

MINUTES
APRIL 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
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
Tony Byrd, Director of Maintenance
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
Angela Malloy, Director of Human Resources
Marc René, Director of Finance
Cherika Ruffin, Interim Executive Director of RideFinders
Tonya Thompson, Director of Procurement
Mark Carter, Safety and Training Manager
Monica Carter, Safety and Service Compliance Manager
Patricia Robinson, Planning Manager
Janice Witt, Executive Assistant
Ken Lantz, PlanRVA
Dan Motta, PlanRVA
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 April 16, 2024, by Vice Chairman Addison, 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=b-MmR30QoVY>.

II. Public Comments

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

Dan

The Pulse in particular and all routes in general need more frequency and our transit system needs more funding from the regional community. If anyone on leadership thinks our current investment is enough, I invite them to use the bus for even one week to commute, get groceries, or perform child care. Our priorities are simply and grossly out of place. - Thank you

III. Board Meeting Minutes – March 19, 2024

Mr. Schmitt motioned to approve the March 19, 2024 Board Meeting minutes, Mr. Ingle seconded, and the motion carried unanimously.

IV. Consent Agenda

A. Diesel Fuel

B. Regional Public Transportation Plan

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

V. Operational Updates

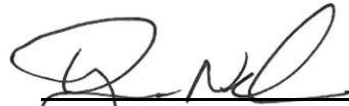
A. Operational Performance – Ms. Carter updated the Board on the Operational Performance on the following departments:

- *Transportation* – The current staffing is 316 full-time operators, 27 part-time operators with 8 operators in training for the month of March, lost 9 operators (2 promotions, 1 resigned, and 6 terminated due to employment issues). We will have 2 fixed route classes in May and recruitment is underway for the 20 employees needed for the microtransit service.
- *Specialized Transportation* – starting to show improvement with operation based on the approved scheduling, increased staffing levels, the no shows are lower than the goal and the OTP is the highest in the year and they met the goal this month. The current staffing is 84 full-time, 9 part-time and are almost fully staffed. There were 7 commendations for operators.
- *Risk Management* – Accidents are down for the month of March. Safety and Training teams are going to continue with the training of safety risk exercises to reinforce good decision-making skills.
- *Maintenance* – Preventive maintenance for March which includes fixed route, specialized transportation and microtransit was 82% with a goal of 80%. All 19 new buses are in place and will be prepped for service by the end of May. There are no vacancies for mechanics and one vacancy for general utility.
- *Customer Service* – We did have an increase in the main categories that we have been watching and we are continuing to train and have a stronger presence on the street and the supervisors are coaching where needed. There were 6 commendations: 5 for operators and 1 for customer service.

B. Ridership Performance – Ms. Robinson gave a detailed presentation on the 3rd quarterly performance report. The on-time performance is defined as a bus leaving a predetermined bus stop along its route within a time that is no more than one minute earlier and no more than five minutes later than a published schedule time. The system on-time performance is 68.1%.

- VI. Development Updates
Ms. Smith updated the Board on the following studies/plans that were discussed during the Development meeting: North/South BRT Study Phase II, Pulse Station Modifications, Pulse Western Extension, East End Transfer Hub Study, Permanent Downtown Transfer Station, Facilities Master Plan, Fleet Storage, and the Transit Strategic Plan.
- VII. Financial Updates
Mr. Ingle stated that the Finance Committee reviewed the financials for February 2024 and stated that the work on the FY25 Budget is underway.
- VIII. Chief Executive Officer Report
Ms. Adams announced that management and ATU have started a trial mentorship program with Operators that will help with retention. After the trial, an apprentice program will be implemented.
- IX. Board Chair's Report
No report.
- X. Adjourn
There being no further business, the meeting adjourned at 8:30AM.

APPROVED:



Tyrone E. Nelson, Chair
GRTC Board of Directors

May 21, 2024

Date