

**MINUTES
FEBRUARY 20, 2024
GRTC BOARD OF DIRECTORS
BOARD MEETING**

Members Present: Tyrone E. Nelson, Chair, County of Henrico
Andreas Addison, Vice Chair, City of Richmond
Barbara K. Smith, Secretary/Treasurer, County of Chesterfield
Dave Anderson, County of Chesterfield
Todd Eure, County of Henrico
Jim Ingle, County of Chesterfield
Ellen Robertson, City of Richmond
Lincoln Saunders, City of Richmond

Virtual: Daniel Schmitt, County of Henrico

Others Present: Bonnie Ashley, General Counsel
Sheryl Adams, Chief Executive Officer
Adrienne Torres, Chief of Staff
John Zinzarella, Chief Financial and Administrative Officer
Frank Adarkwa, Director of Planning & Schedules
Tim Barham, Chief of Transit Operations
Tony Byrd, Director of Maintenance
Anthony Carter, Director of Safety
Joe Dillard, Director of Equitable Innovation & Legislative Policy
Dexter Hurt, Director of Information Systems
Marc René, Director of Finance
Cherika Ruffin, Interim Executive Director of RideFinders
Tonya Thompson, Procurement
Monica Carter, Safety and Service Compliance Manager
Patricia Robinson, Planning Manager
Janice Witt, Executive Assistant
Maurice Carter, ATU President
Richard Hankins, RVA Rapid Transit
Sakario Kingdom, NEXT
Ken Lantz, PlanRVA
Sam Sink, Kimley Horn
David Ware, NEXT

Chairman Nelson has announced that Mr. Schmitt has requested that he participate in this meeting by virtual attendance due to a personal matter involving a family member (son) in Demorest, Georgia. The Chairman requested that the Board members consider Mr. Schmitt participating by electronic means. Mr. Ingle motioned to accept Mr. Schmitt participating by electronic means and Ms. Robertson seconded, the motion carried unanimously.

I. Call to Order & Introductions

This meeting of the Board of Directors and the GRTC Transit System, Old Dominion Transit Management Company (ODTMC), and RideFinders was called to order on February 20, 2024, by Chairman Nelson, at 8AM. The meeting was held at GRTC, 3rd Floor Conference Room, 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://youtube.com/live/NSqTtEkaHUM?feature=share>.

II. Public Comments

The public notice, meeting agenda, and agenda attachments for this January 16, 2024 Board meeting of the Boards of GRTC, RideFinders, and Old Dominion Transit Management Company were posted at rideGRTC.com.

There were two written public comments.

Sarah

My name is Sarah. I take the 7 usually, pretty much every day now. I used to take the Pulse when I lived here back in 2018. In 2018 I worked at the medical center and now I'm back as a student so both times I've used the bus routes. Back when there was a fee, definitely it was even limiting for me, though I was working. Now zero fees have been extremely beneficial both to myself as a student and to others in the community. I've noticed an increase in people being able to get to their workplaces and to school.

Jie Xu

My name is Jie Xu. I'm working at VCU Medical Center. I use the bus everyday, back and forth, which is really convenient for me. I use the Express 29, from downtown to Gaskins, to the GRTC lot there. It saves me a lot of time and gas. I try to help the environment. It's very convenient. Actually I can take a nap while going home - if I was driving I couldn't do that. I hope more people can use transit, you know.

Maurice Carter, ATU Local 1220, President (In-Person)

Good Morning Chairman and Board of Directors. I represent the bargaining unit workers of GRTC and National Express. We talked last month about National Express and I have an employee here to share her concerns.

Operator (In-Person)

Good Morning everyone. I've been employed with National Express now for, next month would have made a year. Due to some circumstances, I'm not there now which led me to the Board meeting. I enjoyed my employment with National Express, I did my job to the best of my ability with no incidents or anything up until last week. I had a conversation with April, I forgot her last name but I talked to her about something and then pertaining to what she said I went to Stephanie because I felt what she said or how she did it was just inappropriate. I went and I spoke with Stephanie about it and then when I came in yesterday, I was presented with a termination letter. I felt kind of bad about it because I really dedicated a whole bunch of time and energy to the Company and a year is not a long time but it's a substantial amount of time to not have any incidents and follow protocol customer service, decent out there in the road with the people so I basically wanted to say that it was sort of heart-wrenching and I enjoyed my time there and I did what I was supposed to do and that's how it ended with us yesterday.

Maurice Carter, ATU Local 1220, President (In-Person)

She just wanted to share a moment she had a situation with their safety manager, brought it to the assistant general manager and it escalated to her being terminated.

III. Board Meeting Minutes – January 16, 2024

Mr. Saunders motioned to approve the January 16, 2024 Board Meeting minutes, Mr. Eure seconded, and the motion carried unanimously.

IV. Consent Agenda

- A. HASTUS Renewal
- B. Articulated Buses
- C. Western Pulse Extension
- D. North/South Pulse Extension
- E. 401a/457 Plan Policy Changes Update

Mr. Anderson motioned to approve the Consent Agenda, Mr. Eure seconded, and the motion carried unanimously.

V. Operational Updates

- A. Operational Performance – Mr. Barham updated the Board on the Operational Performance on the following departments:

- Transportation – The current staffing is 322 full-time operators and 27 part-time operators with 9 operators in training for the month of January.
- Safety – Continuing to monitor the fixed object issues that we have been following for the last few months. We are continuing to work with the Operators in the service area with Trainers and Transportation Supervisors to make sure we are addressing those issues. Safety meetings are scheduled for the end of this month and March.
- Maintenance – Continuing to meet KPIs and doing an excellent job maintaining preventive maintenance. Fully staffed with Technicians and need one General Utility.
- Customer Service – Continuing to address the two areas of emphasis, bypassing customers, and rude operators. Continuing to go out and work with Operators and making sure we are doing ride along and helping them with techniques in terms of how to interact with customers. There were 4 commendations and one of those was a thank you and appreciation for the new service, 1A.

- B. Ridership Performance – Mr. Adarkwa gave a review of the ridership performance. Below are a few highlights:

- *Pulse* - Ridership has increased 8% from December 2023 – January 2024 and year-over-year (January 2023 to January 2024) it has increased 3%.
- *1A Chamberlayne/Hull/Midlothian* – Ridership has increased 10% from December 2023 – January 2024 and year-over-year (January 2023 – January 2024) it has decreased 33%. The 1A added an extension to Walmart Way and the ridership before the extension was 14,911 (January 1 – January 13) and after (January 13 – January 27) extension it was 19,926.
- *19 West Broad Street* – Ridership has increased 11% from December 2023 – January 2024 and year-over-year (January 2023 – January 2024) it has increased 20%. An extension was added to Route 19.
- *Link Microtransit* – The Link service replaced Route 93. The ridership has been increasing each month. In December 2023 there were an average of 24 daily riders and that increased in January 2024 to 70 daily riders.

VI. Financial Updates

- Subcommittee Report – Mr. Ingle stated that the Committee reviewed the December 2023 Financials and reviewed the FY 2025 Budget.

VII. Chief Executive Officer Report – Sheryl Adams

- In response to the Union President's comment last month regarding NEXT, we met NEXT's Area General Manager who oversees this site as well as some additional sites. NEXT is committed to work with the Union, they are going to establish some regular meetings with the Union to address concerns as well as other initiatives. In addition to that, GRTC has applied for grant funding to do an analysis of the

paratransit service and part of that analysis is to look at the operational performance and to also look at the possibility of brining the service back in house. After receiving the funds, we will hire a consultant to review the overall service.

VIII. Board Chair's Report

- Chairman Nelson stated that discussions have started pertaining to the CEO contract, performance review and process. The Board needs to establish a current contract. Ms. Adams was moved to the position of CEO but the Board never established a contract. This came to the Board's attention because it was time for the CEO's performance review. Mr. Saunders, Ms. Smith, and I have volunteered to work on this along with the help of Ms. Ashley, GRTC's General Counsel. Once we have a draft contract, we will pass it around for the rest of the Board to review. Mr. Dillard has a review form that he will give us once we have a contract.

IX. Executive Session

Mr. Saunders moved that GRTC's Board of Directors hold a closed meeting pursuant to Section 2.2-3711(A)(1) of the Code of Virginia for the discussion and consideration of the performance and salary of the Chief Executive Officer of GRTC. The motion was seconded by Mr. Ingle, and the motion carried unanimously.

Mr. Saunders moved 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. Mr. Nelson requested a Roll Call Vote which was unanimous.

X. Adjourn

There being no further business, the meeting adjourned at 9:08AM.

APPROVED:



Tyrone E. Nelson, Chair
GRTC Board of Directors

March 19, 2024

Date