

**MINUTES
OCTOBER 22, 2024
GRTC BOARD OF DIRECTORS
BOARD MEETING**

Members Present: Tyrone E. Nelson, Chair, Henrico County
Andreas Addison, Vice Chair, City of Richmond
Dave Anderson, Chesterfield County
Todd Eure, Henrico County
Jim Ingle, Chesterfield County
Ellen Robertson, City of Richmond
Lincoln Saunders, City of Richmond
Dan Schmitt, County of Henrico

Others Present: Bonnie Ashley, General Counsel
Sheryl Adams, Chief Executive Officer
John Zinzarella, Chief Administrative Financial Officer
Kevin Hernandez, Chief Operating Officer
Tim Barham, Director of Transportation
Tony Byrd, Director of Maintenance
Tony Carter, Director of Risk Management
Joe Dillard, Director of Government and External Affairs
Dexter Hurt, Director of Information Systems
Mike Hurt, Director of Marketing & Communications
Cherika Ruffin, Interim Executive Director of RideFinders
Tonya Thompson, Director of Procurement
Henry Bendon, Communications Specialist
Monica Carter, Interim Director of Safety and Security
Dylan Farris, Lead Transportation Supervisor
Sheronda Hill, Transportation Administrative Manager
Kevin Louard, Shop Foreman
Steve McNally, CIP Project Manager
Patricia Robinson, Assistant Director of Planning & Scheduling
Lora Toothman, Capital Improvement Program Manager
Janice Witt, Executive Assistant
Ken Lantz, PlanRVA
Faith Walker, RVA Rapid Transit

I. Call to Order & Introductions

This meeting of the Board of Directors of the GRTC, Old Dominion Transit Management Company (ODTMC), and RideFinders was called to order on October 22, 2024, by Mr. Nelson at 8AM 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://youtube.com/live/OrTTdk1qzYw?feature=share>.

II. GRTC Board of Directors

A. Annual Shareholders Meeting Report/Board Membership – The Shareholder’s Meeting was held Wednesday, October 16, 2024. Chairman Nelson stated that the same nine Board Members were appointed to the Board for the term October 16, 2024 through October 15, 2025.

B. Nominations and Election of Officers – Mr. Eure stated that the recommendations from the Nominating Committee for the slate of officers were as follows: Chair – Tyrone Nelson, Vice Chair – Jim Ingle, and Secretary/Treasurer – Ellen Robertson. Mr. Schmitt motioned to approve the recommendation, Mr. Saunders seconded, and the motion carried unanimously.

III. Public Comments

The public notice, meeting agenda, and agenda attachments for this September 17, 2024 meeting of the Boards of GRTC, RideFinders, and Old Dominion Transit Management Company were posted at rideGRTC.com. The following were written public comments:

Bryan

I'm going back and forth through programs and a homeless shelter. Currently getting my ID and birth certificate and all that. Can't work at the moment, but soon, within a month or two I will thanks to the zero bus fares. Hoping that it gets extended longer.

George Sinkler

I'm resident of Richmond, Virginia. With Zero-fare, I can have a better lifestyle because I can accomplish more living necessities. Without Zero-Fare I won't have the funds to go to many endeavors I need to because of limited monetary resources from Social Security Benefits. I am an everyday transit rider and know many others like me. So for our lifestyle this would benefit us.

Dometrious Gordine

As we are close to the second extension of Route 1 going to Virginia Center Commons, I have noticed the situation that involves the designation since late June since the route extends to Reynolds at that time. I have spoken with a few residents as well as passengers, and they told me that even though the designation sign shows up as Chamberlayne/Reynolds (soon to be either Chamberlayne/VCC or Chamberlayne/Brook/VCC), they don't know if the route will go all the way up to the northern terminus or short-turn to Azalea (Chamberlayne/Azalea), in which the designation sign should maintain for that purpose. The solution I believe should be similar to Rt. 19, where the designation sign shows up as either Short Pump or Sheltering Arms.

IV. Board Meeting Minutes – September 17, 2024

Mr. Ingle motioned to approve the September 17, 2024 Board Meeting minutes. Mr. Saunders seconded, and the motion carried unanimously.

V. Consent Agenda

- A. Route 1 Expansion Media Buys
- B. HASTUS Annual Maintenance and Support Agreement
- C. Pest Control Services
- D. Commuter Assistance Program Strategic Plan (CAPSP)
- E. Environmental Remediation/Demolition of Church Building

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

VI. Operations Updates

A. Operational Performance – Mr. Hernandez gave a presentation on Operations and here are a few of the highlights.

- Transportation
 - There are 325 full-time Operators and 19 trainees that are in various stages of training.
 - ATU and GRTC have launched a partnership mentorship program called M.E.E.T. (Mentoring, Educational, Employment, and Training) that mirrors national efforts with other agencies for retention. The first mentorship meetings took place at the end of August.
- Microtransit
 - Staffing and operations of microtransit remain stable and consistent.
- Safety and Security Department
 - Fixed Route overall decreased in reportable events, Specialized is consistent with year-over-year reportable incidents; Microtransit remains consistent with an average of one event per month.

- No physical assaults reported in September, three verbal assaults reported for fixed route, and none reported for paratransit and microtransit.
- Customer Service had almost a 50% decrease in complaints month-over-month for fixed route which is the lowest figure in over a year and there were 14 overall commendations received for the entire system.
- Fleet Maintenance and Facilities
 - Continue to meet preventative maintenance goals of 80% or better on all system vehicles.
 - Miles between failures increased on specialized transportation due to age of vehicle and increase in service; fixed route met goal.
 - Ongoing projects: exterior lighting improvements, building repainting, completion of HVAC and hot water system replacement and technology upgrades to better monitor system, and employee fitness center.

B. Ridership Performance – Ms. Robinson gave a detailed presentation on the 1st 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 on-time performance for BRT is 77%; local fixed route is 66% and the express routes is 68%.

VII. Development Updates

A. Project Updates – Ms. Toothman, GRTC’s new Capital Improvement Program Manager, updated the Board on the following projects: Pulse Station Modifications, Pulse Western Extension, Pulse North/South Route, and 325 East Belt Boulevard.

VIII. Financial Updates

A. Financials – Mr. Zinzarella reviewed the August financial statements.

IX. Chief Executive Officer’s Report

Ms. Adams congratulated and introduced the Employees of the Month - Kevin Louard (Shop Foreman), Sheronda Hill (Transportation Administrative Manager), Dylan Farris (Lead Supervisor), and Cherika Ruffin (Executive Director of RideFinders).

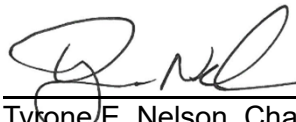
X. Board Chair’s Report

XI. Other Business

XII. Adjourn

There being no further business, the meeting adjourned at 8:39AM.

APPROVED:



Tyhone E. Nelson, Chair
GRTC Board of Directors

November 19, 2024

Date