



GREENVILLE TRANSIT AUTHORITY BOARD OF DIRECTORS MEETING

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

MINUTES
April 27, 2023

Members Present: Mr. Stephen Astemborski, Ms. Santora Bowling, Ms. Addy Matney (Vice Chair), Mr. David Mitchell, Mr. Sean Rusnak, Ms. Walker Smith (Chair), Ms. Amanda Warren (Treasurer)
Greenlink Staff: James Keel (Director), Jasmin Curtis (Transit Safety Mgr.), Nicole McAden (Marketing/Public Affairs Mgr.)
Other City Staff: Rebecca Edwards (Senior Financial Analyst)

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

Quorum established.

Mr. David Mitchell made a motion to approve the March 31, 2023 GTA Board Meeting Minutes.
Mr. Stephen Astemborski seconded the motion. There is no opposition. The motion carries.

No Public Comments related to items on the agenda.

Director’s Report (Presented by Director James Keel):

- GPATS Policy Committee will meet on May 15 to include SCDOT funds in the TIP and SCDOT will update the STIP on May 18 for a little over \$8 million in federal and SMTF funding for the new maintenance facility. On April 24, City Council authorized the City Manager to execute purchasing agreement for Augusta Street property. The second and final reading to take place on May 8 to potentially close on the property. Expect answers for 5339(B/C) and RAISE grant requests by July 1. Discussions are ongoing about a requirement to pave Arcadia Drive.
- Budget update will be provided today.
- EQUANS will be in the office next week to install ITS equipment on a pilot fleet. The rest of the fleet should go live June 1.
- Eight bus operator openings, five in hiring process and two in training. Five trolley openings with one in hiring process. Public Works providing drivers for trolleys serving the Drive. Currently not able to service North and South Main routes.
- Pictures presented showing progress of new facility construction. Showed mockup with brick color. Duke Energy has been onsite. H&W onsite putting in conduits for infrastructure. Footers were going in this morning. Retaining walls being put in. Structural steel arrived and erected on Admin building. Pine trees being cut down by Duke Energy due to power upgrades. Stormwater Ponds are functioning. Started welding structural beams.

Fiscal Year 2024 Budget Update (Presented by Director James Keel): Mass Transit Magazine released their 2023 mobility outlook. GTA is part of the South Atlantic region in the survey. Only 8% of South Atlantic transit agencies responded to survey.

- Sixty-four percent of agencies across the country have higher budgets than previous year.
- Forty-six percent of agencies anticipate a budget shortfall. Two-thirds of respondents report continued negative impacts to capital programs.
- Respondents asked of residual impacts from pandemic and 75% cited reduced ridership, 47% budget constraints, 37% negative impacts to capital programs, 43% negative impact to procurements, and 88% have recruitment challenges.
- Agencies asked whether they were facing a budget shortfall in 2023. Fourteen percent answered yes for budget shortfall under \$10 million. Fifty-four percent expected no budget shortfall.
- Agencies asked of anticipated challenges in 2023, 89% cited recruitment and retention as the most pressing, 74% cited supply chain related challenges, and 71% cited inflation and/or pricing.
- Agencies asked the most pressing challenge, and 51% cited recruitment/retention.
- Agencies who listed recruitment/retention as challenges asked what efforts being taken: 1) raising starting salaries of drivers and maintenance staff; 2) paying for some aspect of special training such as CDL; 3) investing in training or workforce development; 4) Retention bonuses for existing employees; 5) Re-evaluating salaries for existing employees; 6) New partnerships with outside institutions such as (schools); 7) Second chance hiring/training.
- Agencies asked to rank their Opportunities for 2023: Better way to pay (contactless ways to pay fare) 42%, investing in technologies to deliver internal efficiencies internally 44%, delivering reliable service 40%, investing in new technologies for improved rider experience 57%.



- 58 • Agencies asked how services changed during the past year: Reduced service due to staffing challenges 35%.
59 • Agencies asked main motivating factor for agency's integration of low emission and/or zero emission buses: Agency-driven
60 initiative other than Board mandate 50%, State mandate 33%, Municipal mandate 4%, and Board mandate 4%.

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62 **FY24 Budget Update:** GTA makes request of County, and they give GTA the amount they will provide by way of quarterly
63 checks. Greenlink received \$2 million in FY20 where around \$900,000 went into GTA investment account due to GTA not
64 being able to deploy later service hours using funds received from the County. The City provides 40% of the local match
65 needed. In looking at revenue trends, Federal funding 5307 is for operating expenses and preventative maintenance. Every
66 year amount is provided for what is needed to balance the budget, less the amount appropriated in prior fiscal years that
67 remains unspent, to determine how much will come out of the City's general fund in any particular year. For FY24 there was
68 a significant increase in requested funds of almost \$600,000. Between FY23 and FY24 the new contribution out of the
69 general fund is only around \$1.6 million because there is an assumed \$285,000 that is from previous years' unspent balance
70 being used to contribute towards that amount. There is an agreement between the City and County where the County will
71 pay 60% of local operating expenses and the City will pay 40% effective in FY21. Between FY22 and FY23 experienced a
72 30% increase in funding due to bipartisan infrastructure law being passed.

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74 **Service Enhancements Requests for the City:**

- 75 • Two additional Paratransit Operators were requested. This need it driven by 54% increase in paratransit ridership. This is
76 being recommended for approval. Operating cost \$115,781.
77 • Operator Pay Increase to continue to be able to compete against Greenville County School system. Request is for raise up
78 to \$2.00 an hour in the summer (based on Greenville County Driver pay raise). This is currently unfunded and not submitted
79 for approval. This past year, the school district increased driver pay by \$3.00 per hour.
80 • Additional Police Presence at Terminal. This request is currently unfunded. Crime data supporting this request will be
81 presented later in the agenda.
82 • Procurement & Compliance Specialist. GTA has its own procurement policy which is federally mandated. This is currently
83 unfounded.

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85 **County Requests:** County has a 2-year budget (FY24 and FY25). First is Operating request of \$3.6 million for FY24 and
86 Operating request for \$3.8 million for FY25. What is driving the larger number is desire to operate 30-minute frequencies.
87 New Proterra buses should begin arriving in FY24.

88
89 **Capital Requests:** Total for request is \$12.6 million. Ninety-five percent are requests for the County.

- 90 • Previously Requested \$8 million to complete new facility. The SCDOT stepped forward and this amount is no longer
91 needed. However, the CNG station is not funded. The cost for this is \$4.5 million.
92 • Thirteen diesel buses are up for replacement later this year. Must decide whether to replace them with battery electric or
93 compressed natural gas buses. The numbers presented are for battery electric. GTA is asking for the local match needed
94 to tap into federal grants for these busses.
95 • Charging infrastructure is associated with battery electric bus deployment. The amount needed to fully deploy is \$9 million.
96 • Mobile Ticketing Upgrade, Transit signal Priority and Planning Activities are estimated to cost \$250,000 each.

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98 Capital operating expense already programmed into the budget in FY24. These items (capital operating expenses such as
99 insurance, legal fees, AVL user fees and other software) are seen every year. ITS, Proterra busses, Planning Contract, two
100 Ford Escapes, two cutaways, Scan Tool and Fire Alarm System Upgrade added to Capital items.

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102 **Expense Trends:** Fixed route expenses rising. Operating budget net growth for FY20 to 21 increased by 28% (due to
103 factoring in funding for later hours), 5% for FY21 to 22, 13% for FY22 to 23, and 11% for FY23 to 24.

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105 **Budget Summary (Projected Partner needs):** Need \$2.4 million from the City (trolleys included) and \$2.9 million from the
106 County to balance the budget. There was significant increase in facilities due to being out of federal money. Fiscal cliff hit
107 this year. City contributions to balance the budget are based on three assumptions: 1) vacancy savings of \$116,000 (8 open
108 positions) throughout the year. 2) Savings from FY23 budget \$125,000; 3) Other savings \$8,000; 4) Transit Development
109 Plan (TDP) savings FY22 \$35,176; and 5) H Tax savings from FY24.

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111 **If GTA is under funded must consider:** 1) Removing service hours (e.g., stopping service early); 2) Removing Service days
112 (e.g., Saturday service); or 3) Canceling routes.

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114 **Questions/Comments:**

- 115 • Ms. Warren would not like to see savings from not implementing the TDP (driver vacancies being expected to continue and
116 therefore service not expand as planned) built into the budget.
- 117 • Mr. Mitchell asked whether data was gathered to support that Greenville County Schools was our main competitor for CDL
118 drivers. He felt a survey was necessary to reach beyond the Greenville County School District. Mr. Keel stated that staff
119 looked at both CatBus and Sparta, and Greenlink pays more. The biggest employer with CDL drivers with Passenger
120 endorsement is Greenville County Schools. Mr. Mitchell asked whether exit interviews are being done to determine why
121 drivers are leaving. Mr. Keel stated that based on exit interviews, drivers are leaving mostly due to schedules. Pay comes
122 in second. Mr. Mitchell states he does not know if pay increases are the answer to retain drivers. Ms. Warren stated that
123 pay is relevant when attracting new drivers. Not necessarily when it comes to retention. Mr. Keel stated that last year the
124 School District raised their starting pay from \$16.00 per hour to \$19.00 per hour. Mr. Mitchell asked whether a retention
125 plan was in place. Ms. Cleek stated that retention is discussed often during staff meetings. Driver surveys were sent to all
126 drivers and the Director held meetings with drivers to discuss the feedback from the surveys. Supervisors now meet with
127 their teams prior to shifts. A newsletter is posted in the driver restroom.
- 128 • Ms. Matney stated our end goal is to implement the TDP. There has been a huge investment in the capital piece. She does
129 not see Transit as a priority for the City. Mr. Astemborski asked status of the \$200,000 the City verbally agreed to give to
130 GTA to offset lost revenue from not wrapping buses. Mr. Keel stated that in GTA's budget document there is \$100,000
131 built in on the City Advertising Subsidy line item. There is also an increase \$600,000 increase between FY23 and FY24 to
132 balance the budget. Of this amount, \$100,000 is strictly driven from the Advertising subsidy. Ms. Matney stated that the
133 \$200,000 was presented to us as "in addition to the local match" from the City. Mr. Astemborski stated it may be time to
134 revisit advertising and look at every source of revenue. Staff will discuss this with the City first.
- 135 • Mr. Mitchell stated he wanted to readdress the wage increase previously mentioned. He feels transit needs a solid
136 justification for increased driver pay to compete with Greenville County.
- 137 • As we move into FY2025, SMTF funds will go away for 3 years. GTA will give up \$240,000 in state money (considered
138 local money) and will receive \$480,000 in federal money instead.
- 139 • Census changes should have a positive impact because Clemson/CATBus is no longer part of the Greenville Urbanized
140 Area. We should see improvement in FY2025 funding. Mauldin/Simpsonville contributions should be addressed for FY25.
141 Mauldin/Simpsonville UZA is paying for routes 510, 601 and 602. Route 601 serves Mauldin/Simpsonville. Initially Rt. 14
142 was 2-hour route that went from Greenville to Simpsonville. At that time, SMTF funding was available and nearly covered
143 the entire local cost of the route. The City and County now pays for part of Mauldin Simpsonville service. As we prepare
144 for FY24, notice needs to go to Cities of Mauldin/Simpsonville for their local match contribution requirements for FY25. If
145 they are unwilling to meet those needs, then in February of next year we would send public hearing notices for the
146 cancellation of Route 601.

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148 **New NTD Worker Assault Reporting Requirements and Crime Data Review 2021-2022 (Presented by Safety & Training**
149 **Manager Jasmin Curtis):**

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151 **Greenlink Crime data (2021 – 2022 Trends):** Physical assaults decreased by 44%, Disturbances increased by 27%
152 (includes threats of violence), Intoxicated persons decreased by 42%, Suspicious activity decreased by 4%. Overall calls for
153 police assistance dropped 12% from 2021 to 2022. However, Greenlink operates service 358 days a year and 163 calls
154 were made to police for assistance in 2022. Which means 53% of service days involved disturbances requiring policy
155 assistance.

156 **Data Summary: Activity Trends Since 2019:** Suspicious Activity increased by 175%, Disturbances/Disruptive behavior
157 increased by 124%, Assaults increased by 25%, and Calls to police increased by 23%

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159 The federal government has new reporting requirements due to Transit worker assaults. Assaults on transit workers increased
160 by 121%. This has led to new definitions for what constitutes a worker assault. Previously Assaults were defined as an
161 incident involving hospitalization for the worker of more than 48 hours for having certain fractures, severe bleeding, damage
162 to nerves muscles, tendons, or organs. It is now defined as a circumstance in which an individually knowingly without lawful
163 authority or permission and with the intent to endanger the safety of the individual or with reckless disregard for the safety of
164 human life interferes with, disables, or incapacitates a transit worker while transit worker is performing the duties of the
165 transit worker. The Feds now want to capture physical assault data for Verbal assaults or verbal harassment and threats of
166 violence against workers as well. The federal government put out a notice mid-February to transit agencies asking for
167 reporting of this data as soon as possible. Staff had already started gathering this data due to the increase of verbal
168 assaults on Greenlink workers.

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170 Ms. Walker asked whether it is correct that Greenlink can no longer put people on "no trespass". GTA Board Attorney,
171 Adam Artigliere, stated that relative to the trespass issue, they met with the City and Police Department. There were some
172 individuals put on trespass who went before the City magistrate, and the trespass cases were kicked out because the

173 individuals were on public property. The law being interpreted stated a person cannot be put on trespass if they are on
 174 public property, sidewalks, etc. because of certain court cases that came down over the years where people were being
 175 prevented from public gatherings in some areas for different protests. Discussions took place with the City, police and
 176 magistrate regarding what can be done to address this. Staff put together a plan on how to move forward under SC law to
 177 allow some leeway regarding physical assaults and verbal assaults to be considered crimes that rise to the level where
 178 someone can be prevented from coming onto a bus and assessing our areas. Libraries were having the same incidents as
 179 Greenlink. Therefore, the general assembly created a law where libraries can put people on trespass. Since there is a law
 180 which allows libraries to trespass individuals, and they did not do this for transit authorities, they intentionally carved this out
 181 as something that could not be done in these public places. We are seeking to use the existing state law regarding libraries
 182 for transit agencies. Discussed having security and police presence at the terminal. Ms. Matney noted that other places have
 183 police substations on their properties.
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185 **Public KPI Dashboard available for review – <https://info.greenvillesc.gov/pages/greenlink-performance>**
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187 **City’s Monthly Financial Report for February 2023 (Presented by Budget Administrator Kristina Junker):**

- 188 • Passenger fares up 18% over this time last year. Advertising up by 52%. Salaries, Wages and fringes up 10%. Fuel up
 189 53%. Non-operating revenue, state grant total is for the year. Federal grants up \$3.8 million due to maintenance facility.
 190 Expenses for maintenance through February is \$5,496,846. Grant draw related to this is \$5,257,662.
- 191 • Accounts receivable at end of February is \$3,004,455.90. Balance on April 12, 2023 was \$43,516.00.
- 192 • Accounts payable at end of February \$1,951,594.15. Everything paid through end of March except \$13,724.00 which is
 193 owed to the FTA.
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Action Item: GTA Invoices:

Date	Vendor	Description	Invoice #	Amount
4/6/23	Burr Forman	Legal Services/Facility Relocation	1379753	630.00
4/6/23	Burr Forman	Legal Services/Property Disposition	1379754	2,180.00
4/5/23	Chargepoint	Charging station monitoring	IN185033	4,752.00
3/31/23	City of Greenville	March expenses	90023	924,120.47
3/20/23	DISYS Solutions Inc.	Cisco network/communication upfits	IN33661	37,638.50
3/31/23	DISYS Solutions Inc	Cisco network/communication upfits	IN33820	8,298.45
3/20/23	Emedia	Vehicle graphic installation	509724	406.61
3/1/23	Grainger Misc. shop supplies	Misc. shop supplies	9625991469	734.64
4/14/23	Home Depot	Misc. shop supplies	WB43040971	1,656.42
3/1/23	Home Depot	Misc. shop supplies	WB39506954	1,611.45
3/21/23	Home Depot	24 in. steel pipe wrench	WB41116277	69.97
3/21/23	Home Depot	14 in. Steel Pipe wrench	WB41117937	34.97
4/21/23	INEO Systrans USA, Inc	ITS System	95324700016	18,747.74
3/31/23	McGriff Insurance	April 2023 insurance installments	INV03312023	112,321.25
4/13/23	Mobile Communications	Vehicle install and bracket/hardware kit	283001464-1	777.00
4/13/23	Mobile Communications	Vehicle install and bracket/hardware kit	283001463-1	2452.00
3/31/23	Reeves Young	O&M construction services through 3-31-23	008	1,789,301.70
3/29/23	Santora Bowling	SCDOT Board Training Reimbursement	001	53.71
3/31/23	Skanska	O&M professional services through March 2023	2121803-26	23,042.80
3/21/23	Snap-on Industrial	8 complete sets of mechanic toolkits	ARV/56700144	484.96
3/15/23	Snap-on Industrial	8 complete sets of mechanic toolkits	ARV/56620607	4,773.36
3/14/23	Snap-on Industrial	8 complete sets of mechanic toolkits	ARV/566111752	1,442.64
3/7/23	Snap-on Industrial	8 complete sets of mechanic toolkits	ARV/56531972	67,982.51
4/4/23	Snap-on Industrial	8 complete sets of mechanic toolkits	ARV/56893378	1,425.44
3/8/23	Snap-on Industrial	8 complete sets of mechanic toolkits	ARV/56543406	4,798.16
3/9/23	Snap-on Industrial	8 complete sets of mechanic toolkits	ARV/56564581	762.88
3/27/23	Snap-on Industrial	8 complete sets of mechanic toolkits	ARV/56765692	2,552.32
3/14/23	Snap-on Industrial	8 complete sets of mechanic toolkits	ARV/56605716	904.48
3/8/23	Snap-on Industrial	8 complete sets of mechanic toolkits	ARV/56546117	3,829.40
3/10/23	Snap-on Industrial	8 complete sets of mechanic toolkits	ARV/56577513	1,846.29
3/11/23	Snap-on Industrial	8 complete sets of mechanic toolkits	ARV/56588007	2,850.12
4/3/23	Snap-on Industrial	8 complete sets of mechanic toolkits	ARV/56878684	1,508.32
3/13/23	Snap-on Industrial	8 complete sets of mechanic toolkits	ARV/56589870	4,016.48
3/29/23	Stephen Astemborski	SCDOT Board Training Reimbursement	001	37.47
3/31/23	Travelers Collections	Insurance deductibles	625490	2,094.43
3/31/23	Travelers Collections	Insurance deductibles	626559	3,797.74



3/31/23	Wendel	Architectural Services through 3-31-23	701497	64,928.22
Total				\$3,098,864.90

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Ms. Addy Matney made a motion to pay invoices totaling \$3,098,864.90 subject to the availability of funds.

Ms. Amanda Warren seconded the motion. There is no opposition. The motion carries.

Action Item: Resolution 2023-05 – Acceptance of Title VI 2023 Monitoring Report (Presented by Public Affairs Manager Nicole McAden): The 3-year Title VI program was adopted last April. This report being reviewed is an annual monitoring report. Title VI requires that agencies set service wide standards and policies. If we operate more than 50 vehicles or have service population of more than 200,000, GTA would be required to do the report. GTA does not meet the threshold. However, GTA monitors as a good practice. GTA meets all requirements in Title VI.

• Systemwide Service Standards:

- Vehicle Load - Not surpassing thresholds.
- Vehicle Headway– Headway adherence is impacted when the Contingency Plan is implemented. However, GTA has been able to adhere to the standards 90.7% of the time on weekdays and 93.78% of the time evenings/weekends.
- On-Time Performance – GTA adopted resolution setting acceptable level at 85%. Greenlink is on time 75% of the time. Operations reiterated the “hold zone” for connecting buses, and a “Slow Your Roll” campaign was started to decrease early arrivals.
- Service Availability– Per 2019 NTD data, GTA’s services are within 46.7% of people in UZA. GTA has improved to reach 50.55% of the UZA population per 2021 NTD data. Service area increased.

• Systemwide Service Policies

- Transit Amenities – GTA is exceeding its transit amenities baseline.
- Vehicle Assignment – All vehicles in a state of good repair. All routes have good vehicles.

Ms. Addy Matney made a motion to adopt resolution 2023-05 to accept the 2023 Title VI Program Monitoring results.

Ms. Santora Bowling seconded the motion. There is no opposition. The motion carries.

GTA/Staff Member Reports:

- Ms. Warren stated that July marks GTA’s 50th anniversary. Staff has activities planned for July 7 which includes a press conference, fare free day and giveaways to riders. She asked for board participation.
- Ms. McAden stated a call was put out to riders for poets to write poems. Poets will be matched to bus riders to unveil at the event marking GTA’s 50th anniversary.
- Ms. Matney stated that they are Meeting with the C Fund committee tomorrow.

No Public Comments related to items not on the agenda.

Mr. David Mitchell made a motion pursuant to S.C. Code §30-4-70 to enter executive session to discuss a contractual matter. Mr. Stephen Astemborski seconded the motion. There is no opposition. The motion carries.

Mr. David Mitchell made a motion to exit executive session. Ms. Addy Matney seconded the motion. There is no opposition. The motion carries.

Mr. David Mitchell made a motion to adjourn. Ms. Addy Matney seconded the motion. There is no opposition. The motion carries. Meeting adjourned at approximately 1:35 p.m.

Prepared by: *Lorrie Brown* Date: 5/25/23
 Lorrie Brown, Board Secretary

Approved by: *Walker C Smith* Date: 5/25/23
 Walker Smith, Chair

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