

**MINUTES
OCTOBER 26, 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
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

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. Board Meeting notices, agendas and packets are available at GRTC's website 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. 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 - There were no public comments.

Approval of Minutes – Mr. Coles motioned to approve the September 21, 2021, Board meeting minutes, Mr. Armstrong seconded, and the motion carried unanimously.

Development and Engagement Report – Adrienne Torres, CDO

Award Won by Tabitha Benjamin – Carrie Rose Pace

GRTC Bus Operator Tabitha Benjamin was recognized by the Virginia Transit Association Awards Committee as one of the recipients of the Virginia Transit Association’s 2021 VTA Unsung Hero Award. The Unsung Hero Award is presented to an individual who has distinguished themselves in the past year as an exceptional transit staff member. Awardees demonstrate excellence in their professional capacity that is evident to their supervisors, co-workers, customers, or to their larger community. VTA says given the unique challenges that we have all faced over the last 18 months, Tabitha’s perseverance and success were noticed. Tabitha was also featured by VTA in the recent video series “Faces of Transit.” Tabitha was recognized at the Awards Luncheon during the 2021 VTA Annual Conference on September 29.

Recruitment Award – Carrie Rose Pace

At the Virginia Transit Association’s 2021 Annual Transit Conference, the winner of VTA’s Outstanding Public Transportation Marketing Award is GRTC Transit System, who submitted their “Now Hiring” campaign. This campaign was a multi-media, multi-year campaign created to recruit bus operators and mechanics, including during the pandemic. Three factors contributed to the success of the campaign—video and digital advertising as well as a narrative thread of storytelling.

The “Now Hiring” campaign was created to address a growing need at GRTC to hire qualified bus operators and mechanics. Video advertising allowed GRTC to reach a large audience while digital advertising targeted a specific audience related to transit. Through storytelling, GRTC created a compelling and powerful campaign that resulted in hundreds of interested candidates daily. GRTC has hired more than 100 new employees since 2019.

The GRTC Marketing Team was formally recognized at the Awards Luncheon during the 2021 Annual Conference on September 29. This is the 4th year in a row our Marketing team has won this award!

Operations and Maintenance Report – Sheryl Adams, COO

Operating Performance – Tim Barham

- The on-time performance for fixed route for September is 65.58%.

- Absenteeism rate is down to 15.23% for September.
- Lost trips for September are up to 2,123 and operated 95.82% of scheduled trips. During the schedule change, the number of runs was reduced to 215 to try and offset the number of manpower issues; however, what resulted was what we call “trippers” that had to be covered each day and as a result we have had a higher number of open work each day that needed to be covered. We are still using overtime and supervisors to help with coverage.
- Customer Complaints: 64 Valid complaints.
- On-time performance for specialized transportation was 82.48%. We have been discussing this with First Transit and they have brought on UZURV to help with the capacity restraints, which should improve the OTP.
- Currently, we have 257 full-time Operators and 20 part-time Operators. Six Operators graduated and are in revenue service. Eleven started yesterday in a new class.

Ridership Performance – Patricia Robinson

Total fixed route ridership for the month of September is 720,673 and the local fixed route ridership for September is 563,040, which is up 2.32% from August, and up 4.5% from September 2020 we are within 1% of our pre-COVID ridership numbers. Express Routes are down 33.30% from August 2021; this is a result of the Delta variant and the end of reporting for the consolidation of the Henrico Express routes.

Quarterly Performance – Patricia Robinson

The 1st Quarter Performance Metric Report provides a snapshot of system performance at the category and route level. This report includes trend analysis of performance. This tool plays a key role in identifying routes that are underperforming and may need schedule adjustments as well as routes that are high performers.

The quarterly report includes trend analysis of performance compared to Quarter 4. 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 19%, VCU students returned in August. In the Arterial category, Ms. Robinson included ridership, hours, and miles and totaled the ridership at 1,283,365. The On-Time Performance (OTP) is defined as a 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 1 the System performance is 66% which compared to Quarter 4 remains the same.

Safety Performance – Tony Carter

- There were 40 external events during the month of September, up from 37 in August.
- There were 29 non-preventable events during the month of August, up from 23 in August.
- There were 11 preventable events for the month of September, down from 14 in August.
- There were zero passenger incidents with Specialized Transportation in September.
- There were five traffic incidents with Specialized Transportation in August; two were preventable and three were non-preventable. The two preventable incidents were minor accidents with fixed objects where the bus hit a sign or tree branch.

- Monica Carter was promoted to Safety and Service Compliance Manager.
- Robert Quarles has been promoted from Operator to the new Coach Trainer.

Maintenance Performance – Tony Byrd

Our KPI's for the month of September were 6,503 miles between road calls, which meets and exceeds our goal of 5,200. Our preventive maintenance for the month of September was at 63% 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%. We have been having conversations with the City and Greyhound about maintenance help and will continue those conversations. Manpower is low; however, we have hired three new technicians.

December Service Adjustments – Julie Timm/Patricia Robinson

During the 2021 September GRTC Board meeting, staff provided information to the board regarding staffing shortages, planned/proposed recovery actions, and ongoing impacts to service reliability.

Ms. Timm provided an update on the status of recovery actions and a proposed service adjustment for December to protect transit services and restore service reliability. This plan includes modest service adjustments to low ridership routes and proposed temporary contracts with mobility service providers to provide late night and early morning on-demand coverage.

Staff is requesting that the Board of Directors approve the recommended service changes for implementation in December 2021, and further, that the Board approves the CEO to make minor adjustments to the plan to balance available staff and vehicles and maximize service coverage for all riders. Mr. Armstrong motioned to grant staff's request, Mr. Braxton seconded, and the motion carried unanimously.

Clever Device CAD AVL Equipment – 14 Fixed Route Vehicles – Rob Taggart

In November 2006, the Board of Directors authorized the CEO to award a contract to Clever Devices for the installation of Clever's Advanced Communication System (ACS). This technology has allowed GRTC to better manage its fixed route operations. When new buses are ordered it is necessary to add the ACS technology so that operations maintain optimal performance. In August 2020, the Board of Directors authorized the CEO to purchase 29 additional fixed route vehicles. Staff plans to receive 14 of the 29 buses ordered by the end of October 2021. As a result, staff obtained a quote from Clever Devices for retrofitting the vehicles with necessary equipment. This purchase is funded with federal, state, and local funds.

Staff is requesting that the Board of Directors authorizes the CEO to issue a purchase order to Clever Devices in the amount of \$143,099 for the purchase and installation of CAD/AVL equipment for 14 vehicles. Mr. Armstrong motioned to grant staff's request, Mr. Smith seconded, and the motion carried unanimously.

Onboard Video and Audio Camera Equipment – Rob Taggart

In August 2020, the Board authorized the CEO to issue a purchase order to Gillig to manufacture 29 fixed route buses. In June 2020, the Board authorized the CEO to issue a purchase order to Gillig to replace the one Pulse vehicle.

GRTC equips all vehicles with onboard cameras to visually and audibly monitor and record events happening in and around the vehicles. This purchase includes cameras, digital video recorders and a hard disk player for each of 15 vehicles. The total cost for cameras, accessories and warranty is \$140,234. This purchase is fully funded with federal, state, and local funds.

Staff is requesting that the Board of Directors authorizes the CEO to issue a purchase order to Luminator (Apollo Video Technology) in the amount of \$140,234 for the purchase and installation of onboard camera equipment for 14 fixed route vehicles and 1 Pulse vehicle. Mr. Millikan motioned to grant staff's request, Mr. Braxton seconded, and the motion carried unanimously.

Financial and Administrative Report – John Zinzarella, CFO

August 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 \$1.18M or 11.2% because of timing of spending and submission of expenses for federal reimbursement versus budget assumptions \$0.97M.

Operating Expenses are favorable versus budget by \$568.1k or 5.72% because of:

- Favorable labor expenses of \$201.9k 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 \$178.7k because of timing of building maintenance versus budget calendarization.
- Favorable materials and supplies of \$215.8k 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 \$167.7k because of actual demand differing from budgetary assumptions.

Recent and Upcoming Procurements – Tonya Thompson

Ms. Thompson reviewed the five new projects that were added to this month's upcoming procurement list, and those projects are 1) Specialized Transportation Consultant; 2) CARE ON-DEMAND and Fixed Route Transportation Services; 3) Portable Restroom Facilities; 4) "Now Hiring" Media Buys; and 5) On-Call Marketing Services.

Suspension of Advertising Program – Julie Timm/Carrie Rose Pace

Across the nation, and most notably in the Supreme Court, there have been numerous judicial rulings regarding advertising on transit vehicles and the interpretation of advertising policies by Transit Agencies in approving or denying specific advertisements. These rulings have caused staff to review the GRTC advertising policy and program. After consultation with legal counsel, GRTC staff believes it is prudent to suspend all advertising until the policy can be fully reviewed for compatibility and compliance with recent court rulings.

GRTC proposes to suspend all new advertising and to phase out all current advertising on all buses as their contracts expire. This would include contracts with advertising agencies and with existing GRTC sponsorships. GRTC will continue to use buses to promote GRTC and as a forum of Government speech aligned with our community values and mobility services. As GRTC reviews the advertising policy, staff will provide the Board with recommendations for a new policy including sponsorship programs to begin as soon as FY2023.

Staff is requesting that the Board of Directors approve the suspension of the GRTC Vehicle Advertising Program while staff studies the impacts of recent and pending court rulings. After discussions, Mr. Braxton motioned to grant staff's request and added that staff give an update or make a recommendation no later than the January 2022 Board meeting, Mr. Armstrong seconded, and the motion passed with one abstention.

Mr. Braxton departed the meeting.

Budget Amendment for Designated Uses of Federal Covid Relief Funding – Julie Timm

GRTC received three rounds of federal relief dollars to support operations and capital needs for use during and after the COVID pandemic. GRTC received CARES Act - \$32.2M; CRRSA - \$3.3M; and ARPA - \$29.2M.

Ms. Timm updated the Board on the status of Board-approved uses of federal relief funding under the adopted FY2022 budget. CARES Act: Zero Fares in FY22 - \$3,220,463; CRRSA: Media Campaign and Recruitment Pay for Staffing Shortages - \$1,400,000; CRRSA: Cleaning and Sanitation Supplies and Services - \$1,895,027; and ARPA: Zero Fares in FY22 - \$3,000,000.

She also provided a proposed plan for uses of the remaining unbudgeted funds to be approved once more detailed information is completed on scope and need.

Staff is requesting that the Board of Directors approve, confirm, and amend the GRTC FY2022 Operations Budget to allow for use of Federal Relief dollars as follows:

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| • CARES Act: Zero Fares in FY2022 | \$3,220,463 |
| • CRRSA: Media Campaign and Recruitment Pay for Staffing Shortages | \$1,400,000 |
| • CRRSA: Cleaning and Sanitation Supplies and Services | \$1,895,027 |
| • ARPA: Zero Fares in FY2022 | \$3,000,000 |
| • ARPA: FY2022 Retention/Vaccine Pay | \$3,562,500 |
| • ARPA: FY2022 Possible Advertising Revenue Loss | \$250,000 |

Mr. Smith motioned to grant staff's request, Mr. Armstrong seconded, and the motion carried unanimously.

Chief Executive Officer's Report – Julie Timm

- Vaccine Mandate – Occupational Safety & Health Administration and Department of Labor & Industry have advanced their recommendation for the vaccine mandate to federal leadership. GRTC is planning to announce our vaccine mandate today and will be effective November 24. This would mean that anyone getting the Pfizer or Moderna Vaccine will need to get their 1st shot by November 2 or risk suspension or termination.

Per the Board's action today, employees will be provided relief with pay from their scheduled work time after their vaccination and their booster vaccination equivalent to their normal scheduled duties. This would account for the possible illness after vaccination. Alternately, employees that do not feel ill, will receive that as a payout. With proof of full vaccination, employees will receive a bonus of \$500 and with proof of the 1st vaccine booster employees will receive another \$500. Should OSHA or DOLI rules require any updates to the policy, we will work closely and quickly with our team to enact those rules and make any necessary changes.

- Board Meetings – Starting in January 2022, our Board meetings will likely be in person. If we do have a larger Board or more in attendance, we will no longer be able to meet here at GRTC. We do have a possible location offsite in the Richmond region that would be able to accommodate us and the public.

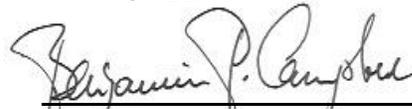
Chairperson Report – Ben Campbell

Mr. Campbell stated that it is his personal commitment and the commitment of GRTC that every person who has necessary transportation through GRTC be served regardless of what we must do to make that happen.

Other Business

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

APPROVED:



Benjamin P. Campbell, Chair

November 16, 2021

Date