

**MINUTES  
JULY 20, 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  
Adrienne Torres, Chief Development Officer  
John Zinzarella, Chief Financial and Administrative Officer  
Tim Barham, Chief of Transit Operations  
Tony Byrd, Director of Maintenance  
Anthony Carter, Director of Risk Management  
Emily DelRoss, Director of Schedules and Planning  
Carrie Rose Pace, Director of Communications  
Rob Taggart, Director of Information Technology  
Tonya Thompson, Director of Procurement  
Monica Carter, Claims Consultant  
Stephanie Amoaning-Yankson, AECOM  
Peter Voorhees, AECOM

The meeting of the Board of Directors of the GRTC Transit System, Old Dominion Transit Management Company (ODTMC), and RideFinders was called to order at 8AM, July 20, 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](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.

**FROM: Gregg Collings**

Dear GRTC Board Members;

I fully support the current proposal to move the current Route 77 off of Grove Avenue and over to Cary and Main. I have watched month after month as bus after bus passes back and forth down Grove Avenue completely empty or with only one or occasionally two passengers. I believe your own figures confirm these observations.

This is a colossal waste of our finite resources, tax payer's dollars and scarce parking spaces. I am generally a supporter of public transit but only when it makes sense, serves the public good and benefits the community. Empty buses and the pollution they generate do no one any good.

I believe routing the buses down more commercial corridors like Main and Cary makes far better sense for potential passengers and our community.

**FROM: Oonagh Loughran**

To the GRTC planning committee

As a resident of the lower fan on Grove Avenue I am delighted to hear that the Regional Public Transportation Plan includes a concept recommending GRTC absorb the 77 into the 5 as a new route "5a" that would remove bus service from Grove in The Fan with the tradeoff to connect UR, West End, Carytown, VCU Monroe Park, Downtown, and Whitcomb and Mosby on one continuous route.

This makes so much more sense than the current situation. The ridership on the lower portion of the 77 near VCU is extremely low with most buses having none to one passenger while other areas of the city are in need of public transport coverage. Having two identical routes within 2 to 3 blocks of one another is a waste of limited resources. The 5a will provide much better service to Monroe Park and beyond and will provide real connectivity for riders. I welcome this development and hope the savings can be diverted to support other bus routes where there is demand.

I would like to thank the GTRC for taking on broader consultation with the community and not just those within a short distance of the bus stops. As a bus rider and resident of the city I welcome the opportunity for broad consultation to help improve the efficiency and effectiveness of public transport for our region.

Approval of Minutes – Mr. Coles motioned to approve the June 15, 2021, Board meeting minutes, Mr. Armstrong seconded, and the motion carried unanimously.

CVTA Governance Study – Adrienne Torres / Stephanie Amoaning-Yankson (AECOM)

Ms. Torres reported that the Transit Governance Study closed out last Friday and it was presented to the CVTA TAC and the CVTA Full Authority. Stephanie Amoaning-Yankson and Peter Voorhees from AECOM will be reviewing that presentation.

The CVTA was established as a new agency in 2020. It included a tax with a transit component of 15% dedicated to GRTC. The CVTA enabling legislation required a study of regional transit governance structure to identify if existing mechanisms are in place for adequate oversight of the use of the funding by GRTC. The Study began in February 2021 with four phases, which included a strategic assessment evaluating the GRTC governance structure, interviews with stakeholders, and a

peer study of agencies with similar circumstances. AECOM also evaluated the establishment of a Transportation District and synthesized the information to develop a set of recommendations. The Study identified key governance issues regarding decision making and accountability and the role of elected officials in the current structure, GRTC Board representation, and implications of governance changes on GRTC ownership.

The following were identified as ways of ensuring accountability for CVTA funding: accountability provided by presence of elected officials on CVTA Board; funding oversight and accountability provided through CVTA; accountability provided through development of the Regional Public Transportation Plan by GRTC in collaboration with the RRTPO; funding oversight and accountability through CVTA Finance Committee; and funding oversight and accountability through CVTA Technical Advisory Committee. These mechanism above are sufficient to ensure accountability of the 15% transit component of the CVTA tax dedicated to GRTC and to involve elected officials in decision making regarding those funds.

GRTC Board Representation should consider including Henrico County in the current GRTC Board structure. GRTC Board representation for rural/suburban CVTA member jurisdictions cannot be based solely on CVTA contributions, but once future service is established it should consider service need, service viability, and financial commitment. The region should continue to assess possible opportunities as the regional network continues to be developed. Current shareholders, the City of Richmond and Chesterfield County, should consider either 1) change/eliminate GRTC's shareholder structure or 2) equate board membership with quantity of shares.

There were no clear findings that benefit creating a Transportation District to address the identified transit governance issues.

#### Downtown Transfer Center Design and Next Steps – McGregor Sheppard

GRTC currently occupies the right of way adjacent to the Public Safety Building on 9<sup>th</sup> Street between Marshall and Leigh Streets as a Temporary Transfer Site. This property was recently sold by the City of Richmond and is anticipated to be demolished and developed beginning within the next five months. Demo may begin as soon as December 2021. In coordination with the City of Richmond, GRTC is planning to relocate the Temporary Transfer Site to the parking lot at 8<sup>th</sup> and Clay.

GRTC has contracted with Kimley Horn for the preliminary engineering and design of the Temporary Transfer Center. GRTC and Kimley Horn are aggressively working on a timeline to relocate to the new site by Summer 2022. GRTC is concurrently working on an interim proposal to temporarily relocate between December and the completion of the project. The 30% Design includes: 12 sawtooth bays, amenities, lighting, supervisor parking, and operator restrooms. The Design is currently pending Planning Commission approval.

#### September Service Changes – Emily DelRoss

Ms. DelRoss gave a detailed presentation on the schedule changes for GRTC that are proposed for September 12 as highlighted below:

- Route 20: Routing Change – Stay on Boulevard instead of diverting into Scott's Addition, reactivate stop 283 at Boulevard & Broad NB, and reactivate stop 286 at Boulevard & Clay SB.

- Route 77: Detour – Detour off Grove between Robinson & Harrison, diverting on Main (westbound) and Cary (eastbound), and detour will be monitored for six months before making permanent routing recommendations.
- Route 3B/111: Extension – Extension from John Tyler Community College south one mile to PreCon on Route 1. This extension provides service to the Greenleigh Community, and Route 111 will become part of Route 3B.
- Route 3A/3B/3C: Name Change – References to “Jefferson Davis Highway” will be replaced with “Route 1,” Digital changes will take place in September, and changes to physical signs will start in September.
- Route 29X: Select Trips Reinstated (COVID Reduced Service) – The Route 29 Gaskins Express has been operating on a reduced service schedule during COVID due to decreased demand. In September, we plan to continue to operate a reduced schedule, but we will be reinstating four trips back into the schedule in response to some capacity issues that are beginning.

These changes have been reviewed through our Title VI Analysis and none of the major change metrics were triggered.

#### Regional Micro-Transit Study – Adrienne Torres

A micro-transit study was identified as a regional priority during the development of the FY22 Regional Public Transportation Plan. The recommendations that are produced from the study will be incorporated in the FY23 Regional Public Transportation Plan. There are seven goals and objectives of the Richmond Region Micro-Transit Study which are listed below:

1. Existing conditions: Analyze the current landscape of existing micro-transit demand and service provision in the region.
2. Project and analyze future micro-transit demand in all nine jurisdictions in the Richmond region.
3. Best practices, case studies, and alternatives: Explore possible micro-transit approaches and strategies to address current and future mobility demands. These can be innovative in nature.
4. Outreach: Engage all nine jurisdictions in the Richmond region through a thoughtful conversation about the current and future mobility needs of residents, visitors, employers, and employees with a focus on equity.
5. Improve capacity, understanding, and coordination between current and future micro-transit providers, stakeholders, and relevant decision makers.
6. Operational challenges and opportunities.
7. Recommendations and next steps.

Utilizing the DRPT bench contract for professional services, GRTC has prepared a scope of work for the micro-transit study and requested a proposal from Michael Baker International with FourSquare ITP as a sub-contractor. GRTC has reviewed the proposal and has determined the approach to be satisfactory for the tasks required for the micro-transit study. The duration of the contract is July 2021-June 2022. This contract cost is not to exceed \$200,000 and will be funded from FY21 CVTA dollars.

Staff is recommending that the Board of Directors authorizes the CEO to contract with Michael Baker International for professional services to not to exceed 200,000 for the micro-transit study using FY2021 CVTA funds per the CVTA-approved FY22 Plan and the GRTC FY22 adopted budget. Mr. Smith motioned to grant staff’s request, Mr. Armstrong seconded, and the motion carried unanimously.

### FY2023 Regional Public Transit Plan – Adrienne Torres

The GRTC FY22 Regional Public Transportation Plan was approved by the GRTC Board and the Central Virginia Transportation Authority (CVTA) in June 2021. Included in that plan was funding for FY21 CVTA transit funding to support the development of GRTC FY23 plan, and GRTC is seeking consulting services for the development of that Plan. This plan will build off the work that was completed during the development of the FY22 Plan. It includes coordination with PlanRVA and all jurisdictions within the region, as well as reviewing relevant plans to identify enhancement priorities for transportation in the region. A micro-transit study will be performed in parallel to this effort and will be incorporated in the plan. The scope takes a strategic look at financial scenarios to understand the long-term financial environment and to ensure the plan is robust and sustainable. The scope includes the review of GRTC's current service standards and performance metrics set in the GRTC Transit Development Plan (TDP) to confirm they will support the plan after implementation. All these elements will provide a clear vision and executable Regional Public Transportation Plan for implementation in FY23. This will be incorporated in the annual update required for the TDP and Transit Strategic Plan to be provided to DRPT.

Utilizing the DRPT bench contract for professional services, GRTC has prepared a scope of work for the FY23 Plan and requested a proposal from Michael Baker International with Jarrett Walker and Associates as a sub-contractor. GRTC has reviewed the proposal and has determined the approach to be satisfactory for the tasks required for the FY23 Plan. The duration of the contract is July 2021 – June 2022. The contract cost is not to exceed \$200,000 and will be funded from FY21 CVTA dollars.

Staff is requesting that the Board of Directors authorizes the CEO to contract with Michael Baker International for professional services not to exceed \$200,000 for the FY23 Regional Public Transportation Plan utilizing the FY21 CVTA dollars. Mr. Smith motioned to grant staff's request, Mr. Coles seconded, and the motion carried unanimously.

### Clever Devices (Vision, Smart Yard and Analytics) – Rob Taggart

In 2020, GRTC identified several needs for significant improvements with in-service rider communication, bus yard vehicle location, and analytics to assist staff identify areas for improvement in operational safety and efficiency, among other needs. GRTC technology staff researched and identified solutions to these needs' compatible with Clever Devices technology already integrated on the GRTC fleet. Clever Devices installs 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). Integrated with these systems are hardware and software technology applications to support the needs identified above.

The three components are Clever Vision, Clever Smart Yard, and Clever Analytics and they are described below:

Clever Vision is an on-board passenger information system designed specifically for use in mass transit vehicles. Clever Vision integrates with IVN for route, next stop, stop requested, public service message and transfer audio announcements, CleverCAD CAD/AVL system for emergency and service bulletins, BusTime RTPI system for predictions and service bulletins, and internet feeds for news, time, date, and weather. A bonus is it provides a digital advertising platform with location-based content triggering which will provide GRTC with additional ways to generate advertising revenue.

Clever Smart Yard offers real-time location information to track vehicles in the infrastructure coverage area, including inside and outside areas (service bays, covered fuel lanes, farebox and wash lanes, and temporary or overflow parking). Manual parking location allows the yard dispatcher to quickly locate the vehicle. It simplifies dispatch by showing all vehicles that are qualified to be assigned to a scheduled block. It also monitors and improves vehicle placement to assist operator leaving the yard on time, improve on-time performance, improve movement of vehicles through the yard, reduce labor cost, reduce maintenance effort, and improve the utilization of the fleet.

Clever Analytics analyzes real-time operational data that can improve ride quality, vent management, and fuel efficiency that will result in an improved rider experience and GRTC cost savings. Executive, operations, planning, and maintenance staff all receive job-specific dashboards and reports including Idle Monitor: categorizes idling events (avoidable vs. unavoidable), compares idle-related fuel consumption by garage, route, and operator. Eco Drive: Compares fuel efficiency operator to operator, route to route, vehicle to vehicle within the same vehicle types, and vehicle type to vehicle type. Incident Analytics: Identifies areas of improvement and retraining in operator behavior to prevent accidents and reduce undesirable rider experiences.

GRTC has classified this purchase as a sole source procurement due to the integration with existing technology. FTA regulations for sole source procurements require GRTC to conduct the appropriate analysis to determine that the quoted price is fair and reasonable. Staff has conducted the required analysis and has made such a determination. This project is completely funded with federal, state, and local funds. Support for these products is expected to increase GRTC technology expenses annually by \$58,021 starting in FY2023. Staff is requesting that the Board of Directors authorizes the CEO to issue a purchase order to Clever Devices in the amount of \$1,815,959.00 for the purchase and installation of CleverVision, Clever SmartYard, and CleverAnalytics. Mr. Armstrong motioned to grant staff's request, Mr. Millikan seconded, and the motion carried unanimously.

## Operations and Maintenance Reports

### Operating Performance – Tim Barham

- The on-time performance for fixed route for June is 65%. We are continuing with monthly reports to identify those Operators that have the lowest OTP and conducting interviews with those Operators and following-up with them, in addition to real-time notifications to the Operators.
- Absenteeism rate is down to 14% for June, which we believe is because the Operators are maximizing hours worked for the bonus.
- Lost trips for June were 951 and operated to 98.19% of scheduled trips.
- Customer Complaints: 14 Valid and 39 Non-Valid.
- On-time performance for specialized transportation was 92.09%.
- Specialized transportation had 5 complaints and 4 commendations.
- Currently, we have 263 full-time Operators and 19 part-time Operators. Three Operators are in training and will graduate next week. Just finished another round of interviews and extended offers to nine prospective candidates for the next Operator class that will start August 9.
- Currently, 288 employees have been fully vaccinated which is 62% of the total employees. Twenty-three First Transit employees have been fully vaccinated. We did have an on-site vaccine center on July 1 and July 22.
- There was one COVID-19 positive case which was the first in several months.

### Ridership Performance – Emily Ross

Total fixed route ridership for the month of June is 520,168 compared to May's 509,962, which is slightly up by 2%. The small increase can be attributed to the reduction in the number of missed trips and the Memorial Day holiday where a Sunday schedule was operated. Local fixed route ridership from June 2021 to June 2020 has increased quite a bit and is only down by 10%. In comparing to our pre-COVID numbers of June 2019 to present, we are within less than 2% of what our ridership was for June 2019.

### Quarterly Performance Metrics Report – Emily DelRoss

The quarterly report includes trend analysis of performance compared to Quarter 4 and Quarter 3. This tool plays a key role in identifying routes that are underperforming and may need schedule adjustments, as well as highlighting routes that are high performance. For the BRT, there was an increase in ridership of 16%. In the Arterial category, Ms. DelRoss included ridership, hours, and miles and totaled the ridership at 1,185,948. The On-Time Performance (OTP) is defined as bus leaving a predetermined bus stop (timepoint) along its route within a time that is no more than 1 minute earlier and no more than 5 minutes later than a published scheduled time. For Quarter 4 the System performance is 66% which compared to Quarter 3 remains the same.

### Safety Performance – Tony Carter

- There were 27 external events during the month of June compared to 33 in May.
- There were 13 non-preventable events during the month of June compared to 19 in May.
- There were 14 preventable events for the month of June and one where the bus was rear ended.
- There was a decrease in the number of incidents from the month of May to June and a decrease in the number of passenger incidents.
- There were zero passenger incidents with Specialized Transportation.
- There were five traffic incidents with Specialized Transportation: three preventable and two non-preventable.
- Continuing with the Safety Blitz and concentrating on the operations overall. Staff is making sure the Operators are interacting properly with the Customers and observing driving overall to keep Operators and Customers as safe as possible.
- Operators have expressed concerns with the tragic events that took place in California with the Active Shooter. Staff is looking into ways to provide some type of Active Shooter training for Operators on the Bus.

### Maintenance Performance – Tony Byrd

A goal of 5,200 miles between roll calls has been established and for the month of June there were 4,288 miles between road calls compared to May's 6,888. There is an average of 7,177 miles between road calls during the past 12 months.

Currently, 14% of the fixed route fleet (21 buses) and 28% of the paratransit fleet (26 vans) are out of service for parts and repairs. This is slightly up from last month which was 10% across the board. Manpower is low due to summer vacations; however, this has not impacted service.

Maintenance continues to clean and disinfect the entire fleet daily.

### Transit Schedule Graphic Design Services – Emily DelRoss

GRTC publishes a variety of easy to read and visually appealing print and digital passenger information and wayfinding materials including route timetables, route maps, system maps, bus stop signs, bus shelter posters, branding material, etc. These materials are critical to riders' and their ability to effectively use the transit system.

Since 2010, GRTC has utilized CHK America, Inc. for graphic design services to produce design documents. In February 2021, this contract expired. To ensure GRTC's ability to continue to publish updated materials, GRTC staff developed and advertised a Request for Proposals (RFP) for graphic design services which posted on June 11, 2021. The initial term of this project is for two years with 2 two-year renewals allowed. The solicitation closed on July 1 and ten proposals were submitted in response to this RFP. Pricing ranged from \$30 to \$250 per hour. The evaluation committee unanimously awarded CHK America Inc.'s (CHK) proposal the highest score based on their experience in this field creating transit-specific design documents and their methodology of using our schedule files to create their documents which saves a lot of GRTC staff time, particularly in this Planning and Scheduling departments. CHK America Inc.'s proposed hourly rate is \$125 per hour which was determined to be fair and reasonable. The dollar amount is not to exceed \$75,000 for an initial term of two years, with renewal options not to exceed \$80,000 for each additional 2 year-option, for a possible project total of \$235,000. This contract will be funded with federal, state, and local funds.

Staff is requesting that the Board of Directors authorizes the CEO to execute a contract with CHK America, Inc. for Graphic Design Services for an initial term of two years for \$75,000. Furthermore, staff recommends giving the CEO the authority to exercise the 2, two-year renewal options for \$80,000 for each option, if a review of pricing and the contractor's performance determine it is in GRTC's best interest. Total not to exceed value for the full term of this contract including option years is a not-to-exceed value of \$235,000. Mr. Braxton asked if the CHK America, Inc., was DBE or a SWAM business. Ms. DelRoss stated that they are not. Although small businesses did submit proposals, the recommendation to award to CHK was based on their superior design methodology and experience within the transit industry. Other proposals including those by SWAM or DBE firms were not found to be the best match for this particular contract. After a brief discussion, Mr. Armstrong motioned to grant staff's request, Mr. Smith seconded, and the motion carried unanimously.

### Printing Services – Emily DelRoss

GRTC publishes a variety of print materials for passengers including public timetables and varying stop posters including route maps, system maps, bus shelter posters, branding material, and other miscellaneous items. These print materials are critical to riders' and their ability to effectively use the transit system.

Since 2019, GRTC has utilized Print Expeditors for the printing of posters and Progressive Graphics for the printing of public timetables. This contract expired in March. To ensure GRTC's ability to continue to publish updated printed materials, GRTC staff developed and advertised a Request for Proposals (RFP) for printing services and in June the solicitation was posted. The term of this project is five years.

The solicitation closed on July 7 and four proposals were submitted in response to this RFP. The evaluation Committee reviewed all four proposals and awarded Progressive Graphics' proposal the highest scored based on their experience in creating these documents and they offered the lowest price. The dollar amount is not to exceed \$80,000 per year for a five-year contract term,

which includes a contingency of approximately \$5,000 annually to allow for additional ad hoc requests that may occur on an as needed basis, for a possible project total of \$400,000. This will be funded by federal, state, and local dollars.

Staff is requesting that the Board authorizes the CEO to execute a contract with Progressive Graphics not to exceed \$80,000 per year for Printing Services for a five-year term, with a possible project total not to exceed \$400,000. Mr. Braxton asked if Progressive Graphics was a DBE or SWAM business. Ms. Thompson stated that Progressive Graphics is a small business. Ms. Thompson further explained that when staff is planning a project, they sit down with Antionette Haynes, GRTC's Diversity Liaison, and she looks at the contract and the project and establishes a DBE goal for the contract. She reaches out to the community and makes them aware of what projects will be moving forward. She also works with the Metropolitan Business League, and they alert their membership. Mr. Smith motioned to grant staff's request, Mr. Millikan seconded, and the motion carried unanimously.

#### Safety Management Plan Annual Update – Monica Carter

Last July, the Board approved GRTC's Agency Safety Plan (ASP). This Plan is required by FTA for all public transportation systems that receive a federal grant funding. To comply with federal regulations, this Plan is to be reviewed annually or by July 1 of each year. The ASP and its Safety Performance Targets are jointly reviewed and updated by the SMS Executive, the Chief Safety Officer, and the Safety Committee Chair.

The Safety and Risk Management Department with the assistance of Safety Consultant, Ream Lazaro, have conducted the annual review of this Plan and how it is managing safety risks and assuring the effectiveness of safety risk mitigations. The only recommended change is to add the SMS Operations Plan to the ASP as a source for additional information on implementing and operating the SMS. This addition allows GRTC to have a more concentrated focus on its current safety management efforts and to identify areas where necessary adjustments were needed.

Staff is requesting that the Board authorizes the CEO to adopt the updated version of the Agency Safety Plan and implement its revisions. Mr. Braxton motioned to grant staff's request, Mr. Smith seconded, and the motion carried unanimously.

#### May Financial Report – John Zinzarella

Source of Funds – This item details GRTC self-generated funds and optional subsidies (local, state, and federal). Revenues are unfavorable versus budget by \$3.6M or 6.5% because of timing of spending and submission of expenses for federal reimbursement versus budget assumptions \$5.87M. There are favorable operating contributions from the State and higher than anticipated advertising revenue.

Operating Expenses are favorable versus budget by \$4.31M or 7.86% because of:

- Favorable labor expenses of \$1.50M because of favorable headcount versus budget in transportation and equipment and facility maintenance groups and higher than budgeted vacancy factor in the general and administrative groups.
- Favorable purchased transportation services of \$2.28M because of less demand for services due to COVID.
- Favorable purchased services of \$1.71M because of zero fares (fare collection and security) and timing of building maintenance versus budget calendarization.

- Offset by unfavorable \$1.41M in materials and supplies due to higher cleaning and sanitizing expenses due to COVID. These expenses are covered by the funds received from CARES.

### Recent and Upcoming Procurements – Tonya Thompson

There were no Board Chair authorizations for Procurements between \$50,000 - \$250,000 since the last board meeting.

A new technology project, Data Network and Service Expansion, was added to the upcoming procurements list. This project will provide additional network switch capacity wi-fi coverage and more storage and memory space for our server. This project was part of the capital project list reviewed and approved by the Board in FY21 for advancement into the grant application process. This project was estimated to cost \$115,000 in FY21. This project is pending grant approval and is expected to come before the Board this fall with a recommendation for contract award.

### Operator Recruitment Pay and Staff Performance Pay Pilot – Sheryl Adams

The Board approved \$1M of the CRRSA Federal Relief funds to support aggressive recruitment and incentive programs to hire and retain new Operators and Mechanics. As you all are aware, GRTC is having problems recruiting/hiring Operators, and this is not unique to GRTC. Currently, GRTC's starting wages for Operators' gross is approximately \$33,000/annually at \$16.11 per hour. GRTC is competing with the school systems and VCU for employees with CDLs. GRTC will need to increase the starting wage rate and our proposal is to start new Operators at \$18.59 per hour which is the top Operator rate. We are proposing an increase in the starting wage rate in lieu of a hiring bonus which allows the Operators to have a higher rate of pay for a longer period, this equates to approximately \$4,000 increase annually. Currently, some Operators that are being paid \$16.22 and \$17.35 would immediately jump to \$18.59 an hour so that would be a bonus.

The second part of the bonus incentive should help with absenteeism and on-time performance. We have a proposal for a bonus incentive for Operators and Mechanics that are currently at the top pay rate because once they reach top pay there are no additional increases for them other than their annual October increase. We are working out the details with the Union, but the bonus will be tied to metrics for on-time performance, attendance, complaints, accidents, and voluntary overtime. Until we are fully staffed the metrics will be achievable. Currently we have employees meeting these metrics and they deserve this bonus. For the employees that are not quite there, they might need some incentive to meet the metrics, and this should give the inspiration they need to get there. For any employees that do not meet the metrics, we will work with them and give them retraining to help them succeed. We are working with Finance to develop the numbers and believe the average bonus will be between \$6,000 and \$8,000 annually, but that depends on hours worked and meeting all the criteria.

As stated earlier, we are working with the Union on details. If for some reason the Union does not want the Incentive Program at this time, we will revert to offering a sign-on bonus for new Operators and Mechanics to help with our recruitment efforts. The total of these two proposals for the bonus programs will be approximately \$1.5M and will be paid with the federal COVID Relief Funds.

## Annual Liability Insurance Premium Contract Award – Tony Carter

Every year, GRTC must renew liability coverages for General Liability, Auto Liability for Paratransit and Fixed Route Units, Umbrella (Excess Liability Coverage), Employment Practices, Fiduciary Liability, Crime Insurance, Cyber Insurance, and Professional Liability Coverages. GRTC contracts with Arthur J. Gallagher as GRTC's insurance broker to request and review proposals from insurance companies for these policies.

Initial quotes showed increased in premiums for General Liability and Auto Liability due to markets for both property and liability are hardening, which has a direct impact on all insurance markets. With these markets hardening this causes a rise in rates and narrowing coverage terms. Public entities are under scrutiny in both areas from factors such as COVID-19, weather related property losses, complex litigation, and cyber security. Quotes also came back with increases in premiums for Employment Practices and Umbrella (Excess Liability Coverage) policies. These increases have been attributed to industry wide increases with Excess Insurance Carriers.

Vehicle related quotes based on \$350,000 per occurrence deductible and \$10,000,000 excess coverage came back with an increase of \$244,492 from FY2021. GRTC requested quotes for deductibles at \$500,000 per occurrence and \$1,000,000 per occurrence which reduced the FY2022 premium quote by a total of \$70,000 and \$278,000, respectively.

GRTC received competitive quotes for vehicle related coverage from the Virginia Transportation Liability Pool for umbrella coverage at \$10,000,000 and for \$20,000,000 also based on 350,000 per occurrence deductible. These contracts will be funded through operational funds approved in the FY2022 budget at \$1.8M.

Staff is requesting that the Board of Directors approve the CEO to enter into policy contracts for General Liability, Auto Liability for Paratransit and Fixed Route Units, Umbrella (Excess Liability Coverage) Employment Practices, Fiduciary Liability, Crime Insurance, Cyber Insurance and Professional Liability Coverages at the quoted rates for FY2022 which includes contracting vehicle related policies to VTLP and increasing excess coverage back to \$20,000,000. Total contracted value would not exceed \$1,146,522. Mr. Smith motioned to grant staff's request, Mr. Millikan seconded, and the motion carried unanimously.

## CEO Report – Julie Timm

- COVID – The State of Emergency in Virginia did expire June 30 and with that expiration the Department of Labor and Industry (DOLI) issued their final standard regarding COVID, which is under public comment until July 31. Those rules conflict with current CDC guidance and impose standards that impact our ability to reopen our break rooms for the benefit of our staff. It has been proposed that the DOLI rules be amended to state that if an employer complies with the less stringent CDC guidelines, they will be considered in compliance with the DOLI standards. Businesses have stated that it is too confusing and are asking DOLI standards to be repealed. We will continue to watch and report final amendments and how they will affect GRTC.

We continue our new COVID-normal in August, which means ongoing zero fare, opening dual door boarding, all trips allowed, and keeping the permanent policy against joyriding. Face masks will still be required because of federal rules that are expected to be in place until September 13. For employees, this means that starting in August we are no longer required to perform contact tracing or follow quarantine processes, provide supplemental employer paid sick leave, quarantine leave, or vaccination leave - all of this will end. We continue to

encourage staff to get vaccinated and will continue to put educational materials out. We will continue cleaning and other workplace practices to keep our areas safe for staff.

As you are aware, we were under a workplace investigation for the compliance of those permanent standards with DOLI and it was determined that there was no evidence that the two COVID deaths were work related, we received no citations, no violations, no fines and in the exit interview we were commended on our ongoing actions to protect the workplace, our employees, and our transparency.

Chairperson Report – Ben Campbell

No report.

Other Business

There being no further business, the meeting adjourned at 10:55 am.

APPROVED:

  
\_\_\_\_\_  
Benjamin P. Campbell, Chair

\_\_\_\_\_  
August 17, 2021  
Date