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GREENVILLE TRANSIT AUTHORITY BOARD OF DIRECTORS ANNUAL MEETING

County Square – Suite 400
301 University Ridge
Greenville, SC 29601

MINUTES

January 27, 2022

Members Present: Mr. Stephen Astemborski, Ms. Addy Matney, Mr. David Mitchell, Mr. Dick O’Neill (Board Chair), Ms. Amanda Warren (Vice Chair), Ms. Walker Smith
Greenlink Staff: Terry Dedmon (Transit Operations Manager), James Keel (Director), Nicole McAden (Marketing and Public Affairs Manager), Liston Mehserle (Transit Planner), Jason Sanders (Fleet Manager), Kayleigh Sullivan (Transit Planning Manager)
Other City Staff: Kristina Junker (Budget Administrator)

Mr. Dick O’Neill, Board Chair, called the meeting to order at approximately 12:30 p.m.

Quorum established by roll call.

Mr. David Mitchell made a motion to approve the December 18, 2021 GTA Board Meeting Minutes. Ms. Addy Matney seconded the motion. There is no opposition. The motion carries.

Mr. David Mitchell made a motion to approve slate of officers as presented by Mr. Astemborski: Ms. Walker Smith as Chair, Ms. Addy Matney as Vice Chair and Ms. Amanda Warren as Treasurer. Mr. Dick O’Neill seconded the motion. There is no opposition. The motion carries.

Comments from Outgoing Board Chair, Dick O’Neill: Mr. O’Neill stated he will be leaving the Board after 6 years with 2 years as Chair. He thanked his fellow board members for their hard work. He is proud to see many improvements – which started with the Piedmont Health Foundation mobility study in 2015. The study was followed up by a Comprehensive Operations Analysis and the Transit Development Plan. He thanked Greenlink staff and commended Drivers and Mechanics for their hard work. He thanked the City of Greenville and Greenville County. He stated that we need to find a source of funding for transit; not relying on annual appropriations from our funding partners.

Comments from Newly elected Chair, Ms. Walker Smith: Ms. Smith stated she is excited about where we are going with transit and about the new facility. She looks forward to its completion.

No Public Comments related to items on the agenda.

Greenlink Annual Report (Presented by Director, James Keel and Greenlink staff): Mr. Keel introduced new staff member Terry Dedmon who is the Transit Operations Manager. Jasmin Curtis’s title is now the Transit Safety Manager. New Board Attorney, Adam Artigliere, was introduced. The presentation is a year-in-review outlining accomplishments in 2021.

Accomplishments in 2021 (James Keel, Director):

- Later hours implementation in January 2021, which extended weekday service hours to 11:30 pm; this service expansion provided 4 more hours of bus service Monday through Friday.
- CDL Program helped 8 operators obtain their CDL in 2021.
- Added 3 new buses. Greenlink Fleet in “State of Good Repair” which is rare for a transit agency.
- Kicked off an 18-month design phase for new Maintenance Facility in February 2021. Current facility is over capacity. Awarded the FTA grant in 2018. Currently past 60% of design for new facility. Expect to break ground in the summer of 2022.
- 15 bus stops received improvements such as lighting, benches, and trashcans in 2021. The City of Greenville has funded the bus stop improvement program and there are 65 additional stops programmed for further updates in 2022.
- Route changes made for Route 602: Woodruff Connector in September 2021 to service area where Greenville County Family Court and DSS relocated. Offices now have 30-minute bus service.

- 57 • Replaced all fare boxes. Greenville County CARES funded farebox replacement. Greenlink saw a 90% reduction in
58 failures which allowed customers to board faster. This prompted Greenlink being featured at the APTA national
59 conference.
- 60 • Launched new 7-Day Pass with Umo. This accounts for more than half of all pass sales purchased in 2021. Greenlink
61 featured in Umo promos.
- 62 • Wrapped up Human Trafficking Awareness Campaign. Greenlink was awarded a grant which was used to train staff and
63 the public. Greenlink is a designated Safe Place for youths.
- 64 • Launched Transit is Essential campaign with Greenville Connects featuring videos from Greenlink passengers telling their
65 stories of how transit is essential to them.

66
67 **Community Engagement Initiatives (Nicole McAden, Marketing and Public Affairs Manager):**

- 68 • Citizens Transit Academy in 4th year. Graduated 3rd class in 2021 with 19 graduates out of this class. OLLI CTA class in the
69 fall 2021 had 10 graduates. CTA Alumni have been very supportive of transit.
- 70 • In second year of hosting AmeriCorps member. In 2021, the AmeriCorps member launched free little library where nearly
71 300 books were donated by community members. Customer Demographic survey completed in 2021. This information is
72 useful when applying for grants.
- 73 • 3 Fare Free Days in 2021. Proterra sponsored Fare Free Day on February 4, 2021. Greenville Heritage Federal Credit
74 Union sponsored a Fare Free Day on October 8, 2021. Streetlevel Media sponsored the Fare Free Holiday Bus from
75 December 11 – 24, 2021, which operated on a different route each day. Partnered with United Ministries on February
76 12, 2021 for Food for Fare initiative where free rides given to anyone who donated canned food for United Ministries.
77 Collected 309 non-perishable food items.
- 78 • In honor of Earth Day, we recognized rider Reggie Logan as the 2021 Earth Day Superhero of the Year.
- 79 • Bus Shelter Art Contest took place in the spring of 2021. There were 59 submissions from local high school students. Nine
80 murals installed at bus stops. The City of Greenville Arts in Public Places Commission sponsored the contest.
- 81 • Greenlink once again hosted the Bike vs. Bus vs. Car Race in June 2021. For the first time, the Bus rider came in 1st place.
82 Metropolitan Arts Council was our partner in 2021.
- 83 • GTA focused on facilitating networking opportunities with elected officials and the public in 2021:
 - 84 ○ Ride along with Greenville City Council July 15.
 - 85 ○ Meet & Greet at a Greenville Drive game July 20.
 - 86 ○ Board hosted Meet and Greets with Greenville County Legislative Delegation, Travelers Rest City Council and
87 Simpsonville City Council throughout 2021.
- 88 • Mayor Knox White proclaimed October as “Try Transit Month”. Greenlink had several activities such as Name the Bus
89 Contest which had 61 entries, CTA Alumni Event, and a Kids Arts & Crafts event where kids rode trolleys and decorated a
90 cardboard bus.
- 91 • “No Car November” event where 22 participants signed pledge stating, “I Pledge not to Drive a Car for 7 days”.
92 Calculated that those participants offset 3,200 miles.
- 93 • Two mechanic interns during summer and fall through partnership with Greenville Chamber, Greenville County Schools and
94 Goodwill.
- 95 • Greenlink partnered with Pendleton Place to become a “Safe Place” for youths. Youths seeking assistance can safely wait
96 in Transit Center office or booth until Pendleton Place rep arrives.

97
98 **System Wide Key Performance Indicators (Liston Mehserle, Transit Planner):** Staff looks at Greenlink ridership yearly and
99 compares it with other systems. Ridership for Greenlink during pandemic did not take the hit that other agencies took.
100 Compared to The COMET (Columbia, SC) and CARTA (Charleston, SC), our recovery was more consistent and stable.
101 Greenlink is notable for essential workers who depend on Greenlink to get to jobs, doctor appointments and grocery stores.
102 Fixed Route started the year with around 44,000 riders a month and ended with 51,000 in December 2021 and continues to
103 trend up. Due to Covid in 2020, the trolley never reached over 10,000 rides total. July 2021 alone had 10,000 trolley
104 riders. In 2020, GAP (paratransit) ended the year with just over 600 rides a month. In 2021, GAP ended the year with over
105 900 rides a month.

106
107 **Transit Development Plan (TDP) Updates (Kayleigh Sullivan, Transit Planning Manager):** The decision was made in 2021
108 to update the TDP. Updates included: 1) revising cost estimates to reflect 2020 \$; 2) consolidated proposed new routes from
109 19 to 15; 3) added bus stop infrastructure costs; and 4) drafted a County-Wide Demand response model. Currently,
110 Greenlink can get people to 1 out of every 2 jobs in Greenville County. If all the expansions outlined in the TDP are
111 implemented, Greenlink will be able to get residents to 3 out of 4 jobs in Greenville County.

112



113 **Maintenance Key Performance Indicators (Jason Sanders, Fleet Manager):** In 2019, began sending 2 buses at a time for
 114 diesel bus overhauls, which is a complete tear down and rebuild of buses. Overhauls completed in 2020. Service
 115 interruptions were high prior to overhauls and have decreased significantly through 2021.
 116

117 **Financial Outlook (Kristina Junker, Budget Administrator):** Financial outlook is for fiscal year ending 6/30/21. Operating
 118 revenues up slightly over 2020. Passenger fares lower due to impact of COVID-19. Operating expenses higher. The City
 119 of Greenville contributed almost \$2 million, and Greenville County contributed \$3.6 million which included land donation for
 120 new maintenance facility. Salaries and benefits up 18% due to later hours and wage increases. Fuel costs down slightly.
 121 Overall, expenses up 16%. Overall net position increased primarily due to increased assets including the land donation.
 122 Unrestricted net position went up from \$670,000 to \$882,000 due to additional CARES funding. As far as the fiscal cliff,
 123 due to uncertainty regarding the Census and Bipartisan Infrastructure Law (BIL), GTA may be in a better position moving
 124 forward. Staff will have this data in summer 2022 when Census data is released.
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126 **Operations (Terry Dedmon, Transit Operations Manager):** On-time performance for Fixed Route improved by
 127 approximately 30% from 2019 to 2021 due in part to redesign of route systems and elimination of guaranteed connections.
 128 Data for 2020 not included due to the effects of COVID. Greenlink has 7 positions to fill before the agency can begin
 129 extending service hours on Saturday. To fill these positions, staff are diversifying the recruitment strategy by offering \$1,000
 130 sign up bonus for hires with a CDL and are looking to increase this amount to be more competitive with other transit agencies.
 131 Referral bonus increased for employees who refer applicants.
 132

133 **2022 Goals (James Keel, Director):**

- 134 • The big item on staff’s agenda in 2022 is the new maintenance facility. Inflation is impacting the new facility. When the
 135 project began in 2018, the projected cost was \$29 million. The project budget is now estimated at \$50.3 million. There
 136 is funding shortfall of around \$15 million. Over \$10 million of this amount is due to inflated cost of materials and labor.
 137 Staff is working on ways to make up for this shortfall.
- 138 • Working on bus stop infrastructures. Fifteen (15) stops have been upgraded in 2021. Working on upgrading an
 139 additional 65 stops in 2022.
- 140 • Working on filling driver vacancies and extending Saturday service hours.

141 **Q & A:**

- 142 • **Q:** Asked to elaborate on new buses and type of fuel they will use. **A:** The three new buses are 29-foot diesels. These
 143 are the last diesels GTA will purchase based on Board’s adopted sustainability goals. GTA has funding for 6 Proterra
 144 buses and 4 Compressed Natural Gas buses. Based on available funding, GTA has prioritized electric battery buses first,
 145 followed by compressed natural gas vehicles.
- 146 • **Q:** Is there a Construction Manager for new Maintenance Facility. **A:** Yes. Reeves Young is the Construction Manager.
 147

148 **Mr. Dick O’Neill made a motion to adopt advertising policy as presented. The resolution # is 2022-01.**
 149 **Mr. Stephen Astemborski seconded the motion. There is no opposition. The motion carries.**
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151 **No Public Comments related to items not on the agenda.**
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153 **Ms. Addy Matney made a motion to adjourn. Mr. David Mitchell seconded the motion. There is no opposition. The**
 154 **motion carries. The meeting adjourned at approximately 1:27 p.m.**
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Prepared by: Lorrie Brown Date: 2/24/22
 Lorrie Brown, Board Secretary

Approved by: Walker Smith Date: 2/24/22
 Walker Smith, Board Chair

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