

A regular meeting of the Board of Directors of the GRTC, Old Dominion Transit Management Company (ODTMC), and RideFinders will be held concurrently at 8:00 a.m. September 17, 2024, at GRTC, 301 East Belt Boulevard, 3rd Floor Conference Room, 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/live/5l-UdKWmKk8>.

Board Retreat Agenda

Routine Board Meeting Items 8:15 AM – 8:20AM

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Board Retreat 8:20 AM – 11:30 AM

- I. FY2024 Year in Review
 - Celebrations and Accomplishments
- II. FY2025
 - Service Plans
 - Major Projects
- III. FY2025 – FY 2035
 - Service Priorities
 - Major Projects
 - Funding Discussion
- IV. Adjourn

**MINUTES
AUGUST 29, 2024
GRTC BOARD OF DIRECTORS
SPECIAL 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
Jim Ingle, County of Chesterfield
Ellen Robertson, City of Richmond
Lincoln Saunders, City of Richmond
Daniel Schmitt, County of Henrico

Members Absent: Todd Eure, 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
Joe Dillard, Director of Equitable Innovation & Legislative Policy
Dexter Hurt, Director of Information Systems
Mike Hurt, Director of Marketing & Communications
Marc Rene', Director of Finance
Cherika Ruffin, Interim Executive Director of RideFinders
Tonya Thompson, Director of Procurement
Henry Bendon, Marketing Communications Specialists
Mark Carter, Safety and Training Manager
Monica Carter, Safety and Service Compliance Manager
Ashley Mason, Manager of Employee Engagement
Ken Lantz, PlanRVA
Faith Walker, RVA Rapid Transit

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 August 29, 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: www.youtube.com/watch?v=hpOoS8iwmg4.

II. Public Comments

The public notice, meeting agenda, and agenda attachments for this August 29, 2024 meeting of the Boards of GRTC, RideFinders, and Old Dominion Transit Management Company were posted at rideGRTC.com.

April Diamond

I ride the 1A or the 3A. I'm homeless, so I'm living in a shelter that's in that area. And my son, who's now 26, started riding the bus when he was about 16, I believe, to his first job at Kings Dominion. He was a little frustrated about it, but then he got patient about it. And the bus helps me so I can go to

find resources so I can have somewhere to live. And it's not a bad experience, but I think they should just wait on bringing the fare back because housing is so high, we barely have money for the live, and then we have to catch the bus to work, doctor's appointments and everything.

Willy

I catch bus route 3A, B or C and I'm thankful the buses are still free. I'm worried about how much they're going to be once they are not free, so. I have a problem with the fact that normally in the afternoons around 3 or 4 o'clock there are two buses back to back going to the same direction. But then there may be an hour wait before another. Why can't they spread those buses out? You have two buses. Both of them have maybe ten on each bus. I think that's a waste, because they could spread the buses out.

Jahad

My route that I take is back and forth from the South to the East a lot of times. And my story is, true story now, about the bus light and the bus route. The bus route has gotten more lighting over at the new Transfer Station. Me personally, I love it because there's a whole lot of lighting now and the old transfer plaza was a darker area and there's a whole lot of people sleeping out on benches there and stuff. And I just like it over here. It's a more comfortable area to be in, it's a real nice area to be in to catch the bus.

Thomas Alleman

I ride mostly the 2 bus routes and the 3 routes, and sometimes all the routes. What I would really like to see is all the bus stops having shelters and benches. And some of them need to be brought out of the woods and remade for people who are in wheelchairs. A lot of this is designed for able people and not disabled people and older people. That's part of the problem. Having the Transfer Station is nice, but it's also still out in the elements. It doesn't have a bathroom, which is very important. I know this is temporary, but we need a good permanent station. Even Petersburg has a better one."

Faith Walker

I'm here on behalf of RVA Rapid Transit to express our strong support for the ongoing collaboration between GRTC and the City of Richmond and the implementation of the permanent downtown transfer station. This initiative is crucial for enhancing the accessibility and efficiency for overall experience of public transportation in our City. The establishment of a permanent downtown transfer hub will offer numerous benefits to our bus riders and community at large. One of the areas is this efficiency is crucial for improving the overall reliability of the transit system but also as we just heard before protection from the elements as continue to experience rising temperatures having a covered climate control space is essential for the comfort and safety of transit users also want to add to recently we took thermal images and photos before shelters were installed some of the surface temperatures at the downtown transfer station was registering at 130 degrees when they were installed it did cool the area down but as you can imagine it's still hot because there's a large surface area. We highly encourage that this space be covered and then also a centralized transportation hub. A permanent station will serve as a centralized hub making it easier for riders to connect between different transit routes. RVA Rapid Transit believes that this project represents a significant step forward in our collective efforts to build a connected and resilient equitable transit system. I know this is going to take regional support but I do believe that we have the right people in the room. Thank you.

III. Board Meeting Minutes – July 16, 2024

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

IV. Consent Agenda

- A. Microtransit and Paratransit Onboard Communication Technology Upgrade
- B. Articulated Onboard Communication Technology
- C. Microsoft Software Licensing Renewal
- D. GRTC & RideFinders Corporate Bank Resolutions
- E. Training Simulator

Mr. Saunders motioned to approve the Consent Agenda, Ms. Roberson seconded, and the motion carried unanimously.

V. Operational Updates

A. Operational Performance – Ms. Carter updated the Board on the Operational Performance on the following departments:

- *Transportation* – We remain above 90% of our staffing goal on fixed route.
- *Microtransit* – Continues to run smoothly with full staffing and adding some additional shift coverage to help with wait times.
- *Maintenance* – Continue to meet Preventive Maintenance goals for small buses and fixed route and it was also mentioned that facilities are hard at work maintaining project and had the HVAC replacement, the water heater replacement and there's a big repainting project that will be taking place in the facility.
- *Risk Management* – There was some expected spike of incidents and accidents due to the year-over-year trend with summer months. The Training Department has been working hard at retraining and working with the new operators to prevent future accidents.
- *Customer Service* – Overall there was a decrease in the number of complaints systemwide with nine commendations.

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

- *Pulse* – Ridership for July 2024 was 160,266 which was an increase of 5.31% from June 2024 and a 13.17% increase from July 2023.
- *Express Routes* – Ridership for July 2024 was 8,871 which was an increase of 18.46% from June 2024 and a 18.88% increase from July 2023.
- *Local Fixed Route* – Ridership for July 2024 was 777,727 which was an increase of .38% from June 2024 and a 17.89% increase from July 2023.
- *Link Microtransit* – The total ridership for July 2024 was 6,470 which was a 25.41% increase from June 2024.

VI. Development Updates

A. Subcommittee Report

Link Microtransit – Next step will be rider surveys and refining zones and service based on data we get from VIA. We will be adding more zones and identifying new zones in localities for future expansion.

FY25 Priorities – There are six FY25 Priorities and four of them are accomplished with the June Booking and next up are Broad Rock, Cherry Gardens, LINK zone implementation, and Montrose White Oak Village Link zone implementation.

Capital Projects

- North/South BRT will be busy in September with public engagement (September 9-30), information will be posted on webpage for people to get familiarized with proposals for North/South BRT. There will be pop-up meetings September 9 and 11 along the existing local bus route to get input, an open house at Main Street Station September 16 from 5pm – 7pm, and a virtual public meeting September 19 at 1pm.

- Western Pulse Extension – Public meeting on September 23.
- Transit Stop Improvements – This was one of the public comments - GRTC received \$10M for implementing transit bus stops. Will be developing an implementation plan, condition assessment, there are 50 shelters arriving from now to the end of the year.

B. Major Projects Procurement Updates

- Essential Transit Infrastructure (ETI) Implementation Support Services – 50 shelters will be installed by the end of calendar year: City of Richmond – 38, Henrico County – 8, and Chesterfield County – 4.
- National Environmental Policy ACT (NEPA) for Western Extension Park-N-Ride/Transfer Station
- Henrico County Bench and Shelter Order – will put an order for Henrico County for 30 shelters and 50 benches.

C. Action Item

MOU for Downtown Transfer Hub – GRTC has been awarded grant funding of \$3M from state/federal/local funds to progress this project forward to environmental analysis, design, and engagement. The City of Richmond has been awarded CVTA regional funds of \$6.5M to support the Transfer Hub project. An MOU between GRTC and the City of Richmond is needed to transfer the prioritized site to the Economic Development Authority (EDA) for further coordination, financial attainment, and development of a permanent downtown transfer hub. Staff recommends that the Board of Directors authorize the CEO to sign the Memorandum of Understanding (MOU) between the City of Richmond and GRTC to enable the construction of a permanent downtown bus transfer hub and mixed-use development. Ms. Robertson motioned to grant staff's request, Ms. Smith seconded, and the motion carried unanimously.

VII. Financial Updates

A. Subcommittee Report – The Finance Subcommittee met on August 8 approved the minutes from the previous meeting and reviewed the June 2024 financials.

B. Action Item

GRTC Revenue Bond Program – Based upon the request of the GRTC Finance Committee to explore the possibility of GRTC's ability to issue tax exempt revenue bonds to finance large infrastructure projects, GRTC Management consulted with bond counsel and CVTA counsel and has determined that 1) it is believed that with the appropriate board approvals and following the validation process as outlined by bond counsel, GRTC does have the authority to issue tax exempt revenue bonds based upon a review of the applicable Commonwealth of Virginia and the Federal Internal Revenue Code statues and 2) GRTC will need to retain the services of a financial advisor to assist in further developing the revenue bond credit and preparation of all required documents for a revenue bond sale. GRTC management has the ability to utilize PRM through CVTA's contract with PRM. Based upon the contract the cost for the services for PRM through issuance and closing of a revenue bond sale will not exceed \$75,000.

The GRTC Board of Directors authorizes GRTC Management to continue to pursue the processes outlined by bond counsel to obtain the requisite approvals and initiate a bond validation proceeding for the creation of a GRTC Revenue Bond program. In addition, the GRTC Board of Directors authorizes GRTC Management to engage PFM to act as financial advisor on behalf of GRTC to assist in the establishment of the GRTC Revenue Bond Credit or a fee not to exceed \$75,000. Mr. Ingle motioned to accept the Revenue Bond Program, Mr. Addison seconded, and the motion carried unanimously.

VIII. Chief Executive Officer Report

No report.

IX. Board Chair's Report
The Board Retreat will be held immediately following the regular scheduled Board meeting on September 17, 2024.

X. Adjourn
There being no further business, the meeting adjourned at 8:46AM.

APPROVED:

Tyrone E. Nelson, Chair
GRTC Board of Directors

Date



Meeting Date: September 17, 2024
Consent Agenda: Title VI Analysis of October 2024 Service Changes

BACKGROUND:

GRTC plans to make service changes on October 20, 2024. Per FTA regulation, GRTC is required to conduct an equity analysis with any fare or major service change following the methodology outlined in GRTC’s Title VI Program. As GRTC receives federal funding, it must adhere to Title VI of the Civil Rights Act of 1964 which prevents discrimination based on race, color, or national origin. This analysis ensures changes are fair for all customers based on set thresholds. This document summarizes the major service changes being made in October 2024 and identifies that these changes did not result in a disparate impact to minority populations or disproportionate burden to low-income populations and are deemed equitable.

HIGHLIGHTS:

- Changes:
 - Route 1 is being extended to Virginia Center Commons (VCC) via Brook Road.
 - Routes 7A and 7B would increase frequency to 30-minute service, creating a 15-minute trunk service where they overlap.

- Impact: No disparate impact or disproportionate burden to GRTC riders.

RECOMMENDATION:

That the Board of Directors acknowledge and concur with the results of the Title VI analysis, which identify that the October 2024 service changes will not result in a disparate impact to minority populations or disproportionate burden to low-income populations.

Barbara Smith, Secretary
GRTC Board of Directors

Date



Major Change
and
Service Equity Analysis

October 2024 Schedule Changes



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b. Change in service span (route level) – N/A	Error! Bookmark not defined.
c. Redirecting a route (route level) – N/A	Error! Bookmark not defined.
d. Change in total miles serviced by the route (route level) – Major Change	Error! Bookmark not defined.
e. Shortlining or longlining (route level) – N/A	Error! Bookmark not defined.
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Overview

This report summarizes the results of the Major Change and Service Equity analysis conducted on the October 2024 proposed service changes. The proposed service changes for October 2024 includes a change to the number of trips on Routes 1A, 7A, and 7B. There is a proposed extension that would change the total miles serviced on Route 1. These changes are identified as major and minor service changes, and the analysis results determined that the new schedule will not have a disparate impact on minority populations or impose a disproportionate burden on low-income populations.

Service and Fare Equity (SAFE)

GRTC has a fare and service equity analysis policy and process to evaluate proposed service and fare changes. The Service and Fare Equity (SAFE) process shall be performed in any and all of the following conditions:

- Any fare change (increase or reduction) is considered on one or more routes or services (local, express, specialized or other)
- A major service change (increase or reduction) is considered on one or more routes or services

All major service changes shall undergo a service equity analysis to ensure that these changes do not have disparate impacts on minority populations, or impose a disproportionate on low-income populations, consistent with the intent and requirements of FTA Circular 4702.1B and Title VI of the Civil Rights Act of 1964.

Identifying Fare Change

There are no proposed fare changes with this schedule.

Identifying Major Service Change

The table below lists the metrics and thresholds that identify whether a service change is identified as major. There are six metrics (a-f) that determine if a change to an individual route is a major change, and two metrics (g-h) that determine if a change is a system level major change. The table describes the metric, the threshold, provides an example, and lists the identified major changes respective to each metric. All metrics that were triggered as major changes have the route listed in red in the table. The full analysis for each metric follows the table.

Major Change Analysis - Route Level Metrics

Route Level Metric	Level of Change Required to be Classified as a Major Change	Example	October 2024 Proposed Changes
a. Change in number of trips	25% change in number of scheduled one-way trips on the Weekday, Saturday or Sunday schedule.	Decreasing number of trips from 80 daily one-way trips to 50 one-way trips.	<ul style="list-style-type: none"> Route 1A – Below 25% Change Route 7A – Above 25% Change Route 7B – Above 25% Change
b. Change in service span	25% change in the number of hours between the beginning and end of the Weekday, Saturday or Sunday schedule, in either direction.	Changing Weekday span on a route from 20 hours to 15 hours or less.	<ul style="list-style-type: none"> N/A
c. Re-directing a route	Rerouting at least 25% of a route’s path onto a different street or road, measured in single-direction route miles.	Moving two miles of an eight-mile route to another street or road (even if the new routing is very near the current routing).	<ul style="list-style-type: none"> N/A
d. Change in total miles serviced by the route	25% change in total miles on a route’s path	Extending or shortening a line.	<ul style="list-style-type: none"> Route 1 – Above 25% Change
e. Shortlining or Longlining	25% change in number of scheduled one-way trips ending at a route’s terminal points.	On a route originally going from points A to B to C, terminating certain trips at B. On a route originally going from A to B, extending certain trips to travel all the way to point C.	<ul style="list-style-type: none"> N/A
f. Eliminating Route(s)	Eliminating one or more routes.	Discontinuing an existing route (even if replacing this route with nearby service).	<ul style="list-style-type: none"> N/A

Figure 1

Major Change Analysis - System Level Metrics

System Level Metric	Level of Change Required to be Classified as a Major Change	Example	October 2024 Major Changes
g. Adding new route(s)	Adding one or more new routes.	Creating a new route to reaching a previously unserved area.	• N/A
h. Change total daily revenue hours	25% change in revenue hours over the system on the Weekday, Saturday, or Sunday schedule.	Reduction of 30% of weekday revenue hours due to a budget shortfall.	• N/A

Figure 2

a. Change in number of trips (route level) – Major Change

Route 1A is below the threshold of 25 percent, and Routes 7A and 7B are above the threshold of 25 percent.

Change in Number of Trips								
Jurisdiction	Route	Current	New	% Change	Current	New	% Change	Change Category
Richmond	1A	70	76	9%	68	74	9%	Minor
Henrico	7A	36	73	103%				Major
Henrico	7B	35	75	114%				Major

Figure 3

d. Change in total miles serviced by the route (route level) – Major Change

Route 1 is above the threshold of 25 percent. The map of the proposed extension is shown below (Figure 5).

Change in Total Miles Serviced by the Route										
Jurisdiction	Route	North/West				South/East				Change Category
		Change	Current	New	% Change	Change	Current	New	% Change	
Richmond	1	3.88	8.29	12.17	47%	3.88	8.82	12.7	44%	Major

Figure 4

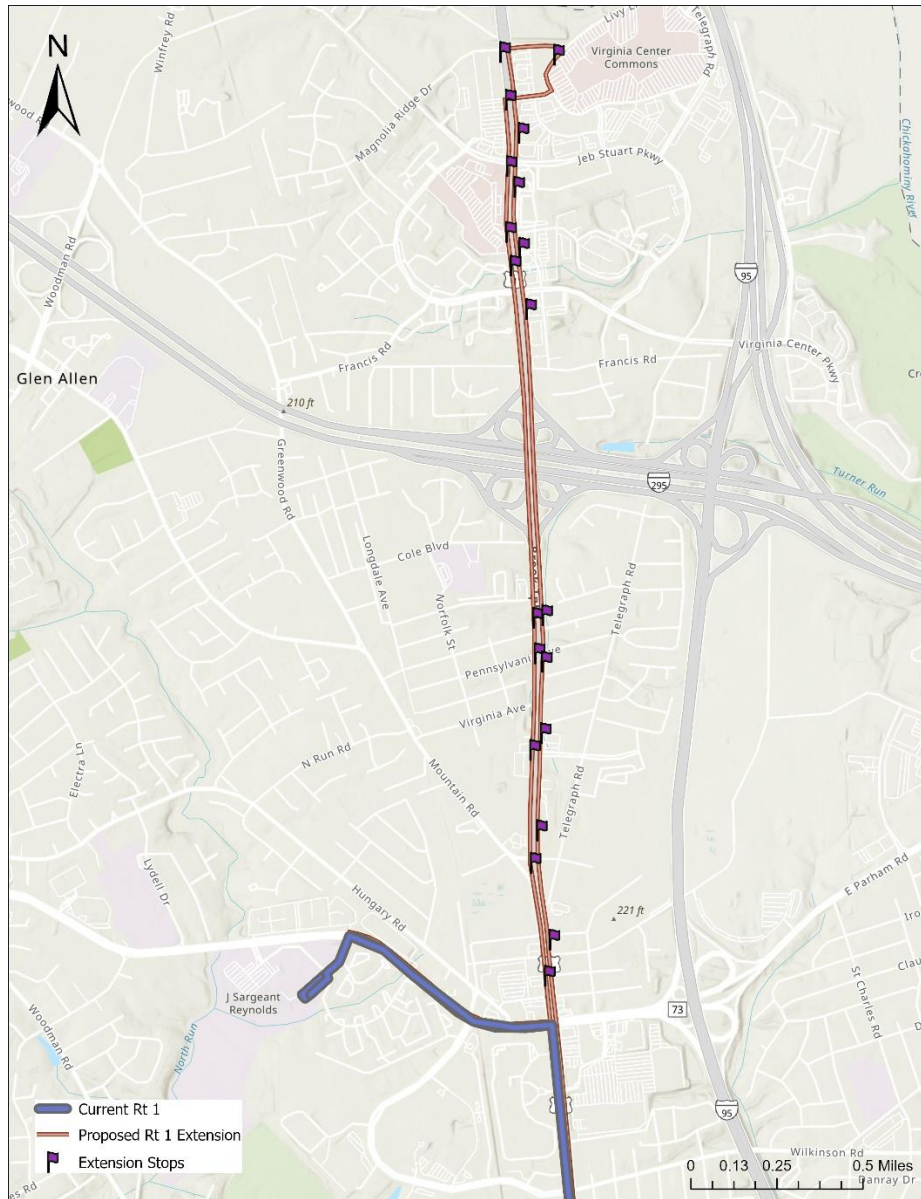


Figure 5

Disparate Impact Analysis

“Disparate impact refers to a facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where the recipient’s policy or practice lacks a substantial legitimate justification and where there exist one or more alternatives that would serve the same legitimate objectives but with less disproportionate effect on the basis of race, color, or national origin.” (FTA) Title VI of the Civil Rights Act prevents discrimination based on race, color and national origin in federally funded programs or activities. GRTC will ensure that all service changes will be equitable in terms of Title VI. In order to ensure equity in access to transit service across the service area, major service changes shall not adversely affect minority populations more than non-minority populations, by more than the threshold defined below. Furthermore, service changes that result in increases in service shall not benefit non-minority populations more than minority populations, by more than that same threshold defined below. If the difference in measured effects on minority and non-minority populations is greater than the set threshold, the proposed change would be considered to have a **disparate impact** on minority populations.

The threshold shall be a **20-percentage point** difference between:

1. The percentage of impacts borne by minority populations in the proposed service changes.
2. The percentage of minority populations in GRTC’s service area.

Given that minorities are approximately 55.7% of the population within one-quarter of a mile of the GRTC service area. This means that:

- If service increases, minorities must receive at least 35.7% of the benefit.
- If service decreases, minorities cannot bear more than 75.7% of the burden.

Methodology

GRTC uses the methodology of people trips to analyze the burden of service change borne by minority populations. The 4/5th rule is used identifying 20% as the threshold against the system minority average based on ACS census block group data. GRTC’s service area includes Henrico County, City of Richmond, and Chesterfield County. 2018 ACS 5-year estimates were used as the data source for population. Total population by block group is identified using line for local routes and stop for express routes. Total minority population is identified, and non-minority. These population numbers are multiplied by the number of annual trips traveling through each block group and aggregated. This process is done for both the status quo service scenario and the service change scenario. The resultant changes in minority and non-minority people trips between scenarios is contrasted. The minority burden of the change is identified. This number is subtracted from the route minority average. If the difference between two numbers is less than 20% then the proposed scenario service change does not have a disparate impact on the minority population. Transit Boardings Estimation and Simulation Tool (TBEST) was used in the Service Equity Analysis.

Results

The disparate impact for the system is below 20%.

Route	Minority Population	Minority Burden/Benefit of Change	Disparate Impact	Disparate Impact Threshold
System	55.7	61.8	6.1	20

Figure 7

Disproportionate Burden Analysis

“Disproportionate burden refers to a neutral policy or practice that disproportionately affects low-income populations more than non-low-income populations. A finding of disproportionate burden requires the recipient to evaluate alternatives and mitigate burdens where practicable.” (FTA)

Per the requirements of FTA Circular 4702.1B and understanding the linked nature of civil rights and environmental justice issues, GRTC will also ensure that all service changes will be equitable with respect to low-income populations. In order to ensure equity in access to transit service across the service area, major service changes shall not adversely affect low-income populations more than non-low-income populations, by more than the threshold defined below.

Furthermore, service changes that result in increases in service shall not benefit non-low-income populations more than low-income populations, by more than that same threshold defined below. If the difference in measured effects on minority and non-minority populations is greater than the set threshold, the proposed change would be considered to have a **disproportionate burden** on low-income

populations. GRTC shall also describe alternatives available to low-income passengers affected by the service changes.

The threshold shall be a **20-percentage point** difference between:

1. The percentage of impacts borne by low-income populations in the proposed service change.
2. The percentage of low-income populations in GRTC’s service area.

Given that low-income populations are approximately 31% of the population within one-quarter of a mile of the GRTC service area. This means that:

- If service increases, low-income populations must receive at least 11% of the benefit.
- If service decreases, low-income populations cannot bear more than 51% of the burden.

Methodology

GRTC uses the methodology of people trips to analyze the burden of service change borne by low-income populations. The 4/5th rule is used identifying 20% as the threshold against the system low-income average based on ACS census block group data. GRTC’s service area includes Henrico County, City of Richmond, and Chesterfield County. 2018 ACS 5-year estimates were used as the data source for population. Total population by block group is identified using line for local routes and stop for express routes. Total low-income population is identified, and non-low income. These population numbers are multiplied by the number of annual trips traveling through each block group and aggregated. This process is done for both the status quo service scenario and the service change scenario. The resultant changes in low-income and non-low-income people trips between scenarios is contrasted. The low-income burden of the change is identified. This number is subtracted from the system low-income average. If the difference between two numbers is less than 20% then the proposed scenario service change does not have a disproportionate burden on the low-income population. Transit Boardings Estimation and Simulation Tool (TBEST) was used in the Service Equity Analysis.

Results

The disproportionate burden for the system is below 20%.

Route	Low-income Population	Low-income Burden/Benefit of Change	Disproportionate Burden	Disproportionate Burden Threshold
System	31	37.7	6.8	20

Figure 8

Public Comment

A public meeting is scheduled on October 7th, 2024, from 5:00 PM – 6:00 PM at Main Public Library, located at 101 E Franklin Street, Richmond, VA. The proposed changes and Title VI impacts will be presented, and the public feedback will be added to this analysis and brought to the GRTC Board of Directors.

Conclusion

The proposed changes to Routes 1, 7A, & 7B for October 2024 were identified as major changes, triggering two of the six route level major change thresholds. The change identification did require GRTC to perform a fare and service equity analysis to determine if the changes would cause a disparate impact for minority populations or disproportionate burden for low-income populations. The results of the analysis determined that the proposed alternative is not a burden to minority or low-income populations.

Board Approval Signatures

The GRTC Board of Directors has reviewed the Major Change and Service and Fare Equity Analysis and agrees with its findings, acknowledging that there is not a disparate impact borne by minority populations, nor a disproportionate burden on low-income populations due to the service changes planned with the October 2024 schedule. Based on the positive results of the analysis, the GRTC board of directors approves the schedule changes proposed for October 2024.

Tyrone Nelson
President/ Chair (Henrico County)

Date

Andreas Addison
Vice-President/ Vice-Chair (City of Richmond)

Date



Meeting Date: September 17, 2024
Consent Agenda: RideFinders Executive Director

BACKGROUND:

After 25 years of service, the Executive Director of RideFinders retired in November 2023. The RideFinders bylaws grant the Board of Directors the authority to hire employees of RideFinders. On November 21, 2023 the Board granted the CEO authorization to find a new Executive Director. The CEO selected Cherika Ruffin as Interim Executive Director. Since becoming Interim Director, Cherika has performed well. Some of her accomplishments have been:

1. Strengthening relationships with the Tri-Cities region and the Crater Planning District Commission.
2. Launched a new Carpool program to encourage starting new carpools or joining an existing carpool.
3. Finalized the RideFinders Commuter Assistance Program Strategic Plan (CAPSP) that is required by the VDRPT. The CAPSP plan will help guide the organization's programming for the next five years.
4. Heavily involved in promoting transit and assisting in our Microtransit outreach efforts.

HIGHLIGHTS:

- Cherika has served as Interim for ten months and has excelled in taking RideFinders to the next level.
- The CEO would like to make Cherika the permanent Executive Director, effective September 22, 2024.

RECOMMENDATION:

That the Board of Directors grant the CEO authority to appoint Cherika Ruffin the permanent Executive Director for RideFinders as required by the RideFinders by-laws.

Barbara Smith, Secretary
GRTC Board of Directors

Date



Meeting Date: September 17, 2024
Information Item: Task Order Purchases

BACKGROUND:

From time-to-time GRTC’s Board of Directors awards contracts for an indefinite quantity, within stated limits, for supplies or services during a fixed period. When staff identifies a need for supplies or services under an Indefinite Delivery, Indefinite Quantity (IDIQ) contract, a task order is issued to the Contractor to fulfill the specific requirement at that time. GRTC staff will make recommendations to the Board of Directors to award IDIQ contracts as needed and will report when a task order is issued on a previously approved contract as the need arises. Additionally, at times the Board of Directors approves contract awards that contain options to renew and allows the Chief Executive Officer to renew the contract once a market analysis and evaluation of the Contractor’s performance has been conducted.

HIGHLIGHTS:

Following is a list of task orders and contract renewals issued since the August 20, 2024 GRTC Board of Directors meeting.

Date	Purchase Order #	Vendor	Purpose	Amount	Requested by
9/9/2024	116873	RK&K	Task Order #4 Construction Management, Engineering and Inspection Services for the Environmental Remediation & Demo of 325 E. Belt Blvd.	\$323,540	Steve McNally
09/12/2024	114357	Colonial Webb Contractors	Mechanical, Engineering and Plumbing Services Year (2) Contract Renewal	\$313,240	David Wells



Meeting Date: September 17, 2024
Consent Agenda: Recent & Upcoming Procurements

BACKGROUND:

The Board Chair is authorized to sign contracts on behalf of the full GRTC Board for contracts valued over \$50,000 and under \$100,000. Any contract signed by the Board Chair shall be reported at the next full Board Meeting.

The Procurement Department maintains a rolling list of upcoming procurement items anticipated for the coming year. At least three months prior to initiation of the procurement process, staff will update the Board prior to releasing requests for proposals, quotes, invitations for bids, or other methods of procurement.

The Recent and Upcoming Procurement report ensures full transparency in contracting.

The following is a list of procurements approved by GRTC’s board chair falling below the \$100,000 threshold requiring majority approval by GRTC’s Board of Directors but above the CEO’s authority of \$50,000.

Date	Purchase Order #	Vendor	Purpose	Amount	Requested by	Approved by
8/23/2024	116758	Business Management Research	FY2025 Procurement Support Services	\$65,000	Tonya Thompson	Board Chair

Procurement, will review and answer questions on the list of upcoming procurements as follows:

CURRENT STATUS:

Upcoming Procurements

TITLE	DEPT	BUDGET	ANTICIPATED AWARD DATE	INCLUDED IN BUDGET (YES/NO)	GRANT STATUS (EXISTING/ PENDING/ PLANNED)
General Printing Services	Marketing	TBD	Summer 2024	TBD	Planned
Demo of the Church Lot	Planning	\$2,000,000	2024	Y-FY 2024	Planned

Occupational Health Services	Human Resources	\$225,000	2024	Y	Planned
Hastus Training for Schedulers	Planning	\$91,000	2024	TBD	Pending
Support Truck	Maintenance	\$70,000	Summer 2024	Y	Planned
Bus Parts	Maintenance	\$2.5M	Q2-2024	Y	Planned
Paratransit Parts	Maintenance	\$300,000	FY-2024	Y	Planned
Motorized Entrance Gates	Risk Management	TBD	TBD	Y	Planned
MicroTransit HASTUS Software	IT	\$133,000	Fall 2024	Y	Pending
Fleet Vehicles Camera Retrofit	IT	\$720,000	Fall 2024	Y	Pending
Fleet Fixed Route Passenger Awareness Monitor	IT	TBD	Fall 2024	Y	Pending
BRT Station Real Time Passenger Information Upgrade	IT	\$1,560,000	Q2-2025	Y	Pending
Conference Room Redesign Project	IT	\$80,000	Fall 2024	Y	Ready
ERP Implementation Services	IT	\$1,500,000	Spring 2025	Y	Pending

Ready	Project approved and funds are available.
Existing	Project approved and funds to be applied to federal grant.
Pending	Awaiting approval of funds.
Planned	Project is in planning phase and funding to be applied for in future.



Meeting Date: September 17, 2024
Item Title: Operational Performance

UPDATES:

Mr. Hernandez will provide highlights for the Operational Performance for the month of August. The following Departments will be included: Transportation, Risk Management, Maintenance, and Customer Service.

Meeting Date: September 17, 2024
Item Title: Operating Performance

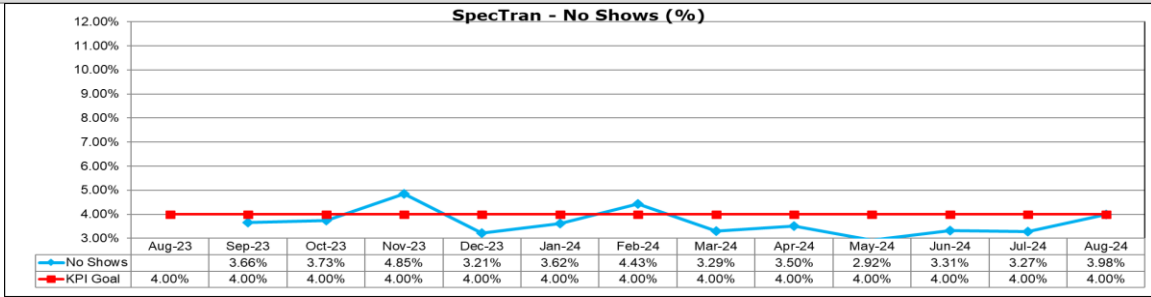
HIGHLIGHTS:

The current staffing is 312 full-time operators and 26 part-time fixed route operators and 22 microtransit operators with 14 fixed route operators in training for the month of August. At the end of July 2024, the staffing was 310 full-time and 26 part-time operators with 16 fixed route operators and 23 microtransit operators in service. The result is a net gain of 2 fixed route operators and a net loss of 1 microtransit operator.

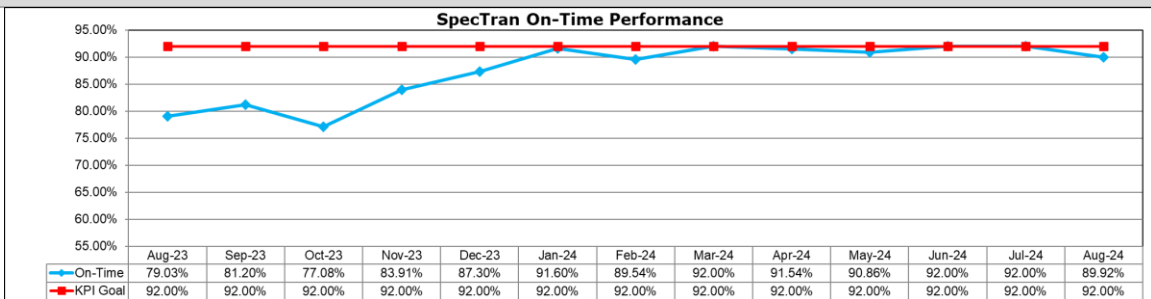
CURRENT STATUS:



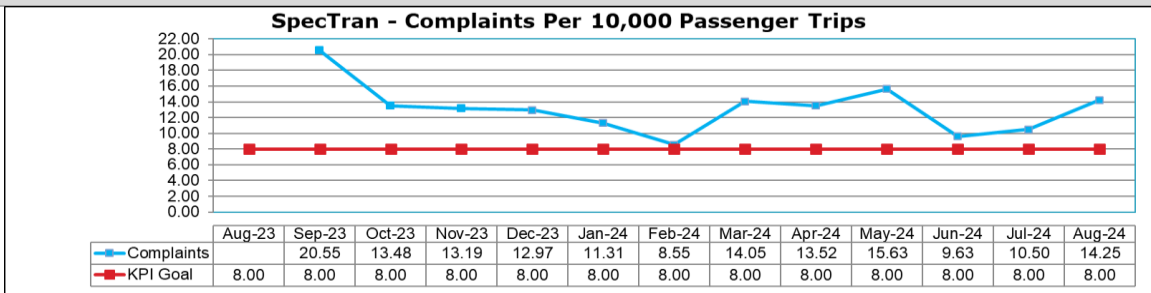
Specialized Transportation – No Shows



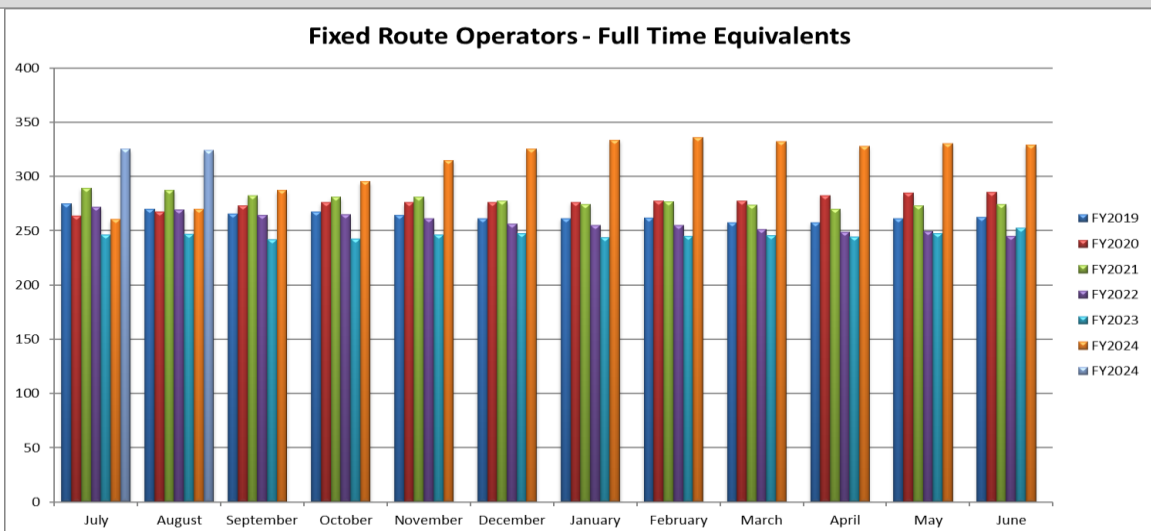
Specialized Transportation – On-Time Performance



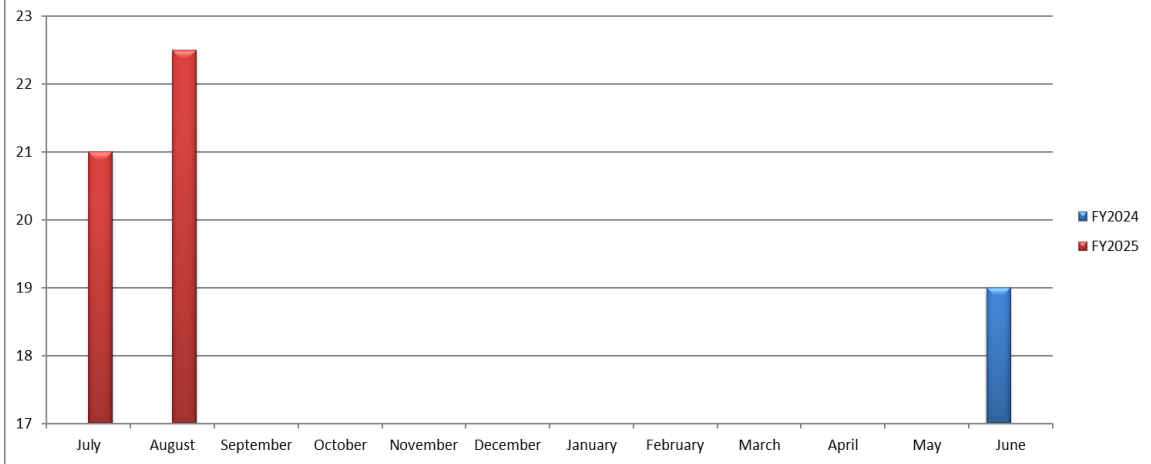
Specialized Transportation – Complaints Per 10,000 Passenger Trips



Operators – Full Time Equivalents

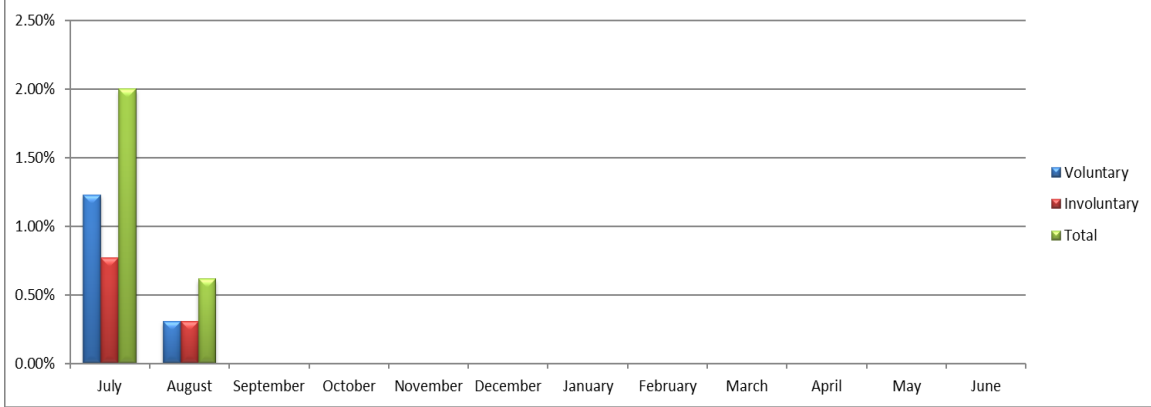


Microtransit Operators - Full Time Equivalents



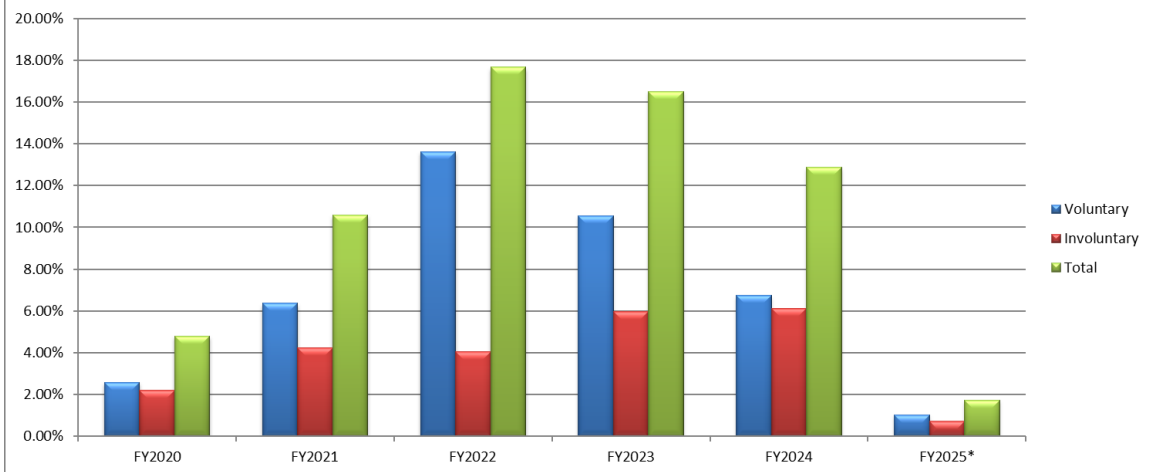
Operator Turnover Ratio – FY2025

Fixed Route Operator Turnover Ratio - FY2025

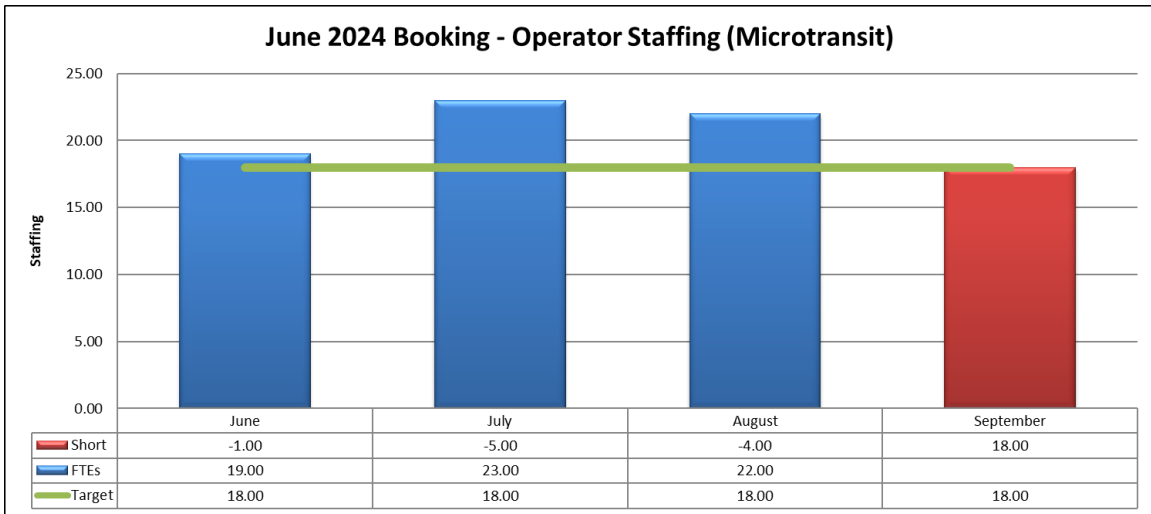
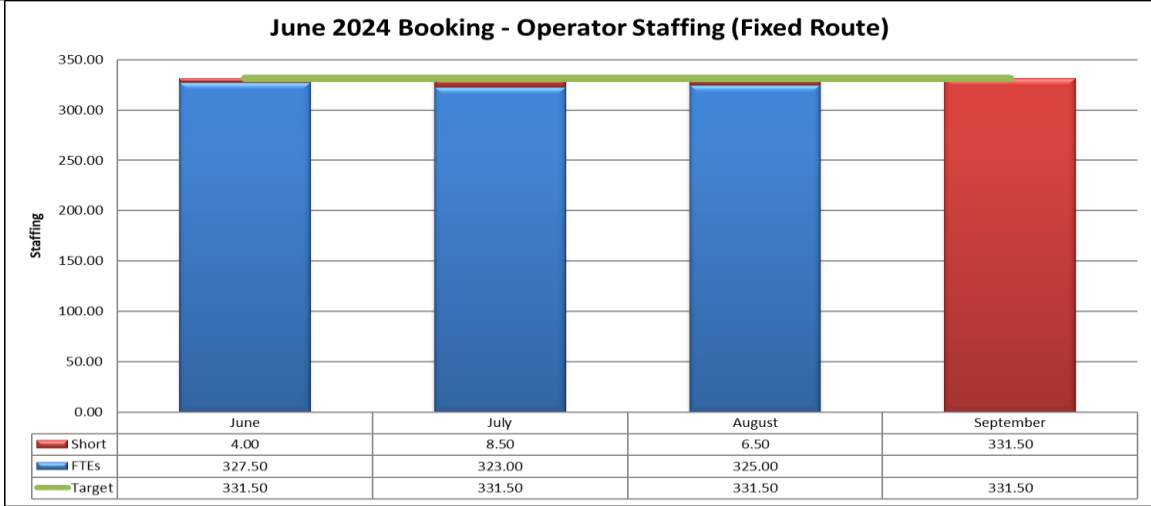


Annual Operator Turnover Ratio

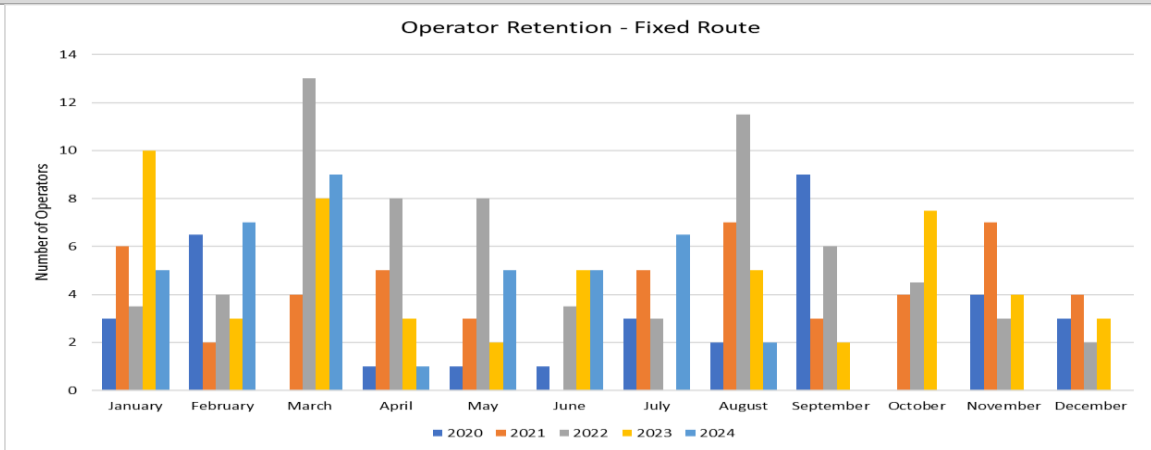
Annual Operator Turnover Ratio - Fixed Route

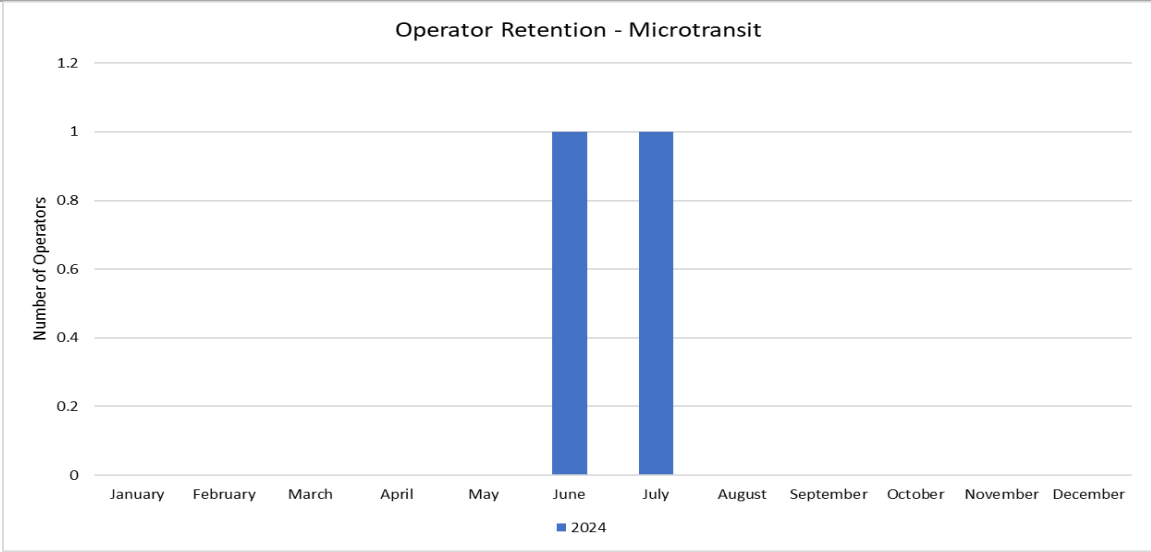


June 2024 Booking – Operator Staffing (Fixed Route and Microtransit)

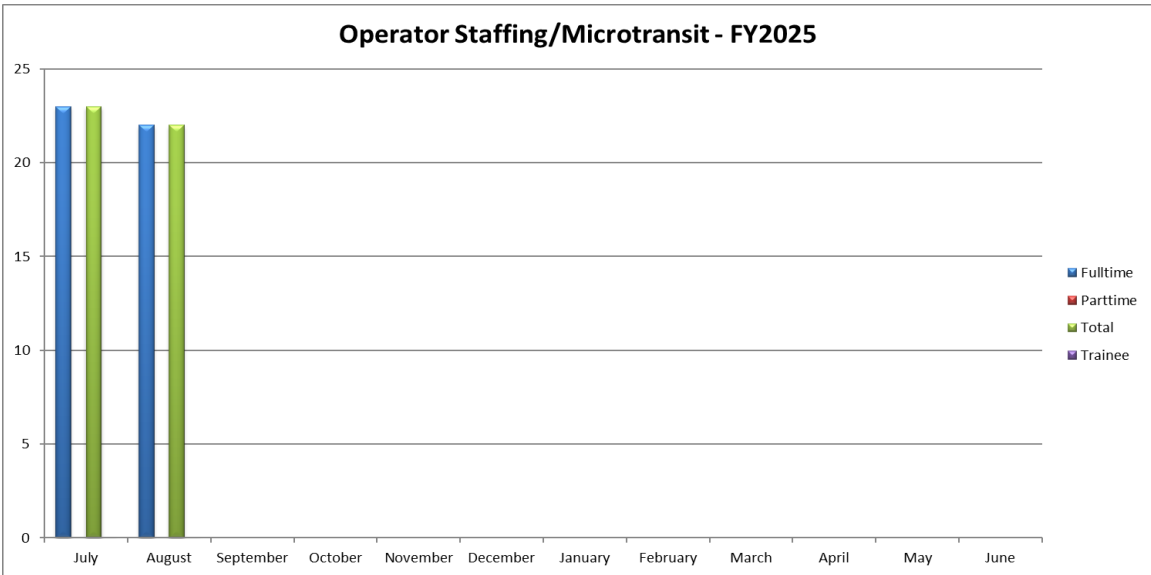
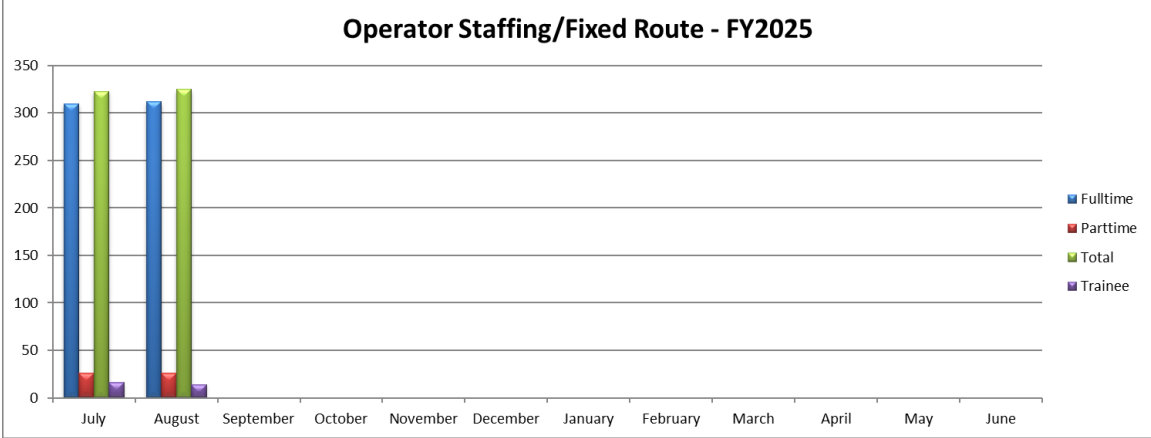


Operator Retention





Operator Staffing





Meeting Date: September 17, 2024
Staff Report: Risk Management Performance

CURRENT STATUS

Performance Indicator	Agency Averages	July (GRTC)
Miles Between Total NTD Defined Events	10,234	8,958
NTD Defined Event Rate Per 1,000,000 miles	3.1	2.9

(Averages taken from other agencies with similar amount of annual VRM to GRTC)

Fixed Route Traffic Incidents – Trend Report

Traffic Incidents	August	September	October	November	December	January	February	March	April	May	June	July	August
Passenger Incident	5	17	15	16	14	17	15	13	9	10	11	15	17
Pedestrian	0	1	0	0	0	0	0	0	0	0	0	0	0
Bicycle	0	1	1	0	0	0	0	0	0	0	0	1	0
Vehicle Rear End	2	2	3	1	2	3	1	2	3	3	3	2	1
Fixed Objects	15	21	19	17	16	13	16	8	7	9	6	13	9
Improper Turning	7	4	5	4	3	4	7	3	3	2	3	7	4
Company Vehicle	2	0	1	3	0	2	2	3	6	2	1	4	1
Bus Rear End Vehicle	0	0	0	0	0	0	0	1	1	1	0	0	1
Bus Hit Parked Vehicle	6	4	6	5	3	5	6	6	3	2	5	3	5
Total	37	50	50	46	38	44	47	36	32	29	29	49	38

Assaults	Bus-Related
Verbal	3
Physical	1

Specialized Related Incidents – Trend Report

Traffic Incidents	August	September	October	November	December	January	February	March	April	May	June	July	August
Passenger Incident	2	2	0	2	0	1	2	1	1	1	4	2	1
Pedestrian	0	0	0	0	0	0	0	0	0	0	0	0	0
Bicycle	0	0	0	0	0	0	0	0	0	0	0	0	0
Vehicle Rear Ended	0	0	1	0	0	1	0	1	0	0	1	0	0
Fixed Objects	4	2	2	1	3	2	1	5	3	3	1	3	6
Improper Turning	0	1	0	1	0	2	0	1	1	0	1	1	1
Van Rear ended Vehicle	0	0	0	0	0	0	0	0	0	0	0	0	0
Company Vehicle	0	0	0	0	0	0	0	0	1	0	0	0	0
Van Hit Parked Vehicle	3	0	1	2	1	0	1	0	1	0	1	1	0
Total	9	5	4	4	4	5	4	8	7	4	7	4	9

Assaults Specialized-Related

Verbal	0
Physical	0

Micro transit Related Incidents – Trend Report

<u>Traffic Incidents</u>	August	September	October	November	December	January	February	March	April	May	June	July	August
Passenger Incident	0	0	0	0	0	0	0	0	0	0	0	0	0
Pedestrian	0	0	0	0	0	0	0	0	0	0	0	0	0
Bicycle	0	0	0	0	0	0	0	0	0	0	0	0	0
Vehicle Rear Ended	0	0	0	0	0	0	0	0	0	0	0	0	0
Fixed Objects	0	0	0	0	0	1	0	1	0	0	1	0	0
Improper Turning	0	0	0	0	0	0	0	1	0	1	0	0	1
Van Rear ended Vehicle	0	0	0	0	0	0	0	0	0	0	0	0	0
Company Vehicle	0	0	0	0	0	0	0	0	1	0	0	1	0
Van Hit Parked Vehicle	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	1	0	2	1	1	1	1	1

Assaults Micro transit

Verbal	0
Physical	0

DEFINITIONS

Assault: Any act of aggression, verbal or physical, towards an operator or rider which stops operations and in which supervision and/or police are involved in response.

Bicycle Incident: Bicycle comes into contact with the bus.

Incident: An event or occurrence of an accident or impact.

National Transit Database (NTD) Defined Event: Collision involving on a roadway transit vehicle where any (including private) vehicle is towed away or passenger or driver is transported from scene for medical attention.

Non-Preventable Passenger Incident: A passenger trip, slip or fall, while boarding, alighting or on board the bus related to normal operating environment and pathway clearances and unrelated to GRTC vehicle movement.

Non-Preventable Traffic Incident: A motor vehicle collision in which the Operator committed no driving error and reacted reasonably to the error of others.

Passenger Incidents: Any accident involving a passenger’s slip, trip or fall while boarding, alighting or on board the bus.

Pedestrian Incident: Pedestrian comes into contact with the bus.

Physical Assault: Any assault involving physical harm or unwanted physical contact towards an operator or between riders and in which supervision and /or police are requested/required to respond.

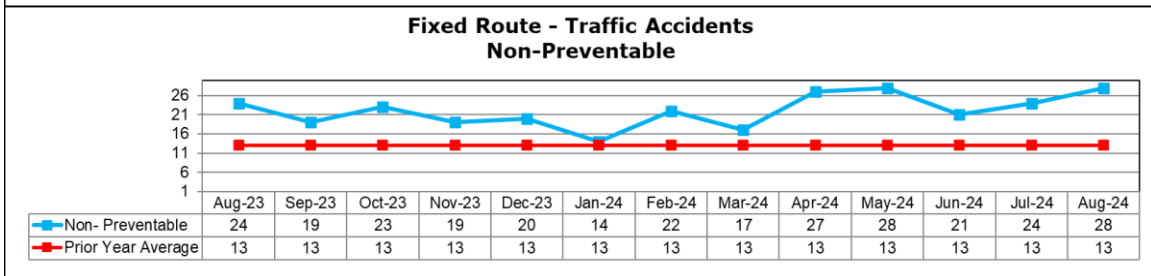
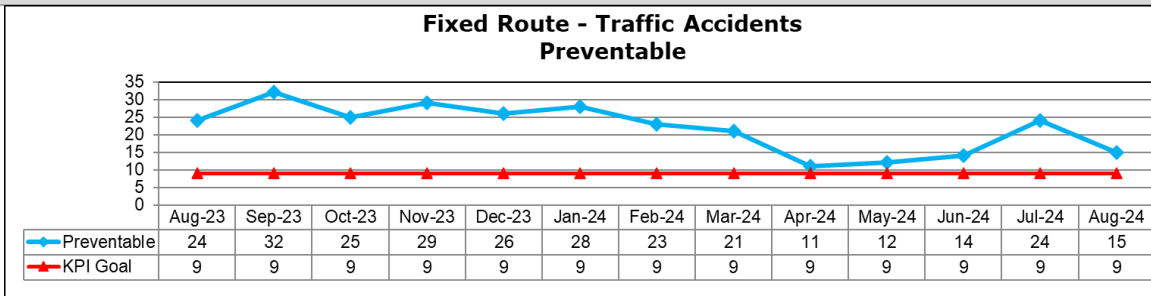
Preventable Passenger Incident: A passenger trip, slip or fall, while boarding, alighting or on board the bus related to normal operating environment and pathway clearances in which the Operator did not do everything reasonable to avoid a collision, committed an error, or failed to react to the errors of others.

Preventable Traffic Incident: A motor vehicle collision in which the Operator did not do everything reasonable to avoid a collision, committed an error, or failed to react to the errors of others.

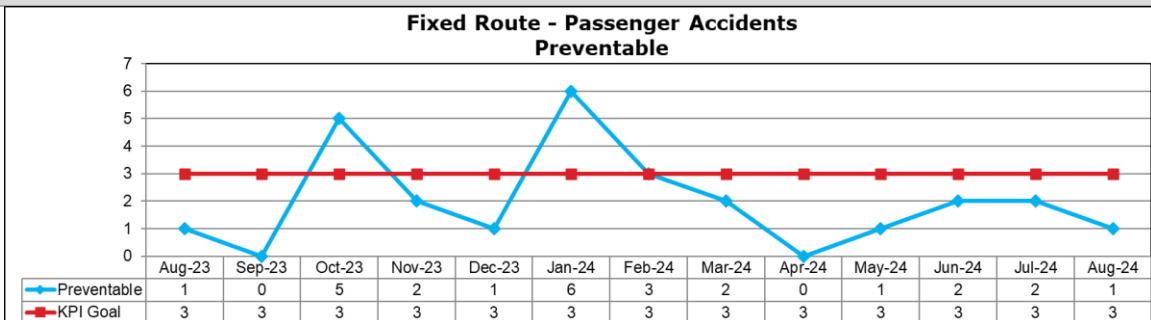
Verbal Assault: – Any assault involving a verbal exchange with harmful and/or threatening content towards an operator or between riders and in which supervision and /or police are requested/required to respond.

VRM/Vehicle Revenue Miles: The number of miles traveled by transit vehicles in revenue service.

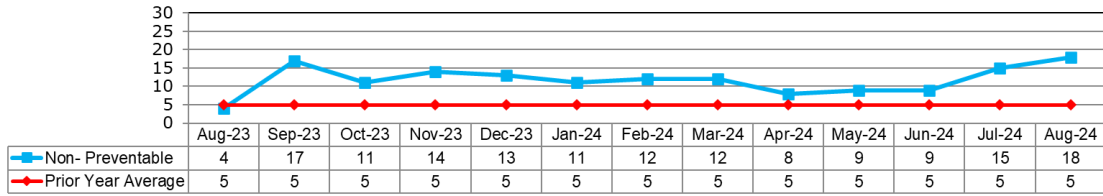
Fixed Route – Traffic Accident Data



Fixed Route – Passenger Accident Data

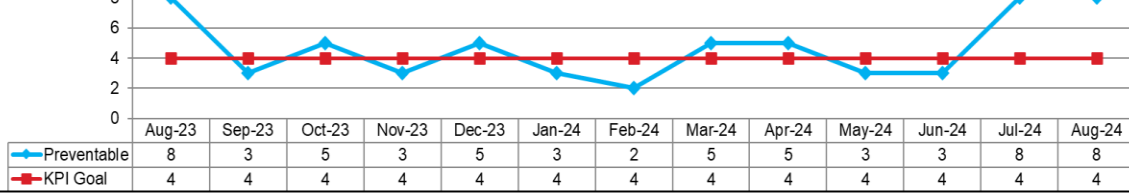


**Fixed Route - Passenger Accidents
Non-Preventable**

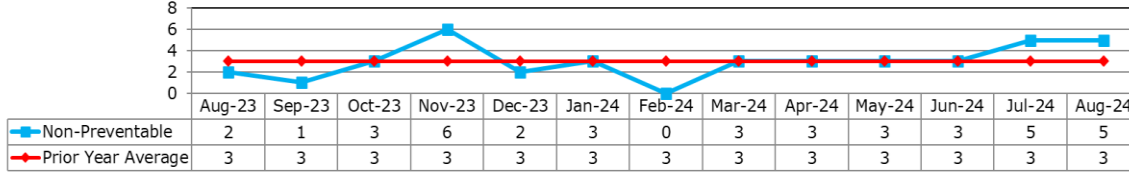


Specialized Transportation – Traffic Accident Data

**Specialized Transportation - Traffic Accidents
Preventable**

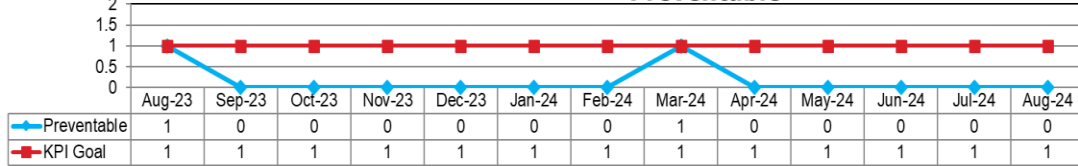


**Specialized Transportation - Traffic Accidents
Non-Preventable**

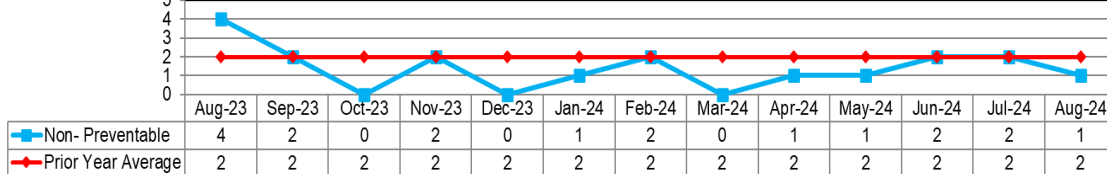


Specialized Transportation – Passenger Accident Data

**Specialized Transportation - Passenger Accidents
Preventable**

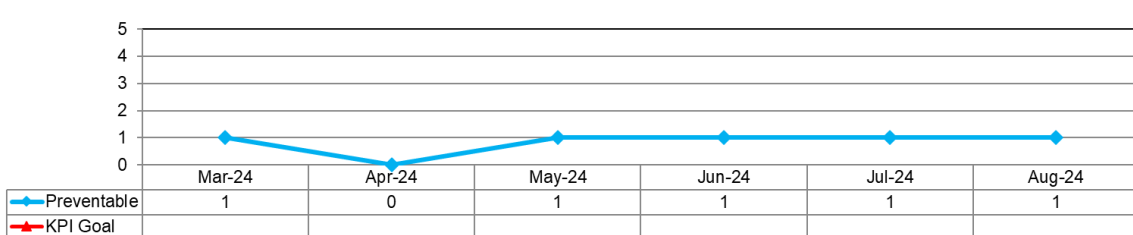


**SpecTran - Passenger Accidents
Non-Preventable**

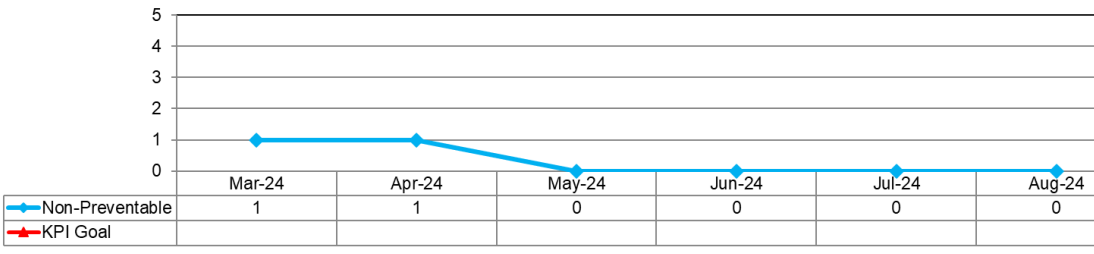


Microtransit – Traffic Accident Data

**Microtransit - Traffic Accidents
Preventable**

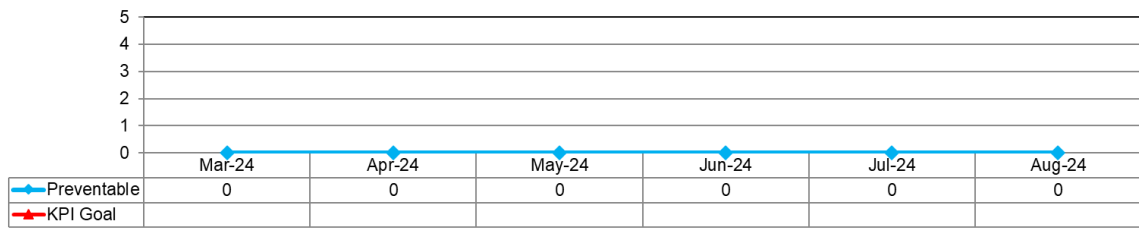


**Microtransit - Traffic Accidents
Non-Preventable**

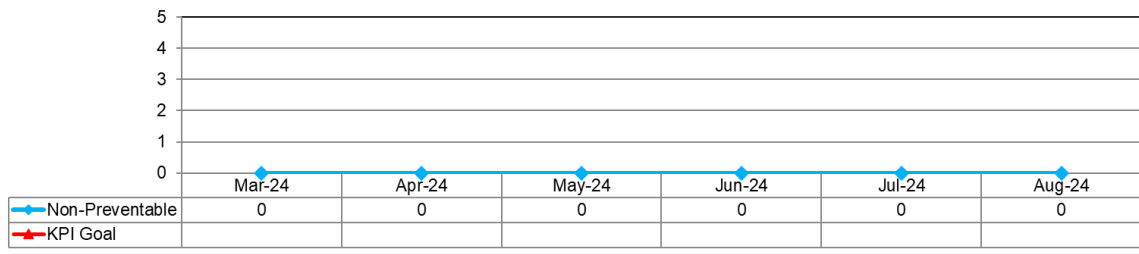


Microtransit – Passenger Accident Data

**Microtransit - Passenger Accidents
Preventable**

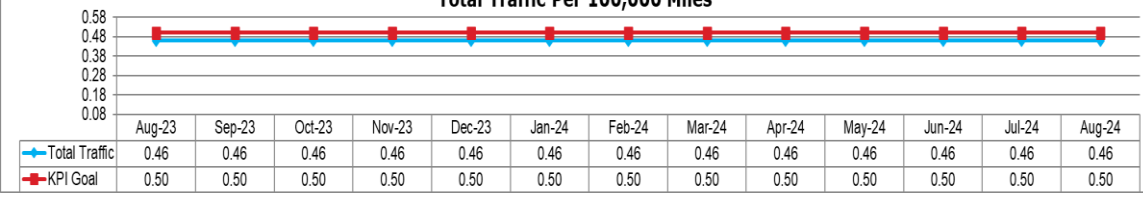


**Microtransit - Passenger Accidents
Non-Preventable**

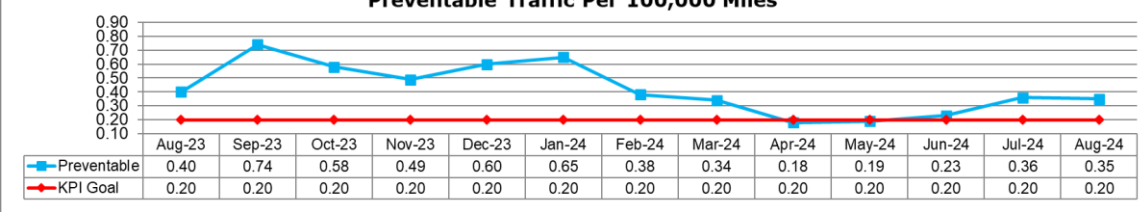


Fixed Route – Traffic Accidents per 100,000 Miles

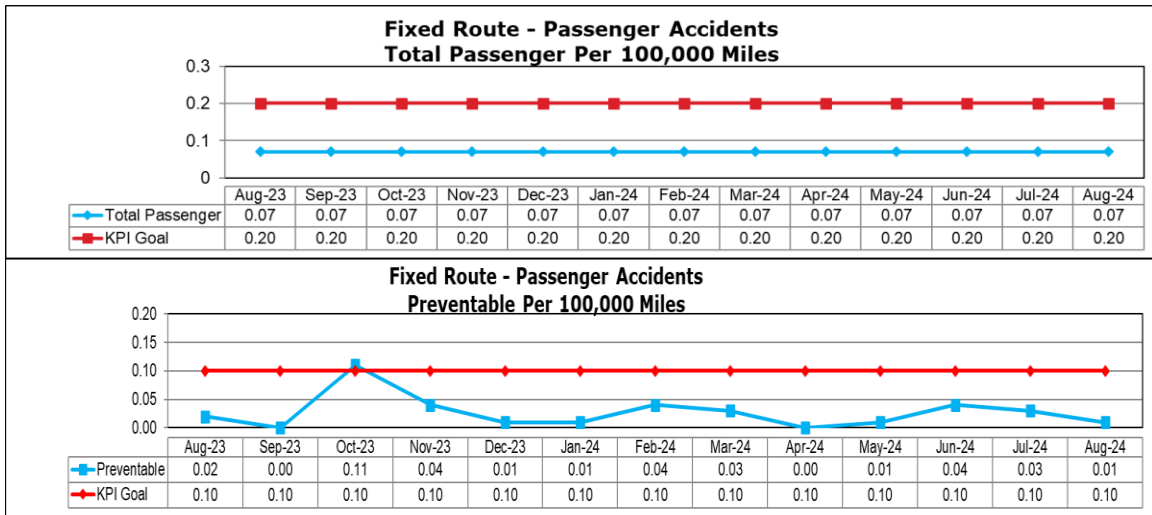
**Fixed Route - Traffic Accidents
Total Traffic Per 100,000 Miles**



**Fixed Route - Traffic Accidents
Preventable Traffic Per 100,000 Miles**



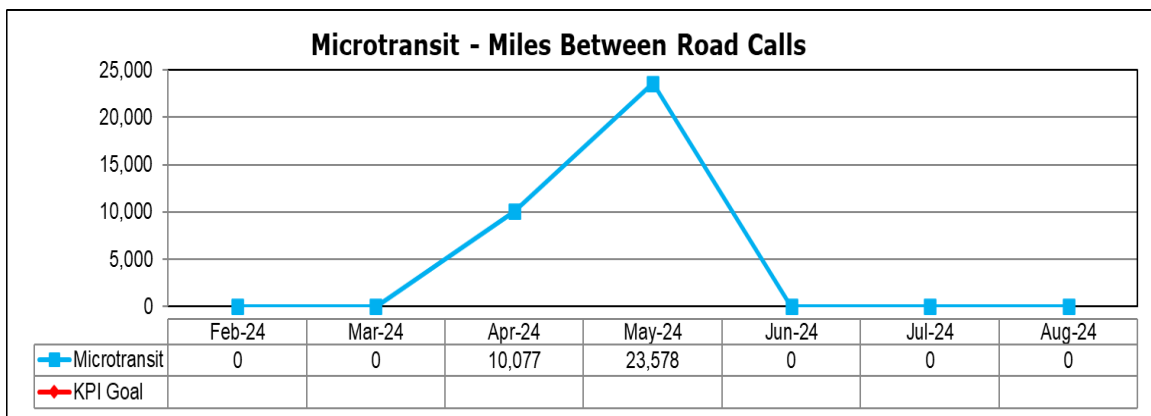
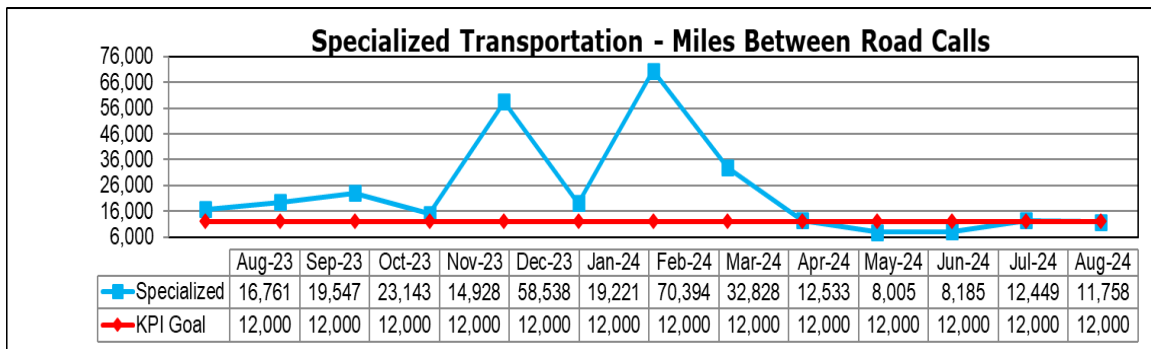
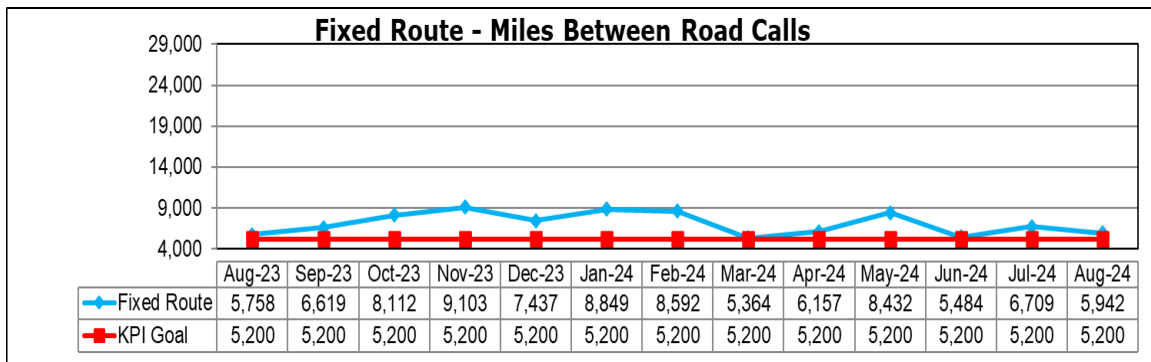
Fixed Route – Passenger Accidents per 100,000 Mile



Meeting Date: September 17, 2024
Staff Report: Maintenance Performance

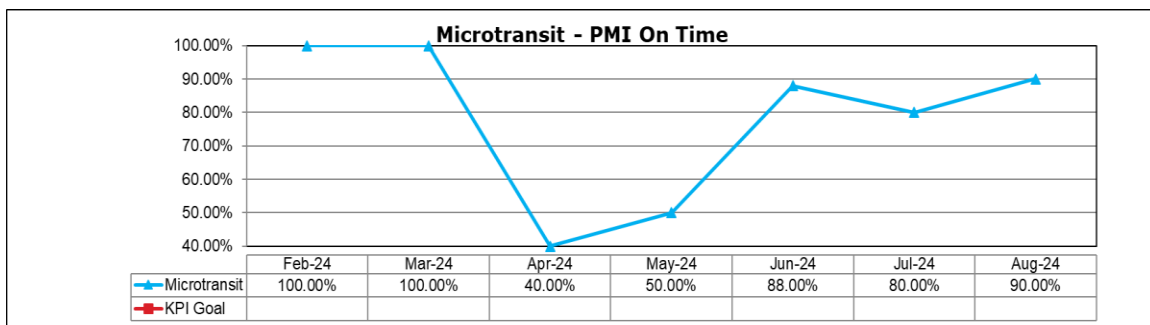
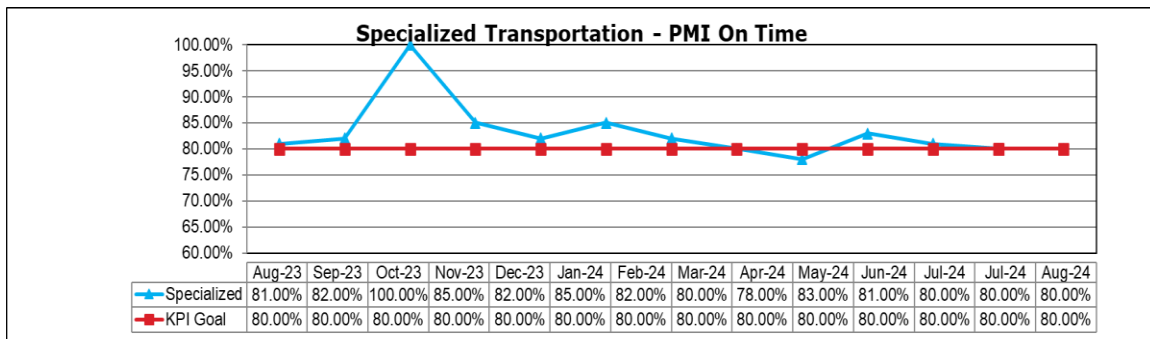
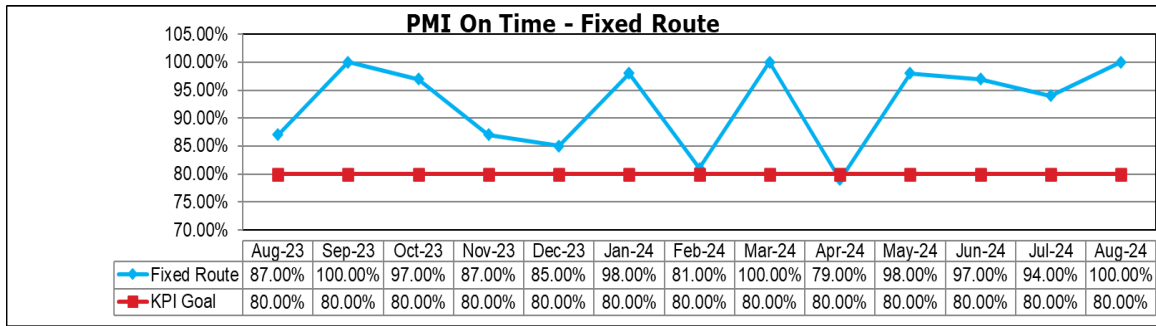
CURRENT STATUS

GRTC maintains a bus fleet of 142 vehicles for our fixed route service and 88 vans for our paratransit service.



PREVENTIVE MAINTENANCE

Preventive Maintenance for the month of August was 100% with a goal of 80%. For the month of August, 9% of the fleet was down for service repairs with a spare ratio of 20%.



CURRENT STAFFING LEVELS

Mechanics Vacancies – 1
 General Utilities Vacancies – 1

We continue to train all new employees to optimize our workflow. We continue to clean and disinfect the entire fleet daily and clean and power wash the bus shelters, bus stops and BRT platforms.



Meeting Date: September 17, 2024

Staff Report: Fixed Route, Microtransit, and Specialized Transportation - Rider Comments

FIXED ROUTE AUGUST REPORT

Complaint	Verified	Non-Verified	Questionable	Beyond GRTC Control	Under Investigation	Total
Rude Operator	6	20	6	0	0	32
Passed Up Passenger	18	30	6	0	0	54
No Show	2	4	3	1	0	10
Late Schedule	9	10	2	3	0	24
Improper Operations of Vehicle	7	7	0	0	0	14
Early Schedule	6	7	0	0	0	13
Planning/Scheduling	0	1	0	0	10	11
IT/Mobile App	0	1	0	0	0	1
Other - Miscellaneous	5	21	31	1	0	58
Total	53	101	48	5	10	217

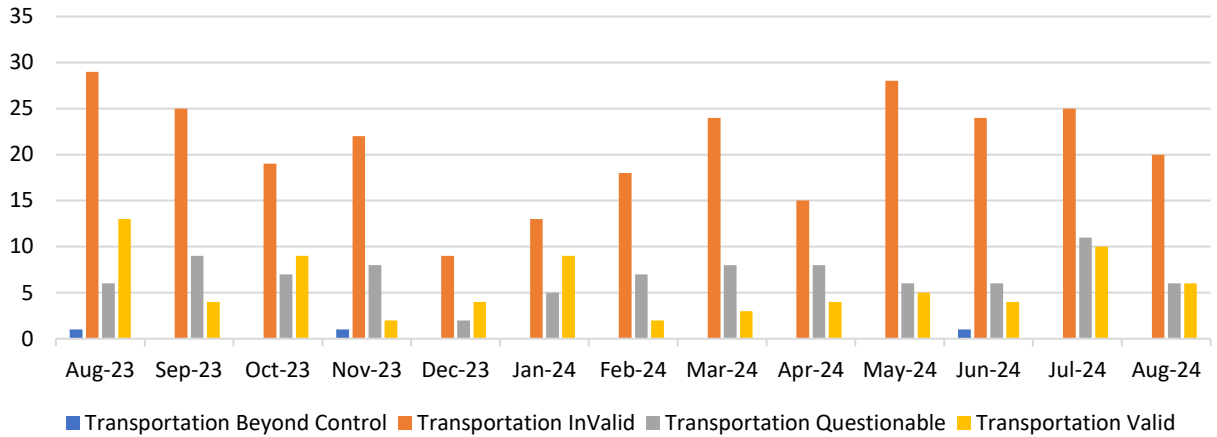
DEFINITIONS FOR COMPLAINTS

Verified – complaint was able to be verified
Non-Verified – complaint could not be verified based on the information provided
Questionable – complaint could not be confirmed or absolutely denied based on the information provided
Beyond Our Control – complaint is out of GRTC’s control
Under Investigation – more research is needed based on information provided

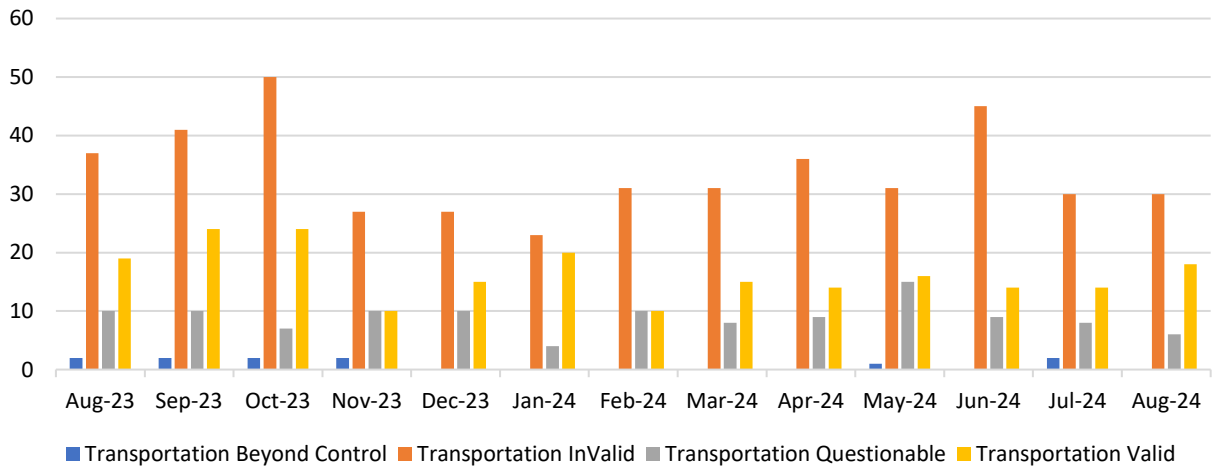
FIXED ROUTE TREND REPORT

Complaint	August	September	October	November	December	January	February	March	April	May	June	July	August
Rude Operator	13	4	9	2	4	9	2	3	4	5	4	10	6
Passed Up Passenger	19	24	24	10	15	20	10	15	14	16	14	14	18
No Show	8	10	7	1	1	7	2	3	3	3	4	3	2
Late Schedule	7	4	3	3	5	8	0	7	6	1	4	2	9
Improper Operations of Vehicle	4	2	4	3	2	2	1	5	2	3	6	5	7
Early Schedule	7	9	3	3	3	5	3	10	6	6	4	5	6
Planning/Scheduling	0	0	1	2	0	0	1	0	0	0	0	0	0
IT/Mobile App	1	0	0	0	0	0	0	0	0	0	0	0	0
Other – Misc.	10	8	9	8	4	4	13	13	11	7	6	0	5
Total	69	61	60	32	34	55	32	56	46	41	42	39	53
Commendations	7	6	7	8	4	4	10	6	6	8	6	7	10

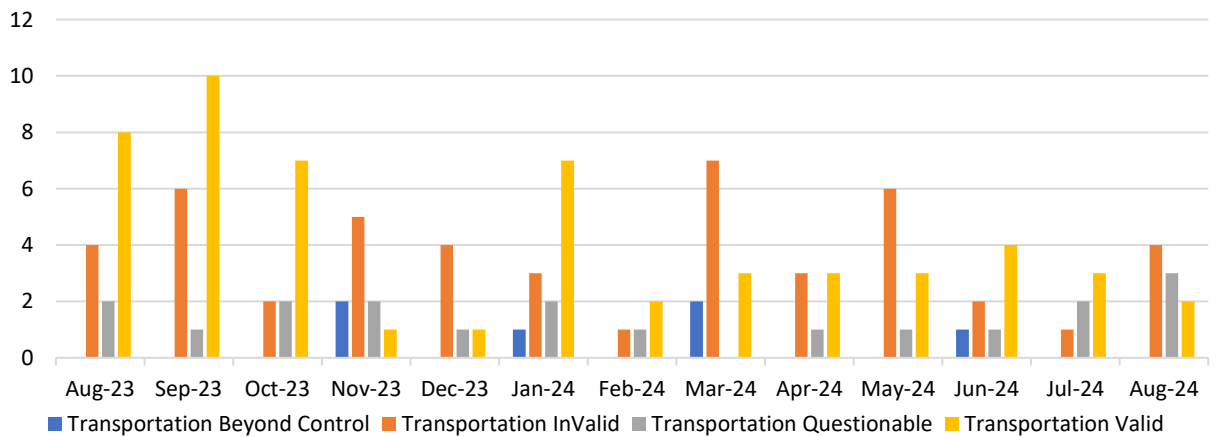
Rude Operator Fixed Route

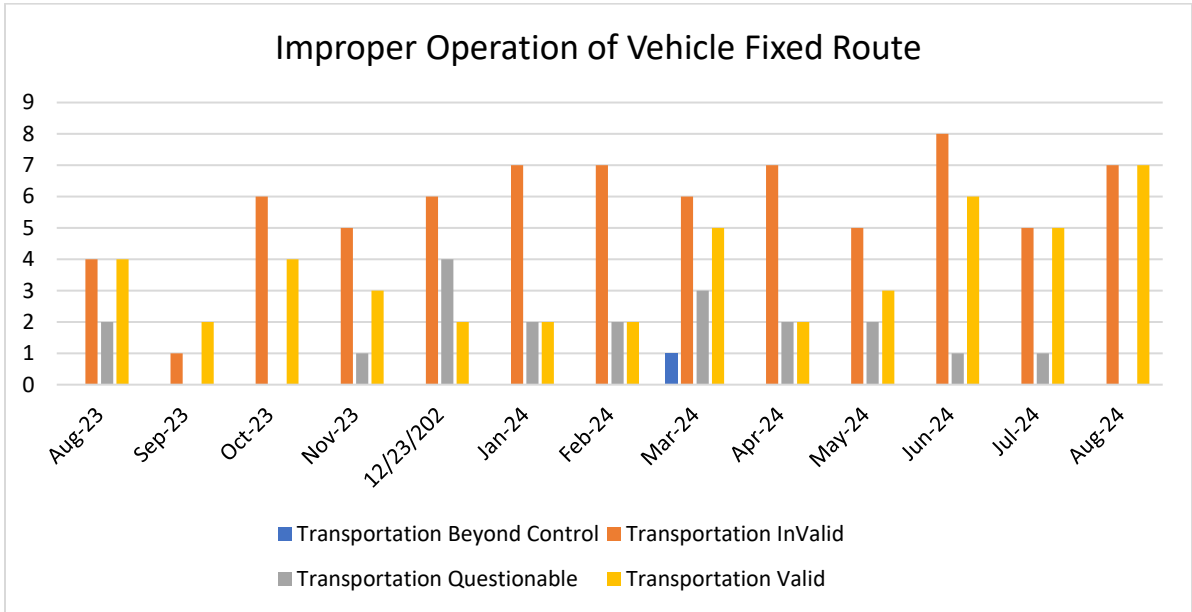
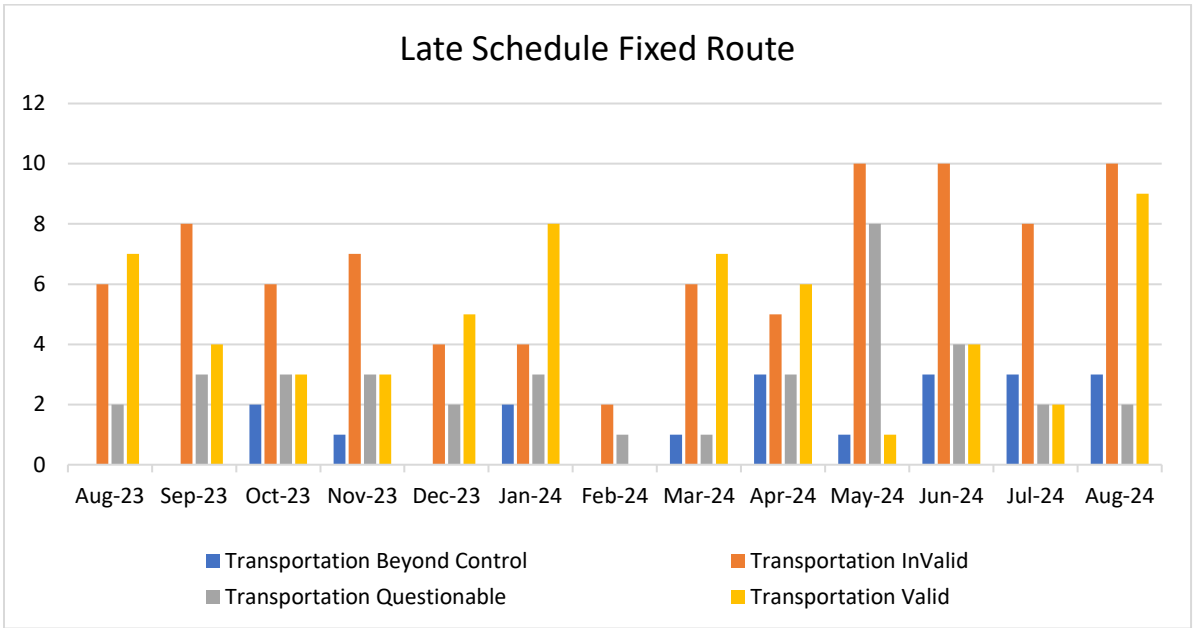


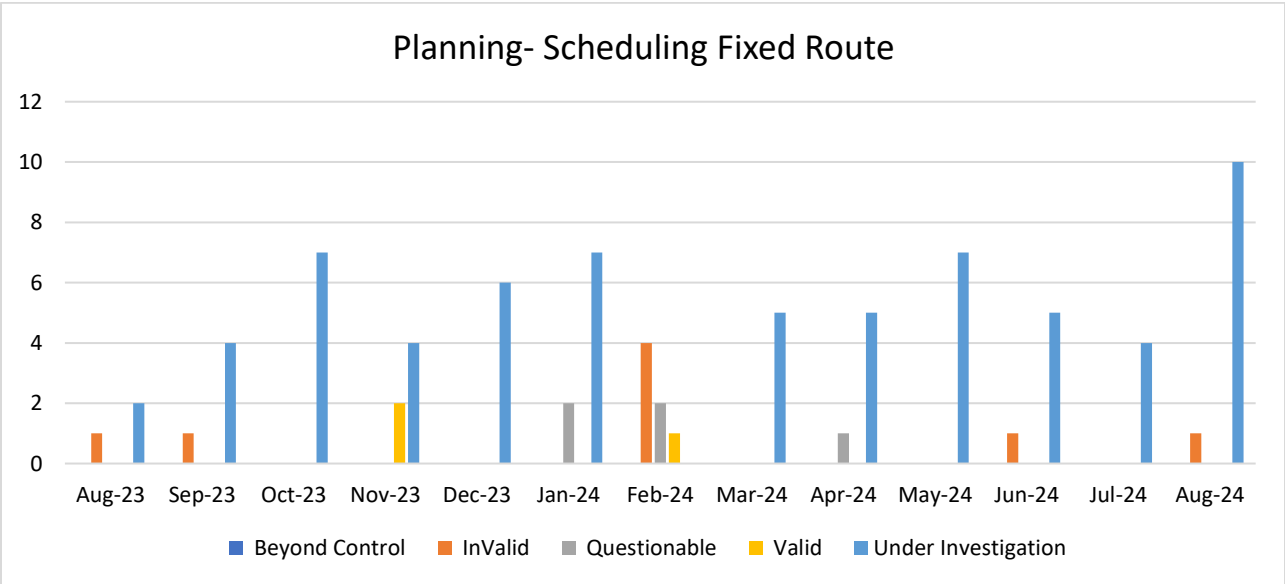
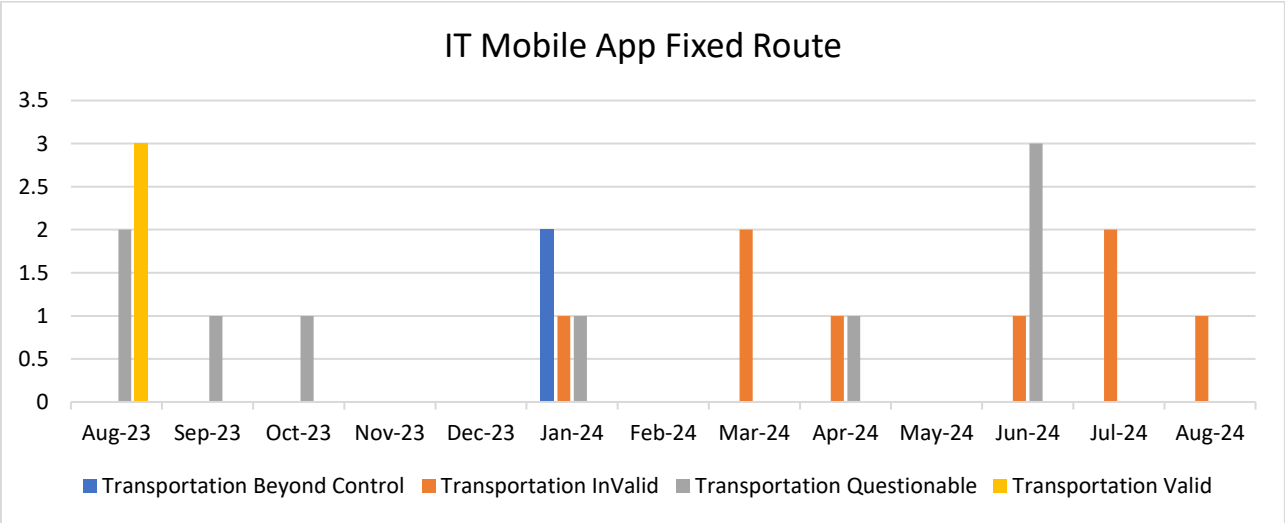
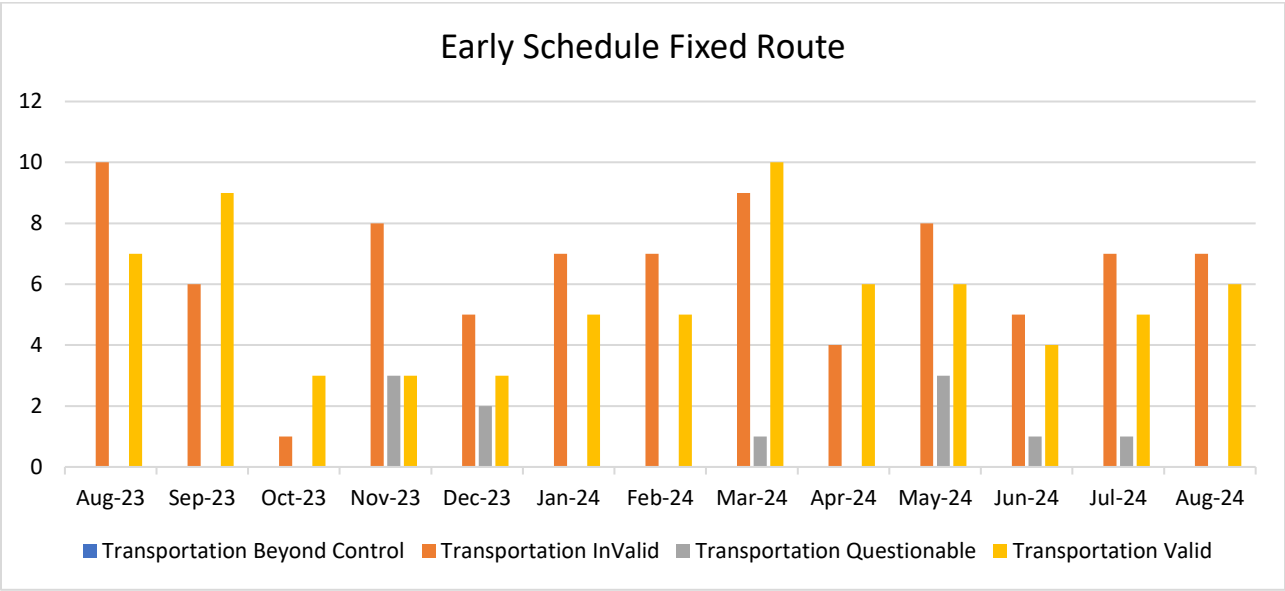
Passed Up Passenger Fixed Route



No Show Fixed Route







SPECIALIZED TRANSPORTATION AUGUST REPORT

Complaint	Verified	Non-Verified	Questionable	Beyond GRTC Control	Under Investigation	Total
Rude Operator	2	3	1	0	0	6
Passed Up Passenger	0	0	0	0	0	0
No Show	2	1	0	0	0	3
Late Schedule	10	0	0	0	0	10
Improper Operations of Vehicle	0	0	1	0	0	1
Early Schedule	0	0	0	0	0	0
Planning/Scheduling	0	0	0	0	0	0
IT/Mobile App	0	0	1	2	0	3
Other - Miscellaneous	4	5	0	0	0	9
Total	18	9	3	2	0	32

DEFINITIONS FOR COMPLAINTS

Verified – complaint was able to be verified
Non-Verified – complaint could not be verified based on the information provided
Questionable – complaint could not be confirmed or absolutely denied based on the information provided
Beyond Our Control – complaint is out of GRTC's control
Under Investigation – more research is needed based on information provided

SPECIALIZED TRANSPORTATION TREND REPORT

Complaint	August	September	October	November	December	January	February	March	April	May	June	July	August
Rude Operator	1	4	2	2	2	0	0	4	2	4	0	2	2
Passed Up Passenger	0	0	0	0	0	0	0	2	0	0	0	0	0
No Show	7	4	1	5	2	2	3	3	5	4	0	0	2
Late Schedule	28	12	14	7	9	5	1	1	5	8	4	4	10
Improper Operations of Vehicle	1	1	1	4	3	4	0	0	3	4	3	0	0
Early Schedule	0	1	0	1	0	0	0	1	0	0	0	0	0
Planning/Scheduling	1	0	0	0	0	0	2	18	0	0	0	0	0
IT/Mobile App	0	0	0	0	0	1	10	32	1	1	0	0	0
Other – Misc.	13	14	6	6	9	12	18	0	13	14	13	5	4
Total	51	36	24	25	25	24	34	61	29	35	20	11	18
Commendations	1	2	2	1	5	3	6	7	7	7	3	2	3

MICROTRANSIT AUGUST REPORT

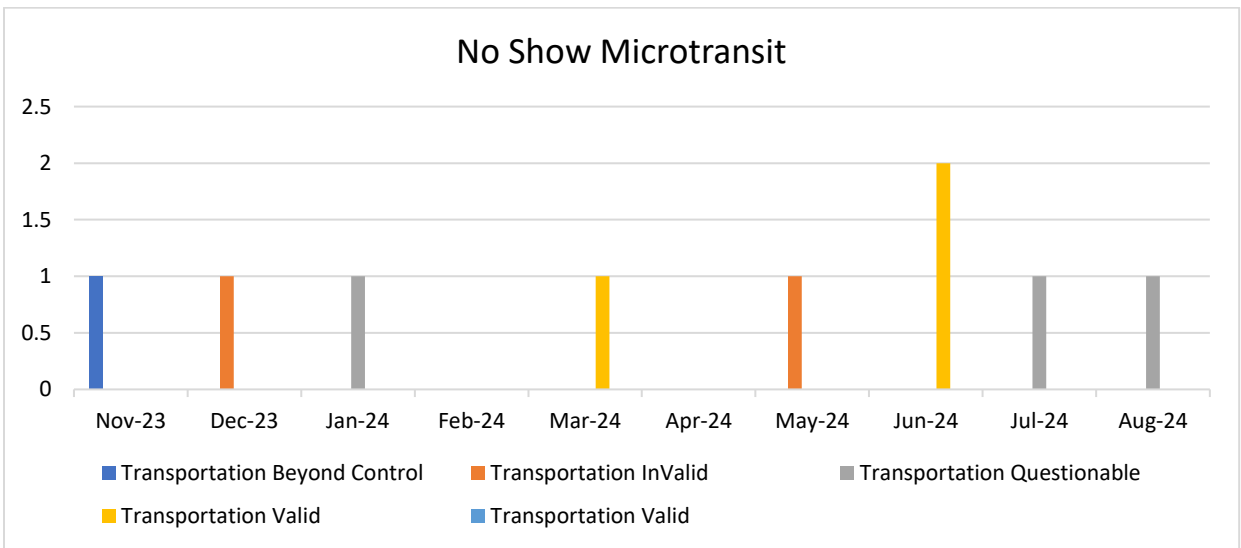
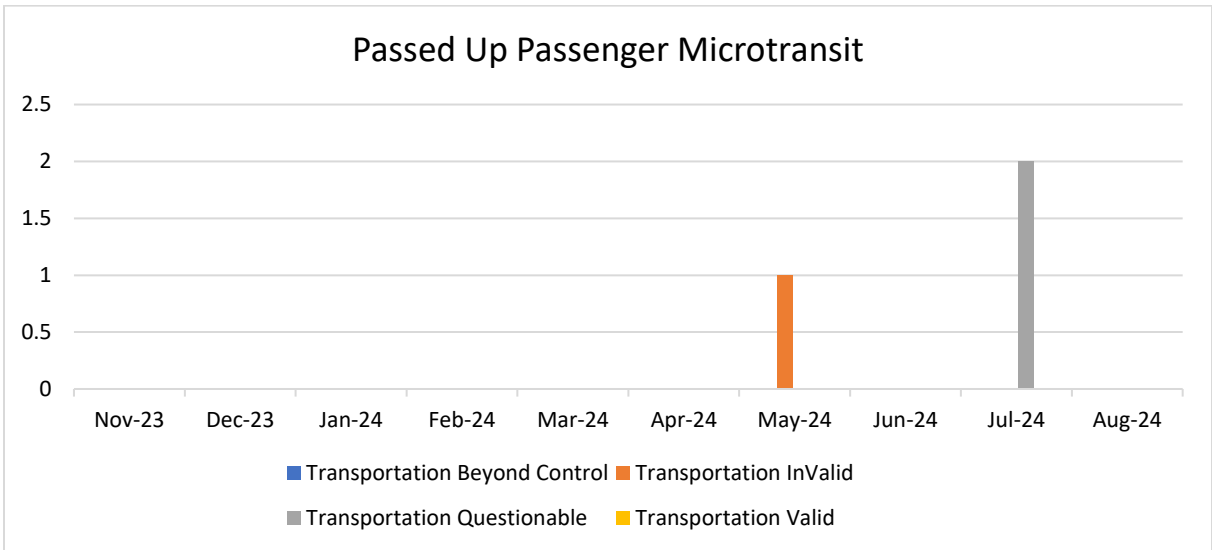
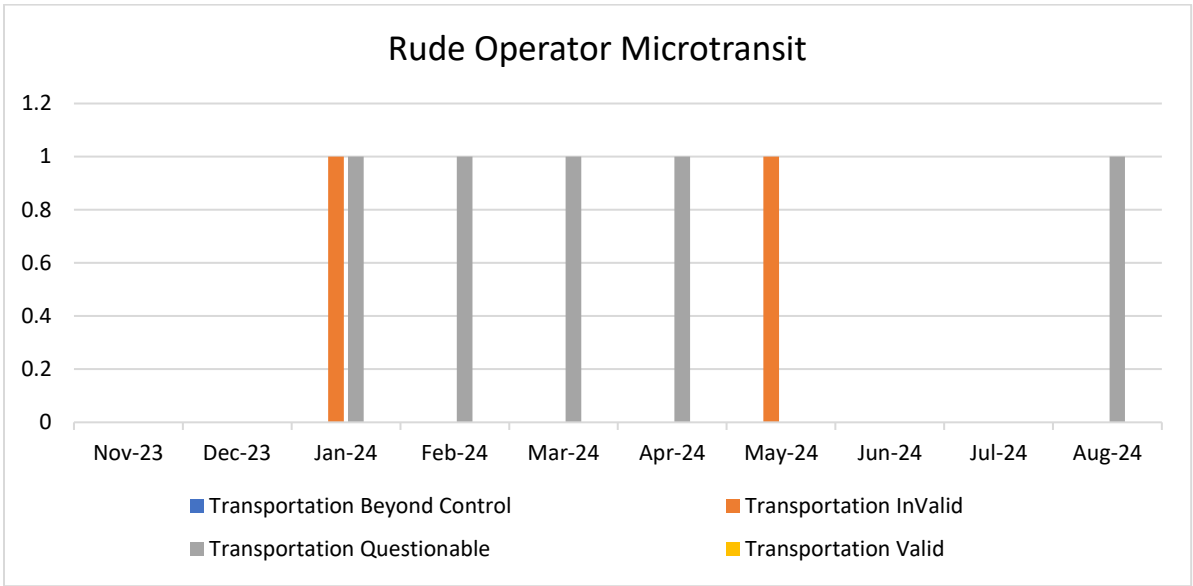
Complaint	Verified	Non-Verified	Questionable	Beyond GRTC Control	Under Investigation	Total
Rude Operator	0	0	1	0	0	1
Passed Up Passenger	0	0	0	0	0	0
No Show	0	0	1	0	0	1
Late Schedule	0	0	0	0	0	0
Improper Operations of Vehicle	0	0	0	0	0	0
Early Schedule	0	0	0	0	0	0
Planning/Scheduling	0	0	2	0	0	2
IT/Mobile App	0	0	0	0	0	0
Other - Miscellaneous	0	0	2	0	0	2
Total	0	0	6	0	0	6

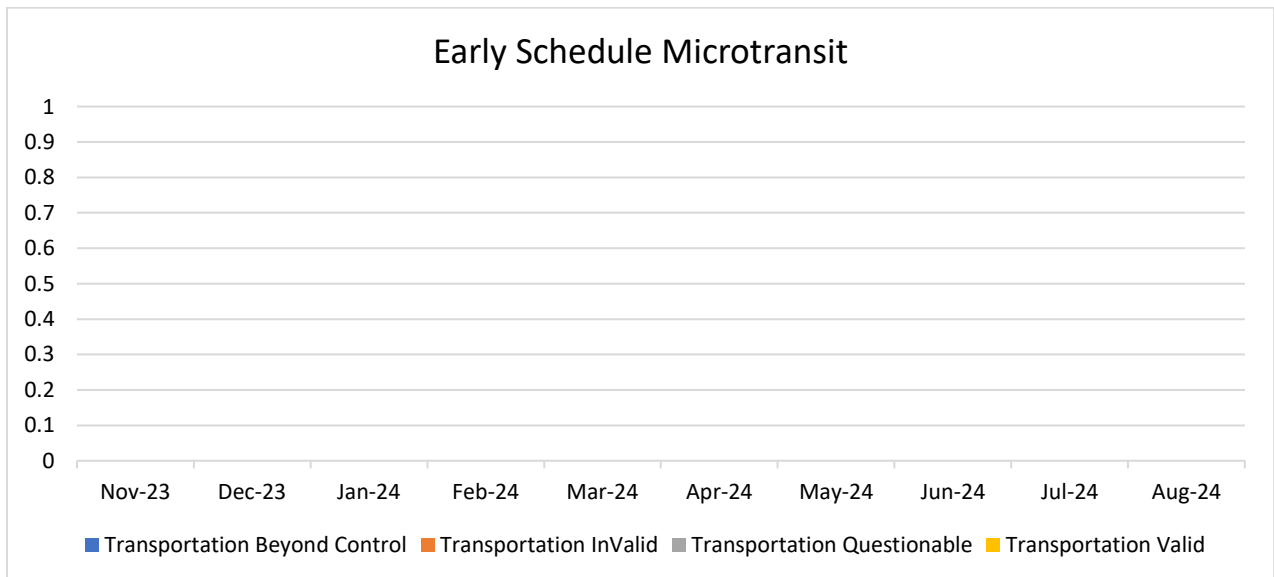
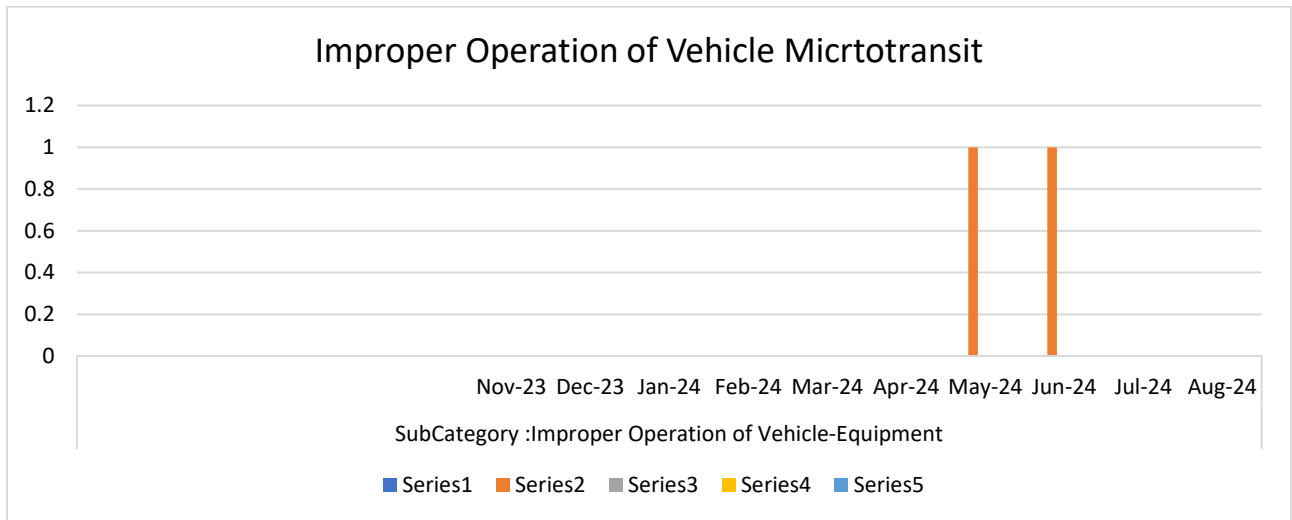
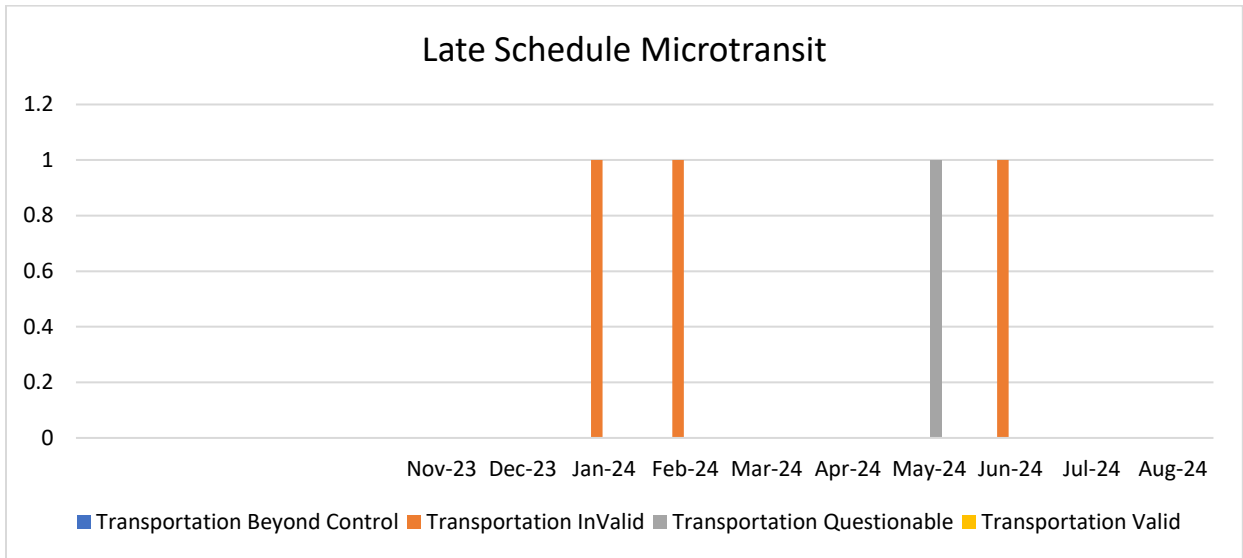
DEFINITIONS FOR COMPLAINTS

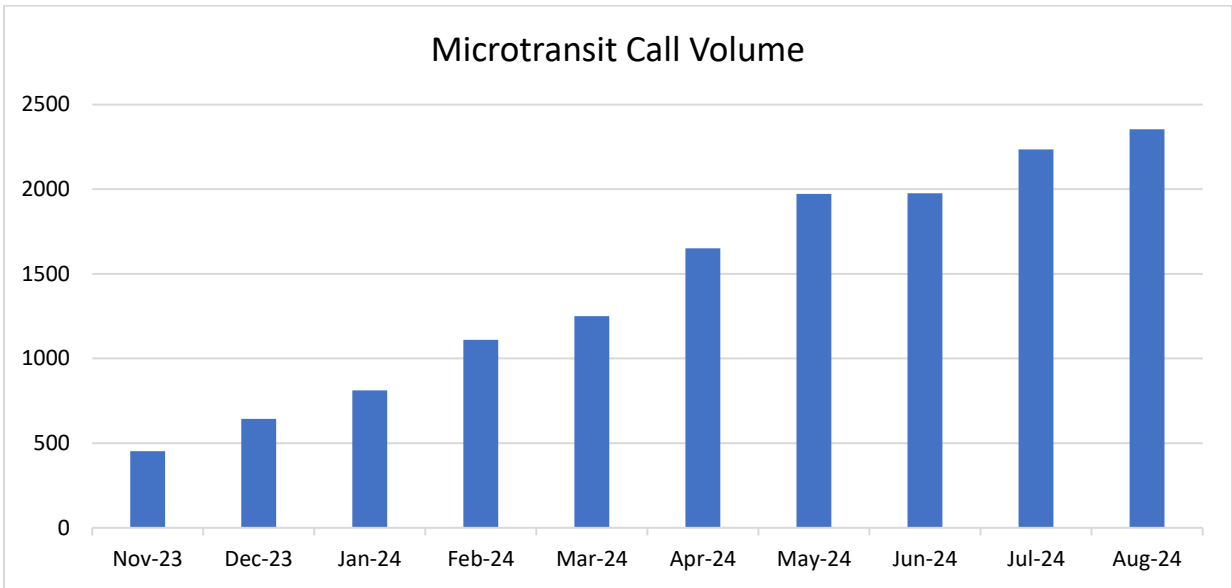
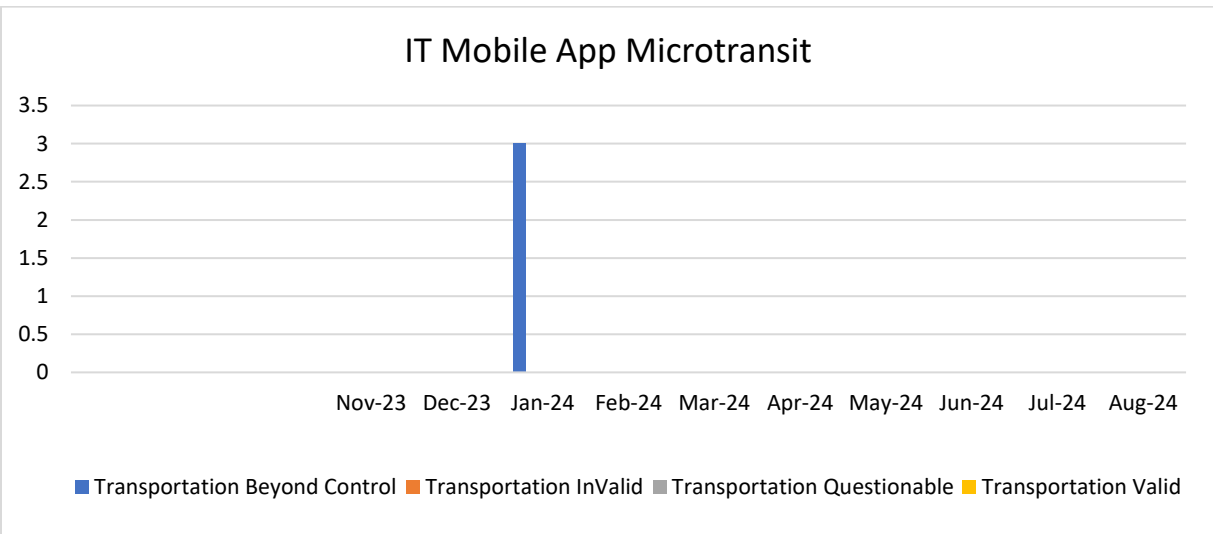
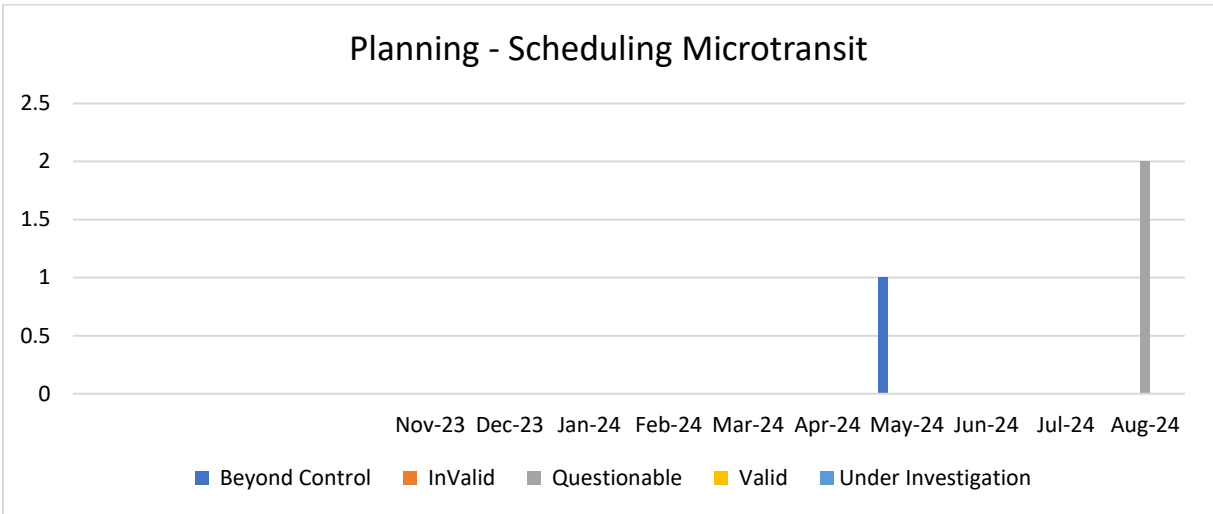
Verified – complaint was able to be verified
Non-Verified – complaint could not be verified based on the information provided
Questionable – complaint could not be confirmed or absolutely denied based on the information provided
Beyond Our Control – complaint is out of GRTC’s control
Under Investigation – more research is needed based on information provided

MICROTRANSIT TREND REPORT

Complaint	November	December	January	February	March	April	May	June	July	August	September	October	November
Rude Operator	0	0	0	0	0	0	0	0	0	0			
Passed Up Passenger	0	0	0	0	0	0	0	0	0	0			
No Show	0	0	0	0	1	0	0	2	0	0			
Late Schedule	0	0	0	0	0	0	0	0	0	0			
Improper Operations of Vehicle	0	0	0	0	0	0	0	0	0	0			
Early Schedule	0	0	0	0	0	0	0	0	0	0			
Planning/Scheduling	0	0	0	0	0	0	0	0	0	0			
IT/Mobile (VIA)	0	0	0	0	0	0	0	0	0	0			
Other – Misc.	0	0	0	0	0	0	0	0	0	0			
Total	0	0	0	0	1	0	0	2	0	0			
Commendations	0	0	0	0	0	0	0	1	0	0			









Meeting Date: September 17, 2024
Staff Report: Monthly Ridership Report

BACKGROUND:

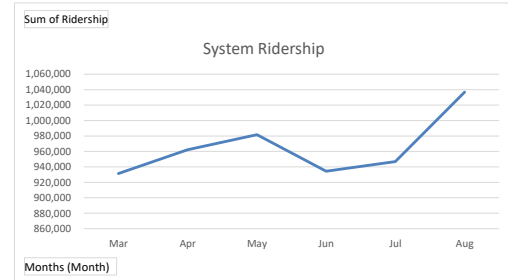
The “Monthly Ridership Report” (MRR) includes comparisons between the ridership of the current month, prior month, year prior to allow for a broad understanding of overall ridership trends. The MRR includes ridership data for all services GRTC offers including fixed route (local, express, and Pulse), specialized transportation (CARE, CARE Plus, and CARE On-Demand), and Van Pool. Fixed route and specialized transportation data is shown as system-wide totals as well as broken down by mode, route, and jurisdiction; each of which has an accompanying supplemental graph to aid in visualizing trends.

UPDATES:

Ridership update for the month of August 2024 will be provided by Frank Adarkwa.

**GRTC TRANSIT SYSTEM
MONTHLY RIDERSHIP REPORT August 2024**

	(August 2024)	(July 2024)	MoM%	(August 2023)	YoY % (FY2024)	(August 2022)	YoY % (FY2023)
Fixed Route							
Local-Fixed Route	850,740	777,727	9.39%	713,644	19.21%	652,492	30.38%
- Richmond (fixed)	689,775	633,545	8.88%	587,463	17.42%	540,334	27.66%
-Henrico (fixed)	160,965	144,182	11.64%	126,181	27.57%	112,158	43.52%
Local-Pulse	176,563	160,266	10.17%	155,893	13.26%	149,298	18.26%
Express Routes (total)	9,452	8,871	6.55%	8,836	6.97%	10,213	-7.45%
Total Fixed Route	1,036,755	946,864	9.49%	878,373	18.03%	812,003	27.68%
Specialized Transportation							
CARE/CARE Plus	22,447	21,912	2.44%	19,322	16.17%	22,395	0.23%
CARE On-Demand	3,746	3,654	2.52%	3,578	4.70%	3,985	-6.00%
Total Specialized	26,193	25,566	2.45%	22,900	14.38%	26,380	-0.71%
Microtransit							
Total Microtransit	6,859	6,477	5.90%				
TOTAL Fixed Route, Specialized, & Micro	1,069,807	978,907	9.29%	901,273	18.70%	838,383	27.60%



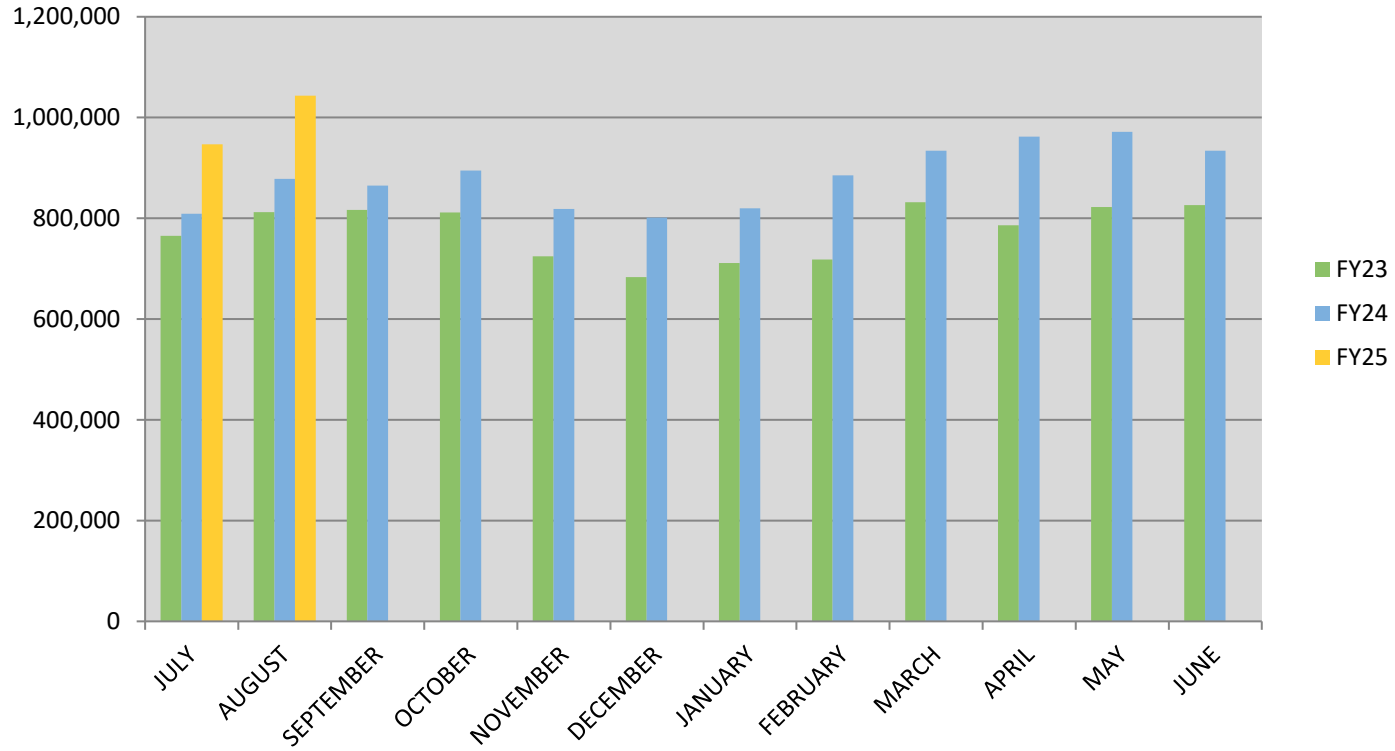
	2025 FYTD	2024 FYTD (July '23 - Aug '23)	YoY % (FY2024)	2023 FYTD (July '22 - Aug '22)	YoY % (FY2023)
Fixed Route					
Local- Fixed Route	1,628,467	1,373,359	18.58%	1,270,891	28.14%
Local- Pulse	336,829	297,505	13.22%	287,116	17.31%
Express Routes (total)	18,323	16,298	12.43%	17,657	57.84%
Total Fixed Route	1,983,619	1,687,162	17.57%	1,575,664	25.89%
Specialized Transportation					
CARE/CARE Plus	44,359	39,171	13.24%	43,261	2.54%
CARE On-Demand	7,400	6,557	12.86%	7,607	-2.72%
Total Specialized	51,759	45,728	13.19%	50,868	1.75%
Microtransit					
Total Microtransit	13,336				
TOTAL FIXED ROUTE, SPECIALIZED & MICROTRANSIT	2,048,714	1,732,890	18.23%	1,626,532	25.96%

Van Pool	(July '24)	YoY % (July '23) (FY2024)	YoY % (July '22) (FY2023)
Van Pool	14,652	12,533 16.91%	10,804 35.62%

**Vanpool data is received a month behind

Systemwide Ridership Three Year Comparison

Source: RideCheck Plus APC Data



* includes BRT, local, express, and microtransit (starting 11/13/2023)