

MINUTES

BOARD OF DIRECTORS GRTC TRANSIT SYSTEM

December 17, 2019

Members Present: Benjamin P. Campbell, Chair
Eldridge Coles, Secretary/Treasurer
George P. Braxton
Daniel K. Smith
Ian Millikan

Others Present: Bonnie Ashley, General Counsel
Julie Timm, Chief Executive Officer, GRTC
Sheryl Adams, Chief Operating Officer, GRTC
Timothy Barham, Chief of Transit Operations, GRTC
Janice Witt, Executive Assistant, GRTC
Anthony Carter, Director of Risk Management, GRTC
Ray Delgadillo, Director of Maintenance, GTC
Barry Herring, Chief of Finance, GRTC
Carrie Rose Pace, Director of Communications, GRTC
Rob Taggart, Director of IT, GRTC
Tonya Thompson, Director of Procurement, GRTC
Von Tisdale, Executive Director, RideFinders
Adrienne Torres, Director of Planning & Scheduling, GRTC
Juan Shackelford, Customer Service Manager, GRTC
John Andrews, New Flyer
Breanne Armburst, Neighborhood Resource Center
Ken Lantz, Plan RVA
Dawn Missory, County of Chesterfield
Roberto Roldan, VPM
Barb Smith, County of Chesterfield
Chris Suarez, Richmond Times Dispatch
Chris Stuart, TopGuard
Andrea Craig, TopGuard
Dennis Donahue, State of Virginia

The meeting of the GRTC Transit System and RideFinders Board of Directors was called to order at 8:00 a.m. by the Chair, Mr. Campbell, in the 3rd Floor Conference Room of the operating offices of the corporation, 301 East Belt Blvd, Richmond, Virginia. A quorum was present.

Public Comments - There were no public comments.

Minutes - The Board Meeting Minutes from November 19, 2019, were approved.

Financial Report

Discussion/Information Items

- A. Financial Performance – A few of the highlights from Mr. Herring, GRTC’s Chief of Finance, were: operating revenue was slightly favorable for November, almost \$11,000; other income is a little behind, primarily because of the cost per mile of Henrico County; operating expenses, five of the seven categories were favorable, transportation and marketing were not favorable.
- B. Upcoming Procurements – Ms. Thompson, GRTC’s Procurement Director, reported that there are eight upcoming procurements over \$50,000; they are Media Buys – Human Resources/Recruitment (NBC, CBS, FOX or WRIC ABC); Media Buys – Pulse/GRTC Services Ads (NBC, CBS, Fox or WRIC ABC); Replace Old-Style Transit Control Heads; Fare Evasion Officers.
- C. Articulated Buses – Ms. Thompson stated that due to consistent overcrowding on the BRT buses, staff is entertaining the possibility of using articulated buses on the Pulse Route. Mr. Andrews, with New Flyer, is here and has brought a bus that was on the way from Alabama to New York. After the board meeting, staff would like you to go to the Maintenance Department to tour the bus, ask any questions, and if you would like to join us and ride the bus.

Operations Report

Discussion/Information Items

- A. Operating Performance – Ms. Adams, GRTC’s COO, provided highlights on operations for November 2019:
- Ridership on local fixed route is down slightly because there was one fewer work day in the month of November 2019 compared to November 2018
 - Overall ridership is slightly up
 - Lost time rate is up due to the holiday
 - Scheduled trips operated was down slightly even though operators were not here runs still went out because of supervisors and administrative staff
 - On-time performance is down to 67% and we continue to monitor the operators that are performing poorly as well as the routes and we are working closely with the scheduling department to fix some of those routes
- B. Safety Performance – Mr. Carter, GRTC’s Director of Risk Management, provided the following highlights on safety performance for the month of November:
- There were 36 accidents; 8 preventable and 28 nonpreventable
 - Boarding – 6
 - Fixed Object - 5
 - Intersection Accidents 2
 - Left Outside Mirror – 4
 - Onboard Accidents – 5

- Pedestrian Accidents – 1
- Vehicle Ahead – 2
- Vehicle Behind – 2
- Vehicle on the Left - 4
- Vehicle on the Right – 3
- Mr. Millikan requested that GRTC compare accidents with other transit systems our size, Mr. Campbell agreed.

C. Route 1 Update and Outreach Activities – Ms. Rose Pace, GRTC’s Communication Director, stated that three commercials were finalized, and they will be airing beginning in February and running through April and staff will share those at the January board meeting. They have been translated to Spanish as well. As far as print options, staff has budgeted to advertise in the Richmond Times Dispatch, the Metro, the Chesterfield Observer, and the Village News in March. The month of January the Billboards on Route 1 through Lamar will be up. In January, staff will bring the educational videos and have that content on the website and start sharing.

D. Fare Structure and Opportunities for Advancement – Mr. Carter, GRTC’s Director of Risk Management, said there are areas of the Fare Enforcement that GRTC would like to see improved and staff wanted to give Top Guard the opportunity to come and give a Corrective Action Plan so we can become more efficient with fare enforcement. Mr. Stuart and Ms. Craig are here from Top Guard to give that presentation.

Top Guard staff gave a power point presentation and here are some of the highlights from the Plan: reevaluate leadership team – review the operations of recent GRTC Fare Enforcement Officer Supervisors; removal of FEO Supervisors who were not performing; new supervisor team effective November 8, 2019. New leaders will be trained on all procedures. Reviewed the steps and processes of the training program for all Fare Enforcement Officers. Top Guard stated they would increase the presence of the Account Manager on Pulse buses, have unannounced site visits from the Director of Training, and Senior Management, Quality Assurance Checks would be performed at an increased rate, increase exposure to GRTC dispatch, and increase the training regarding communication and radio etiquette.

And the outcome would be: through increasing operational focus on the training processes and continue training mechanisms FEO skill base will be cultivated and honed in on FEO techniques and customer service interactions; by developing and training supervisors more thoroughly, understanding of roles and expectations will assist in operational flow and performance of FEO duties; the higher QAO numbers will aid in ensuring the Inspections are completed; increasing manager presence will reiterate performance measures; and fostering communications will be coordinated efforts between GRTC dispatch and Top Guard FEOs.

Action Items

A. Route 1 Title VI Report – Ms. Torres stated that the next schedule change will go into effect January 5, 2020. A major change included in this schedule is the addition of a new route: 111 – Route 1/Falling Creek/Tyler. This route will begin service on March 16, 2020 and will travel 7.6 miles north and south on the route 1 corridor between the City of Richmond/Chesterfield County line and John Tyler Community College. The service

span is Monday through Saturday, from 5 a.m. to 7 p.m. with the frequency every 30 minutes. A new route is identified as a Major Change according to our Title VI Policy requiring a service equity analysis.

The proposed service change for January 2020 is the addition of Route 111 – Route 1/Falling Creek/Tyler. This is identified as a Major Service Change requiring the performance of a service equity analysis, per the requirement of GRTC’s Title VI Program – Service and Fare Equity Policy (February 2017). The analysis results determined that the new schedule will not have a disparate impact on minority populations or impose a disproportionate burden on low income populations. A public meeting was held in Chesterfield on October 30 and was followed by a public comment period from October 31 to November 8. There were supportive comments and questions of how to use the service. Staff is requesting that the GRTC Board of Directors acknowledge the results of the Service Equity Analysis and approve implementation of the January 2020 service changes to include the Route 111. Mr. Coles motioned to grant staff’s request, Mr. Millikan seconded, and the motion carried unanimously.

- B. Church Property Title VI Report (Response to FTA Triennial) – Ms. Torres reported that in 2016, GRTC began working with Antioch Christian Church on the acquisition of the 3.99-acre property at 325 E. Belt Boulevard for the purpose of bus storage due to the added fleet from the Pulse vehicles. In 2017, GRTC purchased property at 325 E. Belt Boulevard. Under Title VI of the Civil Rights Act of 1969, FTA requires that GRTC complete an equity analysis regarding the location of transit facilities. An equity analysis was completed in November 2019 and public hearing was held on December 10, 2019. Highlights: The property acquisition does not impact GRTC bus routes or service; no environmental impacts were identified under the NEPA of 1969; and no public comments were received. Staff requests that the GRTC Board of Directors acknowledge the results of the Equity Analysis to close the Title VI evaluation of the purchase of the Church Lot property. Mr. Smith motioned to grant staff’s request, Mr. Millikan seconded, and the motion carried unanimously.

- C. Spare Fleet Ratio Reduction for FTA (Response to FTA Triennial) – Mr. Delgadillo, GRTC’s Maintenance Director, explained that FTA conducted a Triennial Review for fiscal year 2019. The process included a pre-review assessment and an on-site visit to GRTC. The Triennial Review focused on GRTC’s compliance in 21 areas. No deficiencies were found with the FTA requirements in 18 areas. One deficiency was found in the satisfactory continuing control. The basic requirement to fulfill the satisfactory continuing control is to ensure that FTA-funded property will remain available to be used for its originally authorized purpose throughout its useful life until disposition. GRTC recently implemented a complete route restructuring in June 2018. As a result, GRTC had 157 fixed route buses and a reduced peak requirement of 111 buses, which resulted in an excessive spare ratio of 41 percent. GRTC must submit to FTA a plan to reduce our spare ratio to 20 percent or less as required by January 3, 2020. The reduction plan includes a list for each type of bus and the number of buses to be disposed of until we reach the 20 percent. Staff requests that the Board of Directors concur with the spare ratio reduction plan to dispose of buses to reduce our spare ratio to 20 percent as required by FTA and to create a contingency fleet in order to respond to likely requests for additional service by Richmond and Henrico in FY21. Mr. Braxton motioned to grant staff’s request, Mr. Smith seconded, and the motion carried unanimously.

- D. Hastus Annual Maintenance and Support Agreement – Mr. Taggart, GRTC’s Director of IT, stated that in April 2003, the Board of Directors authorized the CEO to enter a contract with Giro to purchase an automated scheduling, runcutting, rostering and operator management system. The system also included components for automated trip planning for customer service and the website. Each year, GRTC must renew the Software Maintenance Agreement with Giro (currently \$137,267). This agreement covers the cost of additional customizations to the Hastus software as well as any support requirements to address issues. Maintenance and support fees for 2020 are \$150,123 an increase of 8.6% over last year’s cost of \$137,267. This purchase will be funded with federal and local funds. Staff requests that the Board of Directors authorizes the CEO to issue a purchase order to Giro for \$150,123 to renew the maintenance and software support agreement for Hastus 2020. Mr. Braxton motioned to grant staff’s request, Mr. Millikan seconded, and the motion carried unanimously.
- E. Silent Alarm System – Mr. Taggart, GRTC’s Director of IT, explained that Clever Devices installed and supports the hardware and software for the Advanced Communications System (ACS) that includes an Automated Vehicle Locator (CAD/AVL) system, Automatic Voice Annunciation System and Computer Aided Dispatch (CAD). Included in the CAD communications system is the driver’s silent alarm that can be utilized for emergency situations that require communication between the driver and dispatcher without alerting passengers. Due to a 2018 radio system upgrade transitioning from an analog to digital format it is now necessary to upgrade the silent alarm. Since these services can only be provided by Clever Devices. GRTC has classified this purchase as a sole source procurement. FTA regulations for sole source procurements require GRTC to conduct a cost analysis to determine that the quoted price is fair and reasonable. Staff has conducted the required analysis and has made such a determination. This purchase will be funded with federal and local funds. Staff requests that the Board of Directors authorizes the CEO to issue a purchase order to Clever Devices for \$139,807 for the purchase and installation of the silent alarm system. Mr. Smith motioned to grant staff’s request, Mr. Braxton seconded, and the motion carried unanimously.

VI. Governance / Stakeholder

- A. Navy Hill Presentation – Over the Thanksgiving holiday, City Council requested the CEO to prepare a presentation and come to a meeting on December 2 regarding the Navy Hill Transit Center and GRTC’s position, as far as, the location, the size as well as the affordability of it. I did forward a copy of that presentation to the Board with a summary; however, Ms. Timm stated she did want to put it officially in front of the Board in case there was further discussion. All those points that Ms. Timm said on the record, while there are multiple good locations for a Transfer Center in Richmond 9th Street is a good location as well. As far as the size, it is larger than we might need today; however, it is a reasonable size from where we think the system will go over the next 20-25 years. There are a lot of unknowns in the proposal as far as how GRTC would pay for its portion. There’s federal money, FTA has said that they would need to approve the use of federal funds in the facility and that as far as lease payments the proposal would require lease payments from GRTC that have been undefined, and we certainly do not have that as part of our operational budget. Our last resort of something like this would be the City of Richmond so that they have

been informed. Again, I'm confident that this is a good location for GRTC if we can work out the finances.

- B. Update on Board Strategic Meeting for 2020 – Ms. Timm, GRTC's CEO, stated that she had hoped we would be able to start getting items on the agenda for the board retreat. Going through the procurement process has taken longer than hoped. The proposals are due today so we will try and lock down a date and location soon.

CEO Report

Ms. Timm stated that the Audit Committee for the City of Richmond financial audits met on December 10 and there was media coverage. It reflects the conversations of today regarding the Top Guard contract. The meeting itself went well; however, the first part of 2020 our fare structure, fare payment, fare enforcement policies, and our procedures will be a high priority. Discussions regarding policies will need to be in place with the City of Richmond to allow GRTC to more effectively issue summons. GRTC can not do it until we get the Top Guard contract modified to have them have fare enforcement officers with armed training and we also need to get some procedures in place with the City of Richmond to be able to issue those summons and of course, that is our last resort.

Mr. Campbell asked if this is something the Board wishes to have further discussions and Mr. Braxton said yes to add that to the Retreat Agenda.

Mr. Millikan moved that the Board of Directors hold a closed meeting pursuant to Section 2.2-3711(A)(1) of the Code of Virginia to discuss the assignment or potential assignment of the Chief Operating Officer. The motion was seconded by Mr. Smith and the motion carried unanimously. The Board went into Executive Session.

At the conclusion of the closed meeting, Mr. Millikan moved to reconvene the open meeting, Mr. Braxton seconded, and the motion carried unanimously. Mr. Campbell reconvened the open meeting.

Mr. Campbell requested a Roll Call Vote be taken, that this closed meeting was convened pursuant to the Virginia Freedom of Information Act and that, according to Sections 2.2-3712 of the Code of Virginia, it was conducted in conformity with Virginia law and that nothing was discussed except the matter or matters (1) specifically identified in the motion to convene in closed session and (2) lawfully permitted to be discussed under the provisions of the Virginia Freedom of Information Act cited in that motion. The Roll Call Vote was unanimous.

Mr. Millikan moved that the Board of Directors hold a closed meeting pursuant to Section 2.2-3711(A)(29) of the Code of Virginia to discuss the terms or scope of a contract for fare enforcement, where discussion in an open session would adversely affect the bargaining position or negotiating strategy of the public body. The motion was seconded by Mr. Smith and the motion carried unanimously. The Board went into Executive Session.

At the conclusion of the closed meeting, Mr. Millikan moved to reconvene the open meeting, Mr. Braxton seconded, and the motion carried unanimously. Mr. Campbell reconvened the open meeting.

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There being no further business, the meeting adjourned at 10:31 a.m.

APPROVED:

Benjamin P. Campbell, Chair

Date