

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

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

Others: Bonnie Ashley, General Counsel  
Julie Timm, Chief Executive Officer  
Sheryl Adams, Chief of Staff  
John Zinzarella, Chief Financial and Administrative Officer  
Adrienne Torres, Chief Development Officer  
Tim Barham, Chief of Transit Operations  
Anthony Carter, Director of Risk Management  
Carrie Rose Pace, Director of Communications  
Rob Taggart, Director of Information Technology  
Shawnda Brown, Procurement Manager  
Joseph Agee, Facilities Manager  
Scudder Wagg, Jarrett Walker & Associates

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

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

Video and audio of Board Meetings are streamed live online and recorded for later viewing at GRTC's YouTube channel at [youtube.com/user/ridegrtc](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.

Approval of Minutes – Mr. Smith motioned to approve the February 16, 2021 Board meeting minutes, Mr. Armstrong seconded, and the motion carried unanimously.

#### CVTA Update – Adrienne Torres

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

- The CVTA Full Authority met on February 26 and approved the MOU for fiscal services and Financial Policies and Procedures.
- CVTA TAC recommended for acceptance the FY21 member spending plans.
- CVTA TAC met on February 8 and the following topics were discussed: The Regional Public Transportation Plan; the Transit Governance Report; the Regional Project Prioritization using 35% Regional Funds; and the Certification Reporting – Confirmation of Members Spending Plan.
- The Finance Committee met on March 10 and the following topics were discussed: FY2022 Revenue Projections; and Draft MOA with GRTC – Distribution of \$200,000 for GRTC RPTP

#### Operating Performance – Tim Barham

- On-Time Performance – because of ongoing concerns with on-time performance, staff is looking at ways to make improvements. The On-Time Performance for February was 68% which is slightly better than 65.8% for January, but still well below goals.
- Specialized Transportation On-Time Performance for February was 93% which is holding steady from 93.5% for January. This is on target with goals.
- Absenteeism rate for February is under 14% and the new booking in January was a contributing factor to improving this rate.
- Lost Trips for February were 1,650, which is very high because of service not operating on February 13 and for only 17 minutes on February 18 due to inclement weather.
- We have 266 full-time Operators and 18 part-time Operators. We are continuing with recruitment efforts. We have a class of five that started February 16, interviews scheduled this week, another class starting on April 5, and we have a trip planned for later this week to Fort Lee to help with veteran's recruitment efforts.
- COVID initiatives – 1B group opened for vaccines for transit employees. Staff is assisting employees with registering. We have been working with the Virginia Department of Health to provide rides via UZURV for vulnerable populations to their vaccine appointments.

#### Safety Performance – Tony Carter

- There were 27 external accidents for the month of February compared to 33 for the month of January.
- There were 23 non-preventable accidents for the month of February compared to 26 for the month of January.
- There were 6 bus contacts with fixed objects for the month of February compared to 8 for the month of January.
- There were 2 days in the month of February that we did not have bus service due to inclement weather, so we wanted to compare February 2020 to February 2021. In February

2020 there were 41 accidents and 1 accident where the bus was rear-ended. During February 2021 there were seven accidents. We suspect distracted driving among the public is a factor, and we are going to work with Maintenance and Transportation to strategize how we can reduce those accidents. When reviewing accidents with Operators, we give them feedback and allow them to watch the accident videos. We are also providing virtual training programs to Operators.

- All employees will be required to take an Active Shooter Training and Emergency Preparedness Training this Spring.
- There will be a virtual training class on Defensive Driving Techniques and safe driving for commercial vehicles that is aimed towards Operators and Mechanics.
- Continuing with Safety Blitz to monitor operations and Operators.

#### GRTC Parking Lot Re-Surfacing Project – Joey Agee

Mr. Agee stated that there have been no repairs or rehabilitation to the parking facilities since the facility opened in 2009. The asphalt has subsequently eroded, and the parking lines have faded leaving the lot in a poor state of repair. In August 2020, Kimley-Horn was requested to develop project specifications for resurfacing GRTC's employee and visitor parking lot and the Lordly Lane access drive. Staff developed and advertised an Invitation for Bids in January 2021.

The Awarded Contractor shall perform parking lot and driveway re-surfacing for approximately 104,500 square feet. The repairs include repair/patching various cracks and potholes; replacement of asphalt for parking lot and access driveway to parking lot; and striping and marking of all entry and exit drives, parking areas including disabled parking. Construction services are scheduled to begin on March 29 and will be completed within a two-month period; no later than May 31. GRTC's Facilities Department will assume on-site project management for the duration of this project.

Kimley-Horn developed an independent cost estimate for the repairs in the amount of \$116,700. There were three bids received and the lowest responsive and responsible bidder is Finley Asphalt & Sealing Inc., a certified small business. This project is completely funded with federal, state, and local funds.

Staff is requesting that the Board of Directors authorize the CEO to issue a one-time purchase order to Finley Asphalt & Sealing, Inc., for \$113,615 for GRTC Parking Lot Re-Surfacing Project. Mr. Armstrong motioned to grant staff's request, Mr. Braxton seconded, and the motion carried unanimously.

#### Advanced Communication System (ACS) Software Maintenance and Extended Hardware Support Agreement – Rob Taggart

In May 2020, the Board authorized the CEO to enter a one-year Software Maintenance and Extended Hardware Support Agreement with Clever Devices and issue a purchase order for \$249,435. This Support Agreement with Clever Devices is an annual agreement supporting the hardware and software that runs the Clever Computer Aided Dispatch and Automated Vehicle Locator (CAD/AVL) system. GRTC must now renew the agreement to continue support of this technology, obtain service upgrades, and continue rights to utilize the products.

The products and services utilized on GRTC's fixed route buses are Automatic Voice Annunciation System, Automatic Vehicle Monitoring System, Automatic Passenger Counter System, Automatic Vehicle Locator System, Computer Aided Dispatch System, Clever Reports Software Package, and Clever Works Server.

Since these services can only be provided by Clever Devices, GRTC has classified this purchase as a sole source procurement. The new support agreement total of \$236,339.16 represents a decrease of 5.5% over last year's cost of \$249,455. The hardware maintenance portion of the contract covers all onboard equipment and bus time signs. The number of vehicles covered by Clever Devices' IVN System Hardware with APC equipment remains at 143 vehicles. This project is completely funded with federal, state, and local funds. Staff is requesting that the Board of Directors authorize the CEO to enter into a one-year Software Maintenance and Extended Hardware Support Agreement with Clever Devices and issue a purchase order for \$236,339.16. Mr. Braxton motioned to accept staff's request, Mr. Armstrong seconded, and the motion carried unanimously.

#### January 2021 Financial Report – John Zinzarella

Source of Funds – This item details GRTC self-generated funds and operational subsidies (local, state and federal). Revenues are slightly unfavorable versus budget by \$0.46M or 1.3% because of timing of spending and submission of expenses for federal reimbursement versus budget assumptions. There are favorable operating contributions from the State and higher than anticipated advertising revenue.

Operating Expenses - Operating expenses are favorable to budget by \$2.94M or 8.58% because of:

- Favorable labor expense of \$1.53M 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 \$1.55M because of less demand for services due to COVID.
- Favorable purchased services of \$1.02M because of zero fares and timing of building maintenance versus budget calendarization.
- Offset by unfavorable \$1.26M in materials and supplies due to higher cleaning and sanitizing expenses due to COVID. These expenses are covered by funds received from the CARES Act.

#### Recent and Upcoming Procurements – Shawnda Brown

Ms. Timm introduced Ms. Shawnda Brown, GRTC's Procurement Manager. Ms. Brown stated there were a few upcoming procurements since the last Board Meeting. Four additional line items were added, three of which are with Information Systems and they are Clever Vision (\$1.1M), Clever Smart Yard (\$550,000), and Clever Secure Buses (\$400,000) and the 4<sup>th</sup> being the FY22 Operator Recruitment Media Buy (\$300,000-\$400,000).

## Regional Public Transportation Plan Policy Direction – Adrienne Torres and Scudder Wagg

Ms. Torres stated that GRTC began Phase 1 public engagement on the concepts on February 18. This included a dedicated webpage on the GRTC website providing details on the Regional Public Transportation Plan development and the two concepts, as well as a survey kick-off. To gather rider feedback, GRTC staff engaged riders to take the survey at selected bus stops. The survey closed on March 12 after remaining open three weeks. A stakeholder meeting was held on February 23, and well attended by many community leaders in the region. A public meeting was held on March 4, with around 30 attendees. More than 400 respondents completed the survey.

Two alternative expansion concepts were created as part of the development of the Regional Public Transportation Plan. These concepts were developed in collaboration with RRTPO, Henrico County, City of Richmond, Chesterfield County, Hanover County, and several transit related agencies. One concept prioritized most expansion dollars toward ridership, and the other concept prioritized expansion dollars toward coverage.

Ms. Torres turned the presentation over to Mr. Wagg with Jarrett Walker & Associates. Mr. Wagg reviewed the concepts, gave an overview of the routes, and reviewed the results of survey. The ridership concept would put 100% of the regional CVTA money towards high ridership goals and the coverage concept would put 70% towards high ridership goals and 30% towards coverage goals. Mr. Wagg reviewed in detail the differences across the region looking at the northern and eastern parts with routes and frequencies.

Mr. Wagg said that out of the 400 respondents of the survey 50% were occasional riders or regular riders, 53% men and 45% women responded, there was a broad breakdown of age groups (over representation of working age population 25-54, under representation among younger people, reasonable representation of older respondents).

When looking at race/ethnicity about 60% were white, 30% identified as African American/Black, and 5% Hispanic/Latino this is relatively like overall regional demographics but obviously compared to existing riders this is highly over representative of whites in terms of race/ethnicity. Looking at household income 35% of respondents were over \$100,000 and relatively fewer less than 5% were in the three lowest income categories which we know are the most common among your existing riders. This is a bit over representative among high income groups and would note that many people did not answer the question regarding income which is typically with surveys. Of the 420 people who responded to the survey only 291 indicated their income.

Jurisdiction of respondents based on zip codes, 371 people provided the zip code; 60% are from the City of Richmond, less than 20% from Chesterfield County, and 15% from Henrico County. Mr. Wagg also compared responses to the ridership-coverage preference by rider status, jurisdiction, age, race/ethnicity, and income.

The ridership/coverage decision is really about the funding and there are three big pieces of the funding: federal, state, and self-generated revenues; local jurisdiction investment; and the CVTA investment. This ridership coverage decision is directly related to this and how these regional dollars should be invested. There was a lot of time spent with the working group talking about these responses, their preferences, and how they would like to see this split between 100% ridership and 70% 30% split. The City of Richmond staff said their leadership strongly favored ridership and were willing to come down in between but certainly wanted to be generally closer to the ridership concept. Henrico staff in general wanted to lean towards the ridership as

well and talked about specific route differences between the ridership and the coverage concepts; they generally felt that the ridership investments for routes in their jurisdiction were the better way to go. Hanover staff did not have any strong opinion on the matter and Chesterfield staff indicated that their leadership generally preferred the coverage concept.

Mr. Wagg said he understands that there is interest in possibly having a more detailed work session on March 22 to talk through this route by route. After a very lengthy discussion, the Chair tabled the decision and called a Special Meeting of the Board for Monday, March 22 at a time to be determined by staff and notification can be made to the public.

### Federal COVID Relief Funding for Transit in RVA Urbanized Area – Julie Timm

In 2020, GRTC received two rounds of federal stimulus and relief dollars to support transit operations impacted by the COVID pandemic. A third round of relief funding was approved on March 12, 2021. The following is a summary of the funds received or expected to be received by GRTC and the amounts remaining unbudgeted.

Round 1 of the federal money came from the CARES Act (Coronavirus Aid Relief and Economic Security Act) in March 2020. This area received almost \$36M dollars of stimulus and relief money and was split with Petersburg with GRTC receiving 90% and Petersburg receiving 10%. GRTC received \$32M of the CARES Act funding in FY20. In FY20, GRTC allocated a little over \$2M of that went immediately to zero fares, PPEs, cleaning of the buses, sick time, and quarantine of staff. In FY21, GRTC budgeted \$26M to support operations, maintaining zero fares, maintaining the local revenues that we were no longer received from Richmond and Henrico (shift for CVTA and the economic downturn). It also supported increases in costs of cleaning the facilities and buses. GRTC also put \$3.6M into reserve for unexpected expenses. VCU was also impacted by the economic downturn and closures, so we amended that contract and used a portion of the \$3.6M reserve money to support that change in the contract, which left approximately \$2.8M in the CARES Act reserve.

Round 2 of the federal money for transit came from the Coronavirus Response and Relief Supplemental Appropriations Act. RVA region received \$3.6M with the 90/10 split with Petersburg. GRTC's allocation of \$3.3M remains unbudgeted and in reserve.

Round 3 - The American Rescue Plan Act was signed by the President in March 2021 to put another \$30B nationally into transit. The allocation to the urbanized area is expected to be approximately \$30M (exact number is not available) and with the projected 90/10 split with Petersburg, GRTC should receive approximately \$27M. GRTC still has significant funding needs due to the ongoing COVID pandemic. Some of the unbudgeted needs that should be considered are the on-demand transportation for individuals to vaccine clinics, sick and quarantine pay for GRTC employees, mid-day cleaning and disinfecting of buses and facilities, operator relief facilities, appreciation bonus for front line staff, ongoing zero fares, and new communication initiatives for riders to better predict and adjust for missed trips and on-time performance impacts due to COVID.

The recommendation is that the Board authorize the CEO to initiate a "Vaccine Van" On-Demand transportation program to give regional residents without connections to transit or other mobility options access to and from vaccination clinics. This program is to be supported through remaining CARES Act funding not to exceed \$500,000 without additional Board approvals and could extend throughout the RVA region. Further recommended that the Board direct the CEO

and CFAO to develop a spend plan for remainder of federal COVID relief dollars to address significant unfunded operational and capital needs including at a minimum the items identified above for Board consideration at the regular April 2021 GRTC Board Meeting. Mr. Braxton motioned to grant the request, Mr. Smith seconded, and the motion carried unanimously.

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

- COVID Activities – As of today, GRTC has zero active cases of COVID. A lot of people are double masking, Operators are being very efficient in asking customers to wear their masks on buses. Employees are actively making appointments to be vaccinated after the Health Department opened to Phase 1B in Virginia. We are asking staff to voluntarily provide updates when they are vaccinated.
- Vaccine Van Service – We partnered with the Richmond and Henrico Health Department (RHHD) to provide on-demand rides to vaccine appointments for those without transportation options. We are making the UZURV contract accessible to the Health Department to coordinate those rides directly as they identify the need when scheduling appointments. We are also going to be talking to other on-demand providers who have offered to be of service in case we find a high demand for the service. Ms. Timm reached out to adjoining health districts for Chesterfield, Powhatan, Hanover, Goochland, New Kent, and Charles City to determine if they have a similar need to get people to appointments at vaccine clinics. We do not have details on these needs or opportunities just yet and will continue to investigate; however, funds are limited, and the full need is not well defined.
- Ms. Timm officially recognized Adrienne Torres as GRTC's new Chief Development Officer. She will now be leading the strategic growth of the organization through mobility planning and stakeholder communications as well as innovative advancements and investments in technology and infrastructure. She has proven herself to be an invaluable member of GRTC's team. She has very strong and trusting connections with our regional partners.
- GRTC won Employer of the Year from WTS Central Virginia Chapter. This award is given annually to honor an employer who actively supports career development and advancement of women in the transportation industry. From Director up, 9 out of our 12 leadership positions are filled by women. We also have a female majority in many of our major departments including Finance, HR, Planning and Scheduling, Customer Service, Procurement, and RideFinders.

Throughout COVID, news reports have stated that women have been forced out of the workplace to care for families as care facilities shut their doors and employers laid off staff. GRTC made it a high priority to provide as much flexibility as possible for mothers, fathers, and other family caregivers to care for their loved ones with the assurance that they would continue to have a secure job and income.

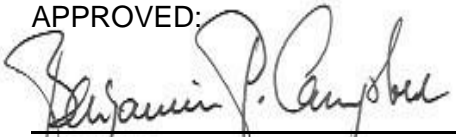
#### Chairperson Report – Ben Campbell

Mr. Campbell congratulated Adrienne Torres on her new position as Chief Development Officer and Emily DelRoss on her new position as Acting Director of Planning and Schedules. He also said he appreciates the continued work of all GRTC staff as well as the Board.

Other Business

There being no further business, the meeting adjourned at adjourned 10:20 a.m.

APPROVED:



Benjamin P. Campbell, Chair

April 20, 2021  
Date