

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

Members Present: Benjamin P. Campbell, 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
Carrie Rose Pace, Director of Communications
Sam Sink, Director of Planning & Schedules
Rob Taggart, Director of Information Systems
Tonya Thompson, Director of Procurement

This 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, February 15, 2022, by the Chair, Mr. Campbell.

This meeting is being conducted through electronic communication means pursuant to and in compliance with Virginia Code § 2.2-3708.2(A)(3) and the City of Richmond's local emergency in effect as declared by the Mayor with the City Council's consent while: the catastrophic nature of the emergency makes it impracticable or unsafe to assemble a quorum in a single location; and the purpose of the meeting is to provide for the continuity of operations of the public body or the discharge of its lawful purposes, duties, and responsibilities.

Public Comments – Carrie Rose Pace

The public notice, meeting agenda, and agenda attachments for this February 15, 2022, standing meeting of the Boards of GRTC, RideFinders, and Old Dominion Transit Management Company were posted on February 11, 2022, at rideGRTC.com. Per the meeting notice, all written comments received via email by Carrie Rose Pace prior to 5:00 p.m. 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.

Pursuant to Virginia Code § 2.2-3708.2(A)(3) of the Virginia Freedom of Information Act, Mr. Smith motioned that the Board moved that the Board resolve to meet by electronic communication means via RingCentral without a quorum of the Board of Directors of GRTC physically assembled at one location because 1) the City of Richmond has declared a local state of emergency pursuant to Section 44-146-21 due to the COVID-19 pandemic 2) the catastrophic nature of the declared emergency makes it impracticable or unsafe to assemble a quorum in a single location; and 3) the purpose of the meeting is to provide for the continuity of operations of GRTC and the discharge of its lawful purposes, duties, and responsibilities. Mr. Braxton seconded, and the motion carried unanimously.

Approval of Minutes – Mr. Smith motioned to approve the January 18, 2022, Board meeting minutes, Mr. Braxton seconded, and the motion carried unanimously.

Development and Engagement Report – Adrienne Torres

RideFinders Receives 40th Anniversary Certificates of Recognition – Von Tisdale

RideFinders is honored to have been awarded two (2) 40th Anniversary Certificates of Recognition. One from the former Governor of Virginia, the Honorable Ralph Northam, and the second from the Honorable Mayor Levar M. Stoney of the City of Richmond. These Certificates cite, in addition to listing the transportation demand management solutions we provide, RideFinders' role in providing dedicated service to the citizens, business community, employers, and employees of the Central Virginia region for 40 years. Mayor Stoney specifically noted RideFinders' assistance in developing the City's Employee Trip Reduction Program, and continuous outreach during the pandemic. Subsequently, Mayor Stoney proclaimed November 19th as "RideFinders Day" and Governor Northam recognized it as "RideFinders 40th Anniversary Day" in the Commonwealth of Virginia. Both leaders called that observance to the attention of all the citizens of the Commonwealth.

Downtown Transfer Center Update – McGregor Sheppard

GRTC continues to work with the City of Richmond for the relocation of the Temporary Transfer Plaza to the parking lot at 8th and Clay. GRTC continues to push to stay in the existing location until construction of a new Temporary Transfer Plaza is completed.

Work has started at the Public Safety Building; however, access to Bays F - J are still available. Signage has been installed in the kiosks to announce what is coming soon. The proposed interim bus bay layout for the Interim Temporary Transfer Plaza was approved January 4, 2022. Staff will continue to inform the public as more information becomes available and the At-Stop Notice can be found on the website and at the Transfer Plaza. Additional public messaging will include Wayfinding Maps, New Public Timetables, and Newspaper Ad Runs.

The timeline for this project is as follows: advertising the project for bids will be as early as this month; construction is expected in the Spring (construction progress is weather dependent); and the City and GRTC continue to work on a timeline to relocate the new Transfer Plaza by fall 2022.

Ms. Torres and Ms. Timm introduced GRTC's new Planning and Scheduling Director, Sam Sink. She comes from Hampton Roads Transit and has a wealth of knowledge and expertise of Planning and Schedules.

May Service Changes – Sam Sink

In December 2021, to address daily missed trips due to the operator shortage, GRTC implemented service reductions to improve service reliability, which included having no service after 1AM and frequency decreases on Routes 76, 77, 78, 4A, 4B, 5 and Pulse. These changes resulted in a decrease in position count need from 215 in September to 202 in December (plus extra board).

The next service change is May 1. GRTC's operator recruitment efforts have been positive, and GRTC proposes the following service be reinstated: return peak frequencies on the Pulse to 10 minutes weekday, peak, and midday from 15, and return peak frequencies on Route 5 to 15 minutes weekday peak and midday from 30. Scheduling staff are currently working to make sure that the new schedule includes early straight runs and lunches honoring our commitments to staff.

Operations and Maintenance Report – Sheryl Adams, COO

Operating Performance – Tim Barham

- On-time performance increased in January to 66.62% from 64.16% in December.
- Lost trips for January are down significantly and our scheduled trips operated for January increased to 96.01%. There were still challenges in January with the Omicron variant affecting the workforce, which caused the absenteeism rate to increase.
- Currently, there are 246 full-time operators and 22 part-time operators. The last of our October Operator class graduated this past week. We also have two classes ongoing with eight in the December class and eight in the January class, and both should graduate in time for the next booking. There were 32 interviews scheduled for the upcoming class and ten individuals will start February 28 and 11 will start on March 14.
- The UBER and On-Demand Pilot Program had five trips operated in January.

Ridership Performance – Sam Sink

The local fixed route ridership for January is 452,838 and the total fixed route ridership for the month of January is 567,584, which is a 16.01% decrease since December 2021 and is not unexpected due to weather and the number of weekdays in the month. Comparing January 2022 ridership to January 2021, there was a 3.55% increase. When comparing January 2022 to pre-COVID ridership in January 2019, it is down 19.68%. CARE, CARE Plus, and CARE On-Demand total for January 2022 is 22,403.

Safety Performance – Tony Carter

- There were 23 external events during the month of January, down from 32 in December.

- There were 17 non-preventable events during the month of January, down from 22 in December.
- There were five preventable events for the month of January compared to six in December.
- There was one minor rear-end accident in January compared to zero in December.
- There were zero passenger events with Specialized Transportation in January.
- There were five traffic incidents with Specialized Transportation in January; four were preventable and one was non-preventable.
- GRTC had one verbal and two physical assaults for January. The verbal assault was offensive language and the two physical assaults were between passengers. Specialized had one verbal assault between the Operator and a passenger.
- The Virginia Transit Liability Pool (VTLP) provided a great in-person training at the GRTC facility for the Road Supervisors. This helped with the Risk Management Department and the Transportation Department when dealing with accident investigations.
- VTLP also provided a training on the importance of the Agency Safety Plan. GRTC's Safety Consultant, Ream Lazaro, provided a training with all the transit agencies in the VTLP across the state. Monica Carter assisted with the Training and provided information on the importance of safety promotion and a positive safety culture.

Maintenance Performance – Tony Byrd

Our KPI's for the month of January were 7,767 miles between road calls, which exceeded our new goal of 6,500 miles. In October 2021, miles between road calls were 8,261, November was 7,202, and December was 11,392. Our preventive maintenance for the month of January was 97% with a goal of 80%. Currently, 22% of the fixed route fleet is down for service repairs with a spare ratio of 30%. Two additional Technicians were hired and we are looking forward to their support and work.

Financial and Administrative Report – John Zinzarella, CFO

December 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 \$3.43M or 10.86% because of favorable operating expenses year-to-date combined with timing of spending versus the budget assumptions for federal reimbursement \$3.46M.

Operating Expenses are favorable versus budget by \$3.34M or 10.61% because of:

- Lower than budgeted labor expenses of \$2.2M because of the below budgeted headcount versus budget in transportation and equipment and facility maintenance groups and higher than budgeted vacancy factor in the general and administrative groups.
- Favorable purchased services of \$467.6k because of timing of building maintenance versus budget calendarization.
- Favorable materials and supplies of \$173.7k because of timing of purchases versus budget calendarization.
- Favorable casualties and liability expense of \$326.9k is because of participation in the Virginia Liability Pool.

- Favorable purchased transportation services of \$243.9k is because of actual demand differing from budgetary assumptions.

Recent and Upcoming Procurements – Tonya Thompson

With the addition of Business Management Resource Associates (BMRA), significant progress is being made in moving procurements along. BMRA has been assigned approximately 15 procurements and has reviewed GRTC's Procurement Manual and provided feedback. We are working with BMRA to develop Standard Operating Procedures in an interactive contract management document to assist the organization with contract administration. They have reviewed the current solicitations for Specialized Transportation and the Temporary Transfer Center and made several improvements to contain cost and to gain GRTC better quality service contracts.

Procurement is working with Planning to develop a Scope of Work for Construction Management and Construction Engineering Inspection Services. In addition to these high priority projects, BMRA is working on several smaller procurements for items such as support vehicles, servers, and associated equipment, updated controls for the HVAC system, and a new wrecker.

Ms. Thompson continues to work with Human Resources to recruit the open Procurement Specialist positions. Our plan is to expand the search by posting the positions in national trade magazines such as Passenger Transport and Transit Talent.

One new procurement has been added to the report for Maintenance. Maintenance would like to upgrade the Bus Wash System to add brushes and a dryer to improve the look of the fleet servicing our riders. The estimated cost to upgrade the system is \$162,000. This expense was approved in the FY22 capital budget and we plan to bring a recommendation to the board for award in the Spring of 2022.

Chief Executive Officer's Report – Julie Timm

- Board Meetings – The March Board meeting will be in-person at the PlanRVA facility. Please keep watch because we have planned to meet in-person previously and it did not happen due to COVID variants.

Chairperson Report – Ben Campbell

There is an issue before the Senate and Delegates to cut the current sales tax. That tax is supposed to help citizens who are most in need but it will also cut between \$140M - \$180M out of the transit trust fund of the State. It will eliminate a regular source of revenue, not just a general fund source of revenue, but a designated piece of a sales tax that goes to that transportation trust fund. This ultimately hits GRTC and this calculates to approximately \$4.77M loss over the next four or five years and it would not be a good action. Mr. Smith motioned that the Board would support the Chair in communicating with the Senate directly asking them to address this issue, Mr. Braxton seconded, and the motion carried unanimously.

Mr. Braxton commended staff on the great Black History Month article and wanted to make sure to recognize the history of GRTC and how far it has come. The African Americans that have made contributions and those African Americans that contributed to build GRTC to what it is today, especially Eldridge Coles. Mr. Coles has seen so much of the transition within the organization and we are very proud of him and all that have come forth.

Other Business

There being no further business, the meeting adjourned at 9:02AM.

APPROVED:



Benjamin P. Campbell, Chair

March 15, 2022

Date