

**MINUTES**  
**MAY 24, 2022**  
**BOARD OF DIRECTORS**  
**GRTC TRANSIT COMPANY**

Members Present: Benjamin P. Campbell, Chair, City of Richmond  
Eldridge F. Coles, Secretary/Treasurer, City of Richmond  
Todd Eure, County of Henrico  
Jim Ingle, County of Chesterfield  
Tyrone Nelson, County of Henrico  
Lincoln Saunders, City of Richmond  
Daniel Schmitt, County of Henrico  
Daniel K. Smith, County of Chesterfield

Members Absent: Gary Armstrong, Vice Chair, County of Chesterfield

Others Present: Neil Gibson, 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  
Joe Dillard, Director of Equitable Innovation & Legislative Policy  
Dexter Hurt, Senior ITS Project Manager  
Ashley Mason, Manager of Organization Advancement  
Sam Sink, Director of Planning & Schedules  
Tonya Thompson, Director of Procurement  
Von Tisdale, Executive Director of RideFinders  
Janice Witt, Executive Assistant  
Maurice Carter, President – Local 1220, Amalgamated Transit Union  
F.S. Cates, GRTC Bus Operator  
R. Christian, GRTC Bus Operator  
Dironna Clarke, City of Richmond  
Charles Robideau, Chesterfield Resident  
Barb Smith, County of Chesterfield  
Xavier Stokes, GRTC Bus Operator  
Chris Suarez, Richmond Times Dispatch

I. Call to Order & Introductions

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 May 24, 2022, by the Chair, Mr. Campbell at 8:00AM. The meeting was held in person at GRTC Transit System, Operators Lounge, 301 East Belt Boulevard, 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/ROmhq1b0jRY>.

## II. Public Comments

The public notice, meeting agenda, and agenda attachments for this May 24, 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.

This meeting, no public comments were received in writing.

*Charles Robideau – Chesterfield Resident*

Thank you. I'm one of the 350,000 or so residents in Chesterfield who have no bus service. I've spoken frequently in the past, pre-Covid days and it is a pleasure to be here speaking with you and I'm looking forward to a lot of things to come. With the new Board, you have three members from each of the three jurisdictions that provides a parity among those jurisdictions; a parity that should include service, planning and finance. The disparity in service is notorious to mention with no service in Chesterfield except Route 1. On the finance end, I want to raise one issue which I spotted in your packet for today's meeting - the proposed baseline budget for fiscal year 2023, this is page 64 of that packet. The contributions projected for the jurisdictions are as follows: The City of Richmond - \$7,554,510, County of Henrico - \$4,108,005, and the County of Chesterfield - \$248,863 not even a quarter of a million and what I would like to know what the reason for that is – is Chesterfield dead beat and can't do any better than that or doesn't want to; I think this is an example of the disparities they convey of this companies operation and I won't go any further but wanted to bring this kind of thing to your attention. Thank you.

*Maurice Carter – President, Local 1220 Amalgamated Transit Union*

Good morning again. In the mornings we see GRTC Commercials about our family? Unfortunately, this is not true the company is shrinking at it's own doing. Since the January booking, over 39 Operators have left the company of only 3 retirements, 26 by resignation, some of the resignations were from Operators with 15 or 20 years of service. We have also lost at least 9 employees from the Maintenance Department, at least three Supervisors, and 2 Department Heads. Back in September of 2021, the issue was brought to light sounding the alarm about the mass exit. Unless we get competitive with other companies. I had a recruiter reach out to me from another company and ask what we are doing with Operators at GRTC and he said we have over 400 applicants in one day. The only thing I can tell you is that they don't feel safe and they get into altercations with a passenger and have to defend themselves they are terminated or told if you do not like how the company is run seek employment elsewhere. Thank you.

*Xavier Stokes – GRTC Operator*

I am an Operator for GRTC, I am also an Operator with a known disability and I'm also in the Union. Back to what Maurice said, I know the concern is why such a high turnover rate here and I can tell you, my side. If possibly to experience what we experience while in operation on these buses out there on the street to receive unfair disciplinary action it is like a slap in the face for all Operators across the board and in my situation to receive unfair discipline as a protected class is a true slap in the face. Here recently I received the biggest verbal beat down in my five years of operation; my gender was attacked, my disability was attacked, I was threatened with my life and there is something that makes our riders feel so empowered that he even threatened my health. I dare not

repeat some of the things that were said to me, because they were so bad, I had to talk to my psychiatrist and to receive two days in the street for going into an emotional roller coaster after receiving that type of treatment. I felt like I didn't have any support or any protection so with that being said it is not just happening to me it is happening to Operators across the board and they don't feel protected. we are literally with our backs against the wall. So, if we blow a whistle or anything we fear losing our jobs. That is all I have for you. Thank you.

The Chairman stated that to keep the quorum for action today he will be moving the action item for the budget right after the consent agenda.

### III. Consent Agenda – Ben Campbell

- A. Approval of April 19, 2022, Board Meeting Minutes
- B. Approval of May 2, 2022, Board Workshop Minutes
- C. Approval of FY23 State Aid Grant Application Submissions for RideFinders
- D. Purchase of Clever Technology Systems for 15 New Buses
- E. Purchase of Video Technology Systems for 15 New Buses

Mr. Nelson motioned to approve the Consent Agenda, Mr. Saunders seconded, and the motion carried unanimously.

### FY2023 Operational Budget and Capital Plan– John Zinzarella

Mr. Zinzarella provided an update on the status of the GRTC FY2023 Draft Operational Budget. Since the initial draft budget of \$63.7M was proposed at the January 2022 Board Meeting, the draft budget was amended to \$64.5M and the below are some of the adjustments to key budgetary assumptions after the May Budget Workshop Session:

#### *Revenues - May 2022 modified and additional key assumptions:*

- Zero Fare match support - \$1M matching contribution from City of Richmond is within FY2023 operating contribution.
- Operating contributions – City of Richmond, Henrico and Chesterfield Counties – assumption of 7.5% CPI-U indexing in compliance with Code of Virginia 33.2-3712.
- Operating contributions – Chesterfield – assumption of “grandfathering” Route 111 – upon expiration of DRPT grant, funded via CVTA operating funds and
- GRTC Operations Reserve funded to 25% of projected operating expense.

#### *Expenses – May 2022 modified and additional key assumptions:*

- Increasing authorized operator headcount from 275 full-time employees to 300 full-time employees.
- Increase in utility and fuel costs (CNG \$518.5k, Diesel & Gasoline \$205.2k, other utilities \$103.9k).

Since the initial draft capital budget of \$17.6M was proposed at the January 2022 Board Meeting the draft capital budget was amended to \$18.2M and below are some of the changes to key budgetary assumptions after the May Budget Workshop Session:

- Safety/Regulatory - \$1.23M

- State of Good Repair – \$14.04M
- Business Improvement - \$2.94M

Staff is requesting that the Board of Directors approve and adopt the GRTC FY2023 Operations Budget and Capital Plan as presented including modifications from the draft plan. Mr. Smith motioned to grant staff's request, Mr. Nelson seconded, and the motion carried unanimously.

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

Information Items were reported to the Board consistent with the Board Agenda as follows:

- Operating Performance – Tim Barham
  - On-time performance for April was 65.44%.
  - The target number for full-time operators to return to pre-pandemic service is approximately 300. Currently, there are 234 full-time operators and 27 part-time operators. Twenty Operators are in various stages of training and a class will start on June 6.
- Ridership Performance – Sam Sink
- Safety Performance – Tony Carter
- Maintenance Performance – Tony Byrd

#### V. Financial and Administrative Report – John Zinzarella, CFAO

Information Items were reported to the Board consistent with the Board Agenda as follows:

- March Financial Report – John Zinzarella
  - Revenues are unfavorable versus budget by \$4.94M or 10.43% because of below budget operating expenses year-to-date combined with timing of spending versus the budget assumptions for federal reimbursement \$4.91M.
  - Operating Expenses are favorable versus budget by \$5.87M or 12.21% because of:
    - Lower than budgeted labor expenses of \$4.65M 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 \$904.09k because of timing of building maintenance versus budget calendarization.
    - Unfavorable materials and supplies of \$616.18k because of increased cost of CNG, increased cost of certain parts and the timing of purchases versus budget calendarization.
    - Favorable casualties and liability expense of \$590.05k is because of participation in the Virginia Liability Pool.
    - Favorable purchased transportation services of \$420.63k is because of actual demand differing from budgetary assumptions.
- Recent and Upcoming Procurements – Tonya Thompson
  - The Board Chair approved one procurement for Colonial Oil Industries in the amount not to exceed \$95,000.

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

- Received notice on Friday that White Coat Lab Court Case vs GRTC results were upheld. Will bring a recommendation regarding our Advertising Policy in June or July.
- Would like the opinion of the Board on the restructure of the Board Meeting including the Consent Agenda and speeding up the reporting of the KPIs; would you like more information or less

- At this time virtual attendance by Board members are not allowed, because we do not have a Board Policy. Should the Board want to have virtual attendance Bonnie said she would have a draft for the June meeting.
- Staffing – We have seen an increase in resignations and about 66% of those are employees that had 0-4 years of service. We are currently working on initiatives.

VII. Chairperson Report – Ben Campbell

No Report.

VIII. Other Business

A. Resolution Honoring George Braxton GRTC Board

Mr. Campbell read the Resolution honoring George Braxton for his service on the GRTC Board and Mr. Smith motioned to accept this Resolution, Mr. Coles seconded, and the motion carried unanimously.

B. Resolution Honoring Ian Millikan GRTC Board

Mr. Campbell read the Resolution honoring Ian Millikan for his service on the GRTC Board and Mr. Smith motioned to accept this Resolution, Mr. Coles seconded, and the motion carried unanimously.

C. Resolution Honoring Todd Eure RideFinders Advisory Board

Ms. Tisdale read the Resolution honoring Todd Eure for his service on the RideFinders Advisory Board.

D. Consideration of GRTC Board Committee Structure

After discussion, the Board of Directors requested that Ms. Timm return in June with more details on the Committees and structure.

IX. Adjourn

There being no further business, the meeting adjourned at 9:36AM.

APPROVED:

  
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Benjamin P. Campbell, Chair

June 21, 2022

Date