

**MINUTES  
JANUARY 19, 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

Others: Bonnie Ashley, General Counsel  
Julie Timm, Chief Executive Officer  
Sheryl Adams, Chief of Staff  
John Zinzarella, Chief Financial and Administrative Officer  
Dawn Bailey, Controller  
Tim Barham, Chief of Transportation  
Anthony Carter, Director of Risk Management  
Carrie Rose Pace, Director of Communications  
Keshia Reed, Senior Budget and Financial Analyst  
Rob Taggart, Director of Information Technology  
Tonya Thompson, Director of Procurement  
Adrienne Torres, Director of Planning & Scheduling  
Soumya Vijayan, Financial Analyst  
Scudder Wagg, Jarrett Walker & Associates

The meeting of the GRTC Transit System and RideFinders Board of Directors was called to order at 8AM, January 19, 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.

Ms. Timm introduced John Zinzarella, GRTC's Chief Financial and Administrative Officer. He came to GRTC from Connecticut and has a broad background in both the private sector finance and municipal government sector with 30 years' experience. He will be a valuable resource to the GRTC team.

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](https://youtube.com/user/ridegrtc). Board Meeting notices, agendas and packets are available at GRTC's website [ridegrtc.com](https://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](mailto: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 January 18, 2021 were read by Carrie Rose Pace as follows:

**FROM: Rhonda Groves**

I am writing to you regarding the services that are provided by GRTC to Senior Citizens, in particular RoundTrip. I wish for this to be discussed at your next Board Meeting on 1/19/21. I am the Power of Attorney for a Senior Citizen friend, who does not have transportation, and does not have the financial means to pay for Uber or Lyft to receive dialysis three times a week. He is over the threshold to receive Medicaid, (which would pay for transportation), by a small amount.

When he was first told that he required dialysis we used your CareVan services. However, that did not go well, and he refused to use it after a few tries. The problem was we HAD to give them a pickup time, and it rarely occurs that dialysis was over at the time he predicted. Therefore, the CareVan would arrive, not see him, and leave without trying to locate him or make sure he made it home safely. There were a couple of times that he was left outside the facility in his wheelchair, with no one inside the facility, (they had left for the day), in the dark, in complete panic of how he would get home. Although the price was fantastic, it was completely too stressful. Consequently, he resorted to using Uber and/or Lyft, which was costing him \$300+ a month. This forced him to go without necessary medications and enough food to sustain his renal diet. He had to rely on the kindness of neighbors and friends for these items, as he has no living relatives.

On December 1, 2020 he moved to a new location. This new location was more expensive than where he was living, but he was forced to leave and had no choice. We had to locate another avenue for transportation because with his new monthly expenses he was not going to be able to afford \$300+ in transportation costs. The dialysis center suggested GRTC because you had new programs in place.

When I called and spoke to Ms. Angela Allah about the RoundTrip service it sounded perfect! Especially since he could leave the pickup time open and call when he was ready. I feel this is why CareVan did not work for a dialysis patient. They do not know the exact time of when they will be ready to go home ahead of time. The cost for RoundTrip was outstanding, so we decided to give GRTC another try.

On the first day of him using RoundTrip, he encountered a problem during the pickup from dialysis to go home for the day. After a little digging, we found that GRTC still had his old phone number in their database from when he used the CareVan service, even though we had updated them with his new cell phone number. This means he did not receive the text message showing him that the ride had been dispatched, or the link that he could use to track the ride. Thankfully, the driver was able to locate him and get him home, but again he was stressed out and panicked over this. I called and spoke to Angela again, and thought we had it fixed AGAIN. However, it happened another time just a couple of days later.

First, I would like to say that Angela Allah is extremely kind, friendly, and helpful. I know that this was NOT her fault. There obviously is something wrong with the database for it to revert to an old phone number. Something as simple as making sure the cell phone number remains in place, is so very important. Especially when it comes to our senior citizen community who have

endured so much in their lifetimes, and some, (like my friend), who have horrific medical conditions and limited funds, who rely on these wonderful programs. But, they are only wonderful when they work properly!

Secondly, despite the couple of hiccups with RoundTrip it has proved to be a beneficial program for my friend. It is going to allow him to live in his apartment, and afford his medications, food, and perhaps even a special lunch out occasionally. How wonderful! We are so appreciative of this! He has also expressed to me that the drivers are very helpful in getting his rollator into the car, which is another great benefit!

Thank you for allowing me to bring this issue of the phone number to your attention because I want you all to understand and know that there is a problem and hopefully this will now be corrected, not only for my friend, but for everyone that uses this service. I do not feel that my friend is the only person who has life challenges or has had the same problems that he has experienced with GRTC. All programs for senior citizens should be as easy and as stress free as they can possibly be.

If there is anything that I can do to assist you in any way, please do not hesitate to contact me.

**FROM: Crist Berry**

First, I want to clarify, the residents of Grove are not asking for the discontinuation of Route 77. As others have pointed out, allowing students to travel from U of R to VCU makes sense. In fact, it would probably make sense to extend it to downtown.

However, we ARE complaining about the routing through the Fan on Grove. In particular, the routing between Robinson and Harrison. Based on your own data, this serves almost no-one while it puts large busses going both ways on a residential street. Based on your data from Nov, we find the following usage data:

East bound;

Grove and Meadow: for the month, a TOTAL of 21on/16 off.. Given that there are 30 days in November, that amounts to less than one person per day—for all the trips.

Grove and Lombardy: 8on/18off. That is less than  $\frac{1}{2}$  person per day on and about  $\frac{2}{3}$  of a person per day off..

West Bound:

Grove and Lombardy: 60 on/5 off. About 2 people per day on, less than  $\frac{1}{6}$  of a person off per day

Grove and Meadow: 7 on/4 off. Again about  $\frac{1}{6}$  of a person per day.

NOTE-: THE ABOVE IS NUMBER OF OFF/ON PER DAY—NOT PER TRIP. IN OTHER WORDS, ALMOST NO ONE IS USING IT.

We continue to suggest a rerouting—either by shunting the busses at Robinson over to Cary/Main or over to Broad. This would accomplish several things:

- Give riders the opportunity to enter/exit on streets that have retail stores where they can shop
- Allow for the removal of bus stops that are almost never used. (See your own data, please)

If you were to accompany this with an extension to downtown, it would allow students (and others) access to governmental offices, banks, hospitals and retail without having to change busses.

Approval of Minutes: Mr. Armstrong motioned to approve the December 15, 2020 Board meeting minutes, Mr. Coles seconded, and the motion carried unanimously.

#### CVTA Update – Adrienne Torres

Ms. Torres presented highlights on CVTA for the month of January.

- CVTA TAC met on January 11 and covered the Regional Public Transportation Plan Updates, the Transit Governance Report and started to discuss the topic of certification for projects for funding.
- Regional Public Transportation Plan – meeting was held with the MPO Public Transportation Working Group to discuss the topics of developing the plan, the concept of ridership versus coverage, and defining regional versus local service.
- Transit Governance Report – there was a smaller group of the CVTA TAC that met to discuss the two proposals that were submitted for the Transit Governance Report. This committee included representatives from GRTC, Chesterfield, Henrico, and Richmond. This group made a recommendation to the larger CVTA TAC and plan on moving forward and recommending this to the full Authority.
- The CVTA Finance Committee met and approved transferring \$80,000 to “Contracted Services-Other” from “Reserve for Contingency” for the Transit Governance Report. The Finance Committee also discussed the Financial Management Policies and Procedures, Revenue Transfer Schedule, and Processes for review and approval for payments for disbursement.

#### Update on Downtown Transfer Center Committee – Adrienne Torres

GRTC and the City of Richmond organized a Permanent Transfer Center Ad Hoc Committee. This stakeholder committee is comprised of GRTC Staff and Board members, City of Richmond Council members and staff, members of the housing community, representatives from the Convention Center, transit advocate groups, and many other community organizations. This group will serve in an advisory role and assist GRTC and the City of Richmond with identifying a location for the permanent transfer facility, developing a preferred design, and developing an outreach/engagement plan. The first meeting of the Ad Hoc Committee was held on Thursday, November 19, 2020. A second meeting is expected in February/March 2021.

GRTC is additionally working with the City of Richmond on identifying a new temporary location to serve as a Transfer Center. The current temporary location will no longer be available once the Public Safety Building that is adjacent to the plaza is sold and redeveloped soon. GRTC has identified the city parking lot currently accessed on 8<sup>th</sup> Street and Clay Street as the preferred temporary location.

### Certificates of Appreciation to Community – Carrie Rose Pace

During the COVID-19 emergency, members of the community have donated various items to GRTC to support our ongoing operations as we provide critical service to the public. From face masks to snack packs, these gestures are thoughtful and deeply appreciated by our staff. GRTC continues to receive donations. The Charmettes, Incorporated donated 132 gift bags for GRTC Female Operators; the Iota Phi Lambda Sorority Inc. Gamma Delta Chapter donated 290 Thanksgiving care packages for GRTC Bus Operators and Good Work Society (Larkin Garbee) donated 100 face shields.

Staff requested that the Board of Directors authorize the Board Chair and the CEO to sign these Certificates of Appreciation, saying, "GRTC is deeply grateful for your donations during COVID-19 to support our operations during this incredibly difficult time. Your thoughtfulness is sincerely appreciated." Certificates will be printed and mailed or digitally shared with the donors. Mr. Armstrong motioned to grant staff's request, Mr. Coles seconded, and the motion carried unanimously.

### Operating Performance – Tim Barham

- On-Time Performance for December was 65.50% and November was 65.60%.
- Lost Time Rate was 17.19% for December.
- Scheduled trips operated dropped from 97.38% in November to 95.01% for December due to absenteeism. As you are aware, after Thanksgiving and throughout December there was a spike in COVID cases, which impacted GRTC with quarantine and contact tracing. There was a significant amount of lost service throughout the month.
- We have 265 full-time Operators, 18 part-time Operators. Three Operators graduated in January; five are in training and will graduate by the end of next week. We are continuing with active recruiting and should have a class starting in February. Three Operators retired January 1, and another is scheduled to retire February 1.
- Lobby Day service was impacted due to on-street protests/demonstrations. When there are situations that may arise, staff stays in contact with the City of Richmond and local law enforcement. Several staff members met with law enforcement officials last week in preparation for the event and to make sure that GRTC receives updates on what to expect and how we can manage. GRTC is part of the City's Emergency Management System; whenever the EOC is activated we make sure we have staff there to get updates to GRTC so staff can send it out to Operators in case it is necessary to make service changes.
- Offered deepest sympathies on behalf of GRTC on the loss of one of our GRTC family members. The employee who worked in a non-public facing position passed due to complications of COVID-19 on January 9. Out of respect for and wishes of the family we are not releasing the name or any other information about the employee. The employee was a valued, well-liked member of the organization who will be missed.
- GRTC lost a Transportation Supervisor Anicita "Ana" Gross on January 15 to cancer. Ana had been with GRTC since 2015. She was a fighter, a very dedicated employee, professional, passionate, who loved GRTC. We miss her, we love her. One of her wishes is for us to have a memorial service here at GRTC.

### Safety Performance – Tony Carter

- There were 32 external accidents in December compared to 26 in November.
- There were 23 non-preventable accidents in December compared to 19 in November.

- Staff is investigating the type of accidents with the biggest increase and found that damage to outside mirrors of the bus increased by 40% and bus contact with fixed objects doubled.

Keeping in line with GRTC's Safety Plan, staff is reviewing actual footage of accidents and doing a causal analysis approach of contributing factors and possible trends.

#### Quarterly Route Performance – Adrienne Torres

GRTC has been monitoring the system performance since implementing the Richmond Transit Network Plan in 2018, making small changes to the system since the implementation. Adhering to GRTC's service standard of no major changes until after 18 months of monitoring, GRTC was able to make major changes in 2020 with routing changes to the 50 and 77, the addition of the 111, and the removal of the 75.

Ms. Torres reviewed the 2<sup>nd</sup> Quarter FY22 Performance Report. The report allows GRTC to compare routes to other routes in their designated category and identify areas that may need improvement.

#### Transportation Development Plan (TDP) Update – Adrienne Torres

GRTC's 2018-2028 Transit Development Plan (TDP) was adopted by the Board in July 2018. DRPT requires agencies to provide an update annually for the TDP through the lifetime of the document. Many of the timelines for the service and capital projects originally identified in the TDP for FY2020 were impacted by COVID. Some of these projects have shifted to FY2021 and may have already been implemented or will be implemented by the end of the fiscal year. Others have shifted to beyond FY2021. Many of the initiatives prioritized for FY2022 in the TDP are being incorporated into the Regional Public Transportation Plan that is being developed. The below list highlights some of the projects for service and capital for FY2020 – FY2022.

Ms. Torres reviewed the FY20 and FY21 Service Improvements that have been completed.

Also, included in the TDP update are service improvements that are proposed for the future, capital projects, and the operating budget projections for the next ten years. The TDP will be submitted to DRPT, as required, annually.

#### Transit Shelter Installation/Removal Services – Adrienne Torres

There are shelters located throughout GRTC's system approved by the City of Richmond, Henrico County and Chesterfield County. Due to the continual request for new shelters each year from the municipalities, it is in GRTC's best interest to have qualified companies available to install and remove shelters. Therefore, staff issued a Request for Qualifications in November for transit shelter and amenities installation and removal services. Proposals were received from Commonwealth Construction Company of VA, Machinery Movers & Erectors, and Jeffrey Stack, Inc.

The evaluation committee rated each proposal and determined that all three proposals were responsive and responsible. An 8% DBE goal was established for this request for qualifications. Commonwealth Construction Company of VA is certified by the Virginia Department of Small Business & Supplier Diversity as a small, minority-owned, and disadvantaged business enterprise.

Looking at the per unit cost there was a range from installation from \$2,550 (Commonwealth Construction) to \$7,625 (Jeffrey Stack). The evaluation committee ranked Commonwealth Construction Company of VA as the highest ranked proposer. Funding for this agreement will come from the annual board approved capital budget. The current funding sources for the planned shelter installations and removals are estimated at \$350,000. To allow staff to be responsive to new requests for shelter and stop amenity installation, staff is also seeking approval for a total contract value for these services during a three-year period not to exceed a total of \$1,500,000.

Staff requested that the Board of Directors authorizes the CEO to execute a contract with Commonwealth Construction Company of VA for the removal and installation of transit shelter and stop amenities for an initial term of one year, with two 1-year renewal options, with an annual not to exceed value of \$500,000, and with a not to exceed total contract value during the three-year term of \$1,500,000. Board approval of this contract shall be constrained to purchase orders for the installation and removal of shelters and stop amenities identified and approved by the Board through an annual stop amenity program update and for which funding has been identified and approved by the Board in the annual capital budget unless such purchase order is under \$50,000. Mr. Braxton motioned to grant staff's request, Mr. Armstrong seconded, and the motion carried unanimously.

#### GRTC Fleet Cleaning and Disinfecting Services – Tonya Thompson

At the December GRTC Board meeting, staff requested that the Board ratify a contract amendment to Original Building Services (OBS) for Fleet Cleaning and Disinfecting giving staff time to complete a procurement for these services. Since then, 20 proposals have been received in response to a November 4, 2020 Request for Proposal posting. Fee proposals received ranged from \$80,000 to \$1.3M annually and from \$419,000 to \$6.4M over a five-year period. After obtaining references from the top five proposers, the evaluation committee determined that Happy People Services is the highest ranked proposer. This decision was ultimately based on their technical approach, fleet cleaning experience and the overall value reflected in their pricing. Staff's independent cost estimate was \$750,000. Negotiations with Happy People resulted in a firm fixed price of \$352,800 annually with a not to exceed total contract value of \$1,764,000 over a five-year period. Services will include sufficient labor, 7 days per week, to disinfect and sanitize GRTC's entire fleet daily. This service is an operating expense included in the approved FY2021 budget and the draft FY2022 baseline budget. CARES grant funds are currently being used to offset this cost.

Staff requested that the Board of Directors authorize the CEO to execute a contract with Happy People Services for GRTC's Fleet and Paratransit Cleaning and Disinfecting Services for an initial term of one year, with 4 one-year options, with a not to exceed annual total of \$352,800, and with a not to exceed total contract value of \$1,764,000. Mr. Armstrong motioned to grant staff's request, Mr. Braxton seconded, and the motion carried unanimously.

#### November Financial Report – Dawn Bailey

Ms. Bailey reviewed the Aging Report and reported that all payables over 30 days were paid. Henrico and Chesterfield accounts receivables have been collected in full and Bon Secours' Sponsorship payment of \$212,500 has been received.

The favorable variances for the month of November and total expenses offset the October unfavorable variances due to the FY21 budgeted allocating three pay periods in the month of November when the actual three-pay period month was October. The unfavorable variance on the Planning, Scheduling & Marketing line was due to \$130,000 being expensed during November for the Operator Recruitment ads. Staff is continuing to track \$1.5M favorable to budget due to the less than anticipated use of our specialized service.

Monthly Cash Flow Statement and Projections – Dawn Bailey

As of December 31, the Contingency Fund Reserve advancements have been returned. January 2021 month-end position is predicated upon receipt of Richmond’s third quarter funding payment, which to date has not been received. In addition, we received our first of our six increased state operating assistance payments in the amount of \$1.1M.

Recent and Upcoming Procurements – Tonya Thompson

Ms. Thompson stated that one procurement for Corporate Medical Services was added to the current and ongoing procurement list. This service will be used if it is necessary to help us determine an employee’s fitness for duty. Ms. Timm added that we have issues with absenteeism, unexcused absences, no shows, as well as long-term leaves of absences. If there are any questions regarding absenteeism, this service would allow us to send an employee to a GRTC approved physician for verification of illness and for verification of benefits. The Union has asked that we start using this service and enforce the absenteeism issues, and this contract allows us to do so.

Draft FY2022 Regional Transportation Plan – Adrienne Torres / Scudder Wagg

GRTC has contracted with Michael Baker International and Jarrett Walker and Associates to develop the Regional Public Transportation Plan. This plan is being developed in coordination with the MPO. The first meeting with the RRPDC TAC Public Transportation working group was held on Tuesday, January 5<sup>th</sup>. The members of the working group include representatives from GRTC, PlanRVA, VTA, DRPT, Hanover County, Chesterfield County, Henrico County, RideFinders, and the City of Richmond. This first meeting provided an overview of the process, revenue projections, and highlighting policy considerations that would be discussed throughout the process.

Scudder Wagg with Jarrett Walker & Associates gave a detailed presentation on the Regional Public Transportation Plan. Here is the link to the full power point presentation [http://ridegrtc.com/media/annual\\_reports/Financial\\_and\\_Policy\\_Update\\_to\\_GRTC\\_Board\\_DRAFT\\_20210118.pdf](http://ridegrtc.com/media/annual_reports/Financial_and_Policy_Update_to_GRTC_Board_DRAFT_20210118.pdf). Below are some highlights from that presentation.

- 1) FY21 to FY24 Projections – If service remains the same; revenues grow modestly (2-3% per year); costs rise above 4.8% per year.

	FY2021	FY2022	FY2023	FY2024
Revenues	\$80,809,732	\$71,378,072	\$73,645,082	\$75,457,090
Expenditures	\$60,274,723	\$63,212,364	\$66,322,883	\$69,433,401
Difference	\$20,535,009	\$8,165,708	\$7,322,199	\$6,023,689

Surplus in FY21 is due to CVTA funds being collected but not spent this year and CARES Act Funding. Spending the surplus over three years would provide about \$10-11M per year in expanded service.

- 2) What kind of service is regionally fundable? Any transit service anywhere in the region?  
 Transit services that meet a standard of regional usefulness; connect across jurisdictions, connect major activity centers, serve major regional corridors.

We understand that the GRTC Staff and the Board have expressed a strong desire that regionally funded services meet some threshold of “regional connectivity” to be eligible. Fifty percent of TPO Working Group Members agreed, many were not sure, and only one disagreed.

Ridership Goal - focus where ridership potential is highest, support dense and walkable development, max competition with cars, and max vehicle miles traveled (VMT) reduction.

Coverage goal - access for all, support low-density development, lifeline access for everyone and service to every member city or electoral district. Coverage service does not go just anywhere; coverage services would still need to meet some standard of regional usefulness; but it could tolerate much lower ridership cost than the Ridership service, as it would need to serve outer counties as well.

Nearly all Working Group participants said we should use a Ridership-Coverage Policy to determine the use of CVTA funding.

- 3) What are the primary contributors to GRTC? CVTA, Local jurisdictions, Federal State & Fares

<u>Operating Contributions//Revenues</u>	<u>% of Contribution</u>	<u>Revenue Hours (Projected)</u>
Fed/State/Fares (Ridership Bucket)	39%	239,820
CVTA (distributed by Policy)	42%	256,619
City of Richmond	12%	73,247
Henrico County	4%	26,436
Chesterfield County	2%	11,352

Each entity that pays in gets a share of revenue hours equal to contribution; however, the Federal / State / Fares is separate. This would be used primarily for ridership-oriented services. Henrico and Richmond contributions adjusted to account for CARE Plus obligations.

The next steps would be to refine these financial projections (GRTC and Consultant Team) and develop alternatives for stakeholders/public consideration. A Core Design Retreat is scheduled for January 19-22. Local representatives are invited to participate; together, they will design two alternatives.

Draft FY2022 Operational Expansion Budgets – Soumya Vijayan / Adrienne Torres

GRTC continues to develop the FY2022 budget for ongoing Board policy considerations. At the December 2020 Board Meeting, staff presented the draft FY2022 baseline budget with policy assumptions for Board review and discussion with the expectation that growth options would be presented during the January Board meeting. Final Board approval and adoption is on target to be completed no later than the June 2021 Board meeting.

Ms. Torres reviewed the expansion considerations for FY22 which are below numbered 1-7 and stated that it would cost \$10M to implement all seven; unfortunately, that is not realistic with the Operator shortage and these will probably be a phased approach. Here is a list of the expansions:

- 1 Extend service south of Midlothian Turnpike to Chesterfield Towne Center
- 2 Increase frequency on Rt. 7A/7B from 60-minutes to 30-minutes to enhance service on Nine Mile Road, Laburnum Avenue, and the Airport.
- 3 Extend Service on Rt. 1 North to Brook Road and Parham
- 4 Extend Rt. 2B to Arboretum Place to extend service south on Midlothian Turnpike.
- 5 Increase frequency on Rt. 19 to enhance service on Broad Street west.
- 6 Increase frequency on the Pulse to alleviate capacity issues until articulated vehicles are introduced.
- 7 Increase frequency on Rt. 91 from 60-minutes to 30-minutes.

Ms. Vijayan reviewed the revenue miles, total expenses, and the fixed cost per revenue mile. The baseline budget was presented last month, and we are presenting the growth scenario and full expansion in scenario two. The total expenses went from \$63.2M to \$68M with these scenarios. The fixed route cost per revenue miles is in a downward trending line as some of our costs remain fixed to this expansion.

Ms. Vijayan reviewed the revenue assessment and said that we are projecting \$71.79M in the growth scenarios (the \$28M is from CVTA for the full expansion, in the base scenario we are projecting only \$63.7M with \$20M CVTA funds to cover regional routes and associated reduced contributions from the local partners).

Ms. Vijayan reviewed the operating expenses by department using the proposed baseline service at \$63.2M, scenario 1 at \$66.1M, and scenario 2 with full expansion at \$68M. In the baseline budget, we are projecting a need for 113 peak vehicles, and an increase to 122 vehicles in scenario 1 and 131 in scenario 2. Budgeted Operator positions under the baseline is 287, scenario 1 is 299, and scenario 2 is 311. No additional head count in maintenance/administrative services is required with the either proposed service expansion scenario.

Following are the next steps for budget adoption:

- January 2021 – Board Discussion on FY22 Operational Growth Budget Scenarios, Budget Assumptions, and Policy Direction.
- January 2021 – GRTC Presentation of Baseline Operating Budget to Richmond, Chesterfield, and Henrico.
- February 2021 – Staff Presentation of Draft Capital and Operating Plans.
- April 2021 – Staff Presentation of Draft FY22 Operating and Capital Budgets.
- June 2021 – Board Adoption of Operating and Capital Budgets.

#### Draft FY2022 Capital Needs and Revenues – Kesha Reed / Adrienne Torres

GRTC presented our five-year capital concept along with the funding sources and prioritization for board consideration during the July 2020 Board meeting. Ms. Reed and Ms. Torres will give a presentation on the Draft FY22 Capital Needs and Revenues.

Ms. Torres stated that they met with all the jurisdictions to kick-off the capital planning process. Separate meetings were held with the City of Richmond, Henrico County, and Chesterfield

County. For the City of Richmond, GRTC plans to have grants executed for the following projects: Design Study for Temporary Transfer Facility; Addition of Shelters, Benches, Trash Cans; and general projects that would include all jurisdictions. For Chesterfield County, GRTC plans for an additional shelter at Bon Air Church. For Henrico County, GRTC plans for additional shelters and benches. The plan gives a clear list for each jurisdiction to know how GRTC will use the local four percent capital match request each year.

Ms. Reed presented a list of prioritized projects that GRTC anticipates applying for state support for FY22. We are presenting this today for the Board's general consensus approving the projects prior to GRTC's application submission later this month. As the projects move forward, they will be submitted individually to the Board for approval for contract awards and authorizations.

Following are the Proposed Projects which total \$23.4M:

- Safety - \$200K for shop floor repairs
- State of Good Repair - \$19.8M for roof repairs, annual maintenance contracts and hardware replacement, bus wash upgrade, exhaust system and life flush mount, and 29 bus replacement and two support vehicle replacements
- Business Improvements - \$2.8M for WiFi for fixed route buses and Genfare Keypad Improvement, Planning Studies
- Service Enhancements - \$506K for Bus Shelter/Amenities Project

Sources available for capital funds for FY22:

- Federal – 5307 Formula Funds, 5339 Formula Funds, CMAQ
- State – DRPT – State Match Funds (68% Match) and Technical Assistance Program (50% Match)
- Local – General Fund (Local City/County) and CVTA

#### GRTC and RideFinders Corporate Bank and LGIP Resolutions – Dawn Bailey

The Company's auditors recommend a periodical review of authorized signers on the Company's bank accounts to ensure that only appropriately designated employees are listed. At this time, John M. Zinzarella, GRTC's new Chief Financial and Administrative Officer should be added to the Corporate Bank Resolutions for GRTC and RideFinders.

Staff requested that the Board of Directors amend GRTC and RideFinders Corporate Bank Resolutions to authorize Julie E. Timm, Sheryl E. Adams, John M. Zinzarella, Dawn C. Bailey, and Von Tisdale as signers on the appropriate bank resolutions. Mr. Armstrong motioned to grant staff's request, Mr. Braxton seconded, and the motion carried unanimously.

#### Chief Executive Officer's Report – Julie Timm

- A total of 50 GRTC employees have tested positive for COVID and a total of 54 including those under contract. There has been one cluster to date (which was reported), two deaths, illnesses in administration, maintenance, operations, and management. GRTC is now under a second investigation with the Department of Labor and Industry (DOLI) because of the death of the second employee. DOLI is investigating whether the death is related to the workplace environment. Staff's internal assessment did not find any relation to the work environment that caused their death, but this does not change the tragedy that surrounds

the death or the impact on staff. This is GRTC's 3<sup>rd</sup> investigation with DOLI. There was an employee allegation this month that stated we were not enforcing mask wearing and social distancing in the workplace. We are responding to DOLI with the information that we are enforcing the rules. We have included our actions, which has been suspension of employees, termination of employees, written warnings to employees, and verbal warnings to employees. There is also significant signage throughout our facility, emails, posts in our employee Facebook group, training associated with the wearing of masks and social distancing, and we have also incorporated physical barriers between workspaces. Management also does walk-throughs to review the use of masks in the work areas. Our priority is always to keep staff healthy and safe to the absolute best of our ability.

- Conversations started in December with VDH regarding when GRTC can get the COVID vaccine. VDH is challenged with rules from the federal and state governments on how the vaccine will be distributed. As of late last week, staff was told GRTC's eligibility will begin on January 31; however, access is still unknown. We are also working to see if we can get on-site vaccinations or to get confirmation regarding when and where the vaccines will be distributed. Until we get vaccinations done, we will continue to have service disruptions as we continue to take care of our staff by quarantining and contact tracing to keep any spread from happening inside of our agency.
- Staff is preparing for possible protests this week. We have a very good safety plan, and we are working with our emergency contacts with all local jurisdictions. Operators and Supervisors will be watching on street operations, and we will have supervisors ready to assist if necessary. Management will be on call and in the office for support so that any changes to our routes can be made if necessary.
- Mr. Barham discussed and provided the background for two recent deaths - one due to COVID and one not. Staff is very affected by both; Ana's funeral/memorial service will be this Friday. Ana loved working at GRTC, loved the people, and she wanted to have a memorial service here. We will be working to make that happen. Ana does not want anyone to wear black; she wanted it to be a celebration of her life. She has been described as "tiny but mighty."
- Continuing with the collective bargaining negotiations this week. There were some meeting delays because of illnesses, weather, and other cancellations at no fault of the union or management. We look forward to talking with them again and discussing the remaining issue; specifically, with the contract language for Management's longstanding right to set work rules. We understand that the Union does want to have more voice in that process.
- This Board meeting focused on our local and regional funding, including from the CVTA, and how that is going to be impacted through additional services next year and that planning process. We will continue to watch our federal and state funding and other funding sources that are coming in, specifically any new rounds of federal funding. There is a new round of CARES Act money; however, it will not be as much for GRTC as larger agencies. The federal funding for transit under the new round is capped at 75% of our 2018 expenses. Even though our current expenses are close to \$60-\$63M; in 2018 our expenses were closer to \$48M so that means we have already received \$32.5M from the first round of CARES Act and we will only be eligible for \$2M-\$3M for this next round. This is not a lot of money to get us through COVID including the continuing service disruptions and expenses to take care of our staff, but we will make it work.

#### Chairperson Report – Ben Campbell

The Chairman stated he is grateful for the work from staff and is extremely proud and thanked staff.

### Executive Session

Mr. Millikan moved that the Board hold a closed meeting pursuant to Section 2.2-3711(A)(29) of the Code of Virginia to discuss the status and terms of a collective bargaining agreement, because discussion in an open session would adversely affect GRTC's bargaining position. The motion was seconded by Mr. Braxton, and the motion carried unanimously. The Board went into Executive Session.

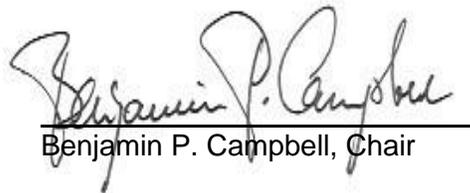
At the conclusion of the closed meeting, Mr. Millikan moved to reconvene the open meeting, Mr. Coles seconded, and the motion carried unanimously. Mr. Campbell reconvened the open meeting.

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 10:40 a.m.

APPROVED:



Benjamin P. Campbell, Chair

February 16, 2021  
Date