

**MINUTES  
NOVEMBER 16, 2021  
BOARD OF DIRECTORS  
GRTC TRANSIT COMPANY**

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

Others: Bonnie Ashley, General Counsel  
Julie Timm, Chief Executive Officer  
Sheryl Adams, Chief of Staff  
John Zinzarella, Chief Financial and Administrative Officer  
Tim Barham, Chief of Transit Operations  
Tony Byrd, Director of Maintenance  
Anthony Carter, Director of Risk Management  
Carrie Rose Pace, Director of Communications  
Rob Taggart, Director of Information Technology  
Tonya Thompson, Director of Procurement  
Patricia Robinson, Acting Director of Scheduling and Planning  
McGregor Sheppard, Capital Improvement Program Manager  
Cherika Ruffin, Program Manager of RideFinders  
Leslie Roberts, Brown Edwards & Company  
Danielle Nikolaisen, Brown Edwards & Company  
Christy Turner, Brown Edwards & Company

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, September 21, 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.

### Public Comments

FROM: Sally Brazil of Media Transit, INC.

Dear GRTC board members,

Since receiving our suspension notice after the board meeting on Oct 26, we have researched the information given by the CEO during this meeting which contributed to your decision on this matter. We had asked the CEO to correct this misinformation but she was not willing to and told us on the phone call after the board meeting to email the GRTC board with any of our concerns.

Here are our concerns again since the only response we received was an email from Mr. Campbell stating we were attacking the CEO and staff. We feel getting corrected information and stating the facts is not attacking anyone.

The CEO stated that a supreme court (SEPTA) ruling on political ads had impacted transit companies all over the country in regard to their transit ad program and advertising policies. After researching and calling other transit companies (VA and national), we have found no impact and no ad suspension anywhere else. We then contacted OAAA (Outdoor Advertising Association of America), who follow all legal matters regarding outdoor advertising to get their take and they reinforced that no other transit company in the country has taken this action to suspend and the ruling really had no impact on current advertising programs. Even SEPTA has not suspended their ad program. Why couldn't a quick change in the wording on the ad policy (if even needed) be accomplished in a short period without suspending the whole program? During the first week after the board meeting, we had to cancel over \$400,000 dollars worth of NEW advertising for November, December, January and beyond. Most agencies plan their campaigns months in advance and their advertising dollars will now be allocated elsewhere. These were campaigns we had been working months on to get started in Q4 and Q1 of the new year. We were never consulted by anyone at GRTC to determine the revenue lost by this suspension. We were on track to have our biggest ad sharing revenue with GRTC over the next few months.

She also misrepresented HRT income from their ad program stating they received millions of dollars annually, when in reality they did 900,000 to 1.1 million with TWICE as many buses along with paying for installation and removal fees and a full time staff of 2 to 3 people. She implied Media Transit was not meeting expectations when we have succeeded in reaching our goals with GRTC for over 20 years. We admit COVID had put a damper on the program but we were building back even better! Keep in mind, the RFP for the handling of the ad program is bid out every five years and Media Transit, a certified woman owned business, has continually been awarded this contract for the last 20 years with the most competitive bid.

Getting back to the CEO's worry over the ruling on political ads, she recently sponsored an art bus using over \$5000 of GRTC's money to pay for the printing and installation of this bus wrap and donating the space valued at \$1500 per month. When reviewing the cosponsor's website of Performing Statistics, they mention social activism as well as defund the police, BLM and "white supremacy". The website for Rise for Youth, another cosponsor, mentions activism to change the current state legislation regarding youth in prison. These sponsors are both on the

back of this GRTC bus. This seems highly political and she violated GRTC's own ad policy at the time it was done and perhaps that's another reason why she is requesting it be changed now. This would not have been approved if it were a paid advertisement.

During the board meeting on Oct 26th, when asked how Media Transit would be notified, the CEO stated that a phone conference had been set up later that day (Oct 26th) to give us a verbal notice of suspension, which was done. There were multiple people on that call but not anyone from procurement. We received our written notice of suspension from procurement on 11/3 with the start of the suspension being Oct 20th. We asked that the suspension date be corrected twice but the CEO informed procurement that was the correct date and it will not be revised. We did have a few contracts submitted prior to Oct 26 that were not honored. One last note, we had our largest campaign ever with Caesars buying September through December, spending over \$24000 per month. The advertiser and art were both approved by GRTC. We were excited to bring this campaign and revenue to GRTC. Caesars was planning to do a copy change mid-flight to switch to NFL branding for the football season. They presented art very similar to the previous campaign around mid October for the copy change to be done on Nov 1st. GRTC still has not approved their art since it was submitted and requested creative changes that would have been a large additional expense that was not factored in when contracting for the space and production with GRTC in August. The window policy we have used for the past year was that 50% of the total windows on the bus could not be covered per the CEO's request and multiple large format ads have run on the buses complying with this policy since then. She is now saying that the policy was misinterpreted by marketing and she meant 50% of each window. We looked back on the recent sponsored bus wrap that she herself approved the art on and noticed seven windows did not conform to what she was saying she "meant" with her policy. We believe she is prejudiced against this advertiser over a personal distaste for the ad and possibly the gambling industry as a whole. The current ad policy at the time allowed gambling. We had an anonymous person at GRTC (someone we did not even know) hear about the suspension and send us screenshots from a GRTC employee on Facebook page disparaging the Caesars ads and potential One Casino advertising. We can supply these posts if needed.

Here is what was posted:

A picture of the Caesars king kong.

Julie Timm: Hate those ads! That's the difference between advertising for revenue and GRTC messaging for the community

Stephen Bahen: We need to regulate one advertiser from dominating the fleet like Caesars is doing. We can do better. If the local casino gets approved our advertising policies need to be prepared.

Julie Timm: You are so right!

Within one day after that post we were told GRTC would not be approving any art until after the board meeting on the 26th pending a potential change in policy. This seems like a very strange coincidence.

With Caesars being delayed for over a month and not completing their ad copy change (it takes two weeks to print and install 45 buses) they may feel that they did not the full value from their campaign and possibly cancel the remaining two months for a lost value of \$44000. They were even planning on renewing the \$94,000 contract in 2022 again until this happened.

We will continue to support GRTC and have always had GRTC's best interest at heart, but cannot support all of the misinformation that was said at the Oct 26th board meeting and continuing conflicting statements regarding Caesars copy change and the start date of our suspension. Again, Tim has been a partner with GRTC for 40 years and Media Transit for 20 years.

Thank you for your time and we will be glad to send any documents you ask for.

Sally Brazil  
Media Transit, Inc.  
www.adsonbuses.com  
p-804-748-2938  
f-804-748-3258

#### Annual Shareholder Meeting Report / Board Membership – Ben Campbell

The GRTC Annual Shareholders meeting was held on November 12, 2021, at GRTC. The City of Richmond was represented by City Council President, Cynthia I. Newbille, and the County of Chesterfield was represented by County Administrator, Dr. Joseph P. Casey.

By unanimous vote of the shareholder proxies, the City of Richmond reappointed Benjamin P. Campbell, George P. Braxton, and Eldridge F. Coles and the County of Chesterfield reappointed Gary Armstrong, Ian Millikan, and Daniel K. Smith. Their terms will be held until October 2022.

#### Nominations and Elections of Board Officers – George Braxton

Mr. Braxton is Chair of the Nominating Committee for the GRTC Board of Directors. The Chair reached out to members of the Board of Directors requesting Officers be reelected for the same Board positions and the following recommendation was made: Benjamin P. Campbell, Chair; Gary Armstrong, Vice Chair; and Eldridge F. Coles, Treasurer/Secretary.

Mr. Braxton moved that the Board of Directors approve the recommendation from the Nominating Committee to reelect Benjamin P Campbell as Chair, Gary Armstrong as Vice Chair, and Eldridge F. Coles as Secretary/Treasurer; Mr. Smith seconded; and the motion carried unanimously.

Approval of Minutes – Mr. Coles motioned to approve the October 26, 2021, Board meeting minutes, Mr. Armstrong seconded, and the motion carried unanimously.

Financial and Administrative Report – John Zinzarella, CFO

#### September 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 \$2.30M or 14.56%. The unfavorable variance is caused by deferred federal drawdowns made possible because of favorable operating expenses year-to-date combined with timing of spending versus the budget assumptions for federal reimbursement \$2.27M.

Operating Expenses are favorable versus budget by \$1.243M or 8.36% because of:

- Favorable labor expenses of \$435.8k because of the favorable headcount versus budget in transportation and equipment and facility maintenance groups and higher than budgeted vacancy factor in the general and administrative groups offset by the operator and maintenance pension expense associated with the COVID bonus payments.
- Favorable purchased services of \$141.0k because of timing of building maintenance versus budget calendarization.
- Favorable materials and supplies of \$398.3k because of timing of purchases versus budget calendarization.
- Unfavorable casualties and liability expense is because of recording annual provision for uninsured losses.
- Favorable purchased transportation services of \$255.9k because of actual demand differing from budgetary assumptions.

#### Recent and Upcoming Procurements – Tonya Thompson

Ms. Thompson stated that the Planning Department has been working with Kimley Horn to plan the development of GRTC's new Temporary Transfer Center to be located between Leigh and Clay Streets in the City of Richmond. This winter we hope to bring a recommendation to the Board for a construction company to develop the site with paving and lighting improvements, bus bays, signage, amenities, etc. Staff's estimate for this project is approximately \$2.7M. This expenditure was approved in GRTC's FY22 budget.

#### RideFinders and GRTC FY2021 Financial Audits – Leslie Roberts of Brown, Edwards & Company

Ms. Roberts of Brown, Edwards & Company introduced Danielle Nikolaisen, Director with Brown Edwards and Christy Turner, a Manager with Brown Edwards & Company and said that they will be giving the financial audit information to the Board for GRTC and RideFinders.

Ms. Nikolaisen stated that Brown Edwards the financial statements presented fairly, in all material respects. The auditors have a clean unmodified audit opinion on the audited financial statements.

Ms. Turner reviewed the report to the Board of Directors. The auditing team is Leslie Roberts, Danielle Nikolaisen, and Christy Turner and they are available if there are questions or concerns regarding the audit and their contact information is in the letter. Ms. Turner gave an overview of what was done in the audit report. She discussed the accounting policies used by GRTC and that there were no new accounting policies adopted and the application of existing policies was not changed during 2021. The financial statement disclosures are neutral, consistent, and clear. No difficulties were encountered in dealing with management in performing and completing the audit.

Staff is requesting that the Board of Directors accepts GRTC's and RideFinders FY2021 Audit report as presented. Mr. Smith motioned to grant staff's request, Mr. Braxton seconded, and the motion carried unanimously.

Development and Engagement Report – Adrienne Torres, CDO

### Transit History Museum Update – Carrie Rose Pace

In partnership with the University of Richmond, GRTC's Transit History Museum received a new installation featuring new GRTC Family faces and stories gathered this Fall through oral "History Harvests." The private opening of the museum is tomorrow evening at GRTC HQ. Because of COVID protocols, we are not yet able to open to the public, but this exhibit has an online virtual experience with all the same images and narratives that are housed here. This means everyone can access the Transit Museum anytime.

University of Richmond students in the "Public Transportation in the Time of Two Pandemics" course gathered oral histories from GRTC employees, and in some cases, their family members. Featuring photographs by Tania del Carmen, "Through It All: Families Moving Richmond" shines a light on GRTC employees and relatives who keep GRTC operational and lead Richmond through unprecedented times. Stories of GRTC families reflect resilience, strength, work ethic, and much more.

The new exhibit is now installed in the hallway on 2R and invited guests will explore the museum Wednesday evening. A virtual experience is available at [fightforknowledge.org](http://fightforknowledge.org).

### FY21 Annual Report – Carrie Rose Pace

Each year, the Marketing Department prepares the GRTC Annual Report for the public and posts on [rideGRTC.com](http://rideGRTC.com). This digital document provides an executive summary of company activities and accomplishments during the last fiscal year, with an opportunity to click-through for a deeper data review of the fiscal year ridership and financials.

In addition to the digital format, a PDF download document is available, and individual pages may serve as quick-reference handouts for stakeholders, media, and the public. The GRTC Annual Report FY21 (for July 2020 – June 2021) is posted on [rideGRTC.com](http://rideGRTC.com). Please visit <http://ridegrtc.com/statistics-reports/annual-reports/> to see both past and current reports.

### City of Richmond Property Lease for Temporary Transfer Center – McGregor Sheppard/Julie Timm

GRTC currently occupies the right of way adjacent to the Public Safety Building on 9<sup>th</sup> Street between Marshall and Leigh Street as their Temporary Transfer Site. This property was recently sold by the City of Richmond and is anticipated to be demolished and developed within a couple of 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.

The City of Richmond wishes to lease a portion of the parking lot at 8<sup>th</sup> and Clay to GRTC to be used as part of their transit system to load, unload and transfer passengers between transit routes. This agreement provides GRTC the ability to construct a Temporary Transfer Center on the lot, to accommodate several bus transfers and to continue to provide citizens with adequate transit services.

## Transit Asset Management Plan Update – McGregor Sheppard

In September 2018, GRTC published its first Transit Asset Management (TAM) plan in accordance with FTA's TAM Plan Final Rule, which requires public transportation providers to develop and implement a TAM plan. The Transit Asset Management (TAM) plan describes the current state of Asset Management at GRTC and makes recommendations for improvements to allow GRTC to provide safe, reliable, and high-quality service to the region. An update of this plan is required every 4 years. Detailed condition assessments of GRTC's revenue, non-revenue vehicles, facility, and equipment are required. These condition assessments will not only keep GRTC in compliance of FTA TAM Final Rule but will also provide GRTC with valuable data regarding assets' State of Good Repair (SGR) that can be used to better prioritize capital projects and funding requests. GRTC is seeking to contract professional services to update the Transit Asset Management Plan.

Project deliverables include but not limited to reusable training documentation on TAM rule and TAM plan; assessment of GRTC's asset management status; updated asset inventory spreadsheets and reports with recommendations; SGR needs identification, prioritization, criteria and results; processes and procedures for TAM plan development, maintenance, and improvement; and updated TAM Plan.

GRTC received one proposal from Kimley Horn. After review of the proposal, Kimley Horn was determined to be responsive and satisfied the scope with their approach. Total expenditure for these services to not exceed \$110,000 which includes a contingency of \$8,885. This will be funded with existing and approved federal, state, and local funds.

Staff recommends that the Board of Directors authorizes the CEO to contract with Kimley Horn for professional services not to exceed \$110,000 to update the Transit Asset Management Plan. Mr. Smith motioned to grant staff's request, Mr. Armstrong seconded, and the motion carried unanimously.

## "Now Hiring" Media Buy – Carrie Rose Pace

GRTC continues to aggressively recruit and hire new bus operators and mechanics through a variety of tactics, including through local media outlets and digital marketing partners. Combined with internal process changes like on-site CDL testing from the DMV, continuously rolling training, and new hire sign-on bonuses, GRTC's marketing efforts have both increased the number of applicant visits to rideGRTC.com and delivered 17 new hires directly attributed to marketing leads in 2021 (6 operators from TV ads, 8 operators and 1 mechanic from our website/digital redirect, and 1 operator and 1 mechanic from social media/Facebook ads). In FY22, GRTC scheduled up to \$400,000 to be spent as approved by GRTC's Board of Directors in June, using Federal CRRSA relief funding. Staff had planned to expend these funds through periodic media campaigns throughout FY2022.

With continued staffing shortages, GRTC accelerated media buys to maintain the hiring momentum continuously throughout the fall. GRTC will need added funding to sustain these combined efforts until reaching necessary levels to deliver reliable service consistently as the previously approved funding will be expended by the end of November 2021.

The new media buy plan will cover the period of December 2021 – June 2022, in not-to-exceed amounts for each media partner. Should GRTC reach or exceed necessary staffing levels before June 2022, GRTC's CEO may direct staff to conclude the media run early. The media

partners selected have proven reach success for GRTC during ongoing pandemic conditions, and staff recommend prudently spending relief dollars with these vendors.

NBC12 - \$320,000  
CBS6 - \$294,950  
WRIC8 - \$254,635  
FOX35 - \$160,525  
Work4 (Facebook jobs) - \$20,000  
Cinemia - \$10,000 (No change)

Contingency Reserve - \$100,000 (This budget is available for use if additional staffing recruitment needs are identified before the end of FY22 and would be applied in similar targeted methods with media outlets to increase applicants and maximize reach.)

Staff is requesting that the Board of Directors authorizes the CEO to execute purchase orders not to exceed \$1,150,110 for the period between December 1, 2021, through June 30, 2022 from ARPA Federal Relief funds for the purpose of ongoing recruitment efforts. Mr. Braxton motioned to grant staff's request, Mr. Millikan seconded, and the motion carried unanimously.

Mr. Coles suggested that employees could be given cards with their name so that they can pass out to friends, relatives, and others so it would be easier to track employment referrals for incentive purposes. Ms. Timm said that staff would work on this or something similar.

#### Operations and Maintenance Report – Sheryl Adams, COO

##### Operating Performance – Tim Barham

- The on-time performance for fixed route for October is 65.78%.
- Absenteeism rate went up to 16.23% for October.
- Lost trips for October are down to 1,670 and operated 96.72% of scheduled trips.
- Customer Complaints: 46 valid complaints.
- Currently, there are 250 full-time operators and 20 part-time operators. Ten operators are in training and this is the first class since the start of the pandemic in double digits. We will have another class start before the end of the year. The runs will go from 215 to 202 with the new booking and there will be fewer open trippers. This will get us in line with staffing levels.
- Currently, 77% of all staff are vaccinated, 76% of Operators and 70% of Mechanics.

##### Ridership Performance – Patricia Robinson

Total fixed route ridership for the month of October is 753,072 and the local fixed route ridership for October is 590,676, which is up 4.91% from September, and up 6.42% from October 2020 we are within .5% of our October 2019 pre-COVID ridership numbers. Express Routes are down -16.48% from September 2021; this is a result of the Delta variant and the end of reporting for the consolidation of the Henrico Express routes.

Ms. Timm stated that APTA conducted a study of how transit agencies across the country were handling COVID and the ridership issues associated with COVID. GRTC was one of five agencies highlighted in that study. The results of that study showed that GRTC is leading the industry in recovery of our local bus routes based in part on the advanced thinking of GRTC, the City of Richmond, and the region with the redesign of system and the launch of the Pulse in

2018. Two findings for GRTC were highlighted in the report as recovery factors; one, the 2018 realignment of service connecting people to jobs, and two, the zero-fare policy which allowed impacted essential workers to continue to ride transit reduce barriers to access to essential resources. GRTC is being highlighted across the country as a national success. Ms. Timm applauded the Board and the team for what was done prior to her being here at GRTC and their ongoing hard work to support operators and riders.

#### Safety Performance – Tony Carter

- There were 37 external events during the month of October, down from 40 in September.
- There were 23 non-preventable events during the month of October, down from 29 in September.
- There were 14 preventable events for the month of October, up from 11 in September.
- There were zero passenger incidents with Specialized Transportation in October.
- There were five traffic incidents with Specialized Transportation in October; two were preventable and three were non-preventable. The two preventable incidents were minor.
- Due to the escalation of violence across the country and in our region as well as the need for elevated awareness of GRTC rider and operator safety, GRTC will begin to report on-board assaults at Board meetings. There was one verbal assault for the month of October between an Operator and customer which resulted in a verbal threat. There were two physical assaults reported: one, a customer threw water on an Operator; and two, a fight between an Operator and a customer. Neither resulted in severe injuries.
- In-person safety meetings have been re-initiated and include a partnership with Richmond Police Department Community Care Unit and Officers who will be sharing tips, techniques, and ideas on how to manage conflicts on-board transit vehicles most safely. GRTC is also continuing annual de-escalation training virtually. For the Training class, there will also be a roll-play exercise with situations operators may see out on the street – a suggestion that came from an Operator during the SMS.

#### Maintenance Performance – Tony Byrd

Our KPI's for the month of October were 8,261 miles between road calls, we exceeded our goal of 5,200 miles. Our preventive maintenance for the month of October was at 90% with a goal of 80%. Currently, 26% of the fixed route fleet (21 buses) and 28% of the paratransit fleet (26 vans) are out of service repairs with a spare ratio of 30%. The new vehicles have arrived and we are in the process of preparing them for service. We continue to clean and disinfect the entire fleet daily, as well as power wash bus stops.

#### UBER Late Night Service Pilot – Tim Barham

On October 26, 2021, the GRTC Board of Directors approved staff's recommendation to implement service changes in December 2021 to address the ongoing impacts to the service due to staffing shortages. Those changes would include less frequency on those low ridership routes. The most significant timeframe would be Monday thru Friday between the hours of 11PM to 2AM and from 5AM to 6AM.

To supplement the lost service, GRTC would like to provide users with a fully subsidized Uber trip for riders to travel between stops. Travel is only permissible between GRTC bus stops during the day and time as previously outlined. Under the Uber Late Night Service Pilot Program, customers would be able to obtain a ride by way of a voucher. The voucher can be

used for one trip from one bus stop within the service area to another bus stop. Only two trips per customer within a 24-hour period would be allowed.

This program is entirely supported with ARPA funds.

Staff is requesting that the Board of Directors authorizes the CEO to execute pilot program for a period of six months not to exceed \$250,000 with Uber for the provision of augmented fixed route service. Mr. Armstrong motioned to grant staff's request, Mr. Smith seconded, and the motion carried unanimously.

#### First Transit Renewal – Tim Barham

In 2017, GRTC solicited for bids to provide specialized transit services for eligible paratransit riders within the GRTC service area. First Transit provided the most highly rated bid with an approved agreement for a three-year base term and two one-year optional extensions.

On September 19, 2017, the Board approved staff's recommendation to execute a three-year agreement with First Transit, Inc. for the provision of specialized transportation service. Under this approval, staff is required to return to the GRTC board for approval to exercise any of the option years in the agreement.

During the first three years of the base contract term and the first option year, First Transit has improved on the level of service previously provided to GRTC's paratransit riders. However, staff has not been entirely satisfied with First Transit's overall staffing levels, some of the operating metrics, and the plan to address the added overflow and capacity constraints of which staff is continuing to work with First Transit on addressing those issues.

First Transit will only provide labor under the contract to include scheduling, hiring, communications, and reporting under the contract. This includes a trainer, scheduler, validator, management, reservationists, dispatchers, and operators. GRTC will continue to perform maintenance of all vehicles and fulfill all other capital requirements for paratransit service. GRTC will also maintain physical space for First Transit operations in support of this contract out of GRTC's facilities.

Payment will be made on a price per revenue hour basis. Each contract year including the option years has a revenue cap. The Contractor will not receive payment for revenue hours exceeding each year's cap. The price for Option Year 2 is based on a rate adjustment to account for driver, staff, and insurance increases which is as follows:

	<u>Price Per Revenue Hour</u>	<u>Projected Total</u>
Option Year 2 Base Rate	\$37.78	\$5,214,696
FY21 Option Agreement	\$ 2.47	\$ 340,929
Proposed Option Year 2	\$40.25	\$5,555,625
FY21 Retro Adjustment	\$ -	\$ 243,106
Proposed Option Year 2	\$40.25	\$5,798,731

Projected totals are based on estimated revenue hours of 138,000 in Option Year 2. GRTC's actual costs for FY21 paratransit services was \$4,727,137. The operating budget for paratransit services for FY22 has been set at \$5,403,221. FY23 operating budget for paratransit services will include a funding level recommendation to account for these increases.

This program is entirely supported with budgeted federal, state, and local operational funds and federal COVID relief funding.

Staff is requesting that the Board of Directors authorizes the CEO to execute Option Year 2 with First Transit, Inc. including the rate increases for negotiated union contracted wages for FY21 and FY22 with a not to exceed a total contract value of \$5,798,731 for the provision of specialized transportation service. Mr. Braxton motioned to grant staff's request, Mr. Millikan seconded, and the motion carried unanimously.

#### Hastus Annual Renewal – Rob Taggart

In April 2003, the Board of Directors authorized the CEO to execute a contract with Giro to purchase an automated scheduling, run cutting, rostering and operator management system. The system also included components for automated trip planning for customer service and the website. Each year, GRTC must renew the Software Maintenance Agreement with Giro. This agreement covers the cost of additional customizations to the Hastus software as well as any support requirements to address issues.

Since this support can only be provided by Giro, GRTC has classified this purchase as a sole source procurement. Annual licensing is applied each year to the maintenance and support contract allowing GRTC to upgrade to a newer version of Hastus software at its convenience. The maintenance and support agreement includes unlimited telephone, electronic mail support and ten days for modifications. Maintenance and support fees for 2022 are \$161,936, an increase of 3% over last year's cost of \$156,710. This purchase is fully funded with federal, and local grant funds.

Staff is requesting that the Board of Directors authorizes the CEO to issue a purchase order to GIRO for a not to exceed amount of \$161,936 to renew the maintenance and software support agreement for Hastus 2022. Mr. Armstrong motioned to grant staff's request, Mr. Smith seconded, and the motion carried unanimously.

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

- Vaccine Mandate – Last month we announced that we would have a vaccine mandate that would be effective November 24. We are still on target; however, we are looking at softening some of the requirements. Several Executive staff members met with Union leadership last night to discuss this policy which could result with significant suspensions of staff. Based on discussions with the Union, we will likely be modifying the policy. The Union has been supportive of us pushing vaccinations and we are looking closely at the legal judicial review that is happening across the country. Anyone who has not been vaccinated, or at least had their first shot, by November 24 will still risk suspension and they have all been notified by mail. Anyone not fully vaccinated by January 4 does risk termination. Our goal is zero terminations and suspensions.
- Union Executive Board and Executive Management – At the meeting last night with the Union, we also discussed other concerns the Union has expressed regarding GRTC's safety, scheduling process for service, outsource operational support, such as UBER contract, and their pay in general. We committed to the Union last night as we have for the past couple of years that we will continue these discussions and they also agreed to reestablish monthly meetings so we can continue to keep the dialog open and hear more from Operators and Maintenance. This will also allow them to have better and earlier opportunities to hear about and be involved in key management decisions.

- Safety – Ms. Timm is preparing a presentation for the City of Richmond City Council and Safety Committee to discuss the safety of transit. Here is a list of what we are and will be doing to address safety: interactive role playing with Security Team and Police; Officer(s) will attend safety meetings and staff meetings to address concerns and to provide new tools; additional de-escalation training for our team; messaging both visual and auditory on buses about riders responsibilities and riding being a privilege not a right and to remind riders that they are on camera; new technology on buses that could connect buses directly to emergency response which would mean faster response time and the response time has been good but it can always be better; giving better information to our Operators directly about banned riders who have violated our policies and what happens to those riders if there is policy action, if they get arrested and prosecuted so that we no longer must worry about them being on our buses; better communication to understand that they are supported and they have that backup with their own staff and police; and Ms. Timm will be asking City Council and all our partners to recommit to having more Police Officers riding on transit as part of their duties. Having an occasional uniformed Police Officer on our buses will help and it will make our Operators feel more secure and it will let people know that this is a safe place to ride. This is our commitment to staff, riders, and our community.
- January Board Meeting – The January 18, 2022, GRTC Board of Directors meeting will be held in-person. We have been acting under the City of Richmond State of Emergency and that is scheduled to end December 31. The meeting will be at PlanRVA, RRTPO meeting room at 9211 Forest Hill Avenue, Richmond, VA 23235. There is transit access and plenty of space to social distance and there will still be a virtual option for anyone that cannot or chooses not to attend in person.

#### Chairperson Report – Ben Campbell

Thank you to the CEO, staff at management level, and operational level for their earnest work.

#### Other Business

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

APPROVED:

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

\_\_\_\_\_  
December 21, 2021  
Date