



**GREENVILLE TRANSIT AUTHORITY BOARD OF DIRECTORS MEETING**

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

**MINUTES**

**February 23, 2023**

- Members Present:** Ms. Santora Bowling, Ms. Addy Matney (Vice Chair), Mr. David Mitchell, Mr. Sean Rusnak, Ms. Amanda Warren (Treasurer), Ms. Walker Smith (Chair)
- Absent Member(s):** Mr. Stephen Astemborski
- Greenlink Staff:** Kayleigh Cleek (Transit Planning Mgr.), James Keel (Director), Nicole McAden (Marketing and Public Affairs Mgr.)
- Other City Staff:** Kristina Junker (Budget Administrator)

**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 January 20, 2023 GTA Board Annual Meeting Minutes.**

**Ms. Addy Matney seconded the motion. There is no opposition. The motion carries.**

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

**FY2022 Audit Report (Presented by Greene Finney Cauley, LLP Partner Andrew Coleman):**

GTA is responsible for maintaining effective internal controls. Auditor encourages regular risk assessment. GTA is responsible for financial statements. Auditors give reasonable assurance that financial statements are materially correct. GTA issued an Unmodified opinion, which is the best opinion that can be received. GTA ended 2022 with \$20.5 million, which is a 11% increase from 2021. Of this number, \$13.5 million represents investment in net capital assets and \$1.9 million was restricted for capital insurance purposes. \$5 million was Unrestricted at the end of 2022 which is an increase of \$2.2 million from 2021. County contributions were not restricted. Auditor recommends a minimum of 16.7% in Unrestricted cash. Fares accounted for \$547,000 of operating revenue compared to \$499,00 the prior year. There was a slight decrease in advertising, vending, and parking revenues. Operating expenses \$10.2 million compared to \$9.4 million the prior year. Most increases due to higher salaries, benefits, parts insurance, and fuel. Non-operating revenue is \$8 million compared to \$7.4 million the prior year. Capital grants and contributions \$3.6 million compared to \$5.1 million for prior year due to in-kind land contribution received for Maintenance Facility. Looking at compliance, single audit was required due to funding level. No issues to report. Inflation is higher and will affect salaries, parts, and fuel across the board.

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

- GTA still needs funding to finish off facility. Meeting next month with SCDOT should provide clarity. RAISE application due on February 28. Met with Congressman Timmons yesterday with RAISE being point of conversation. Received 43 letters of support.
- Transportation Association of South Carolina (TASC) event takes place next week. Legislative Reception to be held Wednesday night. This provides opportunity potentially to discuss funding with state elected officials.
- Resolution will be provided for Budget Amendment 5 today, which deals with two change orders and maintenance tools purchase.
- ITS implementation is underway. Via will be on-site Tuesday and Wednesday for Paratransit Training. Trip bookings will begin March 28. Launch date of July 1 for Equans for Fixed Routes.
- Fixed Route has 10 driver openings, with 7 in hiring process. Applications started coming in after rate increased to \$19.60. There are 5 trolley openings. Still looking for a mechanic.
- Working on bus stop improvements.
- Photos presented of new Operations and Maintenance Facility. There was 1800 loads of debris hauled off. Footers for building has been poured. Stormwater ponds cleaned out. Working on plumbing now. Exceptionally wet conditions could cause delays.

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



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**City's Monthly Financial Report for December 2022 (Presented by Budget Administrator Kristina Junker):**

Passenger Fares up 13% compared to December 2021. Advertising revenue up 57%. Salaries and wages up 8%. Fuel cost 48% higher than this time last year. Federal capital grants revenue is 186% higher due to construction. Grant draws for current fiscal year at \$3.4 million. Total cost spent on the project is \$6.2 million. Accounts Receivable as of 12/31/22 was \$2,075,303.53. Thru 2/15/23 have collected all but \$107,722.20. Accounts Payable at 11/30/22 was \$1,922,970.98. Paid \$1,791,246.98 thru 1/31/23 leaving balance of \$131,724.00 owed to the FTA.

**Action Item: GTA Invoices:**

Date	Vendor	Description	Invoice #	Amount
1/18/23	Battery Specialists	4 batteries	34010118231154	404.72
2/15/23	Battery Specialists	10 batteries	34050215230815	758.50
2/6/23	Burr Forman, LLP	Legal Services/General Counsel	1367216	2,185.50
2/6/23	Burr Forman, LLP	Legal Services/Facility Relocation	1367226	19,725.98
2/6/23	Burr Forman, LLP	Legal Services/Property Disposition	1367227	4,985.00
2/14/23	City of Greenville	January expenses	89820	687,994.46
2/15/23	Community Foundation of Greenville	Washington High Alumni Historical Marker Stipend	CF001	2,000.00
2/6/23	DISYS Solutions, Inc.	Cisco network/communication upfits	IN33121	31,534.11
1/31/23	Greene Finney Cauley, LLP	FY2022 Financial Statement Audit Progress	18338	12,000.00
1/16/23	HDR Engineering Inc. of the Carolinas	RAISE Grant Benefit Cost Analysis December 2022	1200493428	3,049.06
2/15/23	HDR Engineering Inc. of the Carolinas	RAISE Grant Benefit Cost Analysis January 2023	1200501216	15,599.47
1/30/23	McGriff Insurance	Insurance fee for Service	4885759	27,000.00
2/9/23	Mill Village Ministries	Security Deposit Refund – Stairwell Lease	200805011	875.00
1/31/23	Reeves Young	O&M construction services thru January 2023	00601312023	822,926.74
2/1/23	Samsara	Annual license for driver behavior system	31051954902278	850.09
1/31/23	Skanska	O&M professional services thru January 2023		35,637.00
2/6/23	TAPCO	Bus shelter equipment	1746541	12,300.00
1/4/23	TB Harris Jr & Associates	Third party appraisal 154/106 Augusta	23-003	2,750.00
2/13/23	Theresa Dedmon – Petty cash	Petty cash for new second point of sale system	TD-PC001	200.00
1/31/23	Travelers	Insurance deductibles	622578	10,900.00
1/31/23	Wendel	Architectural services thru 1-31-23	701333	37,067.16
<b>Total</b>				<b>\$1,730,742.79</b>

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**Ms. Addy Matney made a motion to pay invoices totaling \$1,730,742.79 subject to the availability of funds.**

**Mr. Sean Rusnak seconded the motion. There is no opposition. The motion carries.**

**Resolution 2023-02 – Authorize the filing of applications with the Federal Transit Administration and attest compliance with the 2023 FTA certifications and assurances (presented by Transit Planning Manager Kayleigh Cleek):** GTA required to do this filing annually. Minor changes were reviewed.

**Mr. Sean Rusnak made a motion to authorize the filing of applications with the Federal Transit Administration and attest compliance with the appropriate 2023 Certifications and Assurance. Ms. Santora Bowling seconded the motion. There is no opposition. The motion carries.**

**Mechanic Job Opportunities/Interviews and Insights (Presented by Marketing & Public Affairs Manager Nicole McAden):** A mechanic position has been open for two years. One mechanic position has been filled with a previous mechanic. Trouble finding new applicants. Reached out to technical schools within 3 hours and asked what their students were looking for from an employer when they graduate, how to make our jobs more attractive. Most are tailored to provide apprenticeships while in program. Some programs require students to provide their own tools. Some companies provide students who come in as an apprentice with tools. Greenville Tech does not require apprenticeships. Some high schools offer apprenticeships/internships; however, most of these students continue to higher education when they graduate. Our salary is competitive with the exception of dealerships who pay flat rates per job completed. Many students like the incentive pay structure which rewards them for being productive. They also like working 8 a.m. to 5 p.m. Our openings are on the night shift. Most auto shops require the mechanic to provide their own tools for work. We provide tools; however, they like the idea of owning their tools. Some

88 employers provide a tool incentive, and some provide monthly payment toward student loans. Graduating students look for a  
89 workplace with a clear pathway for advancement. Age of students dropped, and they are taking advantage of free tuition.  
90 Spoke with UTI who is one of the only privately owned schools that focus on mechanic and autobody. The closest UTI is in  
91 Charlotte whose specialty is NASCAR. Spoke with UTI Orlando campus who has a diesel mechanic program, and they currently  
92 have eleven students from the state of SC. These positions are in high demand and there are not enough students to fill postings.  
93 Some students graduate not fully comfortable entering workplace. GTA will outline how they will be supported by the company  
94 on job postings. Until fully staff cannot do on the job training. We have re-written the entry level job description where  
95 Mechanic I will be called Apprentice and list perks such as tools, laundry service, steel-toed boots and upgraded tool quality.  
96 Staff scheduled visits with Piedmont Tech and Tri-County Tech. And staff will provide lunch and dinner to Greenville Tech's  
97 program in March. Staff plans to meet with Career Center of Greenville County High School who will have Diesel Tec Program  
98 at job fair. Met with the Chamber who have a workforce initiative. Staff will look at ways to get information out to parents.  
99 Suggestion made to tout the diversity of our fleet. Incentive added to mechanic pay for each certification and have differential  
100 pay for employees working after 6 p.m. Ms. McAden investigated doing a national search which has a fee. Staff will explore  
101 partnership with Apprenticeship Carolina.  
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103 **Resolution 2023-03 – FY23 Budget Amendment #5 (Presented by Director James Keel):**

104 There are two change orders (sewer re-design and retaining wall re-design) associated with Resolution 2023-03 (Budget  
105 Amendment #5). Kasey Warfield with Kimley-Horn who is on design team with Wendel, the lead architect for new  
106 maintenance facility, provided overview of two items on the change order. The sewer design as originally contemplated and  
107 coordinated with the Parker Sewer district, but through the consolidation with MetroConnects, informed that different  
108 guidelines will apply. Therefore, needed to pivot and go with a grinder pump sanitary sewer design that ties in Arcadia  
109 Drive at the higher elevation due to the maintenance facility being 25 feet lower than Arcadia Drive. There will be  
110 construction savings but increased architectural cost due to consolidation. The second item is the retaining wall. At lower level  
111 of maintenance facility there is an existing wetland and stream area originally piped underneath the old school's football  
112 field. A retaining wall proposed for the construction of the new building. While excavating out for the retaining wall found  
113 the existing soils were not strong enough to allow for the foundation to function as proposed. The design team came up with  
114 several solutions to try to keep the retaining wall as designed but improve the foundation and footing system, but from  
115 construction end found this solution to be much more costly. The change order presented is to go with an alternative wall  
116 design system that has a reinforced slope to shift the wall location up a few feet. Change order is to do analysis and revise  
117 retaining wall and permit through Greenville.  
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119 Mr. Keel stated that there are three things associated with this change order: 1) \$34,423 for sewer redesign 2) \$30,747 for  
120 retaining wall redesign and 3) \$137,000 for better quality shop tools. Most of the tools have a lifetime warranty. They will  
121 remain the property of GTA and will be inventoried. There is funding for 80% of this cost. The other amount will be paid  
122 out of the County capital match. This will amend the budget by \$202,170.  
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124 **Ms. Amanda Warren made a motion to approve and adopt the fiscal year 2022-2023 Capital Budget Amendment #5**  
125 **and authorize two change orders with Wendel Companies and the purchase of mechanic tools. Ms. Addy Matney**  
126 **seconded the motion. There is no opposition. The motion carries.**  
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128 **Customer Listening Sessions Summary of Feedback (Presented by Marketing & Public Affairs Manager Nicole McAden):**

- 129 • Five listening sessions held. Staff spoke with 90 customers. A Umo rep also attended to get customer feedback.  
130 • Bus stop feedback received in terminal. Received 33 requests for upgrades to bus stops. Shelters are most favored  
131 upgrade.  
132 • Customers asked how they pay fare. Most use cash to pay. Of those paying with card or app, most like stored value or  
133 time-based passes. Discussed products and asked about additional product and response was that nothing new should be  
134 introduced. Asked for suggestions on places where they wanted to reload cards. Wal-Mart was number one.  
135 • Asked whether they used FindGreenlink app. Only 12 indicated they regularly use app. The switch to the Transit app may  
136 not be hard on customers.  
137 • Complaints received about customer communication & technology: Two persons wanted better way to receive text  
138 messages/emails about service alerts. Announcements playing inside of bus are hard to hear. Asked for digital arrival  
139 signs at bus stops. Buses late and miss connection due to on time departure policy. Having 30-minute frequency would help  
140 with this issue. Waiting for 505/508 connection makes them late. Six complained that drivers are rude. Driver needs to  
141 communicate to 550/551 passengers when bus is running late. Dispatch put me on hold too long. Complaints about other  
142 customers: need stricter policies on hygiene, intoxicated passengers, loud music and eating and drinking on bus. Complaint  
143 about transit center being cold due to being open air. Transit center needs to be bigger.

- 144 • Route requests: Bidirectional service on Anderson Road (which was attempted before, but unable to maintain), add service  
145 on Haywood Road, return 504 to previous areas, bus service along gap on Pendleton Street, identify route detour when  
146 train delays Mauldin route, and bi-directional service on Wade Hampton when 551 is in effect.
- 147 • Service expansions: 30-minute frequency, Sunday service, Saturday service extended hours, more routes and routes to  
148 Greer, Travelers Rest, and Fountain Inn.
- 149 • Out of the 90 customers, 11 had only positive things to say.
- 150 • Next steps: Staff will evaluate 30+ bus stop amenity and new stop requests. Staff has secured funding for digital signs up  
151 to 20 stops and 15 additional stops over the next 5 years. Request to hold buses discussed with frontline staff and need  
152 for clarification of on-time-departure policy. Internal reminders will be sent to staff regarding this policy. To address  
153 complaints about drivers, supervisors instructed to do ride-alongs. Supervisors often must drive rather than supervise.  
154 Therefore, the Contingency Plan will be implemented more often to allow supervisors to do more supervision. To address  
155 complaints about customer behavior, Administration instructed to develop a short code of conduct to be posted in each bus  
156 which drivers requested to empower them. Relative to Umo cards, staff will connect with Umo to learn more about retail  
157 options. Relative to text message alerts, will plan for transit app campaign and alert options. Staff will continue to raise  
158 awareness about TDP and need for funding for service expansions. Mr. Keel noted that the Police Department is no longer  
159 willing to trespass people from the downtown Transit Center since it is not in compliance with state law because the Transit  
160 Center is a public place. Drivers receive deescalating training.

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162 **GTA/Staff Member Reports:**

163 March 17 is Bus Driver Appreciation Day. Lunch to be served. Board members invited to attend.

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165 **No Public Comments related to items not on the agenda.**

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167 **Mr. David Mitchell made a motion to adjourn. Ms. Addy Matney seconded the motion. There is no opposition. The**  
168 **motion carries. Meeting adjourned at 1:56 p.m.**

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Prepared by: Lorrie Brown Date: 3/31/23  
Lorrie Brown, Board Secretary

Approved by: Walker Smith Date: 3/31/23  
Walker Smith, Chair