

**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:



Tyrone E. Nelson, Chair  
GRTC Board of Directors

October 12, 2023

Date