal to put out to public. All respondents felt
93 goal was acceptable. Comment about specifying if late trips exclude missed trips? Want to make sure this
94 doesn't mean that 20% missed trips is "ok".
- 95 • Under On-time performance, asked Board whether considering late anything later than 5 minutes and early
96 anything earlier than 3 minutes was acceptable. Of respondents, 80% felt this was fair. Comment about more
97 context about industry norms.
- 98 • Peer comparison presented on what peer agencies consider late and early. Greenlink falls in the middle of what
99 peers are doing. One peer with higher goal stated the goals were never met. Board member asked whether the
100 whole system at every stop can be looked at.
- 101 • Greenlink performance before changes (July 1, 2019 – January 1, 2021) was around 37%. After changes
102 (January 2, 2021 – February 17, 2021), on time went to around 76%.
- 103 • Under on-time performance for GAP most felt considering trips excessive if over 60 minutes was reasonable.
- 104 • All felt Vehicle reliability goal of 90% was reasonable.
- 105 • KPI Public Dashboard preview of Greenlink key performance indicators on interactive website presented. Staff is
106 working on this; it is in draft form.

107
108 Mr. Craig stated he would like to see a more aggressive on time performance goal because 80% was not good for
109 essential workers.

110
111 **Participation in National Human Trafficking Survey (Nicole McAden, Marketing & Public Affairs Manager):**

112 The USDOT awarded impact awareness funds to United Against Slavery for \$50,000 to collect data on human
113 trafficking from observations made by transit workers. They were told to contact Greenlink as a resource to
114 distribute surveys to Greenlink employees based on their observations regarding human trafficking. Greenlink has
115 an app with a news feed to Facebook where Greenlink employees view their schedules which could be utilized.
116 United Against Slavery would like for Greenlink to be listed on their website as oversight agency. Staff will have a
117 resolutions for the Board on these items next week.

118
119 **2021 Conflict of Interest Statement:** Statement is being emailed to all board members to be sent back to the
120 Director.

121
122 **FY2021 Budget Amendment #3 (James Keel, Director):** Several items added to the budget through budget
123 amendment # 3 increasing the budget by \$1,681,845.00. This is under Resolution number 2021-06. Mr. Keel
124 provided the list of items with amounts which accounted for the increase.

125
126 **Washington Heights Neighborhood Meeting:** Mr. Astemborski stated the meeting was meant for stakeholders.
127 However, some attendees confused this with a public hearing. There was concern expressed about buses going in
128 and out all day. They were told electric buses charge at lunch time. However, eventually this will change when the
129 number of electric buses increase. Board suggested staff communicate this to the public. This was a constructive
130 meeting for both sides. Ms. Matney stated there were two takeaways. 1) Clarify timelines and let public know
131 public input would occur and 2) Listen to environmental concerns and communicate Greenlink is held to environmental
132 standards.

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134 **Ms. Addy Matney made a motion to adjourn. Mr. Scott Craig seconded the motion to adjourn. There is no**
135 **opposition. The motion carries. The meeting adjourned at 10:30 a.m.**

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137 Minutes were transcribed by Lorrie Brown and distributed via email on Tuesday, February 23.