

**MINUTES
MARCH 15, 2022
BOARD OF DIRECTORS
GRTC TRANSIT COMPANY**

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

Others Present: 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
Sam Sink, Director of Planning & Schedules
Rob Taggart, Director of Information Systems
Tonya Thompson, Director of Procurement
Todd Eure, County of Henrico
Ken Lantz, PlanRVA
Barb Smith, County of Chesterfield

This meeting of the Board of Directors of the GRTC Transit System, Old Dominion Transit Management Company (ODTMC), and RideFinders was called to order on March 15, 2022, by the Chair, Mr. Campbell at 8AM. The meeting was held in person at PlanRVA, 9211 Forest Hill Avenue, Suite 200, Richmond, Virginia. Video and audio of the meeting will be streamed live online and recorded for later viewing at the following web address: <https://youtu.be/YVNIuGNHEHg>.

Public Comments

The public notice, meeting agenda, and agenda attachments for this March 15, 2022, standing meeting of the Boards of GRTC, RideFinders, and Old Dominion Transit Management Company were posted at rideGRTC.com. Per the meeting notice, all written comments received via email by Ashley Mason prior to 5:00PM on the day preceding a meeting were provided to all members of the Board the night before the meeting, are read during the Public Comment Period of the meeting by staff following the two-minute speaking limit and will be included in the minutes of the meeting. Also, per the meeting notice, this meeting is being live streamed on YouTube.

This meeting, no public comments were submitted in writing.

Approval of Minutes – Mr. Smith motioned to approve the February 15, 2022, Board meeting minutes, Mr. Millikan seconded, and the motion carried unanimously.

Closed Session

Mr. Millikan moved that the Board of Directors hold a closed meeting pursuant to Section 2.2-3711(A)(29) of the Code of Virginia to discuss the status and terms of a contract for Enterprise Resource Planning and Human Resource System, because discussion in an open session would adversely affect GRTC's bargaining position. The motion was seconded by Mr. Armstrong and the motion carried unanimously. The Board went into Executive Session.

At the conclusion of the closed meeting, Mr. Millikan moved to reconvene the open meeting, Mr. Armstrong seconded, and the motion carried unanimously. Mr. Campbell reconvened the open meeting.

Mr. Campbell requested a Roll Call Vote be taken, that this closed meeting was convened pursuant to the Virginia Freedom of Information Act and that, according to Sections 2.2-3712 of the Code of Virginia, it was conducted in conformity with Virginia law and that nothing was discussed except the matter or matters (1) specifically identified in the motion to convene in closed session and (2) lawfully permitted to be discussed under the provisions of the Virginia Freedom of Information Act cited in that motion. The Roll Call Vote was unanimous.

Enterprise Resource Planning System – Rob Taggart

Staff is requesting that the Board of Directors authorizes the CEO to finalize negotiations with the top-rated responsive bidder, and if acceptable terms are met, to execute an agreement with that provider for an ERP and HR Software System for an amount not to exceed the \$5M. Mr. Braxton motioned to grant staff's request; Mr. Armstrong seconded and requested changing the motion to read for an amount not to exceed the \$5.1M over five years, the motion carried unanimously with the change.

Development and Engagement Report – Adrienne Torres

Service Change Update – Sam Sink

At the February Board meeting, staff stated that the Route 5 and the Pulse would be prioritized to return to their normal frequent service levels as the operator staffing levels increased. In addition to restoring frequency to Route 5 and the Pulse, the May service changes were developed to advance GRTC's commitments to the Union in three ways: scheduling an early straight run on every route; creating more 20-minute meal breaks; and minimizing 10-hour runs to less than 30% of total scheduled runs.

While these remain top priorities for GRTC, projected staffing levels will not accommodate all these goals in May. GRTC was able to achieve many of the commitments to the Union to improve job conditions for Operators. We now have an early straight run on every route, and we have more routes with 20-minute meal breaks. We are approaching our goal of 30% runs under ten hours but did not meet that mark.

Regarding service levels, the Pulse will return to 10-minute service at peak times; however, the operator staffing levels are still not high enough to reliably provide 10-minute frequency at midday or return the Route 5 to 15-minute service.

GRTC FY2023 goals are to meet all union operating commitments and to restore frequencies on other routes and all early morning and light night services.

Operations and Maintenance Report – Sheryl Adams, COO

Operating Performance – Tim Barham

- On-time performance increased in February to 69.68% from 66.62% in January.
- Absenteeism rate/lost time rate decreased in February to 13.84% from 18.72% in January due to fewer COVID cases and fewer leave time such as vacations.
- Lost trips decreased significantly in February to 340 and our scheduled trips operated for February increased to 99.26% from 96.01% in January.
- Specialized transportation on-time performance decreased in February to 80.68% from 82.12% in January.
- Currently, there are 245 full-time operators and 22 part-time operators. There was a class of seven that started in December and should be graduating in the next few weeks. Class of seven started in January and should be graduating in April. Class of seven started in February and a class of six in March.
- The On-Demand Pilot Program had thirty-one trips that operated in February.
- The Federal mask mandate has been extended until April 18, 2022.

Ridership Performance – Sam Sink

The local fixed route ridership for February is 473,953 and the total fixed route ridership for the month of February is 596,694, which is a 4.66% increase since January 2022. Comparing February 2022 ridership to February 2021, there was a 16.14% increase. When comparing February 2022 local-fixed route to pre-COVID ridership in February 2019, it is down 3.83%. The Pulse service for the month of February is 117,888 compared to January 111,120, which is an increase of 6.09%. The total for Express routes for February is 4,854 which is a 33.85% increase from January and a 15.46% from February 2021. CARE, CARE Plus, and CARE On-Demand total for February 2022 is 24,226 which is 8.14% increase from January 2022.

Safety Performance – Tony Carter

- There were 48 external events during the month of February, up from 23 in January.
- There were 29 non-preventable events during the month of February, up from 17 in January.
- There were 19 preventable events during the month of February, up from 5 in January.
- There were three rear-end accidents in February.
- There was a significant increase in the numbers for February so we did a breakdown to see what attributed to the increase. With non-preventable accidents, we noticed there was an increase in vehicles side swiping buses and leaving the scene and rear end accidents with those individuals leaving the scene. Currently, we are working with the Richmond Police Department to try and get information on those accidents and possibly find the individuals. With preventable accidents it was mostly fixed objects; for example, mirrors hitting poles. There is a lot of construction in the city and surrounding areas and this can cause problems. We are making calls out on the radio as well as the training department has individuals on the street reminding those operators to be aware of their surrounding and take their time.

- There were zero passenger events with Specialized Transportation in February.
- There were five traffic incidents with Specialized Transportation in February; four were preventable and one was non-preventable.
- There was one verbal assault on fixed route between a customer and Operator and there were three situations where there was offensive language. There were two physical assaults; however, neither involved the Operator it was between customers.

Maintenance Performance – Tony Byrd

The miles between road calls for the month of February was 6,783, compared to January 7,767. Our preventive maintenance for the month of February was 95% with a goal of 80%. Currently, 22% of the fixed route fleet is down for service repairs with a contingency and spare ratio of 30%. One Technician was hired and we are looking forward to his support and work. Currently, the Maintenance Department is short five mechanics, seven body shop technicians, one general utility, one foreman, and one facilities manager.

Clever Devices Software Maintenance Renewal – Rob Taggart

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 Locating 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 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 \$243,335.56. Mr. Braxton motioned to accept staff's request, Mr. Armstrong seconded, and the motion carried unanimously.

Financial and Administrative Report – John Zinzarella, CFO

January 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 \$3.88M or 10.52% because of below budget operating expenses year-to-date combined with timing of spending versus the budget assumptions for federal reimbursement \$3.85M.

Operating Expenses are favorable versus budget by \$3.59M or 9.84% because of:

- Lower than budgeted labor expenses of \$2.36M because of the below budgeted headcount levels in transportation and equipment and facility maintenance groups and higher than budgeted vacancy factor in the general and administrative groups.
- Favorable purchased services of \$535.3k because of timing of building maintenance versus budget calendarization.
- Favorable materials and supplies of \$27.54k because of timing of purchases versus budget calendarization.
- Favorable casualties and liability expense of \$418.55k is because of participation in the Virginia Liability Pool.
- Favorable purchased transportation services of \$333.59k is because of actual demand differing from budgetary assumptions.

Recent and Upcoming Procurements – Tonya Thompson

- The Paratransit Services Procurement posted on February 25, the Pre-Proposal meeting was held March 11, and the proposals are due prior to 3PM on April 25.
- The Procurement for Construction Services of the Temporary Transfer Center was issued March 2, the Pre-Bid meeting was held March 14, and the bids are due by 3PM on April 4.
- The Statement of Qualifications for Construction Management, Engineering and Inspection Services is scheduled to be issued today, March 15, Pre-Proposal meeting to be held March 22 at 11:00AM, and proposals due prior to 3PM on April 11.
- There are two new projects coming from the Facilities Department. 1) is for upgrades to our HVAC system. The current software used to control the system is obsolete and no longer supported. Facilities would like to upgrade the software and update the controls to keep the system in good working condition. Staff estimates the cost of these upgrades to be approximately \$62,000. The funding for this project is existing and our plan is to seek approval within the next month. 2) Facilities identified the need to replace the bus lift in the Maintenance Department. The estimated cost of replacement, to include the purchase of a new lift and installation, is \$198,000. The funding was approved in the FY22 budget and staff plans to bring the Board a recommendation to award this summer.
- Procurement will also be issuing two additional solicitations for On-Call Architectural and Engineering Services and On-Call General Planning Consulting Services for possible award this summer. The exact budget for these services is still under consideration. We are planning to bring the Board award recommendations this summer. While we have existing funding for some of the project's staff is still planning others and has not identified funding sources for them at this time.

Chief Executive Officer's Report – Julie Timm

- Mask Mandate – The mask mandate has been delayed until April 18, 2022.
- Gas Prices – Gas prices have not been affecting GRTC. Most of the buses are CNG, and for the rest that run on diesel, the cost of diesel was locked in 2021 and remains for another 6 months.
- Legislative Conference – Ms. Timm and Mr. Dillard are presently at the Legislative Conference in Washington, DC, and will bring back information from those meetings pertaining to issues for more funding and support.

- Carrie Rose Pace – Ms. Carrie Rose Pace is moving on to further her career and we are excited for her new journey and know that we can continue to count on her to advocate for GRTC. We have appreciated her dedication, enthusiasm, and energy here at GRTC over the past seven years. She was a huge success on all our major projects and changed the way GRTC communicates internally and externally. Best of luck!

Chairperson Report – Ben Campbell

- A. Amendments to GRTC Bylaws and Articles of Incorporation - To expand the GRTC Board of Directors to provide membership for appointees from Henrico County, the GRTC Articles of Incorporation and Bylaws must be amended, and Amendments to GRTC Articles of Incorporation and Bylaws must be ratified by GRTC Shareholders - the City of Richmond and Chesterfield County. Richmond City Council, Chesterfield Board of Supervisors, and Henrico Board of Supervisors voted to approve the changes on February 28th, February 23rd, and March 8th respectively.

The recommendation is that the Board of Directors approve all proposed amendments to the Articles of Incorporation and Bylaws as discussed to have an effective date of April 19, 2022; and

That the Board of Directors direct staff to file the amended and approved Bylaws and Articles of Incorporation with the State Corporation Commission with an effective date of April 19, 2022; and

That the Board of Directors call for a Special Meeting of the Shareholders on April 19, 2022, to elect individuals appointed by the County of Henrico and to elect any other individuals to the Board of Directors if nominated by the Shareholders prior to the meeting.

Mr. Armstrong motioned to grant the recommendation, Mr. Braxton seconded, and the motion carried unanimously.

Mr. Millikan wanted to take a moment and state what a historical time this is for GRTC. He reviewed a list of accomplishments for GRTC since he became a Board member in 1989. Below are the highlights:

- The Pulse started June 2018 and all routes were optimized to improve performance.
- A ridership contract was negotiated with VCU.
- Hired a dynamic CEO.
- Funding structure was revamped to augment local contributions with a dedicated and guaranteed funding source for the first time in the history of GRTC, and it is codified in the Code of Virginia.
- Negotiated Union Contracts.
- In 2020, removed fares with the onset of the COVID-19 pandemic. Staff persevered, implemented safety measures, and kept all routes running as GRTC's essential workers and other essential employees to get to and from their jobs throughout the pandemic.
- We all mourned as many of our front-line employees' workers experienced COVID-19 and we lost John Thrower to COVID-19 in 2020.
- Celebrated as RideFinders received a lot of awards.

- GRTC was named Employer of the Year by WTS Central Virginia Chapter in 2021.

There were so many accomplishments in the past four years and Mr. Millikan is very excited to see how much GRTC can accomplish in the next four years with a Board of 9 and looking forward to working with them in the future.

Mr. Campbell added that just before COVID-19 we added the Route 111 down Jefferson Davis to the Community College, formerly known as John Tyler.

Mr. Braxton said change is good and he believes this is the direction the Board has always wanted to see and he looks forward to seeing what happens with GRTC as we move as a complete region. This is best for GRTC and RVA.

Mr. Smith has been on the Board for 29 years and said that staff is excellent. In the past, we had 45-minute meetings and now they are longer and more detailed which gives the Board the exact information in making the best decisions for GRTC.

Other Business

There being no further business, the meeting adjourned at 10:16AM.

APPROVED:



Benjamin P. Campbell, Chair

April 19, 2022

Date