

**MINUTES
FEBRUARY 16, 2021
BOARD OF DIRECTORS
GRTC TRANSIT SYSTEM**

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

Others: Bonnie Ashley, General Counsel
Julie Timm, Chief Executive Officer
Sheryl Adams, Chief of Staff
John Zinzarella, Chief Financial and Administrative Officer
Tim Barham, Chief of Transportation
Anthony Carter, Director of Risk Management
Carrie Rose Pace, Director of Communications
Rob Taggart, Director of Information Technology
Tonya Thompson, Director of Procurement
Von Tisdale, Executive Director of RideFinders
Adrienne Torres, Director of Planning & Scheduling

The meeting of the GRTC Transit System and RideFinders Board of Directors was called to order at 8AM, February 16, 2021, by the Chair, Mr. Campbell. To protect the safety of meeting attendees, this meeting was conducted through electronic communication means pursuant to and in compliance with City of Richmond Ordinance No. 2020-093, adopted April 9, 2020. This meeting was open to participation through electronic communication means by the public and closed to in-person participation by the public. Necessary GRTC Administrative Staff and presenters assembled electronically for this meeting, and all GRTC Board of Directors participated by videoconference via RingCentral. A quorum was present.

Public Comments - For the benefit of all attendees, Ms. Carrie Rose Pace explained how to participate in public comment at Board Meetings.

Video and audio of Board Meetings are streamed live online and recorded for later viewing at GRTC's YouTube channel at youtube.com/user/ridegrtc. Board Meeting notices, agendas and packets are available at GRTC's website ridegrtc.com by clicking on Stats & Reports in the top navigation bar and selecting the first option in the drop-down menu, Board Reports. Citizens are welcome to provide their comments in writing in advance to carrie.rosepace@ridegrtc.com. The person responsible for receiving comments in writing is Carrie Rose Pace, Director of Communications. All written comments received via email prior to 5:00 p.m. on the day preceding a meeting will be provided to all members of the Board the night before the meeting and will be included in the minutes of the meeting. During the Public Comments portion of the agenda, Carrie Rose Pace will read all comments received by the submission deadline, following the two-minute speaking time limit normally observed in Board Meetings.

Public Comments that were submitted before the 5pm deadline on February 15, 2021 were read by Carrie Rose Pace as follows:

FROM: Ms. Liz Williamson, 1507 Grove Ave

I want to continue to reiterate my strong opposition of the extended Route 77 on Grove from Robinson to Harrison including the addition of new bus stops on both sides of Lombardy and Meadow. I continue to see that the sizeable negative impacts are not justified by the need for the route. These negative impacts have been affecting me on a daily basis since the route began last Fall, including diminished pedestrian safety, reduced parking, and increased noise and pollution. Please change this route.

I appreciate that GRTC has a process for re-evaluating routes methodologically. I also thank GRTC for recognizing the low ridership on this route and slightly decreasing the frequency from 30 minutes to 40 minutes. However, I wish to remind GRTC that this route affects me and my family every day, whether it is an issue of making sure that my young child is safe when crossing the streets to get to our on-street parking, or it is our recent lack of parking due to the loss of at least 4 spaces on our block, or it is the stress of continuing to see buses not abiding by the speed limit, or it is listening to the drone of buses during my virtual workday.

I have several follow up points to make:

1. Ridership numbers continue to fail to justify the route. January ridership numbers remain low. Residents continue to see empty buses. Further, we've lost parking. The on/off counts for the new Lombardy and Meadow stops average no more than 2 people per day at most (Meadow EB) and typically less. This certainly does not justify the hardships that residents are facing with decreased parking due to these stops.

January 2021	on	off
Grove/Lombardy WB	22	6
Grove/Meadow WB	37	5
Grove/Meadow EB	14	50
Grove/Lombardy EB	1	10

2. The lower Fan is unique and should be treated differently than other parts of the route on Grove. Our area of Grove has a higher density and student population than the Museum district and even the upper Fan. We have heightened safety concerns and parking issues. Recently, I have observed increasing parking challenges in the daytime intermittently and most nights, which were not common place in November and December. Our block is beginning to suffer from the spaces we have lost due to the new – infrequently used – bus stop at Lombardy. I cannot imagine how different things will be when all of the VCU come back to in-person learning. Once parking is stretched, our street will see increased double-parking. Double-parking will lead to buses and other vehicles passing in the wrong lane to get around the temporarily blocked lane. This is a serious accident waiting to happen. Please consider this as you continue to evaluate routes. Further, my neighbors and I reiterate that in our part of the Fan, Main Street is only 2 blocks away. It is a more appropriate and safe thoroughfare for buses and larger vehicles.

Mr. Campbell asked Ms. Timm if there were regular allegations of buses speeding through the fan. Ms. Timm said that is correct that there are regular allegations from a group of people in the fan; however, staff has reviewed videos and we have not found that those allegations have been substantiated by any evidence that we have of either on-street observations or the video observations. Mr. Carter, GRTC's Director of Risk Management, added that supervisors have been out observing that area and videos have been pulled and have not found anything that would indicate an abundant amount of speeding by operators; however, staff will continue to monitor and remind operators to be as safe as possible.

Approval of Minutes – Mr. Armstrong motioned to approve the January 19, 2021 Board meeting minutes, Mr. Millikan seconded, and the motion carried unanimously.

CVTA Update – Adrienne Torres

Ms. Torres presented activity highlights on the Central Virginia Transportation Authority (CVTA) for the month of February.

- The CVTA Full Authority met on January 29th and approved AECOM as the Consultant for the GRTC Governance Report.
- CVTA TAC meeting was held on February 8 and the following topics were discussed: The Regional Public Transportation Plan; the Transit Governance Report; the Regional Project Prioritization using 35% Regional Funds; and the Certification Reporting – Confirmation of Members Spending Plan.

The Finance Committee met on January 10 and the following topics were discussed:

- Financial Policies and Procedures
- MOU for Fiscal Services
- Roles and Responsibility of Supporting Partners and Financial Admin
- Spending Plans
- FY22 Admin and Operating Budget

Ms. Torres presented to the Board a PowerPoint presentation on the Regional Public Transportation Plan. Scudder Wagg with Jarrett Walker did a presentation on concepts for GRTC service enhancements for FY22 and beyond. There was a Core Design meeting held January 19-22, 2021 to develop two concepts for growth using \$10M (17 additional buses in service each day). Participants from multiple jurisdictions and transit-related agencies included GRTC, RRPDC, City of Richmond, Henrico County, RideFinders, Chesterfield County, Hanover County, DRPT, VTA, and Ashland. The group discussed design expansion concepts based on priorities for FY22, depending on GRTC's resources over the next year.

Ms. Torres reviewed the differences in the Ridership Concept and the Coverage Concept. She also went over the next steps which are:

- Refine Financial Projections – February 2021
- Outreach and Engagement on Concept Priorities – February 2021

- Core Design for Recommended Plan – March 2021
- Develop Draft Plan – April 2021
- Develop Final Plan – May 2021

2020 GRTC Annual Report – Carrie Rose Pace

The Marketing Department prepares the GRTC Annual Report each winter for the public. This digital-only document provides a comprehensive recap of company activities and accomplishments during the calendar year, with a presentation of the fiscal year data for ridership and financials. The GRTC Annual Report 2020 (for the calendar year 2020, with FY20 data) is posted on the following link: <http://ridegrtc.com/statistics-reports/annual-reports/>. Future Annual Reports will become Fiscal Year Annual Reports; therefore, GRTC Annual Report 2021 will be prepared in Fall 2021 with an expected completion before Holidays 2021.

2020 RideFinders Annual Report – Von Tisdale

Each year, RideFinders prepares a comprehensive report summarizing the organization's activities throughout the preceding fiscal year of July through June. This report is designed to provide interested entities a "state of the company" snapshot taken at the same time each year and containing information on the context in which RideFinders operates, culture and leadership, accomplishments, business activities and financial transparency. This report is a mandated component of the Candidate Project Application process required by the Richmond Regional Transportation Planning Organization (RRTPO) and must be submitted to the RRTPO by October 31 of each calendar year. It is also used as a supplementary document in all jurisdictional funding applications. The RideFinders FY2020 Annual Report is posted on the RideFinders website at the following link: <http://ridefinders.com/about-us/plans-studies>.

Black History Month – Carrie Rose Pace

GRTC celebrates and honors Virginia Black History makers each February. This year, GRTC is celebrating four essential workers – an educator, a physician, a public servant, and a public transit supervisor. A press release announcing the 2021 honorees was shared January 29, 2021, and each week GRTC focuses on one honoree on social media. In a non-COVID year, we would also program the bus destination header signs to announce a different honoree each week, but not this year.

Please join us in celebrating Rosa D. Bowser, Dr. Robert Walter "Whirlwind" Johnson, Elvin Russell Cosby, and Jennie Bullock. One of these names is probably familiar to some of us at GRTC – Jennie Bullock is a now retired GRTC Transportation Supervisor, and we are delighted to applaud her groundbreaking career this year.

GRTC welcomes submissions now for next year's local Black History Month honorees; names will be saved for future consideration. Male and female, living and deceased, nominations are accepted. Please email nominations, including a biography, photo and any contact information, to marketing@ridegrtc.com.

Operating Performance – Tim Barham

- On-Time Performance for January was 65.80%, up slightly from December's 65.50%.
- Lost Time Rate was 14.02% for January.
- Scheduled trips operated for January was 97.30%, up from December's 95.01%. This improvement is a result of the staff COVID cases going down and fewer vacations in January. The new booking went into effect the end of January and the number of runs were reduced to 232, allowing for more operators on the extra board available to cover more open work.
- Specialized Transportation On-Time Performance increased in January to 93.50%.
- Buddy Scherer, General Manager for First Transit, is retiring after 47 years of transit service. Mia Bailey will be the new General Manager of First Transit.
- We have 268 full-time Operators and 18 part-time Operators. We continue to recruit with support from advertising through Marketing. Human Resources is recruiting from training schools and targeting veterans.
- Federal Mask Mandate – GRTC has had a mask mandate since May 2020. To make sure we comply with state and federal mandates, we have updated notices on the buses, website, and social media explaining which masks are approved and which do not comply. Operators have extra masks available on-board for customers.

Safety Performance – Tony Carter

- There were 33 external accidents for the month of January, up slightly from 32 in December.
- There were 26 non-preventable accidents for the month of January, up from 23 in December.
- There were eight bus contact with fixed objects for the month of January, up from six in December.

Mr. Carter explained there needs to be work to mitigate accidents involving fixed objects and said there are new techniques to address this. Training Supervisors now meet with the Operator and review the video to discuss the accident, giving the operator an opportunity to see their actions leading up to and during the accident, coaching them on what they should have done differently. This has been a very positive process and we are receiving good feedback.

Transportation Alternative Program / Landing Pad Project – Adrienne Torres

GRTC was awarded funds (\$150,000 including a 20% local match) from the locally administered Transportation Alternative Program through VDOT in 2017 to construct 29 landing pads in Richmond's southside. A landing pad is a 5' x 8' slab of concrete that allows riders that are boarding or alighting from the bus to have solid, level ground that is ADA compliant. This project is the Pilot Phase of GRTC's larger initiative to improve landing pad infrastructure throughout the system. The waiting area at bus stops varies greatly across the system, from ditches, to dirt patches, to sidewalks. The bus stops in the pilot phase require a minimal amount of infrastructure investment. GRTC is coordinating with jurisdictions who have complementary initiatives. GRTC has applied for additional grant funds in FY22 to continue this effort.

An IFB was distributed in December 2020 to qualified state contractors; staff received four bids. Franco Liberty Bridge was found to be responsive and responsible and offered the best value.

Total expenditure for this project is \$113,090.20. Franco Liberty Bridge is certified by the Virginia Department of Small Business and Supplier Diversity as a small and minority owned business. Staff is requesting that the Board of Directors authorizes the CEO to contract with Franco Liberty Bridge for the construction of landing pads in Southside Richmond in an amount not to exceed the \$150,000 grant including the 20 percent local match. Mr. Armstrong motioned to grant staff's request, Mr. Braxton seconded, and the motion carried unanimously.

December Financial Report – Julie Timm

Ms. Timm reviewed the new financial report for Board feedback. This improved report details the revenues first, then explains expenses, and finally explores key indicators so that staff can better track trends and factors.

Source of Funds – The item details GRTC self-generated funds and operational subsidies (local, states and federal). Federal Funds showed an unfavorable variance of about \$1M year-to-date.

Revenues are slightly unfavorable versus budget by \$0.54M or 1.8% because of timing of spending and submission of expenses for federal reimbursement versus budget assumptions. Favorable operating contributions from the State and higher than anticipated advertising revenue are offsetting this timing variance.

Operating Expenses – Vehicle operations is running very favorable to budget; budgeted \$18M compared to actuals closer to \$16M. Our operating expenses also show that our labor is running very favorable overall. This favorable variance is primarily caused by actual staffing levels being lower than budgeted. Paratransit operations continues to run favorable to budget (both CARE and CARE On-Demand) every month because CARE customers are not utilizing services to the normal extent during the pandemic. This favorable balance is offset somewhat by our unfavorable variance for the higher than budgeted expenditures for cleaning, sanitizing, and protection of our staff and our resources, making us unfavorable by \$1M for materials and supplies.

One of the issues discussed during our recent labor negotiations was the high level of overtime budgeted to operate reliable service. Part of that is from absenteeism issues and part results from how we manage our service. These financials give us understanding of how effective we are in the service on the street (scheduled mileage vs. actual mileage) and mitigating some of those overtime costs. We want to preserve a certain amount of overtime for staff; the goal should be closer to five percent versus the ten percent we are showing. In October, November, and December the scheduled miles versus the revenue miles are down because of the number of quarantines and COVID cases we experienced in the Fall.

We are still running approximately \$2M favorable to budget for the entire year in our net position. We are unfavorable with our federals, but we are in a good position this year.

Monthly Cash Flow Statement and Projections – Julie Timm

Ms. Timm stated that all the money that was used from the Contingency Fund to cash flow the early part of the fiscal year operations has been returned to the Reserve. We are projected to operate without the need for use of the contingency fund for the three-month forecast period. The cash flow projections are favorable and are balanced.

Recent and Upcoming Procurements – Tonya Thompson

Ms. Thompson reviewed the upcoming or ongoing eight procurements as follows:

- Parking Lot Resurfacing Project - this solicitation has been posted and bids are due by March 1. The facilities department is managing this project.
- Roof Repairs and Interior Painting - there are several leaks throughout the building. The roof repairs are estimated to cost approximately \$125,000 and we are working on the estimate for interior painting. The facilities department will be managing this project.
- Shelters - last month Ms. Torres presented to you the plan for Shelter Installation and outlined the plan to install 25 shelters in FY21 and 18 in FY22. The purchase of shelters will support the plan and is estimated to cost approximately \$91,000.
- Graphic Design and Timetable Printing Services – GRTC’s planning department utilizes these contracts. The current contracts are about to expire, and we will start another procurement for those services; each contract is estimated to cost approximately \$35,000.
- BRT Station Modification Assessment – Staff would like to do a study to determine the feasibility of running articulated vehicles throughout the system to account for high ridership volumes in certain areas. GRTC’s Planning Department will manage this study and the approximate cost is \$75,000.
- A&E for Temporary Transfer Center – GRTC’s Planning Department will be partnering with the City of Richmond to evaluate the use of a parking lot as a temporary transfer center. This feasibility study is estimated to cost approximately \$50,000.

Ratification of GRTC / ATU 1220 Collective Bargaining Agreement – Julie Timm

Ms. Timm stated that she is very pleased to bring to the Board the final agreements for the new Collective Bargaining Agreement between GRTC and ATU Local 1220.

As previously reported in open session, we have been in negotiations with the local union chapter since October 2020 and we came to a final agreement on all items on January 22, 2021. All items in the contract are consistent with the GRTC policy direction and budget limits provided to the negotiating team in executive sessions throughout the negotiation process.

Along with the CBA, management and the union reviewed Management’s upcoming proposed changes to Operator Work Rules. Management carefully considered all Union comments and made several revisions to the original proposed changes to the work rules based on those comments. The union added the work rule changes to their ballot as they voted to approve the tentative agreements to the CBA. On February 4, the Union President called to say that the CBA agreements had passed with 98% approval.

The CEO is requesting that the GRTC Board of Directors ratify the CBA as amended through negotiation with the Local Union and as ratified through union member vote. Further, with that approval, the CEO is requesting that the Board approve to advance the economic changes afforded in the CBA to include back pay of straight time wages associated with the 4% increase in operator top pay as of October 1, 2020 in an amount estimated at \$150,000 which is within the FY2021 adopted budget. Also, for approval to enact the Juneteenth paid Holiday for all employees at an estimated cost of \$65,000 in FY2021. And for approval to increase employer paid pension contributions effective the next pay period from 12% to 13% of pay for all collective bargaining employees at an estimated cost of \$75,000 in FY2021. Mr. Armstrong motioned to grant the CEO's request, Mr. Braxton seconded, and the motion carried unanimously.

Administrative Employee Deferred Compensation Plan Documents – Julie Timm

The Company has retained employee benefit legal counsel to review the Old Dominion Transit Management Company Employee Retirement Plan and Trust (401(a) Retirement Plan) and the Old Dominion Transit Management Company Employee Deferred Compensation Plan (457(b) Deferral Plan) to ensure compliance with applicable law and to ensure continued qualification of both plans and the exemption of the applicable Trusts under sections 401(a) and 501(a) of the Internal Revenue Code.

Following that completion of that review, authorization is being sought for the restatement of the Retirement Plan and the renaming of the Retirement Plan to be the GRTC Salaried Employee Retirement Plan and restatement of the Deferral Plan and the renaming of the Deferral Plan to be the GRTC Employee Deferred Compensation Plan and that GRTC's Chief Executive Officer and Chief Financial Officer are authorized to take any actions necessary or required to fully implement and effectuate the foregoing resolutions, including the adoption of the amended and restated Plan.

Staff is requesting that the Board of Directors authorize the GRTC Chief Executive Officer and Chief Financial Officer to make such additional amendments and take appropriate action necessary to maintain the qualification of the Plans and the exemption of the applicable Trusts under sections 401(a) and 501(a) of the Internal Revenue Code of 1986, as amended, and to make such additional amendments as such officers deem necessary or desirable, all without further approval of the Board of Directors except as to any matter that counsel for GRTC and such officers deem to constitute a substantive and material change in the provisions of the Plans approved above or that will have a substantial impact of the cost of funding or administering the Plans. Mr. Smith motioned to grant staff's request, Mr. Braxton seconded, and the motion carried unanimously.

Chief Executive Officer Report – Julie Timm

- GRTC COVID cases have slowed since the last Board meeting. Cases are being tracked back primarily to household contact, indicating our precautions have worked to minimize spread between staff. Nearly every case requires some level of precautionary quarantine. The new service adjustments are helping to lessen service disruptions.
- Continuing to work with the local health department on vaccines for our front-line staff. We do have some of our staff over 65 years of age reporting that they have gotten appointments and are on their first or second dose of the vaccine; however, we have hundreds of

operators and the majority are under 65. Currently, the official word is that we are not likely to see open vaccination for all transit workers until at least March.

- Downtown Transfer Center - The City of Richmond is closing on a deal to sell the Security Building on 9th Street adjacent to our Temporary Transfer Center. Construction on that site will force the move of our operations. The City has been pro-actively working with GRTC to start designs for the use of the adjacent parking lot on 8th and Clay as a new Temporary Transfer Center. The site should include shelters for riders and operator restrooms at a minimum. We continue to work together to identify a permanent home for local bus transfers in the Downtown area.
- Mayor Stoney announced during his State of the City Address, that the City of Richmond will advance a project to paint dedicated Pulse BRT lanes red. This treatment is being added to BRT lanes across the country to improve driver and pedestrian safety awareness of the protected lanes when they are driving next to or walking into the bus lanes.
- Previously, our auditors reported a clean, unmodified Opinion for our FY2020 financials with one caveat – the audit was still pending final review of CARES Act funding. Federal review standards came out in January allowing our Staff and Auditors to complete the final assessment. The auditors confirmed and finalized the previously reported clean and unmodified opinion. As there was no change, the auditors informed management that they did not need to come back and present the report to the Board again.
- Under the limited contracting authority provided by the Board to the CEO for small contract modifications, this month Ms. Timm signed a resolution to modify GRTC's FSA Cafeteria Plan Authorization to allow rollover of FSA funds for plan participants from \$500 a year to \$550 a year into the next plan year which starts March 1, 2021 and in following years increasing by 20% a year to a cap of 20% of plan limits.
- Human Resources is investigating rule changes to allow the full roll-over of FSA and Dependent Care Savings Accounts to be rolled over into this next plan year to account for decreased use of those funds during the COVID pandemic. As soon as details are available, staff will be notified.

Chairperson Report – Ben Campbell

Mr. Campbell said he continues to be impressed and grateful for the quality of work from the Management of GRTC. He wishes he could express his personal gratitude to the people who keep these buses running. This is an operation of great significance and because he does encounter operators and sometimes other employees regularly and he knows what they put in to make this place operate. He is very proud to be associated with GRTC and would like to think that this Board is composed of people who really care about the health of this Company and who pay attention. He believes that they trust one another to be alert to any issues that need to be worked out.

Mr. Campbell said his one statement of substance is that on January 29 the CVTA approved a contract with AECOM to look at the Governance Structure of GRTC. Mr. Campbell said he has made as many requests to as many people as he could so that this Board will be consulted to at least have some comments on the future of the Board that Manages GRTC. He has not yet received any assurances directly from anyone carrying out this survey that it will be done or that we will be contacted for at least some conversation. If anyone is listening to this please take the responsible statement, which was not made in the AECOM's submission that the members of this Board will be given the opportunity to discuss this during the process of this study.

Executive Session

Mr. Millikan moved that the Board hold a closed meeting pursuant to Section 2.2-3711(A)(1) of the Code of Virginia to discuss the performance and compensation of the Chief Executive Officer. The motion was seconded by Mr. Braxton, and the motion carried unanimously. The Board went into Executive Session.

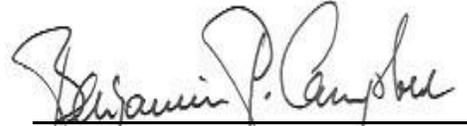
At the conclusion of the closed meeting, Mr. Millikan moved to reconvene the open meeting, Mr. Coles seconded, and the motion carried unanimously. Mr. Campbell reconvened the open meeting.

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.

Other Business

There being no further business, the meeting adjourned at adjourned 10:51 a.m.

APPROVED:



Benjamin P. Campbell, Chair

March 16, 2021

Date