

MINUTES
MAY 21, 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
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

Members Absent: Dave Anderson, County of Chesterfield

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
Tim Barham, Chief of Transit Operations
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
Monica Carter, Safety and Service Compliance Manager
Lisa Hobson, Human Resources
Patricia Robinson, Planning Manager
Janice Witt, Executive Assistant
Dometrious Gordine, Citizen
Stephanie Power, RVA Rapid Transit
Robert "Q" Quarles, Operator
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 May 21, 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=fosTyOK_vno.

II. Public Comments

The public notice, meeting agenda, and agenda attachments for this May 21, 2024 meeting of the Boards of GRTC, RideFinders, and Old Dominion Transit Management Company were posted at rideGRTC.com.

There were no public comments.

III. Board Meeting Minutes – April 18, 2024

Ms. Smith motioned to approve the April 18, 2024 Board Meeting minutes, Mr. Schmitt seconded, and the motion carried unanimously.

IV. Consent Agenda

- A. A&E Services
- B. Construction Services – Pulse Station Modifications
- C. Interior Painting Services
- D. Microtransit Vans
- E. Drug and Alcohol Policy

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

V. Operational Updates

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

- *Transportation* – The current staffing is 318 full-time operators, 27 part-time operators with 8 operators in training for the month of April. We are continuing to recruit and hire and this month we have a class every week scheduled (2 fixed route and 2 microtransit). We have a total of 19 microtransit operators in training; currently, we are using fixed route operators to run that service. Starting June 30, we will have a dedicated division working microtransit.
- *Risk Management* – Accidents are down for the month of April. Staff continues to monitor service and address any concerns.
- *Maintenance* – Preventive Maintenance for April was 79% with a goal of 80%. One position needs to be filled and that is a mechanic.
- *Customer Service* – There is a slight decrease in the number of Customer complaints; we are still focusing on passing up passengers. There were six commendations for the month of April and most of those were for the call center staff.
- *Specialized Transportation* – The on-time performance is 92%. They are continuing to work on their staffing levels. The current staffing is 87 full-time, 10 part-time and are almost fully staffed.
- *Microtransit* – There has been an increase in microtransit service. The call volume is up to approximately 1,600 per month, with an average of one complaint each month.

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

- *Pulse* – Ridership for April 2024 was 164,301 which was an increase of 2.84% from March 2024 and a 14.20% increase from April 2023.
- *1A Chamberlayne/Hull/Midlothian* – Ridership for April 2024 was 58,055 which is an increase of 7% from March 2024 and a 2% increase from April 2023.
- *1C Chamberlayne/Hull/Midlothian* – Ridership for April 2024 was 41,472 which is a decrease of 4% from March 2024 and a 24% increase from April 2023.

- *3C Highland/Route 1* – Ridership for April 2024 is 18,388 which is a decrease of 9% from March 2024 and a 24% increase from April 2023.
- *19 West Broad Street* – Ridership for April 2024 was 49,728 which was an increase of 4% from March 2024 and a 44% increase from April 2023.
- *Link Microtransit* – There are three existing zones for the Link and they are Azalea (started November 13, 2023), Cloverdale (started March 11, 2024), and Ashland (started March 18, 2024). The ridership for April 2024 for Azalea was 2,510; Cloverdale – 139; and Ashland – 1,126.

VI. GRTC FY2025 Proposed Budget

Mr. Zinzarella provided an update on the status of the GRTC FY2025 Proposed Operational Budget of \$90.37M and Capital Plan of \$46.12M. The FY2025 Proposed Operational Budget is prepared with the assumption that GRTC will continue to be fare free throughout FY2025. Below are some of the budget highlights.

Key Revenue Assumptions

- FY2025 Revenue Miles Projection of 7.085M miles, an increase of 1.02M miles or 16.82% over FY2024 Adopted Budget
- FY2025 Revenue Hours Projection of 610.765k hours, an increase of 68.505k hours or 12.63% over FY2024 Adopted Budget
- For FY2025, GRTC will be fare free with zero fare support from DRPT grant funds in the amount of \$4.56M; Matching \$1.2M from VCU and \$1.04M support in additional matching contributions (GRTC Reserve – FY2024 Operating Surplus)
- Operating contributions – City of Richmond, Henrico and Chesterfield Counties – assumption of 3.15%
- Fiscal Year 2025 Operating Grants: Commonwealth of Virginia DRPT FY2025 funds of \$12.04M with matching:
 - Federal funds of \$4.40M
 - Local Funds of \$0.464M
- Proposed use of CVTA dedicated transit funds within the FY2025 Regional Public Transit Plan \$24.52M for Operations Support and \$972k for Capital Support
- Resumption of advertising program and naming rights contracts expected to be executed
- Updated Review of federal preventative maintenance and ADA needs for 5307 flex
- GRTC Operations Reserve funded to 25% of projected operating expense.

Key Expense Assumptions

- Authorized headcount for FY2025 of 590 FTEs vs FY2024 of 524 FTEs.
 - Operators – Fixed Route for FY2025 of 336 FTEs vs FY2024 313 FTEs;
 - Operators – Microtransit for FY2025 of 30 FTEs
- Proposed Wages Budget for FY2025 of \$40.37M vs FY2024 of \$34.38M
- Adjustments based upon actual enrollments in medical plans and updated salary projections based upon turnover and hiring activity
- Inclusion of funds for staff training and development

The proposed capital budget of \$46.123M consisting of the following categories:

Fiscal 2025 Proposed Capital Plan

- Safety/Regulatory - \$1.768M
- State of Good Repair - \$26.249M
- Business Improvement - \$1.885M
- Service Enhancement - \$2.888M

- Expansion - \$13.333M

Staff requested that the Board of Directors approve that GRTC will remain fare free throughout FY2025 and adopt the GRTC FY2025 Operational Budget and Capital Plan as presented. Mr. Ingle motion to approve GRTC will remain fare free throughout FY2025 and adopt the GRTC FY2025 Operational Budget and Capital Plan as presented; Mr. Saunders seconded, and the motion carried unanimously.

VII. Financial Updates

Mr. Ingle stated that the Finance Committee reviewed the financials for March 2024 and stated that Mr. Zinzarella reviewed in detail the budget information.

VIII. Chief Executive Officer Report

- Ms. Adams introduced GRTC's new Chief Operating Officer, Kevin Hernandez.
- Ms. Adams announced the Employees of the Month are Robert Quarles (Trainer) and Portia Copper (Storeroom Clerk).
- We will be sending the split letter to Petersburg and there should not be any issues.

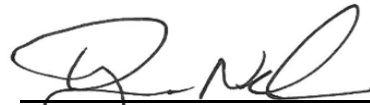
IX. Board Chair's Report

Chairman Nelson stated that they would be sending a score card that would be used for the evaluation of the CEO. Please fill it out and send it back and in June 2024 it will be discussed during a closed session.

X. Adjourn

There being no further business, the meeting adjourned at 8:40AM.

APPROVED:



Tyrone E. Nelson, Chair
GRTC Board of Directors

June 18, 2024

Date