

**MINUTES  
MARCH 18, 2025  
GRTC BOARD OF DIRECTORS  
BOARD MEETING**

Members Present: Tyrone E. Nelson, Chair, Henrico County  
Jim Ingle, Vice Chair, Chesterfield County  
Terrell Hughes, Henrico County  
Sharon Ebert, City of Richmond  
Nicole Jones, City of Richmond  
Dan Schmitt, Henrico County  
Barb Smith, Chesterfield County

Members Absent: Dave Anderson, Chesterfield County  
Ellen Robertson, Secretary/Treasurer, City of Richmond

Others Present: Bonnie Ashley, General Counsel  
Sheryl Adams, Chief Executive Officer  
Adrienne Torres, Chief of Staff  
John Zinzarella, Chief Administrative Financial Officer  
Kevin Hernandez, Chief Operating Officer  
Frank Adarkwa, Director of Planning & Scheduling  
Tim Barham, Director of Transportation  
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  
Mike Hurt, Director of Marketing & Communications  
Cherika Ruffin, Executive Director of RideFinders  
Tonya Thompson, Director of Procurement  
Monica Carter, Interim Assistant Director of Safety and Security  
Bogdan Cirjeu, Finance  
J'riah Guerrero, Microtransit Manager  
Leah Harrison, Grants Administrator  
John O'Keeffe, RideFinders  
Ashley Potter, Marketing  
Patricia Robinson, Assistant Director of Planning & Scheduling  
Janice Witt, Executive Assistant  
Dironna Clarke, City of Richmond  
Stephanie Garcia, WeDriveU  
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 March 18, 2025, by Chairman 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://www.youtube.com/watch?v=69ojw8EnUf0>.

II. Public Comments

The public notice, meeting agenda, and agenda attachments for this March 18, 2025 meeting of the Boards of GRTC, RideFinders, and Old Dominion Transit Management Company were posted at rideGRTC.com. There were two written public comments and one in-person public comment.

**Paula Cannon**

*“The 2B bus driver today, Carnation, she was just extremely thoughtful, kind, and wonderful. She was on time. A young lady unfortunately fell on her way to the bus, and she got off the bus and helped her up, made sure she was okay and assisted her on the bus. That is just beautiful, it really made my day.”*

**Linda**

*“It’s a beautiful hump day. I ride the 20 the 78, the 50 and the 5. And I’m just thankful that the bus drivers show up, with all the transitions, we can’t keep enough drivers on route but they’re doing the best they can and they’re doing a great job and I’d like to commend them on that.”*

**Faith Walker (In-person)**

Good Morning my name is Faith Walker; I'm the Executive Director for RVA Rapid Transit and I realize this is Employee Appreciation Day and I want to appreciate all the employees of GRTC. These last five years as I've been doing this work for advocacy, it has been challenging but also very rewarding. I really appreciate all the hard work and especially the attention toward zero-fare. I know the Board just had a Finance Meeting around zero-fare and you know one of the things that we have been doing at RVA Rapid Transit is around the importance of zero-fare and getting more institutions to support zero-fare especially universities and also letting the region know that for the last five years students, employees, and patients have been utilizing this free service so if it were to come back it would be very detrimental especially when it comes to the economy right now and people's incomes. I just want to do a plugin; we're doing an event on the 27th for that impact. I've been working with the University of Richmond and their students to do some research around the impact of zero-fare and I'll be passing out at the end of the Board meeting some invitations so please we're asking that any impact directors from different companies join and you know listen to what we found as far as the impact of zero-fare so we can get this. Thank you guys and I appreciate you and we appreciate your work

III. Board Meeting Minutes – February 18, 2025

Mr. Schmitt motioned to approve the February 18, 2025 Board Meeting minutes. Mr. Ingle seconded, and the motion carried unanimously.

IV. Consent Agenda

A. Driver Barrier Shields

B. Automated Data Processing (ADP) Workforce Now System Upgrade and Process Improvement

C. FY2026 Regional Public Transportation Plan

Ms. Smith motioned to approve the Consent Agenda, Ms. Jones seconded, and the motion carried unanimously.

V. Operations Updates

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

- Transportation
  - There were 328 full-time Operators and 8 trainees during February 2025.
  - Specialized on-time performance was 87.03% with a goal of 92%.

- Microtransit
    - There were 22 microtransit operators with a goal of 30.
  - Safety and Security Department
    - Fixed Route reportable events decreased overall.
    - Paratransit had eight reported events; none reported on Microtransit.
    - Public Safety Officer (PSO) presence allows for more immediate medical response. Post PSO launch data is higher due to reporting requirements and proactive PSO engagement. Twenty-three incidents were recorded for February.
  - Customer Service
    - Complaints were unchanged from January for fixed route.
    - Specialized complaints were down for February.
    - Microtransit complaints decreased to zero for February
    - Five commendations were received for the entire system.
  - Maintenance
    - Preventative Maintenance (PM) continues to meet our 80% goal on all 250 vehicles, ensuring reliable service and extending fleet longevity.
    - New Assistant Managers were hired in March to assist with Headquarters Building and field amenity maintenance.
    - Bus wash is now operational at 100%.
    - There were 22 work orders created in February.
    - GRT Staff visited St. Cloud, Minnesota to conduct an inspection and audit of the first bus at New Flyer to ensure bus meets our standards.
- B. Ridership Performance
- BRT average daily boardings for February weekday – 5,913, Saturday – 3,965, and Sunday – 3,278. Express Routes average daily boardings for February - 273. Local average daily boardings for February weekday – 27,235, Saturday – 19,292, and Sunday – 15,579.
  - The following is the total ridership for the five microtransit zones during February:
    - Azalea: 2,384
    - Ashland: 3,174
    - Sandston: 1,300
    - Cloverdale: 539
    - Powhatan: 119

## VI. Financial Updates

- A. Mr. Ingle reported that the Finance Subcommittee met on March 13. Mr. Zinzarella reviewed the January 2025 financials and reviewed the proposed FY26 budget.

## VII. Chief Executive Officer's Report

- A. Ms. Adams congratulated the Employees of the Month – John O’Keeffe (RideFinders), Tracy Jackson (Transportation Supervisor), Diamond Rich (Maintenance), and Bogdan Cirjeu (Finance).
- B. Today is National Transit Employee Appreciation Day.
- C. GRTC’s Microtransit Manager, J’riah Guerrero, has accepted the General Manager position with WeDriveU.
- D. GRTC’s RideFinders division has been recognized as an Accredited Transportation Demand Management (TDM) Organization by the Association for Commuter Transportation (ACT). RideFinders is one of just nine organizations nationwide to earn this inaugural designation, which honors industry leaders committed to building a more efficient transportation system and enhancing travel options through innovative mobility solutions.

VIII. Board Chair's Report  
A. No report.

IX. Executive Session - Personnel

Mr. Nelson moved that GRTC's Board of Directors hold a closed meeting pursuant to Section 2.2-3711(A)(1) of the Code of Virginia for the discussion and consideration of the performance and compensation of the Chief Executive Officer of GRTC. The motion was seconded by Ms. Jones, and the motion carried unanimously.

Mr. Nelson moved that this closed meeting was convened pursuant to the Virginia Freedom of Information Act and that, according to Sections 2.2-3712 of the Code of Virginia, it was conducted in conformity with Virginia law and that nothing was discussed except the matter or matters (1) specifically identified in the motion to convene in closed session and (2) lawfully permitted to be discussed under the provisions of the Virginia Freedom of Information Act cited in that motion. Mr. Nelson requested a Roll Call Vote which was unanimous.

X. Other Business

XI. Adjourn  
There being no further business, the meeting adjourned at 9:22AM.

APPROVED:



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Tyrone E. Nelson, Chair  
GRTC Board of Directors

April 15, 2025  
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Date