

Greensboro Transit Advisory Commission Meeting
GTA Administrative Facility
223 West Meadowview Road

December 9, 2025
6:00 PM

Staff Present

Kevin Elwood George Linney
Heather Rooney Reginald Mason

Commission Members Present

J.D. Galyon, Chair Dr. Ahmed
Laverne Lamb Fonda Dorley
Wayne Durham Nicole Goodman (6)

RATP Representatives

Dave Todd Shamaine Cash
LaWanda Andrews Jay Perkins

Members Absent: Anne Hurd
Also Present: Sharon Hightower (ZOOM)

Call to Order

Chair Galyon called the meeting to order at 6:03 p.m. and welcomed everyone to the meeting

Speaker(s) from the Floor - None

Special Recognition

A. Councilwoman Sharon Hightower

Chair Galyon recognized Sharon Hightower for her 12 years of service to District 1 and her role as the Board’s City Council liaison. He noted that he had worked with her for seven of those years and stated that she has been one of the strongest advocates for transit in Greensboro and a steadfast proponent of GTA. He thanked her for her contributions to GTA and GTAC, as well as to District 1 and the greater Greensboro community.

Chair Galyon highlighted Ms. Hightower’s integral role in major transit initiatives, including Crossmax Purple, the GOBORO Long Range Plan, and the Hopper Trolley. While she will no longer serve as City Council liaison, he expressed confidence that she will continue to be an advocate for GTA. The Board congratulated her on a job well done and thanked her for her service. Although she was not present, a bus stop sign and a commemorative wall sign at the Meadowview Building were created in her honor.

Ms. Hightower thanked the Board and staff for the recognition and kind remarks. She expressed appreciation for the work of GTA and GTAC and noted that her involvement in transit advocacy extends beyond her 12 years in office. She praised the GTAC Committee and GTA staff for their dedication to improving transit in Greensboro, despite limited resources. Ms. Hightower stated that she will continue to support GTA and remain an active voice in District 1. She expressed excitement for Crossmax and the upcoming Crossmax Orange and emphasized the importance of community and collaboration. She stated that the relationships built over the years were the most meaningful part of her service.

Reginald Mason, on behalf of the GTA staff and the RAPT Development Team, thanked Ms. Hightower for her support of Crossmax Purple, the Hopper Trolley, Crossmax Orange, and micro transit services in District 1, including the Franklin Boulevard, Elm-Eugene, Four Seasons, and South Town areas.

Action Items

A. Approval of October 2025 Minutes

Ms. Goodman moved approval of the October 2025 minutes, as submitted, seconded by Ms. Lamb. The Board voted unanimously in favor of the motion. (Ayes: Galyon, Dorley, Goodman, Durham, Lamb, Ahmed, and Hurd. Nays: None.)

City Council Liaison Report

Ms. Hightower stated that at the last meeting held by City Council, there was nothing related to transit, so she really doesn't have anything to report.

Transit Services Update

George Linney provided an update since the last meeting, noting that staff is continuing to review ridership comparison data after identifying inconsistencies. He stated that a more thorough update will be provided at the January meeting.

He reported that GTA has been busy participating in community events during the holiday season, including the Veterans Day Parade and the Holiday Parade, which will be further detailed by Kevin.

Mr. Linney stated that the Hopper Trolley will operate through November 2, with an additional request received for Saturday-only service during December. Hopper Trolley services are scheduled to resume the first weekend of March 2026.

He commended GTA staff for their efforts in providing service to the community, particularly during recent weather events with predicted snowfall. He noted that inclement weather is expected over the coming months, but staff will strive to maintain regular service schedules when possible.

Mr. Linney also reported that staff is preparing for the introduction of Crossmax Orange and is working to have services ready for implementation.

GTAC Subcommittees

A. Marketing Committee

Kevin Elwood reported that GTA is currently conducting the Top Off the Trolley Food Drive, initiated at the request of the Transit Director near the end of the government shutdown. He noted that the drive has continued to support community recovery, with collection boxes placed throughout the City. The effort has been very successful, and the first donations are scheduled to be delivered to the food bank the following day.

Mr. Elwood also reported that Michael's Bistro, a local trolley caterer, selected GTA for its third annual community give-back event. The event will take place Saturday at 12:00 noon at the Depot patio and will provide free hot meals to riders and operators in appreciation of their service. He expressed gratitude to Michael's Bistro for their continued support.

He further stated that GTA will hold its quarterly Rider Information Meeting next Wednesday at 2:00 p.m. at the Depot, which will be combined with the Annual Holiday Rider Appreciation event. The event will include refreshments, music, and a visit from Santa Claus, who will arrive on one of the bus routes.

B. Finance Committee

Chair Galyon stated that there has not been a meeting, so no report.

C. Strategic Transit Involvement Committee (STIC)

No meeting, no report.

Transit Director Update

Reginald Mason stated that previous updates were well covered by staff and provided additional information. He reported that during the week of Thanksgiving, he traveled to California to inspect three new diesel buses at the OPEA plant. While the buses were in good condition, the inspection could not be completed at that time due to seats not yet being installed. He later received confirmation that the buses are now complete, and Jay Perkins and Dave will travel to California to conduct the final inspection. The buses are expected to arrive in Greensboro and enter service by March.

Mr. Mason reported that staff is awaiting the release of two major grants. The lobbyist will work with congressional leaders to help expedite the release of funds. One grant includes funding for 18 buses—six electric and 12 hybrid-diesel. Due to current administrative conditions, the grant may need to be modified to include 18 hybrid-diesel buses instead. The second grant relates to Crossmax Purple, including redesigning bus stops and improving signal priority. The lobbyist will also assist in efforts to release those funds.

Mr. Mason also reported that staff was recently notified of a \$500,000 grant for a transit-oriented development study around the Depot. The grant will fund contractors to conduct the study, and the project is expected to be released within the next 30 days.

He further stated that he attended a meeting in Raleigh with the Deputy Secretary of Transportation (NCDOT), City Manager, Assistant City Managers, and staff to discuss autonomous vehicles, rapid transit, and the 2029 Games. The Deputy Secretary expressed interest in partnering with GTA to pilot autonomous, ADA-compliant vehicles in Greensboro, potentially for trolley routes and downtown circulator service for events at the Tanger Center.

Dr. Ahmed asked about capacity concerns with new paratransit vans, noting reduced passenger and wheelchair space. Mr. Mason responded that the new vans are being used for ambulatory trips only.

Jay Perkins explained that the design supports CDL requirements and includes four-wheel drive to improve service availability during inclement weather.

Mr. Mason reported that RAPT Dev will honor operators with safe driving records, including 44 drivers with over one million miles, five drivers with two million miles, and one driver with three million miles.

Dr. Ahmed raised concerns about perceived discrimination related to the holiday bus wraps, specifically regarding Native American Heritage Month. Mr. Mason stated that he would review the budget to determine what options may be feasible in the near future.

Mr. Mason discussed GSO-35 downtown improvement plans and encouraged members to review the project website. He emphasized the importance of showcasing the historic Depot as a transportation hub and noted discussions regarding expanding bus service to the airport.

Dr. Ahmed raised concerns regarding safety at the Depot, particularly with homeless individuals congregating near boarding areas. She noted safety concerns for riders and students who provide food to those individuals. Mr. Mason stated that he has discussed these concerns with the City and emphasized the need for a safe environment, especially with Amtrak and Greyhound service. He noted that staff is working with security contractors to increase patrols. Ms. Lamb stated concerns about lack of visible security at the Depot, particularly when individuals were occupying platforms, and noted difficulty locating staff or security personnel for an extended period.

Mr. Mason explained that security is provided through a citywide contract, with GTA contributing funding. He acknowledged that current staffing levels are insufficient and stated that he will work with Phoenix Police and the City to increase security presence or explore additional patrol options.

RATP Dev General Manager Update

Jay Perkins provided a safety update, noting that the accident frequency rate increased from August to September and then decreased slightly in October. He attributed these changes to preventable accidents. In August, three accidents occurred, with one deemed preventable. In September, five accidents occurred, three of which were preventable. In October, there were two preventable accidents. The injury frequency rate remained consistent in August and September, with one injury reported in October.

Shamaine Cash reported on fixed route and paratransit performance. Fixed route ridership showed a slight increase from August to October. Access GSO trips increased steadily from 14,963 in August to 16,421 in October. On-time performance improved from 93.33% to 94.60% in October. Missed trips increased to 0.78%, while one-hour rides decreased to 4.92%, the lowest level in three months. Staff continues efforts to reduce missed trips and ride times.

Jay Perkins reported on fleet performance, noting that the industry standard for miles between road calls is approximately 12,000 miles. RAPT Dev exceeded this standard, averaging 37,000 miles overall. Fixed route vehicles averaged 24,433 miles between road calls, while paratransit vehicles averaged 35,440 miles. Fleet availability averaged 85%, with fixed route at 82% and paratransit at 87%. Reduced fixed route availability was attributed to ongoing accident repairs and parts backorders. Preventive maintenance inspection (PMI) performance for November was 100%, with no missed or late PMs.

Paratransit Scheduling Discussion

Ms. Lamb raised concerns regarding paratransit scheduling, stating that rider experiences did not align with reported data and noting frequent missed or late trips. She questioned the scheduling structure and staffing levels. Mr. Cash stated that the scheduler has a background in scheduling and is currently being trained on Ecolink software. Ms. Goodman asked about training support and backup coverage. Mr. Cash stated that the scheduler is receiving assistance and that the Operations Manager and Mr. Cash are also training as backup schedulers.

Ms. Lamb expressed concerns that having a single scheduler without paratransit experience is unsustainable, citing past staffing levels and current reservation volume. She recommended hiring additional schedulers.

Chair Galyon asked about Proterra buses and fleet availability. Mr. Perkins stated that those buses are currently excluded from availability calculations.

Recognition for Ms. Hightower by Taiwo Jaiyeoba

Chair Galyon recognized Taiwo Jaiyeoba, former City Manager, who joined via Zoom to thank former Councilwoman Sharon Hightower for her years of service, leadership, and advocacy for transit in Greensboro. He congratulated her on the recognition and wished her well.

Ms. Hightower thanked Mr. Jaiyeoba for his remarks and reiterated her commitment to transit as a means of opportunity for the community. She expressed appreciation for GTA staff and leadership and emphasized the importance of continued support for transit in Greensboro.

Paratransit Data and Customer Feedback

Ms. Dorley requested information on accessing missed and late trip data. Mr. Cash explained that the data is tracked through Ecolink and reported through the Data Team to GTA leadership. Ms. Dorley expressed concerns that rider experiences may not be fully reflected in the data.

Mr. Mason acknowledged past paratransit performance issues and stated that significant improvements have been made in recent weeks following corrective actions. Ms. Goodman agreed improvements were visible but noted overall performance concerns. Mr. Mason confirmed staff had been directed to develop and implement an improvement plan.

Ms. Goodman asked how to submit positive feedback for exceptional drivers. Mr. Mason advised submitting compliments through customer service.

Ms. Lamb concluded by praising paratransit drivers for their professionalism and stated that her concerns are related to scheduling and operations, not driver performance.

January Meeting Elections

Chair Galyon stated that there will be elections of officers at the January 27, 2026 meeting. He pointed out that a member can nominate themselves for one of the roles of Chair, Vice Chair or Secretary, or

be nominated by another Board member. Each nominee will be allowed to give a brief speech on why they feel they would be the best fit for that role.

Chair Galyon stated that also at the January meeting, the Board will seek volunteers of the members for the various Committees. Normally, the Vice Chair of GTAC has served as Chair of the STIC. Outside of that, each Committee can determine who their Chair would be, to be done at the beginning of the 1st meeting of the sub-committee.

Matters to be Discussed by GTAC Members

Ms. Lamb noted that the Larsina Johnson Board has been established and expressed interest in participating in GTAC subcommittees. Chair Galyon stated that Anthony Young represents the Larsina Johnson Ridership Committee and has served on STIC since its inception, and that additional assistance would be welcome.

Ms. Dorley suggested inviting members of the Larsina Johnson Memorial Riders Advisory Committee to attend a GTAC meeting as Speakers from the Floor. Mr. Mason clarified that agenda items are set by the Chair and that inclusion would be at the Chair's discretion. Ms. Goodman noted that other groups may also wish to address the Board.

Mr. Mason referenced the book *Arrested Mobility* by Dr. Charles Brown, a community planner, noting that it highlights transportation inequities related to redlining and limited mobility options in certain communities. He stated that the book provided valuable perspective relevant to Greensboro and emphasized the importance of connecting divided communities. Mr. Mason identified this as a goal for 2026 and indicated plans to invite Dr. Brown to speak to the Board.

Dr. Ahmed reported positive feedback on the new paratransit vans, noting that they provide a smooth and quiet ride and stating that she was impressed with their performance.

Adjournment

Chair Galyon stated that there being no further business before the Board, the meeting adjourned at 7:47 p.m.

The next scheduled Commission Meeting is January 27, 2025.

Respectfully submitted

December 30, 2025
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