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3 **GREENVILLE TRANSIT AUTHORITY BOARD OF DIRECTORS MEETING**

4 County Square – Conference Room D
5 301 University Ridge
6 Greenville, SC 29601

7 **MINUTES**
8 **March 24, 2022**

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10 **Members Present:** Mr. Stephen Astemborski, Ms. Addy Matney (Vice Chair), Mr. David Mitchell, Ms. Amanda Warren
11 (Treasurer), Ms. Walker Smith (Board Chair)
12 **Greenlink Staff:** Terry Dedmon (Transit Operations Manager), James Keel (Director), Nicole McAden (Marketing and
13 Public Affairs Manager), Liston Mehserle (Transit Planner), Kayleigh Sullivan (Transit Planning
14 Manager)
15 **Other City Staff:** Dorothy Dowe (City Councilor), Micah Snead (Financial Analyst)

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17 **Ms. Walker Smith, Board Chair, called the meeting to order at approximately 12:30 p.m.**

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19 **Quorum established by roll call.**

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21 **Ms. Amanda Warren made a motion to add an item to the agenda due to exigent circumstances. This is relative to the**
22 **procurement of insurance from GTA's brokerage and is urgent due to existing insurance coverage expiring this month.**
23 **A vote needs to be taken today to purchase new insurance.**

24 **Mr. David Mitchell seconded the motion. There is no opposition. The motion carries.**

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26 **Ms. Addy Matney made a motion to approve the February 24, 2022, GTA Board Meeting Minutes.**

27 **Mr. David Mitchell seconded the motion. There is no opposition. The motion carries.**

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29 **No Public Comments related to items on the agenda.**

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31 **Director's Report (Presented by James Keel, Transit Director):**

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- 33 • TSA extended mask mandate until April 18, 2022.
 - 34 • 90% design drawings for the new maintenance facility are due April 12, 2022. Expect to break ground on construction
35 in June. Three grant requests have been submitted to address the shortfall in funding.
 - 36 • Operations experienced an 18% improvement in on-time performance for trolleys.
 - 37 • Phase 1 of bus stop improvements is complete. Waiting on City to proceed with phase 2.
 - 38 • Triennial Review virtual site visit is scheduled for April 18, 2022, through April 21, 2022.

39 **Crime Data (Presented by Transit Safety Manager Jasmin Curtis):** Looking at crime data statistics for incidents on Greenlink
40 buses and at the bus terminal from 2018 – 2021, there have been increases in assaults, disruptive behavior, serving trespass
41 notices, suspicious activity, public intoxication, drug activity and indecent activity since 2018. Ninety percent (90%) of these
42 incidents occurred at the bus terminal (compared to on the buses). Staff receives regular reports of solicitation/indecent
43 activity, loitering, drug activity, panhandling and threats of violence against employees. Calls to police have increased by
44 29.5% since 2019. In the last 3 months there was a bomb threat, passenger spit on a supervisor, supervisor threatened with
45 a knife, and a supervisor head-butted by a passenger. On March 15, a passenger became aggressive toward other
46 customers in the terminal, chased supervisor, and kicked police officer who was called. Staff have requested for more police
47 presence in the terminal.

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49 **Public KPI Dashboard available for review – <https://info.greenvilleesc.gov/pages/greenlink-performance>**

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51 **Hiring Report (Presented by Transit Operations Manager Terry Dedmon):** Eleven (11) openings. Three (3) drivers are
52 scheduled to start April 4. Operating at 68% of scheduled compacity. There are currently six trolley positions with 3 being
53 active.

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55 **Bus Driver Facebook Ads (Presented by Marketing & Public Affairs Manager Nicole McAden):** Staff worked with the
56 City's Communications department since Greenlink does not have a Facebook page. Campaign lengths were based on
57 Greenlink budgets for ads, and Facebook charges per impressions/clicks. While the ads may have been successful in
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