



GREENVILLE TRANSIT AUTHORITY BOARD OF DIRECTORS ANNUAL MEETING

Friday, January 23, 2025

12:30 p.m.

GTA Operations & Maintenance Facility
205 Arcadia Drive - Board & Community Room
Greenville, SC 29609

Members Present: Mr. Stephen Astemborski, Mr. David Mitchell, Mr. Sean Rusnak (Vice Chair),
Mr. John Slipke (Treasurer), Ms. Walker Smith, Mr. Barry Strohl, Ms. Amanda Warren (Chair)

Absent Member(s):

Greenlink Staff: James Keel (Director)

Ms. Amanda Warren, Chair, called the meeting to order at 12:30 p.m.

Pledge of Allegiance (led by Mr. Barry Strohl).

Quorum Established.

No Public comments related to items on the agenda.

2025 ANNUAL REPORT (Presented by Director James Keel and Staff).

2025 Accomplishments (Presented by James Keel, Director):

- Fixed route rides at almost 700,000
- Paratransit at 13,000 rides, experienced growth
- Trolley rides at almost 32,000

Team expanded:

- Hired Kat Moreland as Transit Finance & Compliance Administrator
- Hired Andrea Gray as Public Engagement Manager
- Hired two Customer Service Representatives

Purchased New Battery Electric and CNG Vehicles and did overhaul of older diesel buses:

- Purchased 5 Gillig Battery Electric Buses and Compressed Natural Gas Buses. Battery electric buses funding received in 2021/2022. No taxpayer dollars used. Corporate Foundation provided funding and Hollingsworth funds. Federal money was also required. Buses have been quietly running 30-minute service on 3 routes. An official announcement will be made.
- Compressed Natural Gas buses launched. Piedmont Natural Gas provides gas. CNG buses have the flame in the back. CNG fleet is getting larger. There is a grant to purchase more buses which GTA will use for airport service to begin in 2027. This was a priority for City Council.
- Gillig buses Overhauled. Age of buses from 2010 to 2012. Buses have useful life of 12 years, by overhauling should expand useful life to 18 years. Nine buses in fleet and have new wraps.

Augusta Street property sold:

- Property sold and proceeds paid for part of the new facility.
- One year in OEM Facility located at 205 Arcadia Drive

FTA Triennial Review:

- This review is mandated for an agency receiving federal funds. There are 23 problematic areas. Preparation for this takes approximately 3 to 6 months. There are 278 possible deficiency categories. GTA had no findings.
- Two deficiencies related to GAP. One relative to approval process for not having process in place to log applications when received. The other related to the census change and agreement with GPATS. There were no repeat items.

Title VI Plan:

- Public Participation Plan
- Updated Safe Harbor Languages. Vietnamese added as the 3rd language.

Recognitions and Awards:

- Eddie Berry celebrated 50 years of service with Greenlink. He was awarded the TASC President's Award.
- John Wright received TASC Support Staff of the Year Award, awarded to public transit employees who go above and beyond.

Community Engagement (Andrea Gray, Public Engagement Manager):

- Prisma Benefits have grown from 7 to over 200 users from 2020 days to the present. Hope to expand.
- Holiday bus (fare free) operated for 12 service leading up to Christmas. Theme for 2025 was The Nutcracker.
- The 2nd annual Black History Bus Tour slots filled up quickly. Ran every Saturday in February.
- Citizens Transit Academy had 17 graduates who received an in-depth review of transit. Next one in the spring.
- Passenger orientations had over 50 people complete the orientation. Most were schools with special needs students. Hidden Treasures (special needs school), Carolina High, Berea High and Mauldin High were some of the schools to prepare them for using bus for work. Orientation is held on the 3rd Friday of each month.

Recruitment (Jasmin Curtis, Deputy Director):

- Continue to offer new employee bonuses, mechanic and drivers. New employee bonus is \$500 plus 2% of gross earnings. Offer \$500 referral bonus for employees for referrals who complete training. Both programs are very successful.
- Did Day in life of Greenlink bus driver to give public idea of what this job involves. Sam Guza is the driver. In the Video Sam spoke of amenities such as a nice employee driver breakroom and gym. He stated he loves people, loves driving. He stated driving a bus is a good job, but drivers should have a good attitude. Sam came in through the CDL training program.
- The CDL program continues to grow and has been instrumental in meeting staffing goals. Twelve participants came through this program in 2025. Of the participants, there is the completion rate is 90%. Of the participants in 2025, 92% passed CDL test the first time taking the test. Majority of drivers come through the CDL program. The percentage is 62%. CDL program helped in staffing mechanics and Operator promotional opportunities. Entry level mechanic program hired does not require CDL to be hired.
- Karen Anderson started recruiting in 2024 as Onboarding Recruiter funded through a grant received by United way to Greenville Connects. The grant has concluded. During this time, she has been invaluable as support. Karen was responsible for onboarding 71% of new hires since 2024. She has been invaluable as support in hiring process and received countless praises from new recruits and Greenlink staff.

Infrastructure updates (William Flake, Transit Projects Coordinator):

- New Bus Stop Design Guide introduced. Defines new stop locations and provides objective guidance. Step by step guides for developers.
- Under Bus Stop impressment program, there were 46 added stops. 109 stops updated. 43 solar, 33 classics. Total plus 35% of stops have customer focuses infrastructure. 58 stops permitting process. Looked at before and after. new stable service and bench on McBee Avenue. Across the street new stop wheelchair accessible and benches. Central business moved stop from upstream to far side to have plaza for riders. Upgraded throughout the network such as eastside. Have solar lighted bench. Rutherford Street has safe accessible shelter. Trash cans serviced. Potomac and Augusta Street have full shelter with shelter and light for security, upgrades sidewalk.
- Digital Bus Stop Signage implemented. Real time signage at Haywood Mall. Signage lets you know when you can expect bus on either route. 21 more signs will be ordered for multiple bus stops.
- Digital Terminal Signage: Two-sided touch screen kiosks in terminal that can be controlled easily. Ride guidance and surveys can be done, etc. high digital screens for arrival times. More accurate and timely information. Single-sided digital signs will denote bus bays, real-time

Operational improvements (Sean Ford, General Manager for Transit Operations):

- Made route changes. Routes 503 and 505. Added service to arcadia. 505 struggled made adjustments to service Washington Street. April route 507 rerouted due to church street repairs.
- Enhancement reliability – in April timetables split to see where to troubleshoot. In May connector routes. In July afternoon in sync to aid in recovery times. As traffic increased, it came up with 75-minute service. From 2024 to 2025 missed 30 connections switched to 75 minutes and missed service decreased. It took off 10 minutes to 70 minutes. Numbers are still good.
- On time performance – service adjustment improved 78 percent. Focused on punctuality. Augusta increased.
- Technology – Luminator Technology group video mirrors pilot program. Increase safety. Display guidance markers to help judge distance. Expected to reduce costs. Sc permits adding video mirrors.

Key Performance Indicators (Kat Moreland, Transit Finance & Compliance Administrator):

- KPI – for different fuels with different needs 91 percent up time.
- Fixed ride ridership nationwide trendsetters, Transit holding steady and increased. Still on par with Wilmington. Two less weekday calendars which impact numbers. Columbia and Chattanooga dip in summer. Followed suit with Charleston. Charleston go APC certified. They can report traffic more accurately. Getting our APC system certified is priority. Hope to have it done in summer.
- Gap ridership down 11 percent. Down on driver most of year. Now fully staffed.
- Rider engagement seen double grown. Active up 21 percent. Trips planned 48 percent. Go trips 44%. Huge improvements, with transit app push notifications.
- Pushing electronic fares. Seeing increase. Hope to launch open payment to take credit, phones, etc.
- Launching new KPI website. Have note section and provide filter ability.

Financial position (Kristina Junker, Budget Administrator):

2025 Highlights:

- Fares over \$800,000
- Partner revenue total \$6 million.
- Operating expenses total (unaudited) \$13,704,575.
- Net position increased by \$7 million
- Salaries – largest expense at \$7 million
- Total expenses increased 16%
- Salaries, wages and fringe benefits increased 14% over prior year due to wage adjustments, increased overtime and benefit cost increases.
- Fuel down 21% primarily due to decrease in the average cost per gallon.
- Capital grants down by \$16 million primarily due to conclusion of construction and the new facility.
- Partners: City contribution with trolleys and contributed \$2 million. County contribution of \$3 million.

Upcoming projects (Heather Lollis, Grants and Regulator Compliance Specialist):

State of good repair – 28 buses with 2 at useful life

3 GAP useful life

Two trolley engines to be overhauled

With low no will procure buses. Need to conclude TDP. Need to hire drivers. Launch 2027 – 2028. Request funds to rehabilitate center downtown. Upgraded.

2026 Goals (James Keel, Director):

- 2026 kick out TDP with steering committee. Number of people and varied participants. Form ideas and take them to the public.
- Updated Human Coordination Plan for GTA to take back.
- Service enhancements:
30-minute Service. Will be on 4 routes. Highest ridership routes. 50% of people.
- Transit Signal priority - Being installed, tsp equipment. On time performance should improve.
- RAISE Bus Stop Upgrades – going through 2049. 45 shelters 147 solar and 113 class bench packages.
- Public Transit Trespass Bill - Now can suspend service and put on trespass. Can be fined or put in jail. Employees feel threats. Hope to get this bill passed.

Q&A: No questions:

Amanda Warren thanked Mr. Keel and his staff for the wonderful job they do.

Action Item: Election of Board of Directors (Presented by GTA Nominating Committee Chair Mr. David Mitchell):

Slate of Officers: Mr. Sean Rusnak (Chair), Mr. John Slipke (Vice Chair) and Ms. Amanda Warren (Treasurer)

Mr. David Mitchell **made a motion to approve Mr. Sean Rusnak (Chair), Mr. John Slipke (Vice Chair) and Ms. Amanda Warren (Treasurer).** Mr. Stephen Astemborski seconded the motion. There is no opposition. The motion carries.

No Public Comments related to items not on the agenda:

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171 **Mr. David Mitchell made a motion to adjourn. Mr. Stephen Astemborski seconded the motion. There is no opposition.**
172 **The motion carries. The meeting was adjourned.**
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Prepared by: Lorrie Brown Date: 2/26/26
Lorrie Brown, Board Secretary

Approved by: John Slipke Date: 2/26/26
John Slipke, Acting Chair