



MINUTES

Greenville Transit Authority Committee of the Whole Meeting

January 17, 2020 - 9:30 a.m.

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

Attending

Board Members: Mr. George Campbell (Chairman), Ms. Addy Matney (Treasurer), Mr. David Mitchell, Mr. Dick O'Neill, Mr. Darren Scott, Ms. Amanda Warren

Absent Board Members: Ms. Inez Morris (Vice Chair)

City Staff in Attendance: Karen Crawford (Comptroller), Jasmin Curtis (Safety and Training Officer), Dorothy Dowe (City Council), Matt Efird (Deputy Director OMB/Budgets), James Keel (Transit Director), Jason Sanders (Fleet Manager), Kayleigh Sullivan (Planning Manager)

Others in Attendance: Sarah Dellinger (Public), Kristine Eller (Public), Jennifer Ferguson (Public), Asangwua Ikein (County Transit Planner), Katy Smith (Piedmont Health Foundation)

Mr. George Campbell, Board Chair, called the meeting to order at approximately 9:30 a.m.

A quorum is established.

Reports (December)

Quality of Service – (Presented by Safety & Operations Manager Jasmin Curtis):

We had a slight improvement of on-time performance over last month of around 2%. We have 5 drivers in the hiring process and 3 will start next week. There were no accidents. We had 3 founded complaints and 2 unfounded complaints. GAP reservations are on time 86% of the time. Fixed Route passengers can expect to be on board for 19 to 20 minutes. Excessive trips (passengers on bus longer than 1 hour) occurred twice this month. Mr. Keel stated that we saw a 19% improvement in on-time performance for December compared to July - November of this year by not guaranteeing connections in the terminal for all routes including 504 and 508. Early arrivals also increased. We will take data for January to see if time points need to be changed. We will have missed trips data available February.

Reliability of Service – (Presented by Fleet Manager Jason Sanders):

Failures due to farebox decreased by two-thirds. We had 4 major road calls and 41 minor. Preventative maintenance on time performance is 82.4%. We had 3 buses receive maintenance early and none of the maintenance was performed late. We met goals for all vehicles' availability except for cutaways.

Quantity of Service – (Presented by Transit Planning Manager Kayleigh Sullivan):

Ridership rankings same format as prior month. TouchPass usage went down by 1% from prior month. FR ridership is down slightly from prior month. Trolley ridership is up slightly from prior month. GAP ridership is at 1.4% of our total ridership. Looking at metrics, total ridership is down, but YTD it is up by 2%. Miles and hours are up. Ridership is up in north, east and southeast sectors. Clemson ID ridership is down slightly. GAP had 0 denials, 20 no shows, 200 cancellations and 705 trips. Ridership is up for GAP.

Milestone Report – (Presented by Transit Planning Manager Kayleigh Sullivan):

No changes.

Marketing Report – (Presented by Director James Keel): Report available for review. Nothing to add.

Ms. Matney stated that relative to free passes she spoke with Pendleton Place and they have secured a grant for the next six months for their passes.

City's Monthly Financial Reports for November – (Presented by Assistant Treasurer Karen Crawford):



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49 Passenger fares trending down from last year (18% lower). Rides decreased by 13% from last year. Ad revenue is
 50 tracking lower than last year. Salary and wages up slightly. Materials and supplies \$100,000 less due to more non-
 51 capitalizable purchases during FY19. Fuel cost lower by around \$37,000. Service expenses decreased due to
 52 refurbishments. Temporary personnel cost lower by around \$34,000. Insurance is tracking up due to adding Proterra
 53 buses. Utilities tracking higher by around \$14,000 due to charging stations. Staff is working with Duke Energy at
 54 managing cost. Staff pulled 6 months of data and we only saved three cents per mile with the electric buses
 55 compared to the cost per mile for diesel buses. Mr. Keel explained how charging works and how Duke Energy
 56 calculates what we owe. We have a contract with ViriCity for smart charging that would change the way we charge,
 57 thus cutting charging cost in half. Miscellaneous revenue is up considerably due to interest on revenue we have
 58 received. Federal grant non-operating is up \$110,000 from last year due to Proterra bus parts pulling from a grant.
 59 Federal capital revenue is up considerably from last year. We bought 3 cutaways this year. Local capital
 60 contributions up from Greenville County.

61 **Accounts Payable:** Total amount outstanding at end of November was \$1.1 million. All paid except what is owed to
 62 the FTA.

63 **Accounts Receivable:** We were due to receive \$867,000. We have received \$529,000. Federal and State money
 64 is outstanding. Hispanic Alliance is over 90 days.

65
 66 **Ms. Addy Matney made a motion to recommend to the full board payment of total invoices in the amount of**
 67 **\$753,763.09. This is subject to the availability of funds. Mr. Dick O'Neill seconded the motion. There is no**
 68 **opposition. The motion carries and will go to the full Board for approval.**

Board Invoices

Date	Vendor	Description	Invoice #	Amount	
12/31/19	City of Greenville	December 2019 expenses	85776	424,784.82	4
12/24/19	Coach Crafters	Bus # 401 midlife overhauls	FL21393	109,234.67	1
12/23/19	Coach Crafters	Bus # 403 midlife overhauls	FL21458	36,000.00	1
12/23/19	Coach Crafters	Bus # 402 midlife overhauls	FL21457	36,000.00	1
12/30/19	Coach Crafters	Bus # 306 midlife overhauls	FL21477	20,150.44	1
12/30/19	Coach Crafters	Bus # 306 midlife overhauls	FL21478	7,913.44	1
12/31/19	Coach Crafters	Bus # 308 midlife overhauls	FL21582	97,459.80	1
12/30/19	Genfare	Portable data unit for buses	90159732	6,500.00	1
12/19/19	Noel Training & Consulting	Phase 1 SMS Readiness Assessment	19077	8,150.00	1
12/1/19	Roe Cassidy Coates & Price	Legal services rendered	1029707	1,789.00	4
12/1/19	Roe Cassidy Coates & Price	Legal services rendered	1020134	80.00	4
1/9/20	TD Card Services	Board meeting lunches	192020JK-BOARD	53.17	4
12/31/19	Young Office Furniture	Second half of James Keel's furniture	200986	5,647.75	1
Total				\$753,763.09	

71 1 The invoice relates to various items, applicable portion grant funded, GTA responsible for 20%.

72 4 The invoice relates to Board Operating expenses

73
 74 The audit is going well. Greene Finney and Horton will present to the Board in February.

Unfinished Business

77 **Action Item: Proposed Trolley Route Changes – (Presented by Transit Planning Manager Kayleigh Sullivan):**

78 Staff developed changes to the trolley network. The purpose of trolleys is tourism-focused and is being funded
 79 through the City Hospitality Tax for tourism related projects. Existing capital is 4 trolleys. For this service we have 1
 80 trolley supervisor, 2 operators and 2 open positions for year round and 2 open positions for seasonal. Ms. Sullivan
 81 presented the existing trolley network for year round and seasonal (Heart of Main, Augusta, Lunch Link, Arts Wes and
 82 Top of Main). She provided miles, number of stops and run time.

83

84 Staff looked at predictability and reliability – how often Greenlink is able to deliver the existing schedule as posted.
85 Looking at ridership, game day is our top ridership driver. Next is special events occurring in October such as Boo in
86 the Zoo and Fall for Greenville. Thursday is the weakest day for trolley ridership across the board unless there is a
87 baseball game. Therefore costs are higher on Thursday. Current trolley system is unreliable due to trying to run four
88 routes at one time. If a trolley is down we have to decide what route to cut. It is expensive trying to maintain the
89 vehicles with the wear and tear.
90

91 **Solutions:**

92 Focus is on Heart of Main, Top of Main, Augusta and Arts West. In new system being proposed, we will only operate
93 3 trolleys at one time. All of the routes will hub out of the Greenlink terminal instead of Falls Park area. Year round
94 service would be replaced with North Main and South Main year round service which would get us out of the areas
95 where there are road closures. With seasonal service (May to October), we have two options. Options are
96 Attractions & West End with Downtown **or** Attractions & West End with Hampton-Pinckney Neighborhood. Proposed
97 plan it to use a vehicle for the Attractions route until 5:30 pm and switch over to West End option during the evenings
98 on Saturday. Presented map showing Attractions route. Staff thinks the West End with downtown route is the best
99 option.

100 Presented ways public engagement was sought in October and November and provided dates. Survey was posted
101 on route changes web page. Survey closed December 13. We had 475 total participants. Survey results reviewed.
102 Remix feedback was read as well as trolley email feedback.
103

104 **Final recommendation routes.** Implement South Main, North Main, Attractions, & West End with Downtown Routes.

105 It was noted that the Hospitality tax is spent. At retreat, we will discuss TDP which was broad and did not address
106 congestion.
107

108 **Ms. Addy Matney made a motion to approve proposed trolley routes recommended by staff which is South Main,**
109 **North Main, Attractions, & West End with Downtown Routes. Mr. Darren Scott seconded motion. There is no**
110 **opposition. The motion carries and will go to the full board for approval.**

111 **New Business**

112 **Action Item: Proposed Transition of Paper Punch-Pass products to TouchPass – (Presented by Director James Keel):**

113 We launched TouchPass, but you can still buy paper punch passes; which is old and antiquated. Propose to move to
114 TouchPass. We will go through public engagement process.
115

116 **Mr. George Campbell made motion to move staff's recommendation to transition from paper punch pass to**
117 **TouchPass. Mr. Darren Scott seconded the motion. There is no opposition. The motion carries and will go to the**
118 **full board for approval.**
119

120 The Board received an update on various topics.
121

122 **Ms. Addy Matney made a motion to adjourn. Mr. Dick O'Neill seconded the motion to adjourn. There is no**
123 **opposition. The motion carries.**
124

125 Minutes were transcribed by Lorrie Brown and distributed via email on Wednesday, January 22, 2020.