

A Special Meeting of the Board of Directors of the GRTC Transit System, Old Dominion Transit Management Company (ODTMC), and RideFinders will be held concurrently at 3:00 p.m. October 12, 2023, at GRTC Transit System, 301 East Belt Boulevard, 3<sup>rd</sup> 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://youtube.com/live/M4fZtmRUy0s?feature=share>.

## Agenda

- I. Call to Order & Introductions
- II. Public Comments – Henry Bendon
- III. Approval of August 15, 2023 Board Meeting Minutes – Tyrone Nelson.....2
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- VI. Action Items
  - A. Pulse Expansion – North/South Project Update – Adrienne Torres.....24
  - B. Ratification of GRTC/ATU Local 1220 Collective Bargaining Agreement.....25
- VII. Chief Executive Officer’s Report – Sheryl Adams
- VIII. Board Chair’s Report
- IX. Other Business
- X. Adjourn

**MINUTES  
AUGUST 15, 2023  
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  
Ellen Robertson, City of Richmond  
Lincoln Saunders, City of Richmond  
Daniel Schmitt, County of Henrico

Member Absent: Jim Ingle, County of Chesterfield

Others Present: Bonnie Ashley, General Counsel  
Sheryl Adams, Chief Executive Officer  
Adrienne Torres, Chief of Staff  
John Zinzarella, Chief Financial and Administrative Officer  
Tim Barham, Chief of Transit Operations  
Tony Byrd, Director of Maintenance  
Tony Carter, Director of Risk Management  
Joe Dillard, Director of Equitable Innovation & Legislative Policy  
Dexter Hurt, Director of Information Systems  
Michael Hurt, Interim Director of Marketing and Communications  
Tonya Thompson, Director of Procurement  
Cherika Ruffin, Program Manager, RideFinders  
Monica Carter, Safety and Service Compliance Manager  
Patricia Robinson, Planning Manager  
Antionette Haynes, Procurement Specialist  
Steve McNally, Planning Project Manager  
Jamel Harper, Procurement Specialist  
Jean Lombos, IT Service Delivery Manager  
Henry Benton, Communications Specialist  
Ashley Mason, Manager of Organizational Advancement  
Janice Witt, Executive Assistant  
Ken Lantz, PlanRVA

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 15, 2023, by Chairman Nelson, at 8:00AM. The meeting was held at GRTC, Operators Lounge, 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://youtube.com/live/VnAJXfOdJ2k?feature=share>.

II. Public Comments

The public notice, meeting agenda, and agenda attachments for this August 15, 2023, standing meeting of the Boards of GRTC, RideFinders, and Old Dominion Transit Management Company were posted at rideGRTC.com. Per the meeting notice, all written comments received via email by

Henry Bento prior to 5:00PM on the day preceding a meeting were provided to all members of the Board the night before the meeting, are read during the Public Comment Period of the meeting by staff following the two-minute speaking limit and will be included in the minutes of the meeting.

***Pamela Hurt Blake***

My name is Pamela Hurt Blake. It's hard for me to find bus routes to go to jobs I'm applying for. I have been offered jobs but I'm not able to go to them, because the bus routes don't go to them, such as Ashland or Glen Allen or further out.

***Olita Robinson***

My name is Olita Robinson. In the evening time, like after 2:00pm, the 1A slows down and the 1C slows down. They should have it more frequently in the evening, like they do in the morning, because people be getting off of work and they don't want to be standing up here all waiting. They be tired, you know.

- III. Approval of July 18, 2023 Board Meeting/Retreat Minutes – Tyrone Nelson  
Ms. Smith motioned to approve the July 18, 2023 Board Meeting/Retreat minutes, Ms. Robertson seconded, and the motion carried unanimously.
  
- IV. Consent Agenda
  - A. Microsoft Software Product Suite Renewal
  - B. Pumping Services at Restrooms DTS
  - C. Bus Wash
  - D. Tire Maintenance Services and Mileage LeasingMr. Schmitt motioned to approve the Consent Agenda, Mr. Saunders seconded, and the motion was carried unanimously.
  
- V. Action Item
  - A. Permanent Downtown Transfer Station Transit Oriented Development  
Stan Wall with HR&A gave a detailed presentation on the Permanent Downtown Transfer Station Oriented Development. He stated that HR&A's mission is to ensure implementation of their clients' aspirations to create vital places, build more equitable and resilient communities, and improve people's lives. HR&A is proposing a 26-week scope composed of four phases which are 1) Data Gathering & Predevelopment Analysis, 2) Potential Development Site Due Diligence, 3) Concept Development, and 4) TOD Funding Analysis and then the final report. Staff recommends that the Board of Directors authorizes the CEO to contract with HR&A Advisors for consultant services related to a permanent location for a transfer facility and transit-oriented development in downtown Richmond for \$442,840. Mr. Addison motioned to approve staff's request, Mr. Saunders seconded, and the motion carried unanimously.
  
- VI. Information Items
  - A. Updated List of Recent and Upcoming Procurements  
Ms. Thompson provided an update of the new Procurements and listed the following: North South BRT Phase 2 Study – BRT Station modification construction for \$700,000; Demo of 325 East Belt Boulevard for \$2M; Office Furniture; and Articulated Vehicles for \$3M.
  
- VII. Staff Reports  
Staff discussed the Reports provided in the Board Packet as follows with no significant changes from the prior month to report and no new significant issues pending:
  - A. Safety Performance – Tony Carter
  - B. Service Report and Operating Staffing – Tim Barham
  - C. Vehicle/Facility Report and Maintenance Staffing – Tony Byrd
  - D. Ridership Report – Patricia Robinson

- E. Quarterly Performance Report – Patricia Robinson
- F. Rider Comments – Monica Carter
- G. Financial Report – John Zinzarella

VIII. Board Subcommittee Reports

A. Finance Subcommittee Report – Jim Ingle

Mr. Schmitt stated that Mr. Zinzarella did a great job with the budget, preparations are in place and the Finance Committee is taking into considerations staffing. Mr. Zinzarella added that the required audit communication from Brown Edwards was sent to the members of the Finance Committee.

IX. Chief Executive Officer Report – Sheryl Adams

A. The Shareholders' Annual Meeting will be held on Wednesday, October 18, at 10AM here at GRTC in the 3<sup>rd</sup> Floor Conference Room.

B. The regularly scheduled Board meeting for October will be rescheduled to October 24 at 8AM.

C. The Downtown Transfer Station is officially set to open on Sunday, September 10 and we will have a ribbon cutting ceremony on Monday, September 11, at 10AM at the 8<sup>th</sup> Street lot.

D. We have launched an Employee of the Month Program which starting August 1. This is for employees who consistently demonstrate excellence on the job. Employees nominate their peers and a Committee selects the final three. This month those employees were Faith Baylor, Marlon Buck, and Tawana Monague. They will have a dedicated parking spot for the month, a letter, and a framed certificate.

E. FTA Triennial Review Update – The review has been completed and overall, it went very well. Highlights from the review: safety was a priority here at GRTC, there are processes in place at GRTC that they will be recommending to other transit agencies, 23 different sections were reviewed, commended our Transit Asset Management Plan, and preventive maintenance was 100% and that is rare. There were five corrective actions but they were minor.

X. Board Chair's Report

A. The Chairman reported that it is good to come to Board meetings and hear about positive movement, finances in good shape, recruitment of operators going well, and projects. We are headed in the right direction. Thanked all staff.

XI. Adjourn

There being no further business, the meeting adjourned at 9:12AM.

APPROVED:

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Tyrone E. Nelson, Chair  
GRTC Board of Directors

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Date

**MINUTES**  
**SEPTEMBER 19, 2023**  
**GRTC BOARD OF DIRECTORS**  
**BOARD MEETING**

- Members Present: Tyrone E. Nelson, Chair, County of Henrico  
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
- Members Absent: Andreas Addison, Vice Chair, 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  
Tim Barham, Chief of Transit Operations  
Tony Byrd, Director of Maintenance  
Joe Dillard, Director of Equitable Innovation & Legislative Policy  
Dexter Hurt, Director of Information Systems  
Michael Hurt, Interim Director of Marketing and Communications  
Tonya Thompson, Director of Procurement  
Cherika Ruffin, Program Manager, RideFinders  
Jamel Harper, Procurement Specialist  
Jean Lombos, IT Service Delivery Manager  
Henry Benton, Communications Specialist  
Ashley Mason, Manager of Organizational Advancement  
Darrell Miller, GRTC Bus Operator  
Maurice Wilkins, Capital Improvement Project Manager  
Janice Witt, Executive Assistant  
John Donlon, UZURV  
Patricia Fitzpatrick, UZURV  
Richard Hankins, RVA Rapid Transit  
Ken Lantz, PlanRVA  
Jessica Mooney, UZURV

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 September 19, 2023, by Chairman Nelson, at 8:00AM; however, there was not a quorum present. 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=RrTI\\_UzhOmM](https://www.youtube.com/watch?v=RrTI_UzhOmM).

## II. Public Comments

The public notice, meeting agenda, and agenda attachments for this September 19, 2023, standing meeting of the Boards of GRTC, RideFinders, and Old Dominion Transit Management Company were posted at rideGRTC.com. Per the meeting notice, all written comments received via email by Henry Benton prior to 5:00PM on the day preceding a meeting were provided to all members of the Board the night before the meeting, are read during the Public Comment Period of the meeting by staff following the two-minute speaking limit and will be included in the minutes of the meeting.

### ***Cindy Lu***

I sincerely hope GRTC will continue to be a fare-free transportation system. I appreciate the importance of reliable public transportation where it can be accessible by the public. I found the GRTC buses incredibly accessible to students and the residents of Richmond. The buses can make commuting to campus and surrounding areas easier for people, and offering free transportation encourages more people to take buses instead of using their cars, which benefits the environment by reducing carbon emissions.

### ***Nurya Wehabrebi***

The sanitation of the seats, as well as the bus stops, may be improved. It would be preferable if there could be an area where people could sit while waiting for the bus.

### ***Miguel Coppedge***

I feel like GRTC can improve with the cleanliness it's not bad but marks on the seats is kind of a germophobes worse nightmare. And one last thing hand sanitizer on the bus would be clutch.

### ***Talal Alshammari***

Hello, What I don't like the most is the waiting time and sometimes you miss the bus and then you see that the next bus is coming in 25 minutes so you would have to wait or walk.

### ***Karah Simpson***

I rode the GRTC bus the other day and I noticed that there wasn't any security cameras especially at the back of the bus. I think this would be a helpful feature, making people feel more safe and protected.

### ***Queani***

Hello, GRTC Board! My name is Queani, and I am a young woman who is new to the city of Richmond. I rode the GRTC twice, once with my friends and once with my class with Henry, who works for the GRTC, and he was great! But let me return to the major point of my comment: Cleanliness, safety, and recuperation are all important. These three factors have the potential to significantly improve the GRTC. Despite only taking the bus twice, I've seen a lot of things that should be improved. Beginning with sanitation. Sanitation could be a game changer because it reduces the spread of germs and pathogens by providing clean seating and other surfaces on the bus.

Second, when I first used the bus, I had to wait at the bus stop with my friends, which was a very uncomfortable experience because men were literally staring at us in strange ways, even on the bus. So perhaps adding a camera or a device that alerts if a person is in danger of incidents such as harassment would be ideal.

Finally, the recovery of bus stops Some of the GRTC bus stop waits are basically just sidewalks with no protection whatsoever, which is quite frightening because people are not shielded from weather such as rain.

As stated, if you guys took these three things into consideration, I am confident that the GRTC would be in much better shape and that more people would consider utilizing transit much more frequently. Thank you! Henry and the GRTC Board

***Tashawna***

The GRTC bus tracking app needs to be updated also I would be great to get late night updates on buses that are no longer in service.

***Wyatt Allanson***

A plan to have benches and shelter at bus stops is very important. Something I have experienced while at a Pulse sheltered bus stop was that it felt much hotter within the confines of the stop than it did out. Maybe making the stops lighter colored would result in less heat absorption.

***Ryan Riethmiller***

I would like to see better sanitization on the buses. The buses with upholstered seats look disgusting and it makes me question how well the buses are cleaned. I would also like to see a higher frequency in buses so if I miss a bus I would only have to wait like 5 minutes instead of 15.

***Daiyan Mahmood***

GRTC is the perfect way to travel around from VCU as a student. We definitely need to keep this service free because it benefits a lot of people. The walks to a lot of places have been minimized because of the conveniency of GRTC. The one thing that GRTC could use is more developed stop and pickup locations. The drop off spots were kind of random but if those could be arranged in a better way, it would be awesome. Overall its very convenient and I enjoy using the service.

***David Riedel Bello***

My name is David Riedel Bello, a first year at VCU. I have just recently rode the GRTC and I have some pros and cons. I enjoyed how on time the bus was, if it said there will be one arriving at 4pm, it will be on time. If there are any casualties that affect the buses schedule, it will send you a reminder telling you how late it will be. One thing I don't like is how frequent the bus comes. Some buses come once an hour and if you miss it, you are an hour behind on your schedule. There are a lot of good things that come from GRTC, but there is still room for improvement.

***Dale Brice***

I catch the 2B. I also catch the 5. The only problem I have is I'm vision impaired. Sometimes they will have the thing at the top on, but they don't have the voice on. I need a voice on, because it would be dark at night when I get off the bus. I see it's up there but I need to hear the voice to let me know when my stop is coming up. That's the only concern I got. They need to have somebody that keeps the voice things on, to help the visually impaired.

***Felix Salmons***

I usually take the 4A and the 4b and the Pulse and the 19. It would be really good if y'all had a Pulse system that went out to Midlothian. It would give me a lot more access to doctor offices and dentists. And, I'd like to be able to go out to my friend's business, La Sabrosita Bakery and support him because he's a good friend, I've known him for 20 years. They have good products.

III. Information Items

A. Updated List of Recent and Upcoming Procurements

Ms. Thompson reported that the Board Chair approved two procurements, 1) VIA Mobility, LLC for Microtransit Pilot Implementation Services for \$89,900 on August 28 and 2) STV, Inc. for Conceptual Paving Plan and Section 106 SHPO Documentation for \$127,153.23 on August 30.

IV. Staff Reports

Staff discussed the Reports provided in the Board Packet as follows:

- A. Service Report and Operating Staffing – Tim Barham
- B. Vehicle/Facility Report and Maintenance Staffing – Tony Byrd
- C. Ridership Report – Adrienne Torres
- D. Financial Report – John Zinzarella
- E. Safety Performance – Sheryl Adams
- F. Rider Comments – Sheryl Adams

Ms. Adams reviewed the Rider Comments with the Board; Ms. Carter is at a conference. After review, Mr. Anderson requested a graph showing the average of each type of complaint or the average listed beside each type of complaint.

V. Chief Executive Officer Report – Sheryl Adams

- A. The Shareholders' Annual Meeting will be held on Wednesday, October 18, at 10AM here at GRTC in the 3<sup>rd</sup> Floor Conference Room.
- B. The regularly scheduled Board meeting for October will be rescheduled to October 24 at 8AM.
- C. The Employees of the Month Program for September are Darryl Miller, Monica Carter, and George Williams. As a reminder the employees nominate their peers and a Committee selects the final three. Mr. Miller is an Operator and has been with GRTC for 22 years and was in attendance, recognized, and congratulated.
- D. Staff has been involved with Labor Negotiations and have reached a tentative agreement.
- E. The Downtown Transfer Station opened September 10 and a ribbon cutting ceremony was held on September 11. There has been a lot of positive feedback, customers are getting where they need to go, and it looks great. Chairman Nelson encouraged everyone to go visit the DTS.
- F. Following the Board Retreat, the Board requested that staff come back with a revised Vision Statement. The revised Vision Statement is "The transportation system that seamlessly connects the vibrant Richmond Region." Chairman Nelson requested staff forward the revised statement to the Board for comments.

VI. Adjourn

There being no further business, the meeting adjourned at 8:42AM.

APPROVED:

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Tyrone E. Nelson, Chair  
GRTC Board of Directors

\_\_\_\_\_  
Date





**Meeting Date:** October 12, 2023

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**CONSENT AGENDA ITEMS:**

- Office Space Utilization – Maurice Wilkins
- Stormwater Management Services Contract – Tony Byrd
- Title VI Analysis of September 2023 Service Changes – Patricia Robinson



**Meeting Date:** October 12, 2023  
**Consent Agenda:** Office Space Utilization

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**BACKGROUND:**

GRTC headquarters at 301 E Belt Blvd opened in 2010. The facility is 13 years old and has normal wear and tear from use, as well as GRTC’s staff needs have grown since the building opened. In Spring 2022, GRTC began an office space utilization study to determine the agency’s near-term administrative space needs that would address capacity concerns as well as restructuring of department locations and physical consolidation for better work collaboration. During this process, office furniture was also inspected to determine replacement needs. GRTC is seeking vendor services to replace and add furniture that was identified as a need from the space utilization study. Departments that will receive furniture are IT, Training, Customer Service, Planning and Scheduling, as well as miscellaneous offices that need replacement furniture or is a converted office space that had not previously had furniture.

**HIGHLIGHTS:**

- This procurement will fund the purchase and installation of the below furniture items:
  - Customer Service: Cubicle Replacements and Chairs
  - Scheduling: Cubicle Replacement and Additions
  - Training: Replacement and Addition of Trainee Desks and Trainee Chairs
  - IT: Replacement and Addition of Cubicles and Addition of Conference Table
  - Converted Offices and Meeting Space: Desks and Tables
- GRTC received bids from two (2) firms, with the Supply Room submitting the lowest bid.
- Federal, State, and Local Dollars:

	<b>Fed / 28%</b>	<b>Local / 4%</b>	<b>State / 68%</b>	<b>Total</b>
Funding	\$ 51,800	\$ 7,400	\$125,800	\$ 185,000

**RECOMMENDATION:**

Staff recommends that the Board of Directors authorizes the CEO to contract with The Supply Room for delivery and installation of cubicles, chairs, and miscellaneous office equipment at a total value not to exceed \$185,000.

\_\_\_\_\_  
Barb Smith, Secretary  
GRTC Board of Directors

\_\_\_\_\_  
Date



**Meeting Date:** October 12, 2023

**Consent Agenda:** Stormwater Management Services Contract

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## **BACKGROUND:**

GRTC is the primary public transportation provider for the Richmond region located at 301 East Belt Blvd. The facilities consist of an administrative building, maintenance building, employee parking lots, and parking storage for approximately 188 buses, 88 paratransit vans, and vehicles serving the Richmond region. Buses and vans are fueled, cleaned, inspected and maintained at this facility.

The stormwater management contract ensures that GRTC stays in compliance with all Department of Environmental Quality (DEQ) regulations and requirements. This contract covers annual stormwater comprehensive site compliance evaluation and reports, four 'total maximum daily load' (TMDL) monitoring events, annual illicit discharge detection and elimination (IDDE) submission of all reports to DEQ, collecting industrial stormwater sampling twice a year, and an annual updated stormwater pollution prevention plan.

## **HIGHLIGHTS:**

- Staff issued an Invitation for Bids on June 27, 2023, and one company (Stantec Consulting Services) submitted a bid. Staff conducted a cost analysis to determine that the bid price is fair and reasonable.
- The term of the contract is for three (3) base years with two (2) one-year options. Stantec Consulting Services price to update the Stormwater Sampling Plan, complete a Chesapeake Action Plan and Spill Prevention Compliance Plan for three (3) base years and two option years is \$100,500.
- The contract is supported with local funds.

## **RECOMMENDATION:**

That the Board of Directors authorizes the CEO to execute a contract to Stantec Consulting Services for Stormwater Management Services in the amount of \$100,500 and to include the authority for the CEO to execute option terms.

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Barb Smith, Secretary  
GRTC Board of Directors

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Date



**Meeting Date:** October 12, 2023

**Consent Agenda:** Title VI Analysis of September 2023 Service Changes

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## **BACKGROUND:**

GRTC plans to make service adjustments on September 10, 2023. 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 September 2023 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 5 frequency on weekdays is increasing to 15-minute service until 7:00PM.
  - Routes 7A & 7B on Sundays will have an expanded span from 7:00AM – 11:00PM.
  - The Pulse frequency on Saturdays will improve to 15-minute service until 11:30PM.
- Impact - No disparate impact or disproportionate burden to GRTC riders

## **RECOMMENDATION:**

The recommendation is that the Board of Directors acknowledge and concur with the results of the Title VI analysis, which identifies that the September 2023 service changes will not result in a disparate impact to minority populations or disproportionate burden to low-income populations.

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Barb Smith, Secretary  
GRTC Board of Directors

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Date



Major Change  
and  
Service Equity Analysis

September 2023 Schedule Changes



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## Overview

This report summarizes the results of the Major Change and Service Equity analysis conducted on the September 2023 proposed service changes. The proposed service changes for September 2023 includes a change in the total number of trips on Routes 5, 7A, 7B, and the Pulse. There will be frequency adjustments on GRTC Pulse and Route 5. There will be service span adjustments on Routes 7A and 7B on Sunday. These changes are identified as Major 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	September 2023 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"> <li>• Route 5 – Above 25% Change</li> <li>• Route 7A – Above 25% Change</li> <li>• Route 7B – Above 25% Change</li> <li>• Pulse – Above 25% Change</li> </ul>
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"> <li>• N/A</li> </ul>
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"> <li>• N/A</li> </ul>
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"> <li>• N/A</li> </ul>
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"> <li>• N/A</li> </ul>
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"> <li>• N/A</li> </ul>

Figure 1

**Major Change Analysis - System Level Metrics**

System Level Metric	Level of Change Required to be Classified as a Major Change	Example	September 2023 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**  
Routes 18, 20, and 78 above the threshold of 25 percent.

Change in Number of Trips															
Jurisdiction	Route	Review	Weekday				Saturday				Sunday				Change Category
			Change	Current	New	% Change	Change	Current	New	% Change	Change	Current	New	% Change	
Richmond/Henrico	108	x	0				41	106	147	39%	0				Major
Richmond	5	x	56	78	134	72%	0				0				Major
Henrico	7A	x	0				0				7	26	33	27%	Major
Henrico	7B	x	0				0				8	24	32	33%	Major

Figure 3

**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 change.
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 4/5<sup>th</sup> 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 each route is below 20%.

Route	Minority Population	Minority Burden/Benefit of Change	Disparate Impact	Disparate Impact Threshold
System	55.7	53.1	2.6	20

Figure 4

## 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 change.

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 4/5<sup>th</sup> rule is used identifying 20% as the threshold against the system low-income average based on ACS census block ground 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 each route is below 20%.

Route	Low-income Population	Low-income Burden/Benefit of Change	Disproportionate Burden	Disproportionate Burden Threshold
System	31	43.5	12.6	20

Figure 5

### Public Comment

A public meeting was held on August 29<sup>th</sup>, 2023 at 5:30 pm at Main Public Library, located at 101 E Franklin Street, Richmond, VA. The proposed changes and Title VI impacts were presented and the following feedback was received from the public:

- What are we doing with the Route 19? Will it start at 7am on Sundays soon? Currently starts at 10am on Sundays.
- Route 56 should run more service throughout the day.
- What is the North South BRT study. When will Service extend to Walmart way 1A?
- We used to have Service to Virginia Center Commons. Will that service return?
- RVA Rapid Transit rep. presented Mobility University
- Access to rural areas is anticipated with Micro Transit
- Customers like the 5-year growth plan for GRTC and the proposed extensions
- Will the 1A Extension go to Kroger in both directions?
- When will the 1B be running on Sunday? South Wood apartment complex customers could use more frequent service.

- We should add a stop for the Pulse. Pulse doesn't stop anywhere between Scotts Addition and staples mill. Route 50 is not available after a certain time. This leaves some customers stranded.
- Will new pulse station fixes be done at the same time as the Implementation of Articulated Buses.
- Bus stop spacing is too far and should be closer. This doesn't necessarily keep the bus on time or improve On Time Performance
- Why is 4AB and 13 connected?
- Too many Transfers to get from East end to Southside. I used to have 1 transfer, but now I must take 2 transfers with the pulse.
- Route 14 and 7AB could be connected for more service on Williamsburg Road to the airport.
- Transit Advisory Group should be implemented. (Riders Advisory Council). Haven't had any updates in over a month.
- Are there new routes coming soon?
- Do you have to have a Virginia Drivers license to apply for GRTC. I have an out of state license.
- Why do the majority of services end around 11pm? Now that we have more operators, the service should end later.
- What are the time frames of the stop-to-stop service provided after hours.
- Board Meetings should be held after normal working hours. Most people are at work and cannot attend.
- When will the extension on route 19 to Goochland be implemented?

## Conclusion

The proposed changes to Routes 5, 7A, 7B, and the Pulse for September 2023 were identified as major changes, triggering one 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 September 2023 schedule. Based on the positive results of the analysis, the GRTC board of directors approves the schedule changes proposed for September 2023.

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**Tyrone Nelson**  
**President/ Chair (Henrico County)**

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**Date**

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

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**Date**



**Meeting Date:** October 12, 2023  
**Action Item:** Pulse Expansion – N/S Project Update

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## **BACKGROUND:**

The Pulse BRT has made a significant difference in connectivity and revitalization for the Richmond community. The Pulse BRT has decreased east/west travel between downtown and Willow Lawn, reduced crash rates, and increased property values. After this incredible success, there is regional momentum to move forward with a second line. GRTC has just completed a one-year study to identify the prioritized corridors for a new Pulse line that will travel north and south from Henrico County through downtown Richmond into Chesterfield County. The study included technical analysis, outreach/engagement, and regional collaboration.

## **HIGHLIGHTS:**

GRTC will provide an updated presentation with the recommended corridor alignment.

## **RECOMMENDATION:**

Staff recommends that the Board of Directors concur with the recommended corridor alignment to move into phase II study, which will identify station locations, traffic level routing, ridership projections, environmental analysis, robust engagement, and preliminary design (30%). This next study will be completed following the required criteria for competitive capital grants for full design and construction.

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Barb Smith, Secretary  
GRTC Board of Directors

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Date





**Meeting Date:** October 12, 2023

**Action Item:** Ratification of GRTC/ATU 1220 Collective Bargaining Agreement

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## **BACKGROUND:**

GRTC and Union negotiation teams met on September 15 and September 18, 2023 to exchange proposals and negotiate items within each package. The GRTC management team consisted of Sheryl Adams, Chief Executive Officer; Adrienne Torres, Chief of Staff; John Zinzarella, Chief Financial and Administrative Officer; and Tim Barham, Director of Transit Operations. The management team previously met with the GRTC Board Finance Committee in Executive Session regarding the financial health of the agency. This allowed the management team to actively bargain in good faith within the budgetary constraints set by the Board.

GRTC and the Union completed negotiations within an unprecedented timeframe, addressing all items in just two days. On October 5, 2023, Local Union President, Maurice Carter, notified GRTC's CEO that the tentative agreements were voted and accepted by Union members with 98% approval.

## **HIGHLIGHTS:**

- Provide pay to all collective bargaining employees associated with an 8.5% pay increase effective October 1, 2023 with an approximate budget impact of \$4.7M in this fiscal year.
- Increase employer paid pension contributions in Year 2 from 15% to 15.5% and in Year 3 from 15.5% to 16%. There is no increase in contributions for this fiscal year.
- Increase in employer paid life insurance from \$50K to \$60K for life of contract.
- Increase in short-term disability benefit from \$400 per week for thirteen weeks to \$500 per week for thirteen weeks for life of contract.
- The maximum number of part-time bus operators shall not exceed thirteen percent (13%) of the number of full-time bus operators. This is an increase from twelve percent (12%) in the previous contract.

## **RECOMMENDATION:**

That the Board of Directors authorizes the CEO to sign the Collective Bargaining Agreement between GRTC and ATU Local 1220 for the period October 1, 2023 through September 30, 2026.

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Barb Smith, Secretary  
GRTC Board of Directors

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Date