

**MINUTES
JUNE 15, 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: Andrew Gore, 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
Anthony Carter, Director of Risk Management
Emily DelRoss, Director of Schedules and Planning
Carrie Rose Pace, Director of Communications
Rob Taggart, Director of Information Technology
Tonya Thompson, Director of Procurement
Von Tisdale, Executive Director RideFinders
David Goins, Shop Foreman
Kesha Reed, Senior Budget and Financial Analyst

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, May 18, 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.

FROM: Brian Montgomery

This letter was submitted to GRTC Chief of Transit Tim Barham and Henrico County Assistant Director of Transportation & Development Todd Eure, and the customer requested the letter be shared with the GRTC Board of Directors.

Good morning Mr Barham, Mr Eure,

When will the Fair collection on GRTC buses and specialized transportation Caravan start up again for customers to have to pay? I know it's stopped when the covid-19 pandemic started in March of 2019. Will it go back into effect as of July 1st 2021 when both the new physical year start for the city Richmond, GRTC and Henrico County. Customers are grateful the transportation was able to continue through covid-19. Knowing the cost burden that has occurred because of it.

Was the cost covered under some of the relief packages it came through from Congress? When fact collection the start will they cost for customers go up any to cover they cost running through the pandemic for the buses and specialized transportation Caravan?

Please send a thank you to both Henrico County Board of Supervisors Richmond city council and GRTC board of directors. Customers are grateful not to lose the ability to have their freedom and peace of mind knowing we could get out if we needed to and or wanting to deal with the stress of covid-19 pandemic and isolation.

Thank you both I hope you are doing well.

Approval of Minutes – Mr. Smith motioned to approve the May 18, 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 May.

- The CVTA Full Authority met on May 28 and GRTC did present the draft Regional Public Transportation Plan as an intro to the priorities that we are recommending for FY22 and that is expected to go to the next CTA meeting.
- The CVTA TAC meeting was June 14; the Regional Public Transportation Plan went to the TAC, MPO TAC, as well as the MPO policy Boards.
- The Transit Governance Report update: Phase 1, 2, 3 are complete and Phase 4 is in progress; the draft has been sent and submitted for public comments. The draft identified several policies and mechanisms that exist today that provide oversight and ensure accountability and identified the opportunities and threats of establishing a Transportation District. Further study considerations are:
 - Historical financial investments for GRTC shareholders.
 - GRTC Board Representation.
 - Types, amount, and cost for new regional transit service.
 - GRTC Shareholder structure.

RideFinders FY22 Grant Applications – Von Tisdale

RideFinders submitted applications for two State Aid Grants from the Virginia Department of Rail and Public Transportation for FY22. One grant is for the Vanpool Program in the amount of \$75,000 with a state allocation of \$60,000 and the local match of \$15,000. The second grant is mainly for RideFinders operations in the amount of \$25,000 with a state allocation of \$20,000 and the local match of \$5,000. The grants total \$100,000; \$80,000 would be the State contribution. The Local Match requirement of \$20,000 is fulfilled by the annual contributions from Henrico County, Chesterfield County, and the City of Richmond in equal amounts of \$7,500.

Staff is requesting that the Board of Directors signs off on a Resolution acknowledging authorization of RideFinders' two (2) CAP grant applications totaling \$100,000 of which \$80,000 is required from the state and \$20,000 is required in local match. Mr. Millikan motioned to grant staff's request, Mr. Armstrong seconded, and the motion carried unanimously.

Certificate of Appreciation to Ephesus Richmond Seventh-Day Adventist Church – Carrie Rose Pace

During the COVID-19 emergency, members of the community have donated various items to GRTC to support our ongoing operations. These gestures have been so appreciated by our staff and we continue to receive donations. In the Winter of this year, the Ephesus Richmond Seventh-Day Adventist Church delivered dozens of boxes of assorted pastries for GRTC staff, items leftover from their ministries that would otherwise go to waste.

Staff is requesting that the Board of Directors authorizes the Board Chair and the CEO to sign a Certificate of Appreciation, saying, "GRTC is deeply grateful for your donations during COVID-19 to support our operations during this incredibly difficult time. Your thoughtfulness is sincerely appreciated." The certificate will be printed and shared with the donor. Mr. Braxton motioned to grant staff's request, Mr. Coles seconded, and the motion carried unanimously.

FY22 Recruitment Advertising Plan – Carrie Rose Pace

GRTC continues marketing efforts to support ongoing recruitment needs. Since 2019, marketing budget has been allocated to run TV and digital advertisements in bursts to increase traffic to the GRTC Employment page online, where all applications are submitted. In FY22, up to \$400,000 will be dedicated to media buys for recruitment, using Federal relief funding for this effort.

GRTC's Marketing team seek Board approval for the following not-to-exceed plan for GRTC relief funds with these media partners in FY22 using the advertising tactics listed. Ms. Rose Pace gave a detailed presentation on the recruitment advertising plan.

NBC12 Budget - \$176,500
CBS6 - \$170,000
FOX35 - \$30,000
Work4 (Facebook jobs) - \$12,000
Cinemedia - \$10,000
Media Transit - \$1,500
TOTAL FY22: \$400,000

The list above is subject to adjustment throughout the year as company needs dictate and target behaviors are refined for maximum exposure and return-on-investment. Regardless of campaign adjustments to maximize efficacy, each media partner total spend will remain within the not-to-exceed PO amount approved.

Staff is requesting that the Board of Directors authorizes the CEO to execute Purchase Orders in the above noted not-to-exceed amounts for FY22 Marketing Recruitment Budget (*funding from Federal relief sources*) for the purpose of ongoing recruitment efforts. Mr. Armstrong motioned to grant staff's request, Mr. Millikan seconded, and the motion carried unanimously.

Safety Performance – Tony Carter

- There were 33 external events during the month of May compared to 35 in April.
- There were 19 non-preventable events during the month of May compared to 21 in April.
- There were 14 preventable events for the month May and April.
- There has been a decline of events where the bus was rear-ended.
- Continuing to work with Maintenance on sign for the back of the bus.
- There was one pedestrian incident for the month of May, and it is under investigation; however, reports indicate there were no serious injuries.
- There was an overall decrease in accidents and a decrease in traffic events from April to May.
- Performance Indicators were updated; miles between total National Transit Database (NTD) defined events and NTD defined event rate per 1M miles. Average miles between total NTD defined events is 11,540 for Peer agencies. In May, GRTC experienced 15,667 miles between events. Defined NTD events rates per million miles for comparable agencies was 3.5 and for GRTC was 3.2.
- Continuing to get good feedback from Operators when they review videos and receive coaching and training. Continuing with virtual training videos that can improve the Operators overall driving performance.

The Board requested that staff include Specialized Transportation in the Safety Performance report in the future.

Operating Performance – Tim Barham

- The on-time performance for fixed route for May is 65%. Unfortunately, there were detours and construction that have affected some routes. Continuing to move forward with initiatives for on-time performance, some administrative staff were trained to help in the radio room, they will be reviewing routes that are running early or late and working with the radio dispatchers to get information back to Operators to adjust.
- Absenteeism rate is 15.65% for May due to more scheduled vacations, vaccinations, and side effects from the second dose of vaccine.
- Lost trips for May were 1,624 which lowered trips operated to 97.92% of scheduled trips.
- On-time performance for specialized transportation was 93%.
- Specialized transportation had 14 complaints and 4 commendations.
- Currently, we have 265 full-time Operators and 18 part-time Operators. Three Operators graduated May 30.
- Currently, 263 employees have been fully vaccinated. An onsite event for vaccinations is scheduled for July 1 and the second dose July 22, times for both dates will be 8:30AM – 11:30AM and 2PM – 6PM; all GRTC and First Transit employees can participate and no appointment necessary. We are offering Pfizer and Johnson & Johnson.

Ridership Performance – Emily Ross

Total fixed route ridership for the month of May is 631,713 compared to April which was 640,941, down slightly by 1.44%. The decrease can be attributed to the Memorial Day holiday where a Sunday schedule was operated, and one less weekday in the month of May. Total ridership compared to May 2019 (pre-COVID) is down 18%; however, this is mostly caused due to ongoing lower ridership in Express and Pulse service. Local Bus ridership is approaching pre-COVID rates.

Maintenance Performance – David Goins

The miles between road calls for the month of May were 6,888 and the goal is 5,200. This is an improvement from April which was 5,347. During the last 12 months, we had an average of 7,177 miles between road calls. Currently, 13% of the fixed route fleet and 16% of the paratransit fleet are out of service for parts/repairs, which is slightly up from last month. Delivery of fleet parts from Cummins, Gillig and other manufacturers during the pandemic has started to pick up. Cummins is on site making warranty repairs and parts are being delivered slowly; however, this is not impacting service. GRTC continues to clean and disinfect the entire fleet daily.

Uniform Rental Services – David Goins

GRTC provides its maintenance personnel with uniforms that meet requirements necessary to remain comfortable and presentable. Currently uniform needs are met through a uniform rental services contract with UniFirst Corporation. That contract will end effective July 1, 2021, and staff needs to secure another service provider to continue to provide appropriate attire for maintenance personnel.

An Invitation for Bid (IFB) was issued in March, and it was determined that UniFirst Corporation was the lowest responsive and responsible bidder. In addition to uniforms, UniFirst will provide shop towels, floor mats, and emblems for uniforms which will be maintained, cleaned, and distributed weekly. The agreement consists of a two-year base term with one, two-year renewal option.

Staff estimates the annual cost of this agreement to be \$25,000. All unit prices will remain the same during the renewal period resulting in an estimated expenditure of \$100,000 for four years; however, staff requests the board to approve a total contract value not to exceed \$150,000 to account for fluctuation in needs and staff expansion. This is an operating expense currently budgeted within the draft FY22 baseline budget.

Staff is requesting that the Board of Directors authorizes the CEO to execute a contract with UniFirst for Uniform Rental Services for an initial term of two years. Furthermore, staff recommends giving the CEO the authority to exercise the 1, two-year renewal option if a review of pricing and the contractor's performance determine it is in GRTC's best interest, with a total cumulative contract value not to exceed \$150,000. The contract would be executed Mr. Armstrong motioned to grant staff's request, Mr. Coles seconded, and the motion carried unanimously.

ADA Ride Renewal: Eligibility Certification Services – Tim Barham

In June 2013, the Board of Directors awarded a contract to ADA Ride for ADA paratransit client certification services. The contract term was five years and may be renewed for a period of three years followed by a second option to renew for two additional years, for a total of ten years. At this time staff would like to exercise the second option to renew for an additional two years.

The scope of work involves eligibility assessments for people 79 years old and younger applying for and renewing certification for paratransit transportation services. GRTC will assess eligibility for people at least 80 years old. The contractor will provide a toll-free application phone number, customer service from 11:00 am to 7:30 pm local time, application package mailouts, professional eligibility determinations, data storage, application website, transit user profiles, data downloads, and will mail notification letters.

From August 1, 2018, to September 30, 2021, GRTC has paid \$189,108 for ADA paratransit client certification services. Based on previously negotiated renewal costs for year 9 and 10, the total cost to renew this contract for two additional years will be \$129,864, additionally, a 3% increase from the last renewal period. This contract is funded completely from the operating budget. Staff is pleased with ADA's performance and recommends GRTC continues to utilize ADA Ride services.

Staff is requesting that the Board of Directors authorizes the CEO to exercise Option 2 for a period of two years at a total cost of \$129,864. Mr. Armstrong motioned to grant staff's request, Mr. Braxton seconded, and the motion carried unanimously.

Route Match Maintenance Agreement – Rob Taggart

Route Match is GRTC's current paratransit Automatic Vehicle Locator (AVL) software provider. A tablet loaded with the AVL software mounted in each vehicle gives staff the ability to locate vehicles, efficiently dispatch, and provide an electronic manifest to operators to allow for instant communication and updating of trip information on a real-time basis. This reduces operating expenses by providing efficient routing of vehicles to save fuel, reducing vehicle wear and tear, and curtailing unnecessary mileage. It will also reduce radio traffic and provide staff with the ability to implement an Interactive Voice Response (IVR) solution to call riders when their vehicle is approaching for pick up.

Route Match annual technical services includes the cloud-based hosting of all software required for the system, system and software updates, technical support as well as support and updated to the onboard tablet computer systems within the vehicles. The 2020-2021 annual technical support cost was \$127,713. The 2021-2022 annual technical support will be \$131,057 representing a 2.6% increase over last year. The contract will be completely funded with both federal and local grant money.

That the Board of Directors authorize the CEO to issue a purchase order to Route Match Inc. for a total cost of \$131,057 for the annual technical support services of a mobile data computer system for the Specialized Transportation Fleet. Mr. Smith motioned to grant staff's request, Mr. Braxton seconded, and the motion carried unanimously.

April 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 \$1.67M or 3.7% because of timing of spending and submission of expenses for federal reimbursement versus budget assumptions \$5.1M. There are favorable operating contributions from the State and higher than anticipated advertising revenue.

Operating Expenses are favorable versus budget by \$3.63M or 8.27% because of:

- Favorable labor expenses of \$0.39M 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. Note there is an unfavorable \$0.7M timing difference in the month of April which will reverse in the month of May due to a budget calendarization issue.

- Favorable purchased transportation services of \$2.12M because of less demand for services due to COVID.
- Favorable purchased services of \$1.52M because of zero fares (fare collection and security) and timing of building maintenance versus budget calendarization.
- Offset by unfavorable \$1.37M in materials and supplies due to higher cleaning and sanitizing expenses due to COVID. These expenses are covered by the funds received from CARES.

Recent and Upcoming Procurements – Tonya Thompson

Twelve new procurements have been added to the list since the last board meeting. Below are highlights from seven of those projects:

- FY23 Regional Public Transportation Plan – Planning will be building off the FY21 plan to further identify regional priorities related to CVTA funds. A budget of \$200,000 has been established for this project and it is our intention to bring a recommendation for award to the Board in July.
- Micro Transit Study – Because localities have different mobility needs, GRTC would like to conduct a regional study considering types of mobility services that will complement our fixed route service. The budget for this is \$200,000.
- BRT Expansion Study – This is a feasibility study for BRT corridors. In consideration of extending the Pulse west on Broad Street beyond the current Willow Lawn terminus and a north/south line from Chamberlayne to a corridor south of the river. The study will include the determination of corridor termini, ridership, it will identify station locations and necessary pedestrian access improvements, it will also consider the placement of bus only dedicated lanes, analyze traffic flow and connectivity with the existing system. The budget for this project is \$1,030,000.
- The Dedicated Lane Study – This study will identify which road segments within the system would yield the greatest impact to on-time-performance if converted to fully dedicated bus only lanes. The scope of this project will also include the study of traffic flow and parking impacts, pedestrian safety and access, transit signal priority and the extension of dedicated lanes on the Pulse corridor to greater than 50%. The budget for this project is \$460,000.
- Transit Asset Management Plan - FTA requires the update of this Plan every four years. The plan will assess assets' State of Good Repair and help us prioritize capital projects and funding requests. The budget for this project is \$110,000.
- Facilities Master Plan – This Plan will identify needs, develop a strategic plan for the use of our current buildings, obtain conceptual designs for growth in our buildings and our adjacent property known as the “church property”. The budget for this project is \$880,000.
- Neighborhood Transfer Center Study - GRTC would like to analyze the current use of the bus stop at 23rd and Franklin streets as a major transfer point of five routes and identify other curb locations that could serve as a transfer point. The budget for this project is \$180,000.

FY22 GRTC Operations and Capital Budget – John Zinzarella / Kesha Reed

FY22 GRTC Operations Budget – John Zinzarella

Mr. Zinzarella presented to the Board at the May board meeting, GRTC's FY22 Draft Operational Budget and today gave a detailed presentation on the GRTC FY22 Proposed Revised Baseline Budget. The Revised Baseline Budget for FY2022 is \$63.2 and the Revised Baseline Budget for Revenues is \$63.2. The draft budget was amended based upon updates to key budgetary assumptions:

Revenues:

- Incorporated approved annual budgets from City of Richmond, Chesterfield County, and Henrico County;
- Incorporated awarded capital grants from DRPT and finalized local share allocations by jurisdiction based upon which projects DRPT is funding;
- Proposed use of CVTA dedicated transit within the FY2022 Regional Public Transit Plan;
- Updated Review of federal preventative maintenance needs for 5307 flex; and
- Pending application of federal COVID relief dollars to zero fare operations and new initiatives for operator recruitment and retention.

Expenses:

- Removal of non-Staff related fare expenses;
- Realignment of staff resources and corresponding compensation;
- Adjustment of employee benefits expense projections
- Addition of operator recruitment and retention programs
- Proposed cost of implementation of Exempt and Excluded compensation and classification study.

Staff is requesting that the Board approve and adopt the GRTC FY22 Operations Budget as presented including modifications from the draft plan. Mr. Armstrong motioned to grant staff's request, Mr. Smith seconded, and the motion carried unanimously.

Capital Budget – Kesha Reed

During the May Board meeting we presented to the Board our proposed capital spend plan for FY22 at \$27M. The intention is to utilize federal funds rolled over from previous years, State matching funds, local funds from our jurisdictions, and CVTA funds. No changes have been made to the plan since the May presentation.

The FY22 New Projects (\$27M) that will move forward are:

- Facility (\$649k) - includes BAS System, Bus Wash, Flush Mount, Shop Floors, Roof Repairs.
- Fleet (\$20.1M) - includes support vehicles, 30 bus replacements, 18 paratransit vans.
- Information Technology (\$1.4M) - includes Wi-Fi for fixed routes buses, annual maintenance agreements, hardware.
- Maintenance (\$339k) – includes various State of Good Repair items.
- Planning (\$4.6M) - includes BRT Station Platform, Shelters & Amenities throughout all jurisdictions, Dedicated Lane Study, Neighborhood Transit Center Study, GRTC Property Study, and next BRT Study.

We will continue to look for ways to lessen the financial burden on our local partners by applying for discretionary federal grant funds and financial support from our private partners. Staff is requesting that the Board approve and adopt the GRTC FY22 Capital Plan as presented. Mr. Coles motioned to grant staff's request, Mr. Smith seconded, and the motion carried unanimously.

CEO Report – Julie Timm

- COVID – The State of Emergency for COVID in Virginia is expected to be lifted on June 30. At that time, the Department of Labor and Industry will review the workplace rules associated with COVID. Most likely a lot of those rules will be rescinded. GRTC will continue cleaning and sanitizing; however, we will start removing some of the COVID barriers by August 5. We will continue to have zero fare for the entire year, but we will transfer over to dual door boarding. The mask requirement will stay in effect until September 13 based on federal rules, unless those change prior to that point. The supplemental employer paid sick leave, quarantine leave, and vaccination leave that we have had since March 2020 will begin to phase out. A vaccine clinic is scheduled for July 1 and July 22 for GRTC and First Transit employees.
- The June service changes were delayed until September in order to make sure the changes included all agreed to items in the recently approved Collective Bargaining Agreement. Unfortunately, when our new schedule was developed, our team missed the mark on one of the agreed upon items due to a misinterpretation of the new CBA language. As promised in the Agreement, every route would have one early straight run. However, the new schedule excessively interlined routes to accomplish this commitment which added undue complexity and burden to our Operators. To fix the issues, staff worked closely with the Union and we mutually agreed to postpone the service changes until September.
- CVTA Governance Report - Working closely with CVTA and the Consultant on the Governance Report and have provided comments and Adrienne provided comments as well. Will be collaborating with our regional partners and our local jurisdictions to review what kind of service they expect, desire, or need from GRTC.

Chairperson Report – Ben Campbell

No report.

Other Business

There being no further business, the meeting adjourned at 9:58 am.

APPROVED:



Benjamin P. Campbell, Chair

July 20, 2021

Date