

**MINUTES
BOARD OF DIRECTORS
GRTC TRANSIT SYSTEM
January 21, 2020**

Members Present: Benjamin P. Campbell, Chair
Gary Armstrong, Vice Chair
Eldridge Coles, Secretary/Treasurer
George P. Braxton
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
Barry Herring, Chief of Finance, GRTC
Angela Malloy, Director of Human Resources, GRTC
Steve McNally, Chief of Construction/Engineering, GRTC
Carrie Rose Pace, Director of Communications, GRTC
Rob Taggart, Director of IT, GRTC
Tonya Thompson, Director of Procurement, GRTC
Adrienne Torres, Director of Planning & Scheduling, GRTC
Dawn Bailey, Controller, GRTC
Rick Bradshaw, Creative Marketing & Design Manager, GRTC
Emily DelRoss, Planning Manager, GRTC
Sheronda Hill, Administrative Assistant, GRTC
Cherika Ruffin, Program Manager, RideFinders
Juan Shackelford, Customer Service Manager, GRTC
Ken Lantz, PlanRVA
Dawn Missory, County of Chesterfield
Dironna Clarke, City of Richmond
Chessa Faulkner, County of Chesterfield
Michael French, UZURV
Barbara Jacocks, PlanRVA
Neil Sherman, Virginia Department of Rail and Public Transportation
Grant Sparks, Virginia Department of Rail and Public Transportation
Chris Suarez, Richmond Times Dispatch
Alexander Winston, Citizen

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 December 17, 2019, were approved.

Financial Report

Discussion/Information Items

- A. Financial Performance – A few of the highlights from Mr. Herring, GRTC’s Chief of Finance: operating revenue and other income for December totaled \$1.6M and \$20,000 was unfavorable; operating expenses for December totaled \$4.2M and \$23,000 was favorable which is a difference of \$3,600. Last month’s report, GRTC was \$861,000 net favorable for budget, with this slight increase we are now \$865,000 net favorable to budget. For the first six months of the year, GRTC maintained net favorable position. The customer revenue was favorable this month by \$41,000, while year-to-date is up to \$80,000. GRTC’s expenditures, there are seven cost centers, five of those cost centers have been favorable and two of those transportation and insurance and safety were under.
- B. Upcoming Procurements – Ms. Thompson, GRTC’s Procurement Director, reported the following procurements: There are three procurements, and for services that we have had in the past; contracts are expiring; therefore, we need to go out for those services. Bus Advertising (27% of annual gross receipts), Bus Stop Sign Maintenance (est. \$150,000 5 years), and GRTC Facilities Landscaping and Lawn Service (est. \$150,000 5 years).

Action Items

FY21 Capital Budget – Ms. Timm gave a detailed presentation on the Proposed FY2020-FY2022 Capital Funds Blueprint and Policy Direction. She discussed the FY20-FY22 Capital Blueprint and identified specific projects requested for approval to be submitted to the TPO and prevent delays in grant funding.

The Statewide Transportation Improvement Program (STIP) is Virginia’s federally required four-year program that identifies the transportation projects (highway, passenger rail, freight, public transit, bicycle and pedestrian) that will utilize federal transportation funding or require approval from either the Federal Highway Administration (FHWA) or Federal Transit Administration (FTA). The program must include all projects in an urbanized area that are included in an MPO’s TIP (Metropolitan Planning Organization Transportation Improvement Program) as well as federally funded projects in the nonmetropolitan areas of Virginia.

GRTC staff developed the foundation for a multi-year capital funding plan. Specific projects and details within the draft plan are based on key funding assumptions that require GRTC Board Review and approval prior to adoption of a capital budget or full submittal to the Richmond Regional Transportation Planning Organization.

The CEO is requesting that the Board of Directors approve the FY20-FY22 Capital Blueprint for further development and authorize the CEO to advance planning, funding, and initiation of the procurement process for projects specifically outlined in the attached sheet at an estimated cost of \$45 million. Each item will still require CEO and Board contract approval per GRTC procurement rules prior to award. The Board requires the CEO of GRTC to return to the board no later than the June Board meeting for presentation and adoption of a four-year capital plan. Mr. Armstrong motioned to grant the CEO’s request, Mr. Braxton seconded, and the motion carried unanimously.

- A. Insurance Broker Contract – Ms. Malloy, GRTC’s Human Resources Director, stated that the insurance broker contract is up for renewal. The RFP was issued, and two companies bid on the RFP and it was awarded to Marsh & McLennan. We have done business with Marsh & McLennan in the past. Currently, Marsh & McLennan Agency provides the following brokerage services for

GRTC: health, dental, vision, life, accidental death and dismemberment, short- and long-term disability, flexible spending account and ACA management and provides other services and carrier contract negotiations and the coordination of plan renewals. This project will be funded with operating funds. Staff is requesting that the Board of Directors authorize the CEO to approve a contract with Marsh & McLennan Agency for \$46,800. Mr. Braxton motioned to accept staff's request, Mr. Millikan seconded, and the motion carried unanimously.

Operations Report

Discussion/Information Items

A. Operating Performance – Ms. Adams, GRTC's Chief of Staff, provided highlights on operations for December 2019:

- Ridership on fixed route and the Pulse continue to go up and overall it is up by 7.5%.
- CARE and CARE on Demand service is up and compared to prior year it's up by 16.7%.
- Year-to-date the local fixed route and the Pulse service is up overall by 12.16%.
- Lost time rate and scheduled trips operated go hand and hand; if the lost time rate is up, that means the scheduled trips operated would be down. Part of that is because of the holiday, service was cut for Christmas, so not as many trips were operated because manpower would have been an issue.
- On-time performance continues to be about the same, which is around 67%. Looking into this a little further, it looks like the AM and AM Peak service average well over 73%, where it starts digressing is mid-day all the way down to late night. The Scheduling Department is looking into this. Ms. Adams stated she has been reading a book about improving on-time performance in the transit industry which has some very interesting information; one thing to highlight that causes on-time performance issues is boarding delays due to farebox because of customers interacting with the farebox (especially cash), causing the bus to leave late. On-time performance is leaving a time point on time or no later than 5 minutes past the scheduled trip for no more than 1 minute early.

B. Safety Performance – Mr. Carter, GRTC's Director of Risk Management, provided the statistics on number of accidents and the types of accidents GRTC has had for the month of December. At the December board meeting, the board requested a comparison with other transit agencies. Mr. Carter provided the following comparison based off revenue miles and mode of fixed route. These accidents were reported to NTD in 2019 and this is based on the more severe accidents. Some of the criteria that comes from these types of accidents are: if someone was transported, was the vehicle towed away, or was it actually \$25,000 in damage (either to the bus or other vehicles involved). Based off revenue miles, GRTC is right in line with other transit systems.

Transit Agency	Revenue Miles	# Accidents
GRTC	4,030,378	10
New Orleans Regional Transit, New Orleans LA	5,627,473	10
Pierce County Transportation, Tacoma WA	5,002,372	15
Central Puget Sound Regional Transit, Seattle WA	5,429,764	19
CNY Centro Inc., Syracuse NY	4,934,845	12
Regional Transit Service, Rochester NY	5,174,321	10
City of Albuquerque, Albuquerque NM	5,341,575	11

C. Route 1 Update and Outreach Activities – Ms. Rose Pace, GRTC's Communications Director, reminded everyone that March 16, 2020, is the beginning of GRTC's new Chesterfield service and

you will start seeing advertisements and awareness about this at the end of January particularly if you drive or ride along that corridor. Billboards are going up at the end of this month at key locations. Ms. Rose Pace shared the television commercials that Mr. Bradshaw (GRTC's Creative Marketing and Design Manager) helped write and produce.

Ms. Torres, GRTC's Director of Planning & Scheduling, gave an update on the scheduling and infrastructure for the Route 111. The stop signs have been ordered and should go in at the end of February; there are 24 local bus stops on the route, eight are slated for improvements; four shelters have been ordered and the other four will get benches. The schedule was set with the January booking and will take effect on March 16.

Ms. Rose Pace stated that Chesterfield County Staff will be leading launch day efforts with GRTC support of logistics. You will be receiving a save-the-date invitation this week; John Tyler Community College has graciously offered to host. A bus that is not in revenue service will be there for the ceremony and ribbon cutting and some guest and media will be able to take a ride round trip, we plan to make one stop at Falling Creek so we can pause and take a look at bus stop and amenities. This will be on launch day, March 16.

- D. On Board Surveys – Ms. Torres reported that onboard surveys were conducted in October and that month was selected because schools are in session and it's the highest ridership month, and there are no holidays. The main purpose of the survey is that is required every few years because of Title VI for origin/destination trends and customer satisfaction. It's a great opportunity to get additional trends from riders. This is important because it's our new system, this is the first survey we have done since the Pulse and the network redesign, also we have not done a survey since 2015. The surveys were available in English, Spanish, Vietnamese, and Arabic. Valid surveys were completed by 1,513 riders. Ms. Torres highlighted results of the survey on satisfaction, trip purpose, walking distance, transfers, type of passes, trip planner, smartphones, household income, race/ethnicity, and age.
- E. Annual TDP Update – Ms. Torres stated that the Board adopted the 2018-2028 Transit Development Plan (TDP) in July 2018. DRPT requires agencies to provide an update annually for the TDP. Several capital and service projects identified in the TDP for FY2019 were implemented and several have been implemented or are planned to be completed by the end of FY2020. These include service initiatives that were originally planned for beyond FY2022. The 2019 TDP Update has been completed and will be submitted to DRPT for review following the Board meeting.
- F. May Service Change Discussion – The May Service Change will go into effect on May 10, 2020. GRTC is currently reviewing alignment changes to several routes. Planning and Scheduling continue to refine the alternatives and analyze the estimated cost and operator need associated with the proposals. Public outreach will be conducted on any proposed changes.

Action Items

- A. Janitorial Services – The current contract for Janitorial Services expires on January 31. As a result, staff issued a Request for Proposals for Janitorial Services on November 21, 2019. There were 10,550 proposals distributed to qualified companies. Fourteen companies attended the optional pre-proposal conference and staff received thirteen proposals. The evaluation committee rated each proposal in four areas and unanimously selected one company, Original Building Services, Inc (OBS), whose proposal was superior to the others. The agreement will be structured as a one-year contract with four one-year options to renew at rates already established through negotiations to include janitorial service, supplies and Day Porter. The price for janitorial services

will remain at a firm fixed price of \$91,398 for the base term and each renewal term. Staff's independent cost estimate for this project was \$529,554 over a five-year period. OBS is certified by the Virginia Department of Small Business and Supplier Diversity as a SWaM business enterprise. This contract will be funded completely from the operating budget. Staff is requesting that the Board of Directors authorizes the CEO to enter a one-year contract with OBS for a total cost of \$91,398 for the provision of janitorial services. Mr. Braxton motioned to grant staff's request, Mr. Armstrong seconded, and the motion carried unanimously.

Governance / Stakeholder

Discussion/Information Items

- A. Navy Hill Presentation – Ms. Timm reported that she had a good meeting with Mayor Stoney and his staff to discuss next steps. She said the developers have come up with an option instead of using the 9th Street location. They have a proposal that would use a location at 4th and 5th streets on Broad, which is currently a parking area. Internally, staff has met and are looking at how GRTC service would connect, how we would operate out of it and make sure it is safe and operable, how does the traffic flow. Staff has some comments that they will give back but first we want to talk to the City about future plans for traffic and connectivity. It looks like a very good option and we will continue to work with the City on one of those locations being a downtown transfer center.
- B. Update on Board Strategic Meeting for 2020 – Ms. Thompson, GRTC's Director of Procurement, stated that in September 2019 they issued a solicitation and five proposals were received. Our evaluation identified Strategy Compass as the highest ranked proposer and Sean Conaton will be the lead facilitator for the retreat. He will work with Julie and the board members prior to the actual retreat to set priorities. Strategy Compass presented a fee proposal in the amount of \$27,441. After performing a cost analysis, staff determined the fee to be fair and reasonable as submitted. The board retreat will focus on board governance and establishing a work plan for staff that supports the boards vision. Services will begin right away with the actual retreat date to be determined.
- C. Regional Vision Plan Phase 2 Update – Ms. Jacocks, with the Richmond Regional Transportation Planning Organization, gave a presentation on Greater RVA Transit Vision Plan: Phase 2. The purpose of the project is to build upon the Greater RVA Transit Vision Plan Phase 1 (2017) and recent transit improvements in the Richmond Region. Also, to identify recommendations for high-frequency routes that can be implemented in the near-term to advance toward the long-term vision. This Phase 2 study looks at three different levels of analysis. Phase 1 which was the initial screening of 20 corridors identified in the Transit Vision Plan as being potential targets for enhanced transit by 2040. Then the 2nd Phase, which we are towards the end of the 2nd Phase where we looked at a detailed analysis of the 12 corridors that seem to be the greatest potential for lots of different reasons, very data driven concepts. We are embarking on the cost benefit analysis to make these final recommendations for near-term transit enhancements and looking at potential ridership as well as all the other demographic factors. A screening analysis was done on 12 corridors and included in the screen analysis another way to look at it probably a clear way to look at it a full Phase 1 corridors along with a partial phase 1 corridor that are listed. There are corridors and corridor segments that seem to be the most well positioned for enhanced transit. The detailed analysis for the 12 corridors looked at access to community facilities, walkability, pedestrian network and connectivity, roadway suitability, and ridership potential. This is just a real high-level summary and what we are showing in terms of ridership. You'll note the most productive corridors typically are tied to the downtown and/or major destinations, like the VA Hospital corridor. Next steps are to summarize screening and detailed analysis results in Tech

Memo; Evaluate costs for recommended routes (operating and maintenance costs estimates, capital cost estimates, and potential funding sources); prioritize corridors for near-term implementation. We plan to meet with the steering committee and go over all this in February and take it to the TPO Board and we will back to your board in March as a target.

Action Items

- A. Regional Funding – Ms. Timm presented House Bill 1541 and discussed in detail. There are specific issues within the bill that affect GRTC and could potentially impact our funding favorably or unfavorably. Statements have been made that this bill will provide an equitable and dedicated source of funding for regional transit directly to GRTC, while that is possible that could happen under this bill as it’s written. It’s also possible that it would not happen under this bill. It does not specifically identify that GRTC would receive that money nor does it specify that it would be dedicated to fully fund transit.

Equitable and Dedicated Regional Transit Funding / Per Lines 48-55 (House Bill 1541)

- 1. “Thirty-five percent shall be retained by the Authority to be used on transportation-related projects benefitting localities located in Planning District 15;
- 2. Fifteen percent shall be dedicated to transit and mobility services located in Planning District 15; and
- 3. Fifty percent shall be returned, proportionally, to each locality located in Planning District 15 to be used to improve local mobility, which may include construction maintenance, or expansion of roads, sidewalks, trails mobility services, or transit located in the locality.”

Ms. Timm stated that the challenge becomes when you look at #2; fifteen percent shall be dedicated to transit and mobility services located in Planning District 15. Again, as it’s written it’s been interpreted that money would come directly to GRTC; however, you look at the actual guarantee it’s not there. It could go to any municipality that apply for it, they could apply for it for transit or mobility, there is no definition of mobility that guarantees that it would be used for public mass transit. And it also doesn’t guarantee who would receive the money. While we believe it would be about \$25M based on current estimates, that \$25M may or may not be allocated to GRTC. Ms. Timm is proposing the following change:

“2. Fifteen percent shall be dedicated to regional public mass transit and shall be distributed to Greater Richmond Transit Company (GRTC, a Commonwealth of Virginia public service corporation) or its successor in Planning District 15; and”

Provision for Local Funding / Per Lines 199-201 – “No locality embraced by the Authority shall reduce its funding for public transit by more than 50 percent of what it appropriated for public transit as of June 30, 2019.”

Ms. Timm explained that this means that the funding levels that Chesterfield, Henrico, and Richmond provided in our FY19 budget, could potentially reduce their funding up to 50% of that. There’s no guarantee they would cut us at all, it’s possible they could give us everything they give us today and more but all I can react to is what’s in this bill and this bill states they could cut us up to that 50% based on last years budget. The good news is that it does give us a guarantee level of funding that we are not guaranteed now. At any point in time, any of the localities could cut us by 100% of the funding, they have no requirement to fund us. This does provide a guarantee that’s the good side of it. I would like to propose the following change:

“No locality embraced by the Authority shall reduce its funding for public transit by more than 50 percent of what it appropriated for public transit as of July 1, 2020. Any locality embraced by the Authority shall fully fund paratransit services as required by the funding of local public transit within its jurisdiction.”

GRTC ex officio membership on Authority Board / Per Lines 68-73 – “4. The following five persons serving ex officio as nonvoting members of the authority: a member of Commonwealth Transportation Board who resides in a locality embraced by the Authority and is appointed by the Governor; the Director of the Department of Rail and Public Transportation, or his designee; the Commission of Highways, or his designee; the Executive Director of the Greater Richmond Transit Company (GRTC); and the Chief Executive Officer of the Richmond Metropolitan Transportation Authority.”

Ms. Timm stated that GRTC does not have an Executive Director, this language should be corrected to appoint the Chief Executive Officer of the Greater Richmond Transit as a nonvoting member.

The CEO is requesting that the Board of Directors consider the impacts of HB 1541 on Regional Transit Funding and Services and endorse specific amendments to advance equitable and dedicated transit funding directly to GRTC. After discussions, Mr. Braxton moved to adopt/endorse specific amendments to advance equitable and dedicated transit funding directly to GRTC, Mr. Armstrong seconded, and the motion carried unanimously.

CEO Report – Ms. Timm announced that she will start having Town Hall meetings to reengage with staff. She would like to hear what staff would like to see done to make GRTC become a workplace of excellence and to get to a point where there is a waiting line for people to work here, that really is the goal.

Chairperson Report – Mr. Campbell congratulated Ms. Adams on her promotion to Chief of Staff.

Other Business – None.

There being no further business, the meeting adjourned at 10:15 a.m.

APPROVED:

Benjamin P. Campbell, Chair

Date