

**MINUTES**  
**JUNE 18, 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  
Daniel Schmitt, County of Henrico

Others Present: Bonnie Ashley, General Counsel  
Sheryl Adams, Chief Executive Officer  
Adrienne Torres, Chief of Staff  
Kevin Hernandez, Chief Operating Officer  
Frank Adarkwa, Director of Planning & Schedules  
Tim Barham, Director of Transportation  
Anthony Carter, Director of Safety  
Joe Dillard, Director of Equitable Innovation & Legislative Policy  
Dexter Hurt, Director of Information Systems  
Mike Hurt, Interim Director of Marketing and Communications  
Marc René, Director of Finance  
Cherika Ruffin, Interim Executive Director of RideFinders  
Tonya Thompson, Director of Procurement  
Monica Carter, Safety and Service Compliance Manager  
Karen Hastings, Finance  
Savannah Monet, Operator  
Patricia Robinson, Planning Manager  
Janice Witt, Executive Assistant  
Maurice Carter, President ATU Local 1220  
Jahmyia Davis, Partnership for the Future  
Ken Lantz, PlanRVA  
Stephanie Power, RVA Rapid Transit  
Faith Walker, RVA Rapid Transit  
David Ware, Specialized Transportation

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 June 18, 2024, by Chairman Nelson, at 8AM. The meeting was held at GRTC, 3<sup>rd</sup> 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://www.youtube.com/watch?v=dhcKb7tS3vg>.

II. Public Comments

The public notice, meeting agenda, and agenda attachments for this June 18, 2024 meeting of the Boards of GRTC, RideFinders, and Old Dominion Transit Management Company were posted at rideGRTC.com.

***Janetta, RVA Rapid Transit***

It would be nice to get a bus early on the weekend in the area that I live, which is in Church Hill off 25<sup>th</sup> Street. It's nothing that comes a certain time over that way and a lot of people, like myself, have to work on the weekends. That's the hassle-trying to get back and forth to work on time, and you're late.

***Kelly, RVA Rapid Transit***

I don't have any kind of income coming in-after my husband passed, I didn't get his disability check. So that helps me out getting to my doctor's appointments. When I heard zero fare was going to extend longer, I was so happy! I rely on the bus.

***Maurce Carter, President ATU Local 1220***

I'm here today to talk about disrespect of employees. You know we work by the Collective Bargaining Agreement that's an agreement between the Union and the Company for the employees. I represent National Express and GRTC. At National Express, they are disrespecting employees and I have filed a couple of unfair labor practice charges against them and before the ink good dry they violated them again. Why do we keep having employees disrespected?

III. Board Meeting Minutes – May 21, 2024

Mr. Schmitt motioned to approve the May 21, 2024 Board Meeting minutes, Mr. Saunders seconded, and the motion carried unanimously.

IV. Consent Agenda

- A. Onboard Camera Equipment
- B. Change Order to Add Technology on the New Buses
- C. Title VI

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

V. Operational Updates

- A. Operational Performance – Mr. Hernandez updated the Board on the Operational Performance on the following departments:
  - *Transportation* – Staffing has remained consistent month over month and at the end of May we were 95% staffed. We are still actively recruiting and training new operators to continue to meet our service goals for the remainder of the year.
  - *Maintenance* – Preventive Maintenance for May was 98% with a goal of 80%.
  - *Risk Management* – Preventable accidents across the entire GRTC system have continued to trend downward month over month; however, we have seen a recent rise in preventable passenger related incidents that are preventable on fixed route that our transportation and risk management teams are working to address.
  - *Customer Service* – Feedback has remained consistent month over month with complaints about passing passengers which will be our area of priority to address. There were 15 commendations across the entire system.
  - *Specialized Transportation* – We have seen late schedules as a complaint for specialized and we will be working with WeDriveU and Via which are our contractors and vendors to help mitigate.

- *Microtransit* – We will be launching our new microtransit division at the end of the month along with our new zone in Sandston. We will also be graduating 19 new non-CDL operators into this new division.

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

- *Pulse* – Ridership for May 2024 was 157,072 which was a decrease of 4.40% from April 2024 and a 9.46% increase from May 2023.
- *Express Routes* – Ridership for May 2024 was 8,574 which was an increase of 3.00% from April 2024 and a 1.63% increase from May 2023.
- *Local Fixed Route* – Ridership for May 2024 was 816,130 which was an increase from April 2024 and a 21.74% increase from May 2023.
- *Link Microtransit* – There are five existing zones for the Link and they are Azalea (started November 13, 2023), Cloverdale (started March 11, 2024), Ashland (started March 18, 2024), Powhatan (started March 25, 2024), and Sandston (started July 1, 2024). The ridership for May 2024 for Azalea – 2,703; Cloverdale – 283; Powhatan – 18; and Ashland – 1,948.

VI. Chief Executive Officer Report

- Ms. Adams recognized the June Employees of the Month – Doug Bauserman (Mechanic – 37 years of service), Savannah Monet (Operator – 17 years of service) and Karen Hastings (Finance – 22 years of service).

VII. Board Chair's Report

No report.

VIII. Executive Session

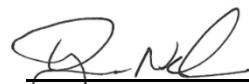
Mr. Anderson moved that GRTC's Board of Directors hold a closed meeting pursuant to Section 2.2-3711(A)(1) of the Code of Virginia for the discussion and consideration of the performance of and specific performance goals for the Chief Executive Officer of GRTC. The motion was seconded by Mr. Saunders,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

Mr. Anderson 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.

IX. Adjourn

There being no further business, the meeting adjourned at 9:06AM.

APPROVED:



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Tyrone E. Nelson, Chair  
GRTC Board of Directors

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July 16, 2024

Date