

MINUTES
APRIL 15, 2025
GRTC BOARD OF DIRECTORS
BOARD MEETING

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

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
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
Leah Harrison, Grants Administrator
Ashley Potter, Communications Manager
Patricia Robinson, Assistant Director of Planning & Scheduling
Mercado Romeo, Information Systems - Technology
Elizabeth Szmurlo, Manager of Data Analytics
Lora Toothman, Capital Improvement Program Manager
Richard Troxell, Microtransit Transportation Supervisor
David Wilde, IT Intern
Janice Witt, Executive Assistant
Manuel Yambo, Transportation Supervisor
Dironna Clarke, City of Richmond
Eldridge Coles, Citizen
J'riah Guerrero, WeDriveU
Ken Lantz, PlanRVA
Stephanie Powers, RVA Rapid Transit
Sam Sink, Kimley-Horn
Daniel Wagner, City of Richmond

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 April 15, 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/user/ridegrtc>.

II. Public Comments

The public notice, meeting agenda, and agenda attachments for this April 15, 2025 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 – March 18, 2025

Mr. Schmitt motioned to approve the March 18, 2025 Board Meeting minutes. Ms. Smith seconded, and the motion carried unanimously.

IV. Consent Agenda

A. Clever Devices Maintenance Renewal 2025-2028

B. CM/CEI Task Order to ETI Installations

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

V. Development Updates

A. Essential Transit Infrastructure (ETI) Progress Summary – Ms. Toothman gave a presentation on ETI Progress and updated the Board. Here are a few highlights: Wendell and Kimley-Horn are developing a 1–3-year implementation plan and an ongoing maintenance plan; design for installation of shelters in Richmond and Henrico to be complete by July 2025; system-wide ADA bus stop assessment completed April 9.

- Shelters – 53 benches have been installed in the City of Richmond, Chesterfield and Henrico. Plans are under review or approved for a total of 29 shelter installations in the City of Richmond and Henrico County. Orders for a total of 32 shelters have been placed in 2025 with shelters anticipated for the City of Richmond, Chesterfield County, and Henrico County.

B. Project Updates – Ms. Toothman gave a presentation and updated the Board on the following projects: North/South BRT, North/South BRT TOD, BRT Western Extension, Western BRT Layover/Transfer Center, Pulse Station Modifications, 325 East Belt Blvd Remediation – Demo – and Construction, Permanent Downtown Transfer Station Study and TOD.

VI. Operations Updates

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

- Transportation
 - There were 322 full-time operators, 27 part-time fixed-route operators, and 15 trainees during March 2025.
 - Specialized on-time performance was 89% with a goal of 92%.
- Microtransit
 - There were 20 microtransit operators with a goal of 30 and there were eight trainees.
- Safety and Security Department
 - Fixed Route reportable events decreased.
 - Paratransit had fifteen reported events; and one reported for Microtransit.
 - Security (Public Safety) – there was an increase in medical response, no physical assaults reported, and four calls required police response.
 - Patrols began in March 2025 for Willow Lawn and Pulse Stations to assist with non-DTS incidents.
 - Public Safety Ambassadors (PSAs) official launch was Sunday, March 30, 2025. Here are some highlights of March:
 - PSA monitoring CCTV alerted dispatch with live details after operator reported a fight outside the bus (not at the DTS).

- PSA stayed onboard a crowded bus near reported shooting activity to support the operator and alerted dispatch.
- PSA responded to an unresponsive passenger, prepared for first aid, and supported until first responders arrived.
- PSA assisted a group of young girls at DTS and rode with them to ensure they reached their destination safely.
- Customer Service
 - There were 44 fixed route complaints for March.
 - There were ten (10) paratransit complaints for March.
 - There were three (3) Microtransit complaints for March.
 - Seventeen 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.
 - There were 42 work orders created for Facilities and 46 completed in March.
 - EV Charger Construction is ongoing for EV LINK vans.
 - 9000-series Articulated buses have begun arriving to GRTC – inspection, testing, and training underway.
- B. Ridership Performance
 - Fixed Route – Total Ridership: Local Routes 3rd Quarter Total Boardings for FY25 was 2,221,008; BRT 3rd Quarter Total Boardings for FY25 was 469,619; and Express Routes 3rd Quarter Total Boardings for FY25 was 18,472.
 - The following is the LINK 3rd Quarter Total Ridership for the five Microtransit zones:
 - Azalea: 8,567
 - Ashland: 8,642
 - Sandston: 3,911
 - Cloverdale: 1,742
 - Powhatan: 395

VII. Financial Updates

- A. Mr. Zinzarella reviewed the February 2025 financials.
- B. Mr. Zinzarella stated that the Finance Committee will meet on May 8 at 3pm. The budget will be presented to the Finance Committee with a recommendation for acceptance and the budget will be presented to the Board at the May 20 Board meeting for approval.

VIII. Chief Executive Officer's Report

- A. Ms. Adams congratulated the Employees of the Month – Manuel Yambo (Transportation), Elizabeth Szmurlo (Planning), and Mercado Romeo (Information Systems – Technology).

IX. Board Chair's Report

- A. Chairman Nelson stated that zero fare will remain in place for FY26. While the Board has not formally adopted the FY26 budget, current projections show we will meet the funding needs to continue zero fare service through the next fiscal year.

X. 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.

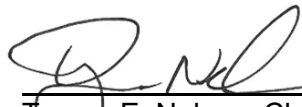
Mr. Nelson moved that this closed meeting was convened pursuant to the Virginia Freedom of Information Act and that, according to Sections 2.2-3712 of the Code of Virginia, it was conducted in conformity with Virginia law and that nothing was discussed except the matter or matters (1) specifically identified 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.

XI. Other Business

XII. Adjourn

There being no further business, the meeting adjourned at 10:02AM.

APPROVED:

A handwritten signature in black ink, appearing to read 'T. Nelson', is written over a horizontal line.

Tyrone E. Nelson, Chair
GRTC Board of Directors

May 20, 2025
Date