

MINUTES
JULY 16, 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 (Virtually)
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
John Zinzarella, Chief Financial and Administrative Officer
Frank Adarkwa, Director of Planning & Schedules
Tim Barham, Director of Transportation
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, Director of Procurement
Henry Bendon, Marketing Communications Specialists
Monica Carter, Safety and Service Compliance Manager
Justin Samoy, Graphic Designer
Janice Witt, Executive Assistant
Maurice Carter, President ATU Local 1220
Jahmyia Davis, Partnership for the Future
Ken Lantz, PlanRVA
Stephanie Power, RVA Rapid Transit
David Ware, Specialized Transportation

Chairman Nelson has announced that Mr. Saunders has requested that he participate in this meeting by virtual attendance from Georgia, where he is traveling with family. The Chairman requested that the Board members consider Mr. Saunders participating by electronic means. Mr. Schmitt motioned to accept Mr. Saunders participating by electronic means and Mr. Ingle 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 July 16, 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://www.youtube.com/watch?v=TpMRwJXggig>.

II. Public Comments

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

Dometrious Gordine

There's a major issue concerning the new Sandston/Elko Zone. The major issue is that the businesses and hotels that are located on the western side of S. Laburnum Ave has been cutoff from the zone, including Kroger's. All of those businesses should be in the zone if the riders want to use the service most effectively. This also benefit the drivers as she revealed to me that she can't go outside the zone to take a break or grab something to eat. The microtransit zone may be new but this hiccup needs to be taken care of before it gets worse.

Tangilico

"My name is Tangie, well [Tangilico]. I work at 13th & Main and I live at the 3500th block of Briel Street. I get off at 5:00, it is now..6:00pm, it should not take me an hour to get home. The Pulse is a good idea, but the stops in between, you guys have made it so hard. And the buses that go in between these stops take so long and for us to get to the Pulse, we have to walk. I am 61 years old, I cannot walk all these blocks just to get to the Pulse to get home at a reasonable time. I want yall to figure out a way for us to catch the in between buses a little sooner."

Tavvaris

"My name is Tavvaris. Man, you got to ride the bus. It is the best, man. It gets you from point A to point B, it's free and the ones that don't like driving their cars and scared to go across them red lights? Get on the bus. It's the best thing smokin for ya right now, it's the best thing happening for people. It gets me to work, gets me home to my family and it's the best thing to do right now, get on the bus it's ready for you."

III. Board Meeting Minutes – June 18, 2024

Ms. Robertson motioned to approve the June 18, 2024 Board Meeting minutes, Mr. Eure seconded, and the motion carried unanimously.

IV. Consent Agenda

- A. Transit Strategic Plan
- B. Maintenance Hose and Reels
- C. Annual Liability Insurance Premium
- D. City of Richmond Smart Scale Application
- E. Short Term Disability Insurance

Mr. Eure motioned to approve the Consent Agenda, Mr. Ingle 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* – Operators began new schedules the week of June 30 to coincide with the Route 1 extension along with other schedule changes and so far, the schedules are going well. We are 90% of our staffing goal on fixed route and we will be looking into a few recruiting strategies to get to that goal in the fall.
- *Maintenance* – Preventive Maintenance for June was 95% with a goal of 80%. All 19 of our new 2024 Gillig buses were placed in service as of July 1 to help with the reliability of our service. We are 100% staffed with mechanics at this time.

- *Risk Management* – There has been a decrease in accidents and incidents. We continue to work with our Operator’s in our Safety meetings to address some of these incidents/accidents with fixed objects and other hazards as well.
 - *Customer Service* – There has been a slight decrease in complaints with our fixed route service and a 50% decrease in complaints with our specialized service. We are addressing these issues in our Safety meetings. There were 10 commendations across the entire system.
 - *Microtransit* – Our 19 new operators started the week of June 30 and they are performing well. We had a total of 1,900 inquiries through our Call Center regarding microtransit which speaks volumes of the success of the program.
- B. Ridership Performance – Mr. Adarkwa gave a review of the ridership performance. Below are a few highlights:
- *Pulse* – Ridership for June 2024 was 152,185 which was a decrease of 3.44% from May 2024 and a 3.58% increase from June 2023.
 - *Express Routes* – Ridership for June 2024 was 7,488 which was a decrease of 12.49% from May 2024 and a 3.54% decrease from June 2023.
 - *Local Fixed Route* – Ridership for June 2024 was 774,789 which was a decrease from May 2024 and a 15.42% increase from June 2023.
 - *Link Microtransit* – There are five existing zones for the Link which are: Azalea, Cloverdale, Ashland, Powhatan, and Sandston. The total ridership for June 2024 was 5,159 which was a 4.18% increase from May 2024.

VI. Financial Updates

- A. Subcommittee Report – Mr. Ingle stated that the May 2024 financials were reviewed at the committee meeting on July 11 and the previous meeting minutes were approved.

VII. Chief Executive Officer Report

- Following the September Board meeting, staff would like to have a Board Retreat for strategic planning.
- The October Board of Directors will be held on October 22, 2024 at 8AM. This is a week later than usual due to the Annual Shareholder’s meeting on October 16 at 10AM.
- The Development Subcommittee meeting will be held August 8 at 1:30PM.
- The June Employees of the Month are Ashley Easton, Mike Frazier, and Josie Bonskowski.
- Adrienne Torres, Chief of Staff, recognized for her 10 years of service. Thanked her for her hard work and dedication.

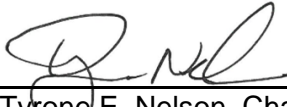
VIII. Board Chair’s Report

No report.

IX. Adjourn

There being no further business, the meeting adjourned at 8:34AM.

APPROVED:



 Tyrone E. Nelson, Chair
 GRTC Board of Directors

August 29, 2024

 Date