



# MINUTES

## Greenville Transit Authority Committee of the Whole Meeting April 17, 2020

Greenlink Administrative Office, 100 W. McBee Avenue, Greenville SC 29601

### Attending

**Board Members:** Mr. George Campbell, Ms. Addy Matney (Treasurer), Mr. Dick O'Neill (Chairman), Ms. Amanda Warren (Vice Chair)

**Absent Board Members:** Mr. Darren Scott, Mr. David Mitchell, Ms. Inez Morris

**City Staff in Attendance:** Karen Crawford (Comptroller), Jasmin Curtis (Safety and Training Officer), Matt Efird (Deputy Director OMB/Budget), James Keel (Transit Director), Nicole McAden (Programs and Public Affairs Specialist), Jason Sanders (Fleet Manager), Michael Snead (Senior Accountant), Kayleigh Sullivan (Planning Manager)

**Others in Attendance:** Asangwua Ikein (Greenville County)

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

**A quorum is established.**

### Reports

**Quality of Service** – (Presented by Safety & Operations Manager Jasmin Curtis): Missed 6 trips. Two operator vacancies to fully staff existing service hours. Hired 2 new employees. Two in the hiring process. Safety and Training sessions held. On-time performance 98%. Nineteen missed trips.

**Reliability of Service** – (Presented by Fleet Manager Jason Sanders): For March, major road calls at 6. Major service interruptions are still trending low. On-time performance for PMs was 5.3% early and rest on time. Diesel reliability down since we still have two buses at Coach Crafters. We met goal for preventative maintenance schedule for electrical buses. Fixed Route fleet efficiency at 93%; Cutaways at 93%; and trolleys at 100% efficiency.

**Quantity of Service** – (Presented by Transit Planning Manager Kayleigh Sullivan): TouchPass use down 6% for March. Trolley service was active through March 13. Ridership up over February. Fixed Route up over February, but total ridership down. YTD ridership down from March 2019. Ridership in east sector continues to be higher. GAP ridership at 604 is down.

**Marketing Report** – (Presented by Nicole McAden):

- Revenue received for advertising sales since July 1 is \$58,046.45. New contract with Molina Health Care for \$4,139.80. Many advertisers pulled their ads due to COVID-19.
- **PR/Media Coverage:** United Ministries sent press release announcing they adopted two of our bus stops. Coverage on Human Trafficking Grant we were awarded last fall. Maintenance facility relative to County Council stories came out. COVID-19 coverage started in March relative to how Greenlink was reacting.
- **Partnerships:** Met with Human Trafficking team, which included Greenville County Sheriff's Office and Bon Secours St. Francis to set timeline, which includes a public survey in September, and Open House in November to unveil results, and the first training in December. We had meeting set with Carolina High School for their students to come in and earn community service hours speaking with riders about TouchPass as a continuation of their project. This was scheduled for May 16 but was cancelled since school will not resume the rest of the school year. Nicole and Jason Sanders met with the Chamber and Goodwill to discuss hosting a high school diesel mechanic intern as part of the LaunchGVL program. However, the City of Greenville prohibits us from hiring interns not enrolled in college classes. Goodwill has offered to partner with us and be the official hirer, and the student will be a volunteer with Greenlink. Paperwork with MOU with Goodwill will be forthcoming. Sponsorships for Fare Free Days have been cancelled.
- **Events/Tours:** Lunch and Learn with Junior League members who rode route 501. Staff attended Committee of the Whole Meeting and full County Council Meeting on March 3 regarding transfer of property for the maintenance facility. City of Greenville Comprehensive plan steering committee and consultants met on March 10 regarding how the committee would prioritize trade-offs relative to corridors, green space, affordable housing and transit funding. The Transit Director, City Councilmember Dowe and Ms. McAden attended the New Washington Heights Neighborhood Association meeting on March 16 regarding new maintenance facility. Ms. McAden and Ms. Curtis had a phone call with Tri-County Tech on March 23 to discuss their CDL training program. They offer CDL Class B with Passenger Endorsement training, which differs from what Greenville Tech offers. Staff invited to present when classes resume to discuss employment

55 opportunities with their students. Regional Commission conducted study on transit and Ms. McAden spoke on transit  
 56 changes, our public input process, and what our funding looks like. They are looking at transit as an economic  
 57 development tool in some of the rural areas.  
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59 **City's Monthly Financial Reports for February – (Presented by Matt Efird, OMB Deputy Director, Budgets):**

- 60 • Passenger fares trending down 16%. Ridership down 11%. Salaries and wages are up due to yearly wage increases,  
 61 increase in overtime and increase in retirement expenses driven by increase in state contribution retirement amounts.  
 62 Some factors driving increase in operating expenses is insurance increase due to adding valuable assets to the fleet  
 63 and depreciation.
- 64 • The increase in net position for the month of February was just over \$2 million bringing the total net position to \$14  
 65 million.
- 66 • A/P for the month of February have mostly been paid with the City of Greenville being the largest expense.
- 67 • For A/R, largest amounts come from the state and feds. We received \$463,000 through last week.  
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**Board Invoices**

Date	Vendor	Description	Invoice #	Amount	
3-13-20	Alfred Williams	Office Furniture	365059	767.50	1
3-19-20	Bunnell Lammons Eng.	Phase I ESA	67973	2,000.00	4
3-31-20	City of Greenville	March 2020 Expenses	86127	429,492.02	4
3-31-20	Coach Crafters	Bus 402 Midlife overhaul	FL22158	45,947.32	1
3-31-20	Coach Crafters	Bus 403 Midlife overhaul	FL22159	63,728.64	1
3-31-20	Coach Crafters	2008 Gillig bus purchase	FL22198	20,000.00	8
3-31-20	Factory Supply	Maintenance platform	238	44,358.80	1
3-31-20	Factory Supply	Maintenance platform credit memo	238CM	-39.00.00	1
3-12-20	Henry Schein	Clorox sprayers	75024251	3,700.000	1
3-31-20	Kimball Communications	Radios	38385	3,183.93	1
3-4-20	Proterra	Bus parts	1015161	65.68	1
3-31-20	Roe Cassidy Coates & Price	Legal services rendered	1031001	1,202.30	4
3-30-20	Sharp	Conference room mic system	12246992	14,374.00	1
3-30-20	Sharp	Labor for mic system installation	12246993	3,495.00	1
3-30-20	Traffic Logix	Electrical sign for transit center	SIN07379	2,499.00	1
3-1-20	Travelers	Damages and deductibles	574498	6,579.24	4
3-26-20	ViriCiti	Electric bus licenses for charging software	1385	3,888.00	1
3-24-20	Wilkins Norwood Appraisal	Property appraisal fees	7623	500.00	4
3-17-20	Young Office	Delivery charges	201820	45.00	4
<b>Total</b>				<b>\$641,926.43</b>	

70 1 The invoice relates to various items, applicable portion grant funded, GTA responsible for 20%.

71 4 The invoice relates to Board Operating expenses

72 8 This invoice relates to charges covered by insurance proceeds  
 73

74 **Unfinished Business**

75 **Presentation: 20-Ride Paper Punch Pass Transition – (Presented by Marketing & Public Affairs Manager Nicole McAden):**

76 This was part of fare equity analysis. The Board voted to move forward to evaluate moving from paper passes in January.  
 77 With paper passes, customers have to use coins for transfers and the driver has to manually punch passes and code  
 78 boardings in Genfare. Transferring to TouchPass allows customer to make purchase any time whereas with paper pass  
 79 they have to purchase them at Dispatch booth. Paper passes are open to fraud since they can be copied and customers are  
 80 not able to receive fare capping. Analysis looked at how peers sell passes. Only 4 of the 8 offer trip-based passes.  
 81 Some offer time based such as daily or weekly passes. None offer paper punch passes. Fare Equity Analysis is a  
 82 requirement when considering changes to fare structure to see if change creates a burden for low-income or minority  
 83 ridership. Demographic data was reviewed from 2017 customer satisfaction survey conducted by Clemson University  
 84 students. Savings will outweigh card fee of \$2.00. If a customer moved to mobile app, they would not have to pay \$2.00  
 85 fee, which is what Greenlink pays for the card. The two peer agencies that offer reloadable cards tied to an account  
 86 charge \$2.00 for reloadable cards. The COMET charges a \$5.00 replacement fee. We have 561 smart card accounts  
 87 and 786 smart phone accounts. To mitigate low-income passengers paying for card, staff is proposing offering TouchPass  
 88 cards for free for a set period of time, which could cost Greenlink up to \$3,800. One con is passengers could have punch  
 89 pass punched for other members of their family. We sell 20 ride ticket books to non-profits where they can tear off ticket,

90 which are scanned with a QR Code. A con is customers are still not benefiting from fare capping. A ticket books costs 40-  
91 cents to print. It would cost us \$760 to distribute ticket books to riders every year in place of paper punch passes. Staff is  
92 seeking input from the Board regarding whether we move forth with eliminating paper passes and whether to replace with  
93 TouchPass or bound ticket books. Chairman O'Neill would like to do away with the paper passes and have the Board  
94 evaluate the two options. Ms. Matney feels this would be beneficial in terms of preventing transferring of germs and  
95 perhaps COVID-19 funds could be used to offset the cost. Ms. Warren feels we need to move away from punch passes,  
96 but she feels that persons who currently use paper passes will have a difficult time adapting to TouchPass and additional  
97 training might be required. Ms. McAden stated we were approved as AmeriCorps site and TouchPass outreach and training  
98 is identified in their job description.  
99

100 **Presentation: Listening Session Feedback** – *(Presented by Transit Planning Manager Kayleigh Sullivan)*: No actions  
101 required. There were 26 total persons who attended listening sessions. Staff developed guiding questions to help with  
102 discussion. Some topics included connections, fare, new policy on departures and whether it would be beneficial to them to  
103 eliminate transfers. They could also bring up any topic they chose. We had some recurring topics. Some comments were  
104 relative to adding back service and stops such as on Anderson Road, Jenkins Street and service at Grove Station  
105 Apartments. On person wanted us to make it easier to transfer from 510 to 602. Comments about new service and  
106 extending service and holiday service. Comments that they want driver to kneel the buses for all passengers. Greenlink  
107 drivers complimented. Comments that they are affected by road closures downtown. Someone asked that they not be  
108 issued a transfer at the end of the day if they are going to miss the bus. Someone mentioned missing her connection and  
109 offered suggestions. Some persons stated they liked new policy on departures. Some persons stated they wanted free  
110 transfers and wanted flat rate. A comment made that they like current transfer system. Some persons wanted time frame  
111 to use transfers increased.  
112

### **New Business**

114 **Presentation: Transfer Fare Analysis** – *(Presented by Director James Keel)*: There are people who do not like having to  
115 purchase a transfer. We looked at what would happen if we eliminated transfers and charged a flat fare for all  
116 boardings. Currently, basic fare is \$1.50, and if you had to transfer to get to your final location you would have to pay  
117 50-cents for a transfer, for a trip total of \$2.00. If you did not purchase a transfer, you would pay \$3.00 for two tickets.  
118 One suggestion was to pay \$1.00 each boarded bus and eliminate transfers. Some people do not use the transfers they  
119 purchase and some people do not need to transfer at all, and therefore we would see a yearly loss of \$96,000. A benefit  
120 would be that we would require less repairs on our farebox, could save \$24,000 in expenses. Staff does not feel it would  
121 be prudent at this time to make this change.  
122

123 Discussion of Vision and Mission Statement: Chairman O'Neill stated we are close to finalizing this but we need to decide  
124 whether we need two vision and mission statements or one. This is being deferred until the next Committee of the Whole  
125 Meeting.  
126

127 Discussion of GTA Liaison with staff: Chairman O'Neill stated we have five departments and seven board members. He  
128 assigned Ms. Inez Morris to Public Affairs and Ms. Amanda Warren to Grants. He assigned Mr. Darren Scott to  
129 Maintenance and Mr. David Mitchell to Operations. Mr. George Campbell was assigned to Planning.  
130 Chairman O'Neill is working with Nicole to identify training.  
131

132 **Ms. Addy Matney made a motion to adjourn. Mr. George Campbell seconded the motion to adjourn. There is no**  
133 **opposition. The motion carries.**  
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135 Minutes were transcribed by Lorrie Brown and distributed via email on Thursday, April 23.