

## Board Retreat Agenda

A Board Retreat of the Board of Directors of the GRTC, Old Dominion Transit Management Company (ODTMC), and RideFinders will be held concurrently at 9:30 a.m. September 30, 2025, at GRTC, 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://www.youtube.com/live/DfU26gJDlv8>.

### Routine Board Meeting Items

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- IV. Consent Agenda
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- V. Action Items
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### Board Retreat

- I. FY2025 Year in Review
  - Celebrations and Accomplishments
  - Service Highlights
- II. FY2026 – FY2031
  - Service Plans/Priorities
  - Major Projects
  - Projections
  - Zero Fare
  - Alternative Revenue Sources
  - Policy Discussion
- III. Next Steps
- IV. Other Business
- V. Adjourn

**MINUTES**  
**August 19, 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  
Sharon Ebert, City of Richmond  
Terrell Hughes, Henrico County  
Nicole Jones, City of Richmond  
Barb Smith, Chesterfield County

Members Absent: Dan Schmitt, Henrico 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  
Anthony Carter, Director of Safety & Security  
Joe Dillard, Director of Government & External Affairs  
Dexter Hurt, Director of Information Systems  
Mike Hurt, Director of Marketing & Communications  
Tim Martin, Director of Transportation  
Cherika Ruffin, Executive Director of RideFinders  
Tonya Thompson, Director of Procurement  
Monica Carter, Assistant Director of Safety & Security  
Yvonne Ellis, Bus Operator  
Antionette Haynes, Procurement Specialist  
Ashley Potter, Communications Manager  
Kate Sheldon, Graphic Designer  
Sean Tabb, Assistant Facility Manager  
Lora Toothman, Capital Improvement Program Manager  
Janice Witt, Executive Assistant  
Dironna Clarke, City of Richmond  
Stephany Garcie, WeDriveU  
Ken Lantz, PlanRVA  
Rasheed Parker, Virginia Minority  
Stephanie Powers, RVA Rapid Transit  
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 August 19, 2025, by Chairman Nelson at 8AM at GRTC, 1<sup>st</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=C\\_im5tkwW\\_g&t=4607s](https://www.youtube.com/watch?v=C_im5tkwW_g&t=4607s).

II. Public Comments

The public notice, meeting agenda, and agenda attachments for this August 19, 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.

***Kelsey***

Hello, my name is Kelsy and I live in Richmond in the 3rd district. I travel often for work, and need to get to the airport early for my flights. I have tried multiple times to take advantage of the early morning program with Uber, but have not been successful. It was too hard to figure out the first time, with broken links and outdated information on the GRTC website, so I gave up. The next time I tried, I was finally able to load the voucher into my Uber app, but when I requested the ride, it charged my credit card instead. I am 26 and very tech-savvy. If I can't even do this, I highly doubt anyone else is able to either. When I contacted customer service, they told me my voucher wasn't applied because buses to the airport were already running, making an uber ride disqualified. However, my ride was at 5:24am, which is within the advertised 4-6am window. Please make this benefit accessible and functional, thank you.

***Charles Gorby***

My name is Charles Gorby, and I ride the 77 bus from the University of Richmond area. I haven't been able to use the bus often, but that's mainly because the service around U of R has very limited frequency and coverage. U of R is a private university surrounded by wealthy neighborhoods, and that means there's less demand for public transit from those residents. The result is that the stops we do have feel isolated—some are in wooded areas with no shelter, and even the campus stop has almost no indication that it's there. But not all students at U of R are wealthy. Many are on full scholarships or are international students who depend on affordable transportation. Without better service, we're forced to rely on Uber or Lyft when we shouldn't have to. One idea that would be especially helpful is a direct route from U of R to the airport, potentially connecting U of R, VCU, and the airport. Students are constantly traveling, and many of us aren't from Richmond. Reliable, direct service would make a real difference, especially since public transit is free and helps us save money.

III. Board Meeting Minutes – July 15, 2025

Ms. Jones motioned to approve the July 15, 2025 Board Meeting minutes. Mr. Ingle seconded, and the motion carried unanimously.

IV. Action Items

A. Microsoft 365 License Renewal

Ms. Robertson motioned to approve the Microsoft 365 License Renewal. Ms. Jones seconded, and the motion carried unanimously.

B. Diesel Fuel Delivery Services

Ms. Jones motioned to approve Diesel Fuel Delivery Services. Mr. Anderson seconded, and the motion carried unanimously.

C. Gasoline Delivery Services

Mr. Hughes motioned to approve Gasoline Delivery Services. Ms. Jones seconded, and the motion carried unanimously.

D. Transportation Alternatives Resolutions

Ms. Robertson motioned to approve the Transportation Alternatives Resolutions (5 Resolutions). Ms. Jones seconded, and the motion carried unanimously.

## V. Operational Updates

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

- Transportation
  - There were 321 full-time operators, 99 paratransit operators, and 22 microtransit operators.
- Safety & Security
  - Fourteen commendations were received for the entire system.
  - Valid complaints decreased for fixed route and Microtransit and increased for paratransit.
  - Fixed Route preventable events decreased.
  - Paratransit preventable events increased.
  - Microtransit preventable events increased.
  - Public Safety Officers – Documented Public Safety Officer events are averaging 23.5 per month, with July showing the expected summer spike.
    - Police response remains low, while medical aid calls remain high.
  - Public Safety Ambassadors (PSAs) assisted riders over 400 times in the field with information.
    - Safety observations requiring intervention remain elevated, reflecting the continued need for proactive presence.
- Facilities – Maintenance
  - Over 300 tasks were completed, up from 235 in June. Completion rate remains above 80% for both units (building services and Field services).

### B. Ridership Performance

- Local – Average Daily Boardings
  - Weekday – 28,767
  - Saturday – 20,575
  - Sunday – 16,752
- Express – Average Daily Boardings
  - Weekday – 446
- BRT – Average Daily Boardings
  - Weekday – 6,475
  - Saturday – 4,394
  - Sunday 3,212
- LINK – Total Monthly Ridership
  - Azalea – 3,205
  - Ashland – 2,486
  - Sandston – 1,642
  - Cloverdale – 895
  - Powhatan – 192
- LINK – Average Daily Ridership
  - Azalea – 128
  - Ashland – 99
  - Sandston – 78
  - Cloverdale – 43
  - Powhatan – 9
- Paratransit – Total Monthly Ridership
  - CARE/CARE Plus – 24,923
  - CARE On-Demand – 3,505

VI. Development Updates

- A. New Website Review – Ms. Potter reviewed the new website with the Board which included the performance dashboard, board reports, and annual reports.
- B. Capital Project Update – Lora Toothman
  - ETI (Shelters and Benches) Overview – Ms. Toothman showed from the website where to find the updates and stated it is updated weekly.

VII. Financial Updates

- A. Mr. Zinzarella reviewed the June 2025 Financials. Ms. Robertson stated that it was difficult to follow the presentation on financials and asked staff to format so it is easier to understand.

VIII. Chief Executive Officer's Report

- The GRTC Board Retreat will be held September 30 here at GRTC.
- October 15 is the Annual Shareholders Meeting at 10AM.
- Bonnie Ashley will be retiring on September 1, 2025.
- The October Board of Directors meeting will be October 28 at 8AM.
- Employees of the Month for August was Antionette Haynes – Procurement, Yvonne Ellis – Bus Operator, and Sean Tabb – Maintenance.

IX. Board Chair's Report

- Reminder Board members of the Board Retreat September 30.

X. Adjourn

There being no further business, the meeting adjourned at 9:30AM.

APPROVED:

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Tyrone E. Nelson, Chair  
GRTC Board of Directors

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Date

**Meeting Date:** September 30, 2025

**Consent Agenda:** Title VI Analysis of the October 2025 Service Changes

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## **BACKGROUND:**

GRTC is scheduled to implement service changes on October 19, 2025. In accordance with regulations set forth by the Federal Transit Administration (FTA), GRTC is mandated to conduct a comprehensive equity analysis in connection with any fare adjustments or major service changes, following the methodology outlined in GRTC's Title VI Program. Given that GRTC receives federal funding, it is imperative to comply with Title VI of the Civil Rights Act of 1964, which explicitly prohibits discrimination based on race, color, or national origin. This document summarizes the anticipated impacts of the Title VI analysis related to the upcoming service changes.

## **HIGHLIGHTS:**

- Changes
  - Route 56 is being replaced by LINK on-demand microtransit service.
    - Replacing 4 peak-only fixed routes trips per weekday with the expanded on-demand service Monday – Friday, 5:00 AM to 8:00 PM.
- Impact
  - No disparate impact or disproportionate burden to GRTC riders.
  - All service adjustments fall within the thresholds established in GRTC's Title VI policy.

## **RECOMMENDATION:**

That the Board of Directors acknowledge and concur with the results of the Title VI analysis, which identifies that the October 2025 service changes have major impacts on Route 56. The service is being replaced with LINK microtransit to ensure no loss of service to the area and creates more opportunities for one-seat rides across the 29 square mile zone while still connecting to 6 local fixed routes, including the BRT for connectivity. These changes did not have a disproportionate burden or disparate impact on the low-income or minority populations that GRTC serves.

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Ellen Robertson, Secretary  
GRTC Board of Directors

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Date



Major Change  
and  
Service Equity Analysis

October 2025 Schedule Changes



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## Overview

This report presents the findings of GRTC’s Major Service Change and Service Equity Analysis for the proposed service changes scheduled for October 2025. The proposed changes include minor adjustments to the number of trips on Routes 1, 1A, and 1C. One major service change is proposed; the replacement of Route 56, limited fixed route service, with on-demand microtransit.

The previous expansion to the Sandston LINK microtransit zone, as part of June 2025 service updates, was designed to cover the entire area of service of Route 56 to provide riders with overlapping modes of service in a transitional period (approximately 3 months). The current day Route 56 operates 4 peak-only trips per weekday and Sandston LINK operates Monday – Friday, 5:00 AM to 8:00 PM. Providing riders with more opportunities for one seat trips within the 29 square mile zone, as well as, connections to 6 local fixed routes (4A, 4B, 7A, 7B, 91, and Pulse) including the Pulse BRT for rapid transportation to downtown Richmond, and with a larger span of operating hours.

## 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 burden 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	October 2025 Proposed Changes
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>• 1</li> <li>• 1A</li> <li>• 1C</li> </ul>
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>
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>
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>
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>
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>• Route 56</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	October 2025 Proposed Changes
Adding new route(s)	Adding one or more new routes.	Creating a new route to reaching a previously unserved area.	• N/A
Change in 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.	• Minor

Figure 2

#### a. Change in number of trips (route level) - Minor

Routes 1, 1A, and 1C are below the threshold of 25 percent and considered minor changes.

Change in Number of Trips								
Jurisdiction	Route	Weekday			Sunday			Change Category
		Current	New	% Change	Current	New	% Change	
Richmond	1	133	139	5%				Minor
Richmond	1A	78	81	4%				Minor
Richmond	1C	62	64	3%	51	52	2%	Minor

Figure 3

#### b. Eliminating route(s) (route level) – Major

Route 56 is being replaced by LINK on-demand microtransit service. Replacing 4 peak-only fixed routes trips per weekday with on-demand service Monday – Friday, 5:00 AM to 8:00 PM.

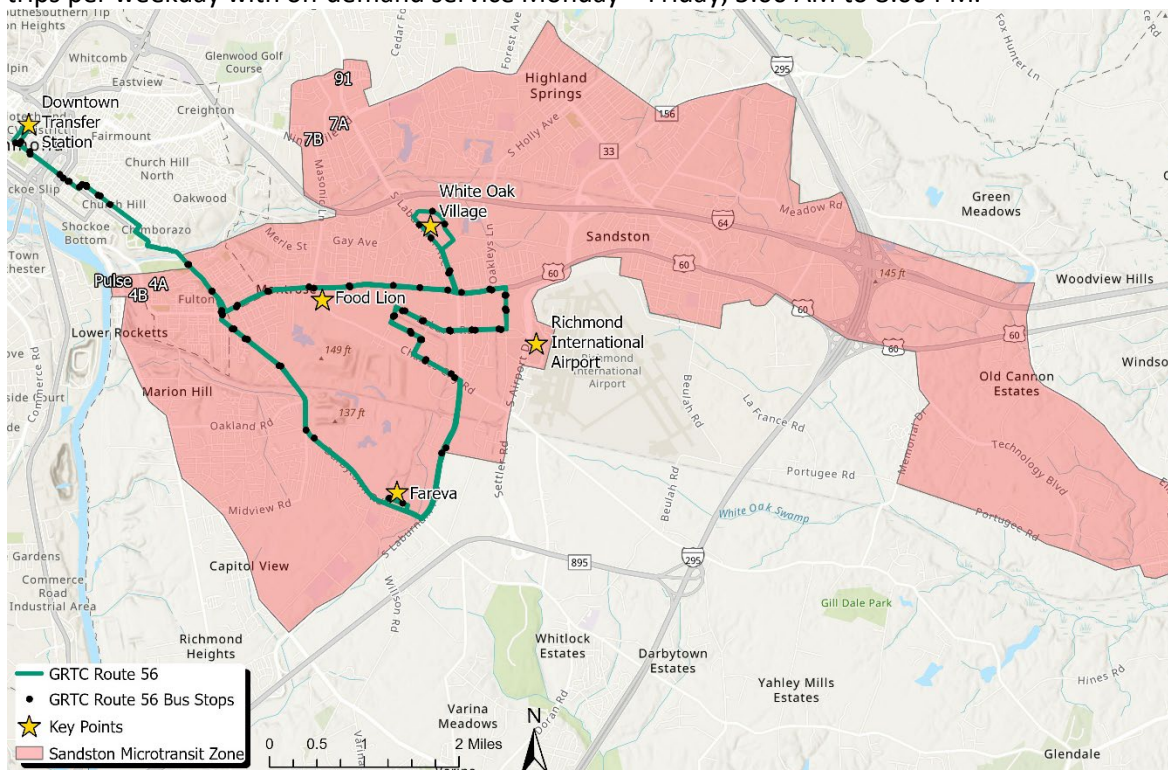


Figure 4

### c. Change in total daily revenue hours (system wide) – Minor

The revenue hours adjustments are well below the threshold of 25 percent and considered minor changes.

Change in Total Daily Revenue Hours				
Schedule	Change	Current	New	% Change
Weekday	24	1761	1785	1%
Saturday	-9	1340	1331	-1%
Sunday	7	968	975	1%
Total	22	4069	4091	1%

Figure 5

## 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 changes.
2. The percentage of minority populations in GRTC’s service area.

Disparate Burden Analysis					
Change in People Trips	Minority People Trips	Change Borne	Area Average	Delta	Disparate Burden
25,490,310	13,169,220	51.7%	54.5%	2.9%	No

Figure 6

## 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. 2020 American Community Survey (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. Remix was used in the Service Equity Analysis.

## 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 changes.

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.

Disproportionate Burden Analysis					
Change in People Trips	Low-Income People Trips	Change Borne	Area Average	Delta	Disproportionate Burden
25,490,310	6,231,488	24.4%	21.2%	3.3%	No

Figure 7

## 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. 2020 American Community Survey (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. Remix was used in the Service Equity Analysis.

## Results

While the upcoming October 2025 service changes includes a major change by replacing Route 56 with Sandston LINK microtransit service. GRTC conducted a thorough Title VI equity analysis and determined that none of the proposed changes result in a Disparate Impact on minority riders or a Disproportionate Burden on low-income populations.

All service adjustments fall within the thresholds established in GRTC's Title VI policy.

## Public Comment

A public meeting was scheduled for September 24<sup>th</sup>, 2025, from 5:30 - 6:30 PM at Main Public Library, located at 101 E Franklin Street, Richmond, VA.

## Conclusion

GRTC evaluated the proposed system changes, which included both major and minor modifications, for potential equity impacts. A fare and service equity analysis was conducted to assess whether the changes would result in a disparate impact on minority populations or a disproportionate burden on low-income populations. Based on the results of this analysis, no such impacts were identified for the proposed service changes.

## 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 major and minor service changes are planned with the October 2025 schedule. Based on the conclusion of the report, the GRTC board of directors approves the schedule changes proposed for October 2025.

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

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**Date**

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**Jim Ingle**  
**Vice-President/ Vice-Chair (City of Richmond)**

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**Date**



**Meeting Date:** September 30, 2025  
**Consent Agenda:** Procurement of Swiftly On-Time Performance and Run Times Modules

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## BACKGROUND:

GRTC is dedicated to enhancing service reliability, performance monitoring, and operational efficiency through targeted technology investments. The accurate measurement of on-time performance (OTP) and the optimization of run times are essential for ensuring compliance with schedules, maintaining customer satisfaction, and facilitating effective resource allocation. Consequently, GRTC intends to implement advanced analytical tools offered by Swiftly to promote data-driven service planning and improve operational efficiency.

Swiftly, Inc. is a nationally recognized provider of real-time transit data platforms, delivering an integrated suite of modules designed to enhance performance tracking, service planning, and rider communication.

## HIGHLIGHTS:

- The proposed procurement encompasses two critical modules:
  - On-Time Performance (OTP) Module – This module provides real-time and historical data regarding schedule adherence across the transit system, thereby enabling performance reporting, trend analysis, and enhancements in service reliability.
  - Run Times Module – This module evaluates actual vehicle performance against scheduled times and generates data-driven recommendations for adjusting run times. Such adjustments support more accurate scheduling, alleviate operator stress, and improve the overall rider experience.
- Procurement Approach – The procurement of these modules will be conducted through the NASPO ValuePoint Cooperative Purchasing Program, utilizing the State of Utah Participating Addendum. This procurement method ensures compliance with both state and GRTC purchasing policies while capitalizing on competitive pricing that the NASPO has previously negotiated.
- The total estimated cost for this procurement is \$160,000 and funded with grant funds.

	<b>Federal (28%)</b>	<b>State (68%)</b>	<b>Local (4%)</b>
	\$44,800	\$108,800	\$6,400

- The contract is structured as a one-year agreement, with an option for annual renewal.

## RECOMMENDATION:

It is recommended that the Board of Directors approve the procurement of Swiftly's On-Time Performance and Run Times modules through the NASPO ValuePoint Participating Addendum.

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Ellen Robertson, Secretary  
GRTC Board of Directors

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Date

**Meeting Date:** September 30, 2025

**Consent Agenda:** Fleet Technology Upgrade – Passenger Information Display (Infotainment)

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## BACKGROUND:

GRTC operates a fleet service across the region to improve communication safety and relies on a reliable communication system to inform passengers. GRTC piloted onboard passenger information display (infotainment) technology to provide timely and accurate passenger information.

GRTC plans to implement passenger information display sign technology across the entire fleet to enhance passenger information awareness and provide improved communication mediums. The implementation of the new technology upgrades fleet vehicles for the GRTC Fixed Route Fleet, providing enhanced visual communication, real-time updates, and additional messaging features.

## HIGHLIGHTS:

- This purchase includes a double-sided 29" sign system configuration on each bus, to include hardware warranty, labor, and equipment shipping for the fleet. The hardware includes a five (4) year manufacturer's warranty.
- The proposed replacement project and implementation enhance the fleet by providing Thin Film Transistor (TFT) displays that give crystal clear information to the travelling passengers. The TFTs are automatically updated along the route, through several different inputs such as GPS and door switch. In addition to next stop, timetable, and transfer information, the system can also be easily set up to show location-based advertising and real-time web feeds, ensuring your passengers always have all the latest news.
- The total cost of the infotainment systems, accessories, and warranty is \$795,000. This purchase will be funded with grant funds.

Grant #	Federal (28%)	State (68%)	Local (4%)
000-111-01-873	\$222,600	\$540,600	\$31,800

## RECOMMENDATION:

The Board of Directors authorizes the CEO to issue a purchase order to Hanover Displays Ltd. to purchase the Onboard Infotainment System equipment and labor for the fleet buses at a not-to-exceed cost of \$795,000.

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Ellen Robertson, Secretary  
GRTC Board of Directors

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Date

**Meeting Date:** September 30, 2025  
**Consent Agenda:** Fleet Technology Upgrade – Destination Sign Retrofit

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## BACKGROUND:

GRTC operates a fleet service across the region to improve communication safety and relies on a reliable communication system to inform passengers. GRTC has piloted new destination sign technology to provide better management and upgrade older technology that is past its warranty life.

GRTC plans to purchase new destination signs to upgrade fleet vehicles' technology for the GRTC Fixed Route Fleet, providing enhanced management, real-time updates, and additional features. The new destination signs are LED display technology that is low maintenance, making them an efficient solution for improving fleet operations and productivity. The hardware provides high performance with integrated advanced features to efficiently operate our entire fleet service.

## HIGHLIGHTS:

- This purchase includes White LED Sign System for 80 buses, to include hardware warranty, labor, and equipment shipping to upgrade the fleet. The hardware includes a five (5) year manufacturer's warranty.
- The proposed replacement project and implementation enhance the fleet by providing improved clarity and contrast, which are essential for clear and effective communication in public transportation. Technology offers up to 20 times the resolution of standard LED destination signs, ensuring that the displayed text looks like continuous screen printing rather than a dot matrix.
- The total cost of the destination systems, accessories, and warranty is \$835,580. This purchase will be funded with grant funds.

Grant #	Federal (28%)	State (68%)	Local (4%)
000-111-01-873	\$233,962.40	\$568,194.40	\$33,423.20
000-111-01-876			

## RECOMMENDATION:

The Board of Directors authorizes the CEO to issue a purchase order to Hanover Displays Ltd. to purchase the Destination Sign System equipment for fleet upgrades at a not-to-exceed cost of \$835,580.

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Ellen Robertson, Secretary  
GRTC Board of Directors

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Date

**Meeting Date:** September 30, 2025

**Consent Agenda:** Disadvantaged Business Enterprise (DBE) Goal Update FY26-FY28 Triennial Period

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## BACKGROUND:

The Greater Richmond Transit Company (GRTC) is required by the Federal Transit Administration (FTA) to establish a **Disadvantaged Business Enterprise (DBE)** goal every three years. GRTC's current DBE goal of **1.9%** applies to the **FY2023–FY2025 triennial period, October 1, 2023 – September 30, 2025**.

- In **FY2023**, GRTC achieved **2.2%** DBE participation.
- In **FY2024**, GRTC significantly exceeded the goal with **11.7%** DBE participation.
- For the **first half of FY2025**, DBE participation stands at **0.42%**. Final participation results for the full fiscal year will be available after **September 30, 2025**.

The current DBE goal expires on **October 1, 2025**. In accordance with FTA requirements, GRTC must develop and submit a new proposed DBE goal for the **FY2026–FY2028 triennial period**. At this time GRTC will need to complete the **required public notice, 30-day public comment period**, and finalize the methodology.

## HIGHLIGHTS:

Using the FTA-recommended methodology for goal setting, GRTC staff has analyzed projected federal funding and upcoming projects for FY26 through FY28. As part of this process, staff evaluated the availability of disadvantaged businesses within GRTC's market area capable of performing the anticipated work.

Based on this analysis, GRTC proposes a **DBE participation goal of 10%** for the FY26–FY28 period. Full details of the methodology and calculations are included in the attached DBE Goal Plan. This proposed goal is subject to change based on input received during the **30-day public comment period**, scheduled for **October 1–October 30, 2025**.

- If **no substantive comments** are received, staff will submit the plan to the FTA by the **October 31 deadline** without further board review.
- If **substantive comments** are received, staff will revise the plan as needed and return to the board for review and approval at the **November 18, 2025, meeting**.

## RECOMMENDATION:

The GRTC Board of Directors adopts the proposed FY 2026-2028 draft DBE goal of 10% for public review.

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Ellen Robertson, Secretary  
GRTC Board of Directors

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Date

# GRTC Transit System

## FFY 2026- FFY 2028 Overall DBE Three Year Goal Methodology

### Introduction

This document details the methodology used by Greater Richmond Transit System (GRTC) to establish its overall Disadvantaged Business Enterprise (DBE) Goal for Federal Transit Administration (FTA) assisted contracts for the three-year Federal Fiscal Year (FFY) goal period of 2026- 2028 (October 1, 2026 – September 30, 2028).

GRTC is a recipient of U.S. Department of Transportation (USDOT), Federal Transit Administration (FTA) funding. As a condition of receiving this assistance, GRTC must comply with FTA's DBE requirements. In accordance with Title 49 CFR Part 26; Participation by DBE's in USDOT programs, GRTC is required to develop and submit a triennial Overall DBE Goal for its FTA assisted projects.

This goal process begins by identifying FTA assisted contracts and subcontracts GRTC intends to award during the triennial period, followed by identifying availability of ready, willing, and able DBEs in relationship to all comparable businesses which are known to be available to compete for FTA-assisted contracts in GRTC's market area.

### Projected FTA-Assisted Contracts FFY26-FFY28

Table 1 represents GRTC's FTA-assisted Capital Projects Plan considered in preparing the goal methodology. It is anticipated that the capital projects listed in this table will be awarded during the triennial period, fiscal years 2026–2028.

**Table 1**

PROGRAM OF PROJECTS/ CAPITAL PLAN	FY 26	FY27	FY28	TOTAL FTA DOLLARS
Preventive Maintenance (Vehicle Parts & Maintenance)	\$ 5,600,000	\$ 5,600,000	\$ 5,600,000	\$ 16,800,000
Computer Hardware	\$ 38,836	\$ 428,400	\$ 81,200	\$ 548,436
Computer Software	\$ 2,675,971	\$ 448,971	\$ 408,371	\$ 3,533,313
Fleet ( Non Revenue)	\$ 106,231	\$ 229,366	\$ 101,164	\$ 436,761
Transit Enhancements (Passenger Shelters, Benches, Trash Cans)	\$ 28,000	\$ 1,169,544	\$ 1,247,817	\$ 2,445,361
Shop Equipment	\$ 236,117	\$ 159,852	\$ 149,660	\$ 545,629
Third Party Studies	\$ 2,152,800	\$ -	\$ 94,120,000	\$ 96,272,800
Construction	\$ 2,070,000	\$ 33,620,000	\$ -	\$ 35,690,000
Security/Surveillance	\$ 16,000	\$ 28,000	\$ -	\$ 44,000
Infrastructure	\$ 55,800	\$ 312,200	\$ -	\$ 368,000
<b>TOTAL FTA FUNDED PROJECTS -SECTION 5307</b>	<b>\$ 12,979,755</b>	<b>\$ 41,996,333</b>	<b>\$ 101,708,212</b>	<b>\$ 156,684,300</b>

## GRTC Transit System

### FFY 2026- FFY 2028 Overall DBE Three Year Goal Methodology

Table 2 represents capital projects broken down by contracting opportunities for each category listed in GRTC's Capital Plan in Table 1.

**Table 2**

<b>Contracting Opportunities by Category</b>	<b>Total Federal Dollars</b>
<b>Preventive Maintenance - Vehicle Parts &amp; Maintenance</b>	
<b>List Projects:</b>	\$ 16,800,000
<b>Computer Hardware</b>	\$ -
<b>List Projects:</b>	\$ -
Radio System Upgrade Retrofit Two Way Radio	\$ 224,000
Server Replacement	\$ 140,000
Apollo Monitor Pilot -Onboard Surveillance Camara System	\$ 12,236
Clever Repair & replacement	\$ 42,000
Apollo Repair and replacement - Onboard Camera Surveillance Equipment	\$ 25,200
Luminator Destination Sign Repair and Replacement	\$ 49,000
IT Hardware PC Refresh- Desktops, Laptops, Monitors and Docking Stations	\$ 56,000
<b>Computer Software</b>	
<b>List Projects:</b>	
Annual IT software maint contracts (Admin)	\$ 474,154
Annual IT software maint contracts (Service)	\$ 698,880
Clever Insights - Clever RC+ Software Upgrade	\$ 50,680
Destination Sign Retrofit Project- Content Management System	\$ 84,000
Enterprise Resource Planning & Customer Relationship Management (ERP/CRM) (Consult/Install)	\$ 2,165,600
Microsoft SCCM and SCOM Management Software	\$ 60,000
<b>Fleet (Non-Revenue Vehicles)</b>	
<b>List Projects:</b>	
Support Vehicle Replacement- Van, Sedan, SUV, Pickup Truck	\$ 341,497
Vehicle Support Equipment (Technology)	\$ 95,264
<b>Transit Enhancements (Bus Stop Amenities)</b>	
<b>List Projects:</b>	
BRT Station Repairs	\$ 84,000
Transit Infrastructure - Replacement Amenities- Trash Cans & Benches	\$ 50,050
Transit Infrastructure - Bus Stop Solar Lights	\$ 32,892
Transit Infrastructure - Install Passenger Shelters, Benches, Trash Cans	\$ 2,278,419
<b>Shop Equipment</b>	
<b>List Projects:</b>	
Bus Lifts	\$ 456,260
Various Shop Equipment	\$ 87,018

## GRTC Transit System

### FFY 2026- FFY 2028 Overall DBE Three Year Goal Methodology

Tire Changing Bay Extension	\$	2,351
<b>Third Party Studies</b>		
<b>List Projects:</b>		
Western Pulse BRT E&D	\$	2,152,800
N/S BRT Engineering	\$	8,280,000
N/S BRT Construction Phase I	\$	84,000,000
N/S BRT Construction Phase II NEPA	\$	1,840,000
N/S BRT Phase II Engineering		
<b>Construction</b>		
<b>List Projects:</b>		
Downtown Transfer Center A&E Services	\$	9,800,000
West End Park N Ride	\$	3,910,000
301 E Belt Blvd Renovations	\$	140,000
Transit Infrastructure -Western Pulse BRT Extension Construction	\$	21,840,000
<b>Security/Surveillance</b>		
<b>List Projects:</b>		
Property Security Assessment	\$	16,000
Property Security Upgrade	\$	28,000
<b>Infrastructure</b>		
<b>List Projects:</b>		
Carpet Replacement	\$	140,000
Chiller upgrades	\$	35,000
Concrete Pad for Equipment Storage Shed	\$	25,000
Elevator Interior Upgrade	\$	14,000
Plumbing Fixture Replacement	\$	70,000
Replace Vinyl Floors	\$	84,000
<b>Total FTA Funded Projects- Section 5307</b>	<b>\$</b>	<b>156,684,301</b>

The information provided in **Table 3** displays the categories of work and related North American Industry Classification System (NAICS) Code for purposes of weighting the categories of work based on staff cost estimates.

## GRTC Transit System

### FFY 2026- FFY 2028 Overall DBE Three Year Goal Methodology

**Table 3**

	NAICS Code	Description of Work	Amount of DOT funds on project:	% of total DOT funds (weight)
1	236220	301 E Belt Blvd Renovations	\$140,000.00	0.0009
2	237310	BRT Station Repairs, West End Park N Ride, Western Pulse BRT Extension	\$25,834,000.00	0.1649
3	238110	Concrete Pad for Equipment Storage Shed	\$25,000.00	0.0002
4	238130	Transit Infrastructure - Replacement Amenities- Trash Cans & Benches, Install Passenger Shelters, Benches, Trash Cans	\$2,328,469.00	0.0149
5	238220	Chiller Upgrades, Plumbing Fixture Replacement	\$105,000.00	0.0007
6	238290	Tire Changing Extension, Elevator Interior Upgrade	\$16,351.00	0.0001
7	333921	Bus Lifts	\$456,260.00	0.0029
8	334111	Server Replacement	\$140,000.00	0.0009
9	334220	Radio System Upgrade Retrofit Two Way Radio	\$224,000.00	0.0014
10	335122	Transit Infrastructure-Bus Stop Solar Lights	\$32,892.00	0.0002
11	336112	Support Vehicle Replacement	\$341,497.00	0.0022
12	339950	Designation Sign Repair & Replacement	\$49,000.00	0.0003
13	423120	Vehicle Parts and Gneneral Maintenance	\$16,800,000.00	0.1072
14	423430	Desktops, Laptops, Monitors, and Docking Stations	\$56,000.00	0.0004
15	423610	Shop Equipment, Property Security Upgrade	\$115,018.00	0.0007
16	442210	Replacement of Vinyl Floor and Carpet	\$224,000.00	0.0014
17	511210	Annual IT Software Maintenance Contracts-Admin, Annual IT Services Contracts -Service, Micorsoft SCCM and SCOM Management Software	\$1,233,034.00	0.0079
18	518210	Destination Sign Retrofit	\$84,000.00	0.0005
19	541310	Downtown Transfer Center A&E Services	\$9,800,000.00	0.0625
20	541330	Western Pulse BRT Engineering and Design, N/S BRT Engineering, N/S BRT Construction Phase I, N/S BRT Construction Phase II NEPA	\$96,272,800.00	0.6144
21	541511	Apollo Monitor Pilot, Apollo Repair and Replacement, Clever Repair and Replacement, Clever Insights Upgrade, Enterprise Resource Planning & Customer Relationship Management (ERP/CRM) Consult & Install , Vehicle Support Equipment	\$2,390,980.00	0.0153
22	541690	Property Security Assessment	\$16,000.00	0.0001
	<b>Total FTA-Assisted Contract Funds</b>		<b>\$156,684,301.00</b>	<b>1</b>



# **GRTC Transit System**

## **FFY 2026- FFY 2028 Overall DBE Three Year Goal Methodology**

### **Defining GRTC's Market Area**

GRTC's local market area for contracts is the state of Virginia where most of the contract dollars are expended, however some of our non-professional procurement vehicle parts are from bidders within the US.

### **Goal Setting Methodology**

The overall goal is developed by a two-step method set forth within the federal regulations as defined in 49 CFR Part 26.45.

#### ***Step 1: Establishing the Base Figure***

GRTC followed the prescribed federal methodology to determine a base figure. GRTC looked at the availability of ready and willing DBE firms in each category code and looked at ALL ready and willing firms in each category code. This information was gathered through the Virginia Unified Certification Program (VAUCP) DBE Database of Certified Firms and the 2020 U.S. Census Bureau County Business Patterns Database. To ensure a comparable, GRTC used the same NAICS codes when compiling this information.

Next to determine the base figure GRTC considered the (local market area) in which the majority of its project's dollars are expended. It was determined that the state of Virginia represents the local market area, however some non-professional procurements such as fareboxes and vehicle parts are from bidders within the US.

The base figure is derived by dividing the number of ready, willing, and able DBE firms identified in each work category by the number of ALL firms identified in each work category (relative availability) as shown in **Table 4**.

Ready, willing, and able DBE's  
(Data source = VAUCP Directory)

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All firms ready, willing, and able  
(Data source = CBP, includes DBEs and non –DBEs)

=Base Figure of 15.3%      $\frac{2,311 \text{ DBE's}}{15,150 \text{ Total Businesses}}$

# GRTC Transit System

## FFY 2026- FFY 2028 Overall DBE Three Year Goal Methodology

**Table 4**

	NAICS Code	Description of Work	Number of DBEs available to	Number of all firms available	Relative Availability
1	236220	301 E Belt Blvd Renovations	278	1045	26.60%
2	237310	BRT Station Repairs, West End Park N Ride, Western Pulse BRT Extension	277	327	84.71%
3	238110	Concrete Pad for Equipment Storage Shed	107	479	22.34%
4	238130	Transit Infrastructure - Replacement Amenities- Trash Cans & Benches, Install Passenger Shelters, Benches, Trash Cans	57	328	17.38%
5	238220	Chiller Upgrades, Plumbing Fixture Replacement	57	2765	2.06%
6	238290	Tire Changing Extension, Elevator Interior Upgrade	32	162	19.75%
7	333921	Bus Lifts	2	21	9.52%
8	334111	Server Replacement	2	3	66.67%
9	334220	Radio System Upgrade Retrofit Two Way Radio	3	19	15.79%
10	335122	Transit Infrastructure-Bus Stop Solar Lights	1	9	11.11%
11	336112	Support Vehicle Replacement	0	0	
12	339950	Designation Sign Repair & Replacement	18	126	14.29%
13	423120	Vehicle Parts and Gneneral Maintenance	3	244	1.23%
14	423430	Desktops, Laptops, Monitors, and Docking Stations	35	174	20.11%
15	423610	Shop Equipment, Property Security Upgrade	91	273	33.33%
16	442210	Replacement of Vinyl Floor and Carpet	0	271	0.00%
17	511210	Annual IT Software Maintenance Contracts- Admin, Annual IT Services Contracts -Service, Micorsoft SCCM and SCOM Management Software	17	494	3.44%
18	518210	Destination Sign Retrofit	133	641	20.75%
19	541310	Downtown Transfer Center A&E Services	64	465	13.76%
20	541330	Western Pulse BRT Engineering and Design, N/S BRT Engineering, N/S BRT Construction Phase I, N/S BRT Construction Phase II NEPA	417	2309	18.06%
21	541511	Apollo Monitor Pilot, Apollo Repair and Replacement, Clever Repair and Replacement, Clever Insights Upgrade, Enterprise Resource Planning & Customer Relationship Management (ERP/CRM) Consult & Install , Vehicle Support Equipment	405	4080	9.93%
22	541690	Property Security Assessment	312	915	34.10%
	<b>Combined Totals</b>		<b>2311</b>	<b>15150</b>	<b>15.25%</b>
					<b>Overall avail-ability of DBEs</b>

GRTC then weighed the base figure considering the overall portion of funds and the availability of DBEs represented by each NAICS code. The result of the weighted base figure calculation is 14.8% as shown in **Table 5** below.

# GRTC Transit System

## FFY 2026- FFY 2028 Overall DBE Three Year Goal Methodology

**Table 5**

	NAICS Code	Description of Work	Weight	x	Avail-ability of DBEs	Weighted Base Figure
1	236220	301 E Belt Blvd Renovations	0.00089	x	0.26603	0.0002
2	237310	BRT Station Repairs, West End Park N Ride, West	0.16488	x	0.84709	0.1397
3	238110	Concrete Pad for Equipment Storage Shed	0.00016	x	0.22338	0.0000
4	238130	Transit Infrastructure - Replacement Amenities- Tr	0.01486	x	0.17378	0.0026
5	238220	Chiller Upgrades, Plumbing Fixture Replacement	0.00067	x	0.02061	0.0000
6	238290	Tire Changing Extension, Elevator Interior Upgrad	0.00010	x	0.19753	0.0000
7	333921	Bus Lifts	0.00291	x	0.09524	0.0003
8	334111	Server Replacement	0.00089	x	0.66667	0.0006
9	334220	Radio System Upgrade Retrofit Two Way Radio	0.00143	x	0.15789	0.0002
10	335122	Transit Infrastructure-Bus Stop Solar Lights	0.00021	x	0.11111	0.0000
11	336112	Support Vehicle Replacement	0.00218	x	0.00000	
12	339950	Designation Sign Repair & Replacement	0.00031	x	0.14286	0.0000
13	423120	Vehicle Parts and Gneral Maintenance	0.10722	x	0.01230	0.0013
14	423430	Desktops, Laptops, Monitors, and Docking Station	0.00036	x	0.20115	0.0001
15	423610	Shop Equipment, Property Security Upgrade	0.00073	x	0.33333	0.0002
16	334111	Replacement of Vinyl Floor and Carpet	0.00143	x	0.66667	0.0010
17	334220	Annual IT Software Maintenance Contracts-Admir	0.00143	x	0.15789	0.0002
18	335122	Destination Sign Retrofit	0.00021	x	0.11111	0.0000
19	336112	Downtown Transfer Center A&E Services	0.00218	x	0.00000	
20	339950	Western Pulse BRT Engineering and Design, N/S I	0.00031	x	0.14286	0.0000
21	423120	Apollo Monitor Pilot, Apollo Repair and Replace	0.10722	x	0.01230	0.0013
22	541690	Property Security Assessment	0.00036	x	0.20115	0.0001
					<b>Total</b>	0.1480
					Expressed as a % (*100)	14.80%
					<b>Rounded, Weighted Base Figure:</b>	<b>14.8%</b>

# GRTC Transit System

## FFY 2026- FFY 2028 Overall DBE Three Year Goal Methodology

### Step 2: Adjusting the Base Figure

In accordance with the guidance on DBE goal setting, adjustment to the step 1 Base Figure must be considered, but not required, to make it as precise as possible. To determine whether this adjustment is needed or not, GRTC examined the following available evidence in accordance with 49 CFR 26.45(d):

- Past DBE goal achievement in GRTC's contracting opportunities.
- Findings in the Disparity Study for the Commonwealth of Virginia Final Report 2020 that analyzed Minority and Women Owned Business Enterprises (M/WBE's) utilization and availability.

### Past DBE Goal Achievement

GRTC's past DBE goal attainment for FY 2022-2024 is shown in **Table 6** below:

**Table 6**

Federal Fiscal Year (FFY)	Attainment %
2022	5%
2023	2%
2024	12%
Median DBE Attainment	5%

The results of the three-year DBE goal attainment for FY 2022-2024 reflect a median value of five (5) percent. The median percentage is determined by the middle percentage for the past three (3) years. To determine the median percentage of the past three (3) years, we must arrange the goal attainment from lowest to highest (2%,5%,12%). In this case, the middle value is 5%. As shown in **Table 6**, median past DBE participation achieved was 5%.

After the determination of the median value, GRTC took the median (5%) DBE participation and averaged it with the base figure (14.8%) for its overall DBE goal.

FFY 2026-2028 base figure 14.8% + median past participation of 5.0 % / 2 = 10%

### Disparity Study

There is no single "Commonwealth of Virginia Disparity study 2025" with results; rather, individual localities like Newport News and Virginia Beach are conducting their own studies in 2025, and state-level disparity goals established in 2021 are being worked towards, with new legislation effective in 2026 mandating future state-level studies every five years. The most recent statewide

# GRTC Transit System

## FFY 2026- FFY 2028 Overall DBE Three Year Goal Methodology

disparity study results were announced in 2021 under Governor Northam, leading to goals for increased SWaM (Small, Women-owned, and Minority-owned) business participation in state contracting, with the results of this ongoing process to be more fully addressed by a new 2026 state law.

**GRTC proposed overall three-year DBE goal is 10%.**

### Race-Neutral Versus Race-Conscious Breakdown

DBE Program guidelines at 49 CFR Part 26.51(a) states, “You must meet the maximum feasible portion of your overall goal by using race-neutral means of facilitating race-neutral DBE participation. Race-neutral

DBE participation includes any time a DBE wins a prime contract through customary competitive procurement procedures or is awarded a subcontract on a prime contract that does not carry a DBE contract goal.”

In determining the race neutral/race conscious split for FFY 2026-2028, GRTC staff reviewed semi-annual reports for FFY2022-2024 to determine race-neutral/race-conscious dollars awarded over three (3) fiscal years, illustrated below in **Table 7**.

**Table 7**

FFY Reports	Total Contract Dollars Awarded	Total Dollars to DBE's	Total Race Conscious Dollars Awarded	Total Race Neutral Dollars Awarded	DBE Goal	DBE Goal Attainment
<b>2022</b>						
1-Jun	\$ 3,429,418	\$ 346,270	0	\$ 346,270	8%	10.1%
1-Dec	\$ 42,096,223	\$ 1,817,881	\$ 1,817,881	0	8%	4.3%
<b>Total</b>	<b>\$ 45,525,641</b>	<b>\$ 2,164,151</b>	<b>\$ 1,817,881</b>	<b>\$ 346,270</b>		
<b>2023</b>						
1-Jun	\$ 5,166,613	\$ 41,774	\$ 41,774	0	1.9%	0.81%
1-Dec	\$ 2,771,538	\$ 132,655		\$ 132,655	1.9%	5%
<b>Total</b>	<b>\$ 7,938,151</b>	<b>\$ 174,429</b>	<b>\$ 41,774</b>	<b>\$ 132,655</b>		
<b>2024</b>						
1-Jun	\$ 6,367,164	\$ 638,806	0	\$ 638,806	1.9%	10.1%

## GRTC Transit System

### FFY 2026- FFY 2028 Overall DBE Three Year Goal Methodology

1-Dec	\$ 77,716,363	\$ 9,236,342	0	\$ 9,236,342	1.9%	11.9%
<b>Total</b>	<b>\$ 84,083,527</b>	<b>\$ 9,875,148</b>	<b>0</b>	<b>\$ 9,875,148</b>		

Based on DBE attainment for the past 3 years, GRTC estimates that, in meeting its overall goal of 10%, it will obtain 10% from race-neutral participation and 0% through race-conscious measures. The estimated breakout of race-neutral and race-conscious DBE participation is based on GRTC's

previous years DBE goal achievement. As shown in **Table 7** above, the majority of GRTC's DBE participation has been achieved through race neutral means over the past three years. As a result, the proposed overall DBE goal for FY 2026-2028 will consist of 10% race-neutral only program.

GRTC will continue its efforts to meet the maximum feasible portion of its overall goal using the following race-neutral means:

- Ensuring participants at pre-solicitation meetings are informed of GRTC's DBE Program.
- Posting information on upcoming contracting opportunities on GRTC's website and generating project specific emails to GRTC's registered bidders list.
- Ensuring circulation of the Virginia Unified Certification Program (VAUCP) DBE Directory to all potential contractors by listing the VAUCP website in solicitation documents.
- Hosting outreach events to share information on upcoming contracting opportunities as well as encouraging networking.

In accordance with 26.45, GRTC Staff recommends: **FY 2026-2028, GRTC is proposing an overall DBE goal of 10% using race neutral measures.**

**Meeting Date:** September 30, 2025  
**Action Item:** Ingersoll Rand Air Compressor Maintenance Agreement

---

## **BACKGROUND:**

The GRTC Operations and Maintenance Facility utilizes Ingersoll Rand air compressors that provide critical support to fleet maintenance and facility operations. These compressors are essential for powering pneumatic tools, maintaining proper facility functions, and ensuring the reliability of day-to-day maintenance operations.

The current preventive maintenance and service contract for these compressors is expiring. Staff recommends renewing the agreement with Ingersoll Rand, the original equipment manufacturer (OEM), under a multi-year maintenance contract to ensure continued reliable operation, minimize downtime, and protect the long-term investment in this equipment.

## **HIGHLIGHTS:**

- The proposed PackageCARE Maintenance Agreement with Ingersoll Rand includes preventive maintenance, emergency service calls, and coverage for replacement of components as needed in accordance with OEM standards.
- Agreement term: 3-year base contract with (2) one-year renewal options.
- Annual pricing is structured below with modest annual increases throughout the renewal period.
  - ☐ Year 1 - \$25,128.05
  - ☐ Year 2 - \$25,881.89
  - ☐ Year 3 - \$26,658.35
  - ☐ Year 4 (option) - \$27,458.10
  - ☐ Year 5 (option) - \$28,281.84
  - ☐ Total \$133,408.23
- Ingersoll Rand is the sole authorized service provider for this equipment; no other vendor can provide certified maintenance or OEM component coverage.
- The contract ensures that all maintenance and repairs are conducted by certified technicians using OEM parts, reducing risk of operational disruption.
- This procurement is supported by operating funds.

## **RECOMMENDATION:**

That the Board of Directors authorizes the CEO to enter a PackageCARE Maintenance Agreement with Ingersoll Rand Industrial U.S., Inc. for a base term of 3 years. Additionally, that the Board of Directors authorizes the CEO to exercise each 1-year option period upon satisfactory contractor performance and a fair and reasonable determination of the current pricing for a total contract value of \$133,408.23.

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Ellen Robertson, Secretary  
GRTC Board of Directors

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Date



**Meeting Date:** September 30, 2025

**Action Item:** Change Request #2 - ERP Implementation Preparation Support Services

---

## **BACKGROUND:**

In December 2024, the Board approved ERP Implementation Preparation Support Services under a GSA contract with Protiviti Government Services (“Protiviti”). The approved scope included discovery and needs assessments, improvements to the current environment, and review of the scope for the implementer’s RFP. To complete the vendor evaluation/selection phase, limited services were required beyond the previously approved scope; Change Request #2 formalizes these services and associated funding.

## **HIGHLIGHTS:**

This Change Request applies to the existing purchase order for consulting services under the GSA contract with Protiviti. The original not-to-exceed amount of \$125,000.00 was increased by \$20,174.32 via Change Order #1, resulting in a revised total of \$145,174.32. Change Request #2 increases the not-to-exceed amount by an additional \$10,815.48 to support the limited additional scope described below, establishing a new total not-to-exceed amount of \$155,989.80. Funding is available within the ERP project budget and supported by ARPA funds.

Protiviti will perform the following additional services beyond the previously agreed scope of work:

- Attend vendor demonstrations and briefing sessions
- Provide written feedback and analysis of vendor demonstrations

## **RECOMMENDATION:**

Staff recommends that the Board of Directors authorize the CEO to execute Change Request #2 with Protiviti Government Services for ERP implementation preparation support services, in a total amount not to exceed \$155,989.80.

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Ellen Robertson, Secretary  
GRTC Board of Directors

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Date

**Meeting Date:** September 30, 2025  
**Item Title:** Operational Performance

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## **UPDATES:**

Mr. Hernandez will provide highlights for the Operational Performance for the month of August. The following Departments will be included: Operations, Safety and Security, Maintenance, and Customer Service.



# **GRTC**

## **Operations Performance Report**

**August 2025**



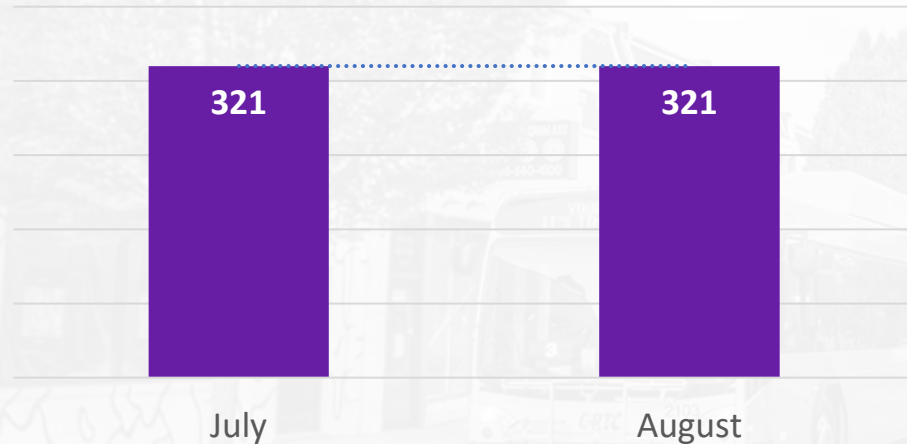


# Transportation



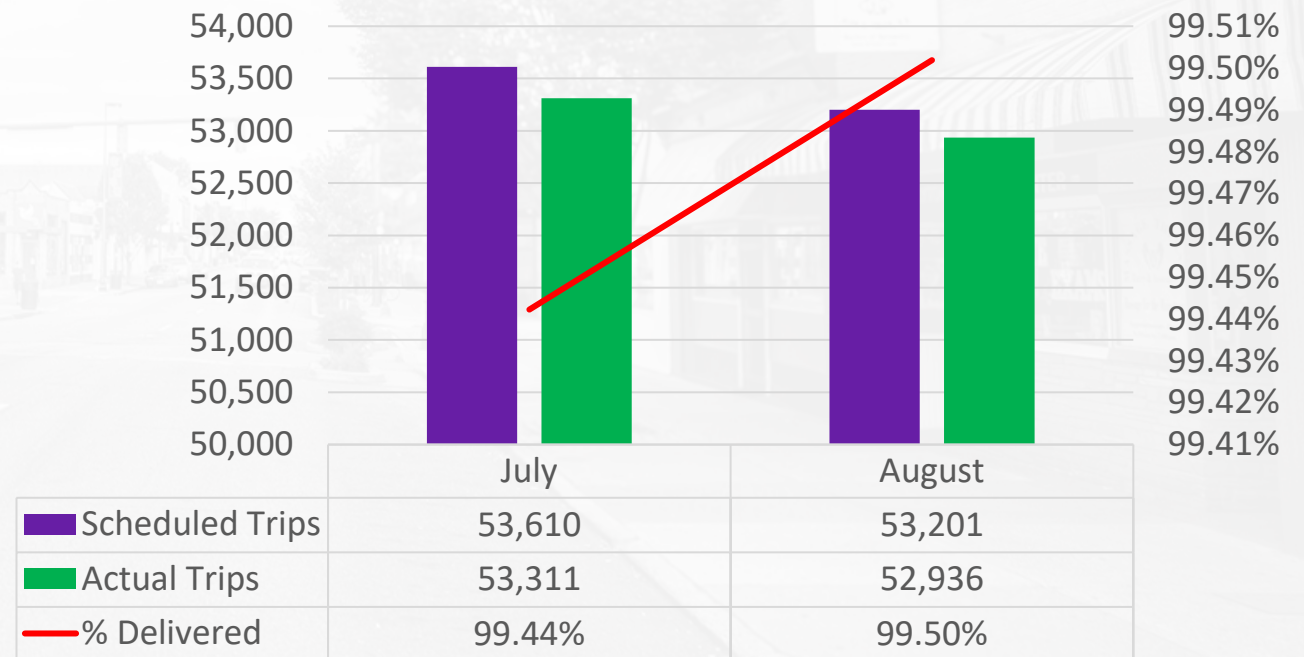
# Transportation – Fixed Route

## Fixed-Route FT Staffing



- **Workforce Levels** ●
  - **Nearly Staffed – Hiring in Progress (-0)**

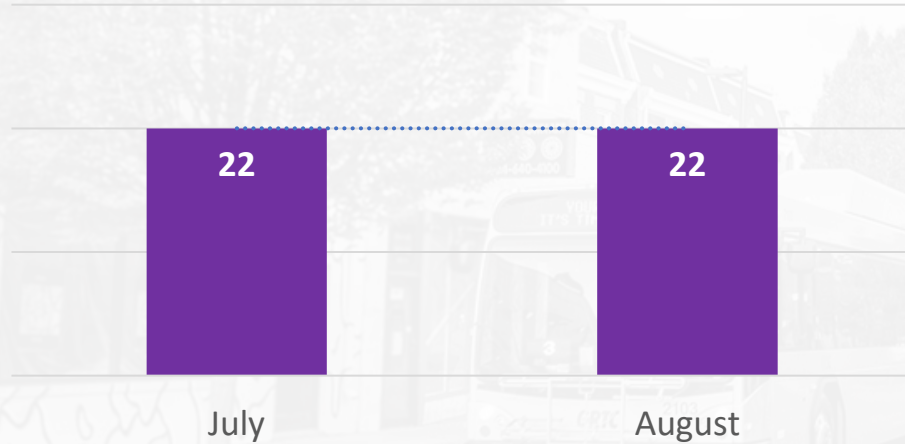
## Fixed-Route Service Delivery % (Trips Performed)



- **Service Delivery Performance** ●
  - **Performed 99%+ of scheduled trips in July – exceeds typical industry benchmark of 95%+.**

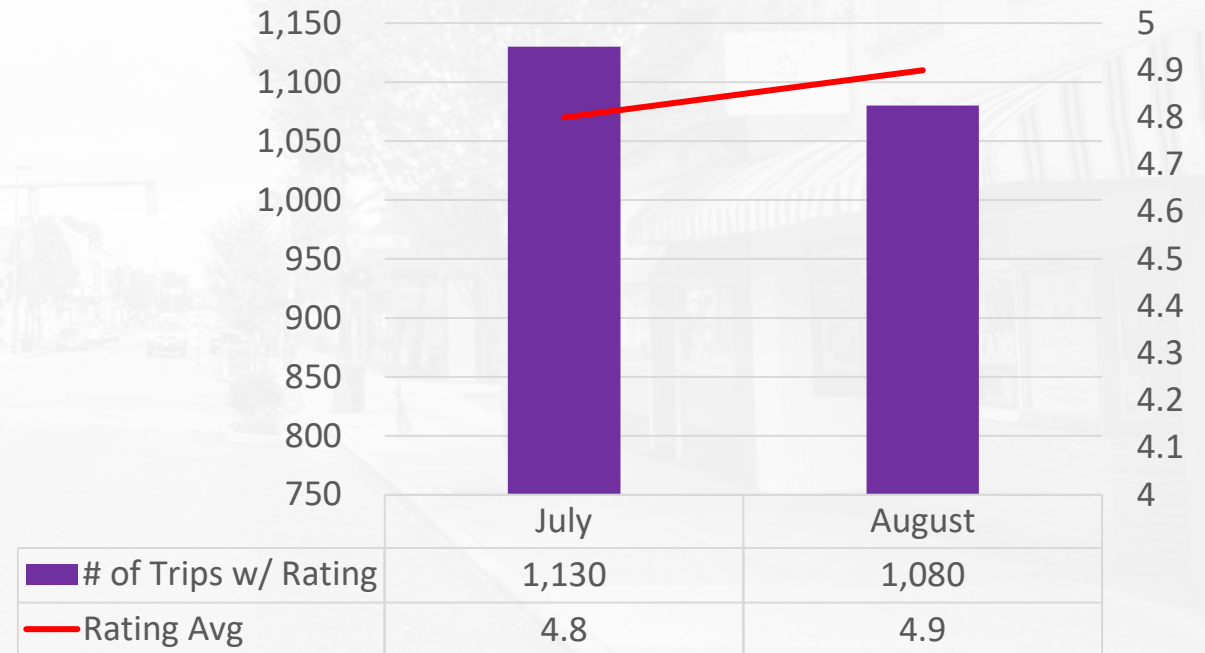
# Transportation – Microtransit

## Microtransit FT Staffing



- **Workforce Levels** ●
  - **Nearly Staffed – Hiring in Progress (-0)**

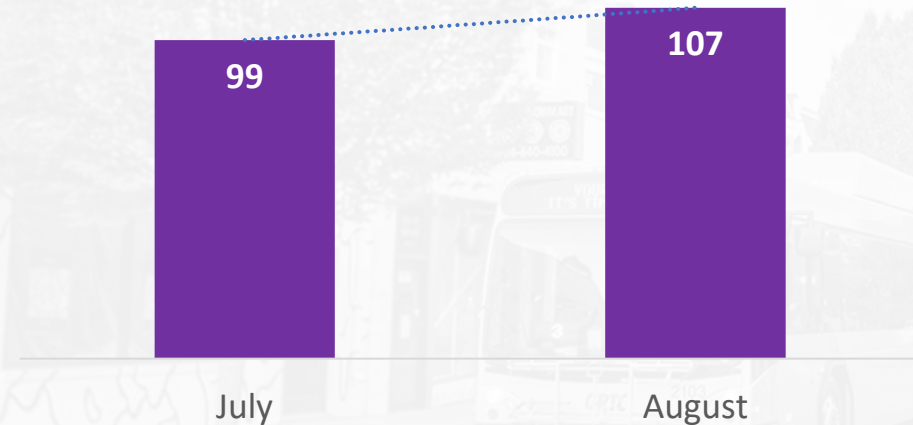
## Microtransit Mobile App Rating



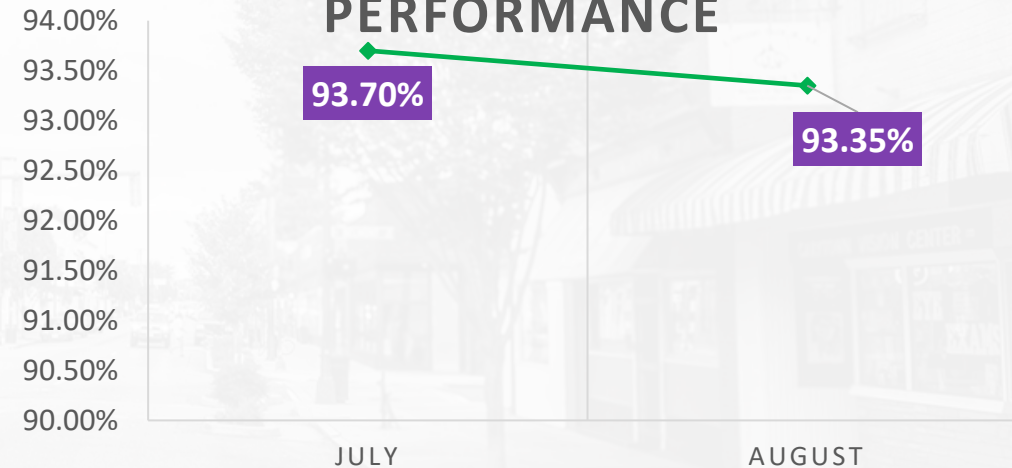
- **Rider Experience for Mobile Bookings** ●
  - **Mobile Bookings have a high rider satisfaction of 4.9 out of 5.0**

# Transportation – Paratransit

Paratransit FT Staffing



PARATRANSIT ON-TIME PERFORMANCE



- **Workforce Levels** ●
  - Nearly Staffed – Hiring in Progress (+8)
- **Service Delivery** ●
  - Of 20,880 trips in August, 93%+ were performed on-time above the 92% goal.
  - Consistent at 93% from month prior.



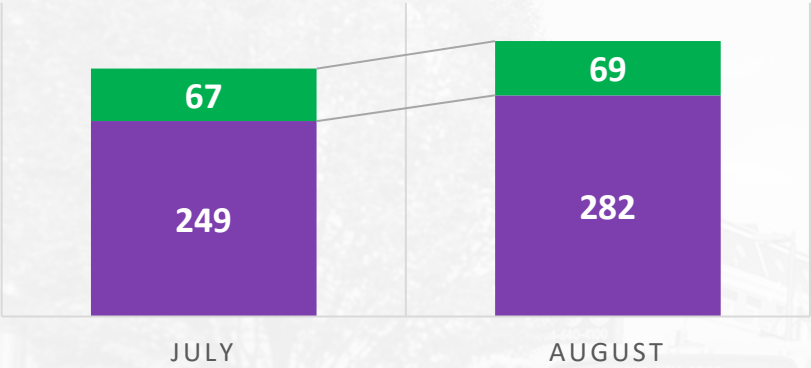


# Safety and Security



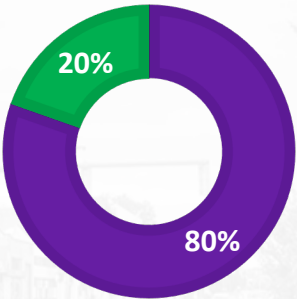
# OVERALL COMPLAINTS

■ Total ■ Verified



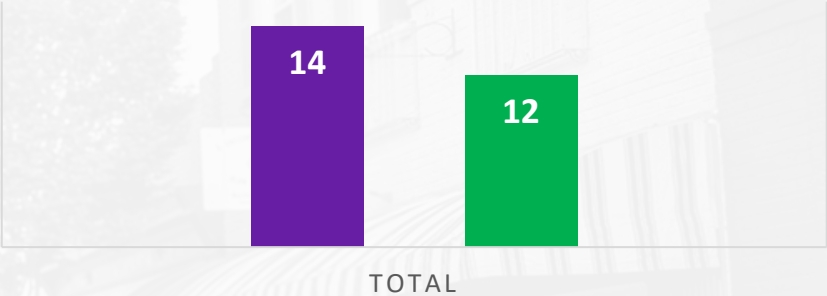
# Customer Service

■ Total ■ Verified



# OVERALL COMMENDATIONS

■ July ■ August



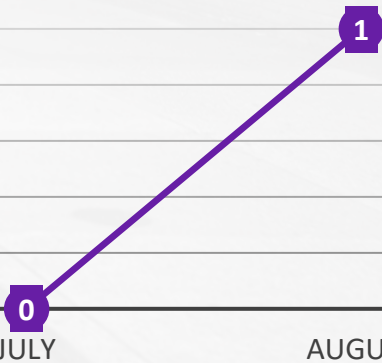
## FIXED ROUTE



## PARATRANSIT

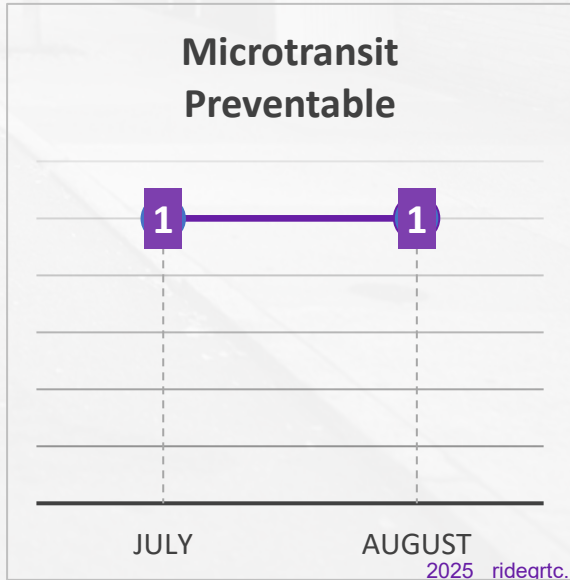
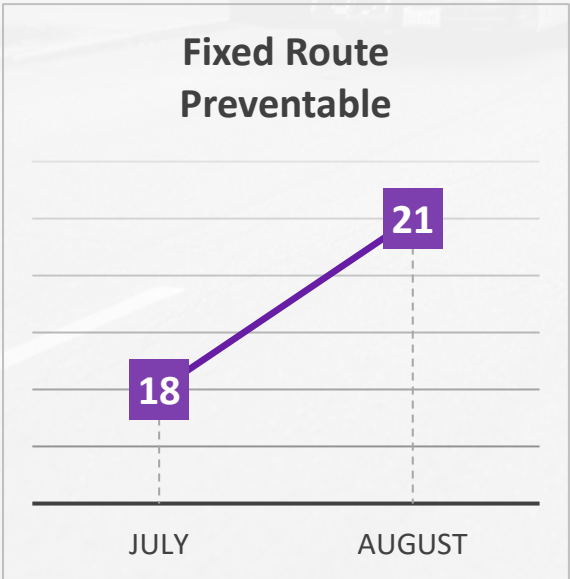
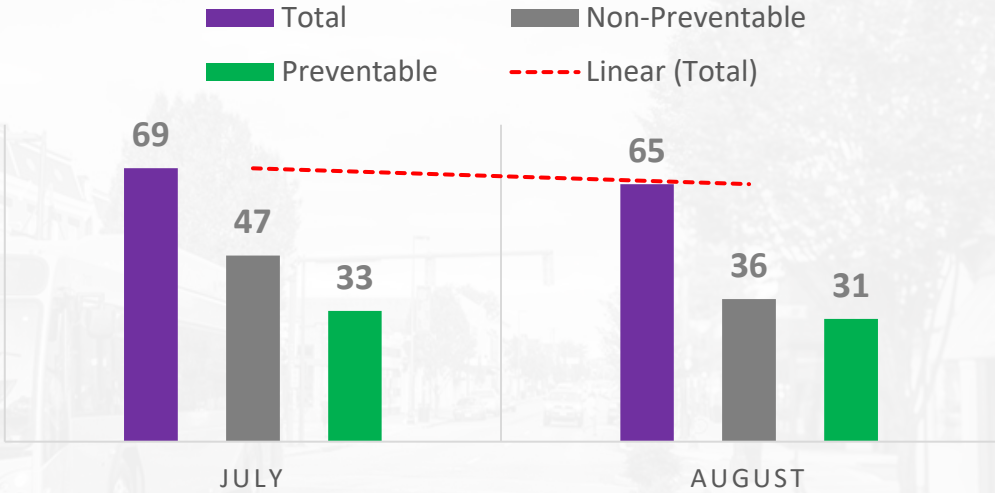


## MICROTRANSIT



# Safety (Vehicle Operations)

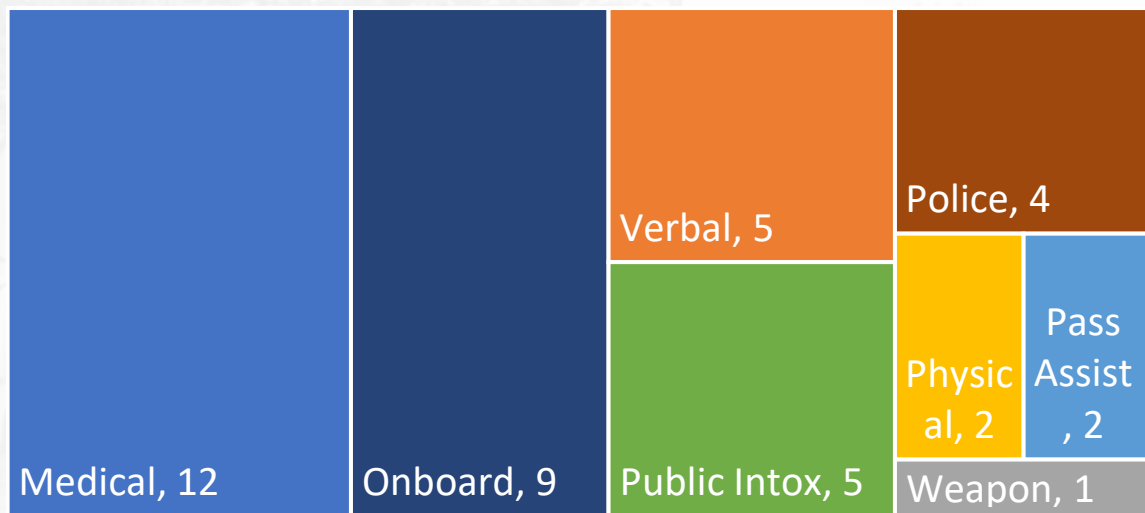
## OVERALL VEHICLE EVENTS



# Security (Public Safety)

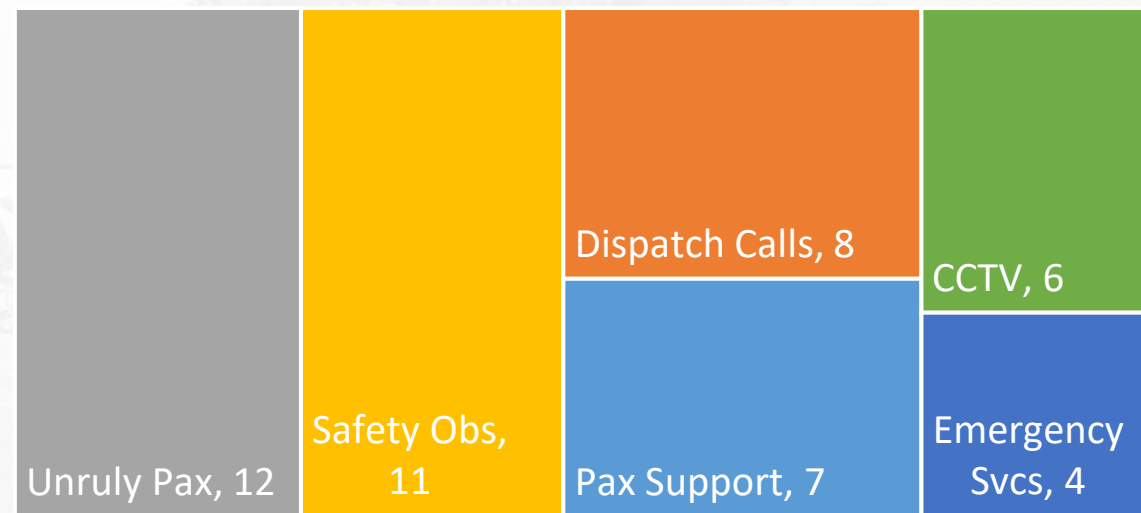
## Public Safety Officer July Events

TOTAL = 39



## Public Safety Ambassador July Events

TOTAL = 48



### Public Safety Program Productivity:

- Documented PSO events are averaging 25.7 per month, with July/August showing the expected summer spike.
  - Police response remains low, while medical aid calls remain high.
- PSAs assisted riders over 400 times in the field w/ information.
  - Safety observations requiring intervention remain elevated, reflecting the continued need for proactive presence.<sup>43</sup>



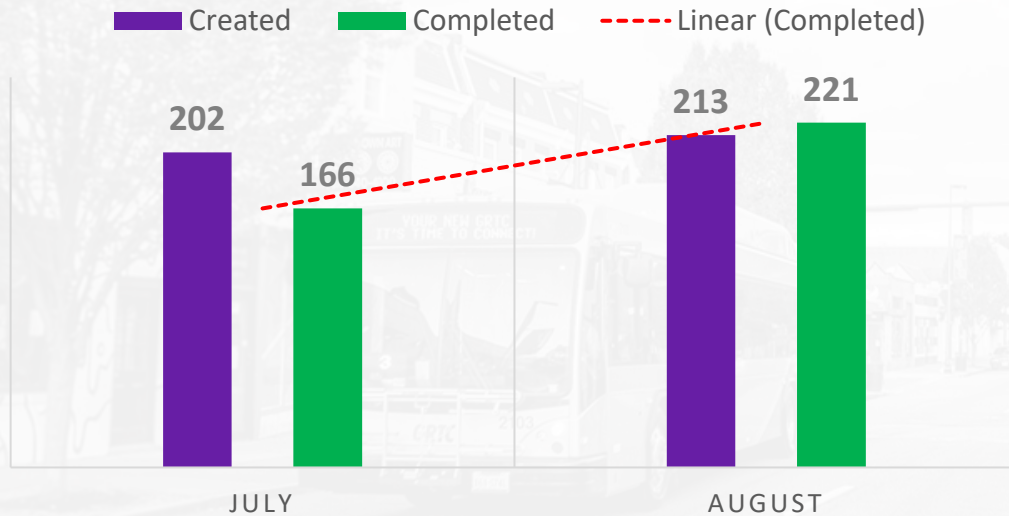
A purple-tinted photograph of a city street. A white bus is driving away from the camera on the left side of the road. The bus has a sign on its front that reads "YOUR NEW GRTC IT'S TIME TO CONNECT!". The street is lined with trees and buildings. On the right, there is a building with a striped awning and a sign that says "CARTERS VISION CENTER". The overall scene is a typical urban street view.

# Fleet & Facilities Maintenance

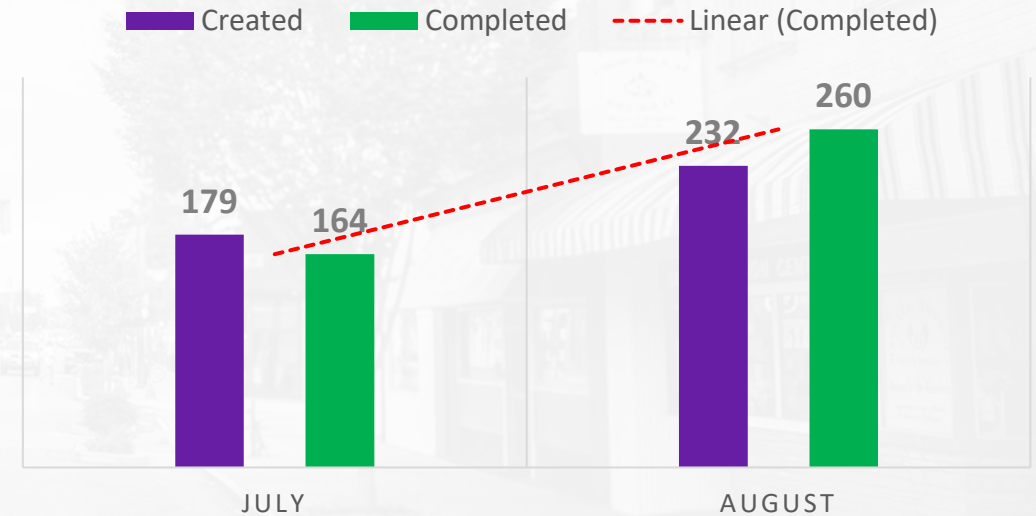


# Facilities Maintenance

## BUILDING SVCS PRODUCTIVITY



## FIELD SVCS PRODUCTIVITY



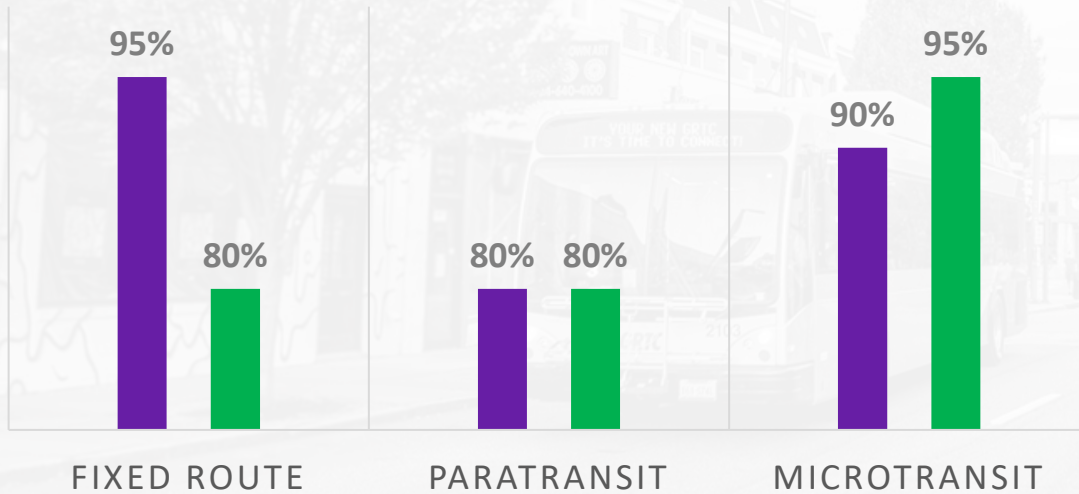
### Facilities Maintenance Productivity: ●

- Over 450 tasks completed, up from 270 in June. Completion rate remains above 80% for both units.
  - Projects:
    - Field Services – steam cleaning BRT platforms
    - Building Services – server room HVAC upgrade, LED interior light upgrades

# Fleet Maintenance

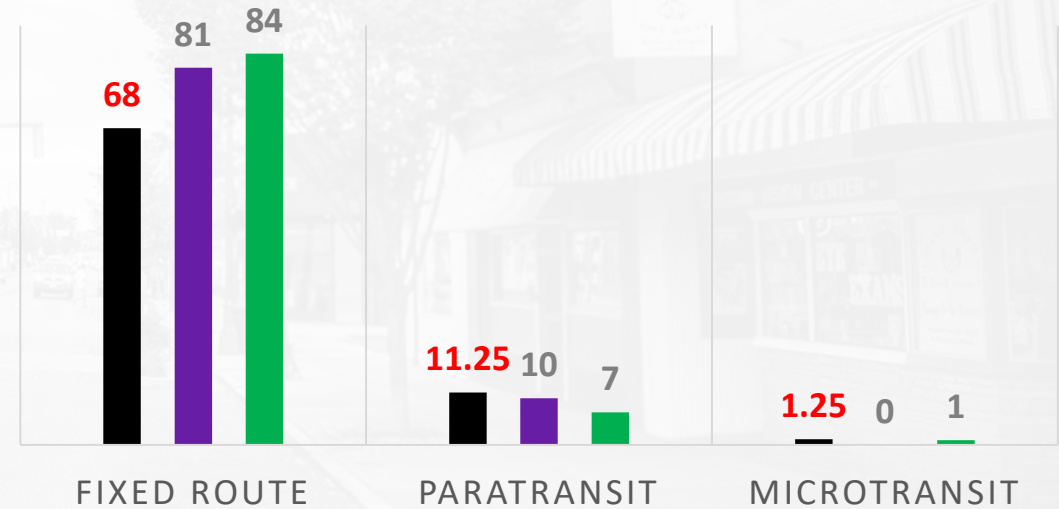
## PREVENTATIVE MAINTENANCE

■ July ■ August



## MONTHLY ROAD CALLS

■ Annual Average ■ July ■ August



### Fleet Maintenance Productivity: ●

- Preventive maintenance completion remains steady above 80%.
- Para & Micro road calls below average.
- Fixed-route road calls increased due to heat-related wear and tear (HVAC, coolant, hoses, etc.).
  - Well below last year's summer average of 97.





# Questions?

**Meeting Date:** September 30, 2025  
**Item Title:** Operating Performance

## HIGHLIGHTS:

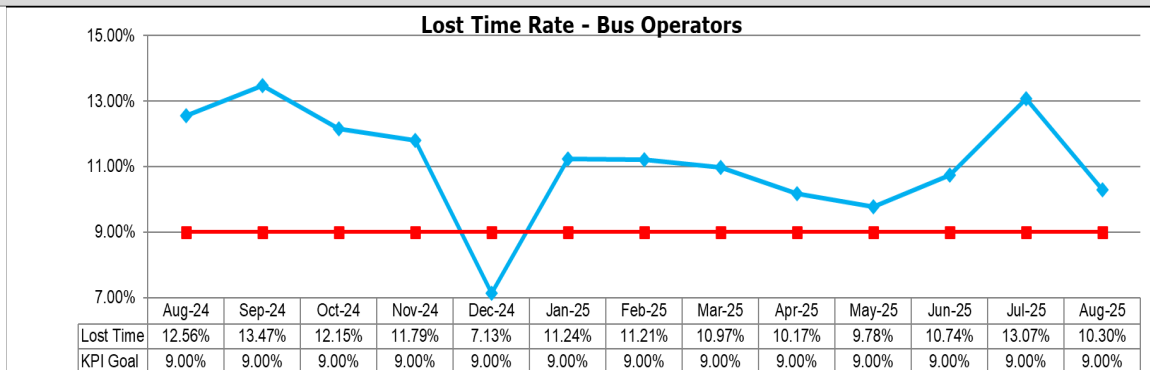
**Fixed-Route (FR):** Staffing remains adequate, with recruitment for new FR bus operators ongoing. As of August month-end, staffing stood at 321 full-time and 22 part-time FR operators, FR service delivery remained strong, with 99% or higher of all scheduled revenue hours performed.

**Microtransit:** Staffing is adequate, with a new trainee class currently in recruitment. The department ended August with 22 operators, a net decrease of 0 operators from July. Rider satisfaction remained high, with average ratings of 4.8/5.0 for mobile bookings.

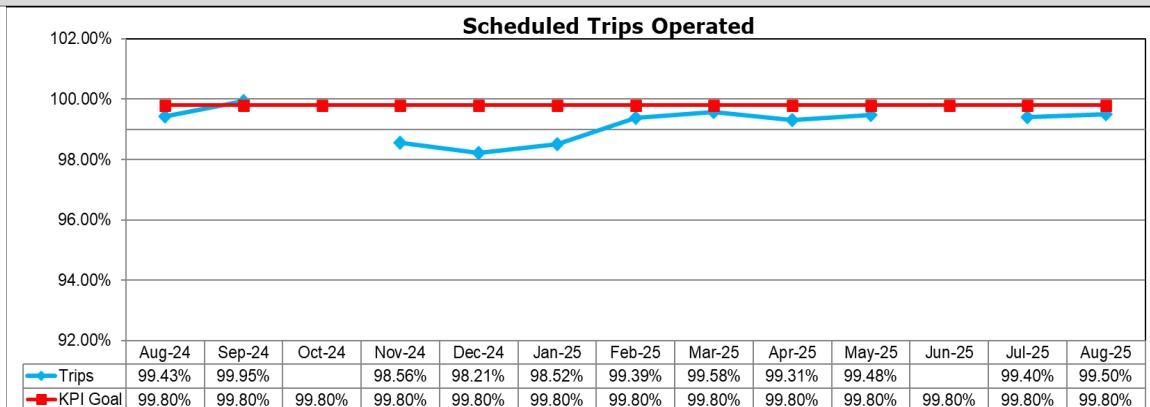
**Specialized Transportation (SpecTran):** Staffing is adequate and performance exceeded the on-time performance goal of 92% in August. Complaints decreased slightly towards benchmark goal.

## CURRENT STATUS:

### Fixed Route Performance – Lost Time Rate – Bus Operators



### Fixed Route Performance – Scheduled Trips Operated

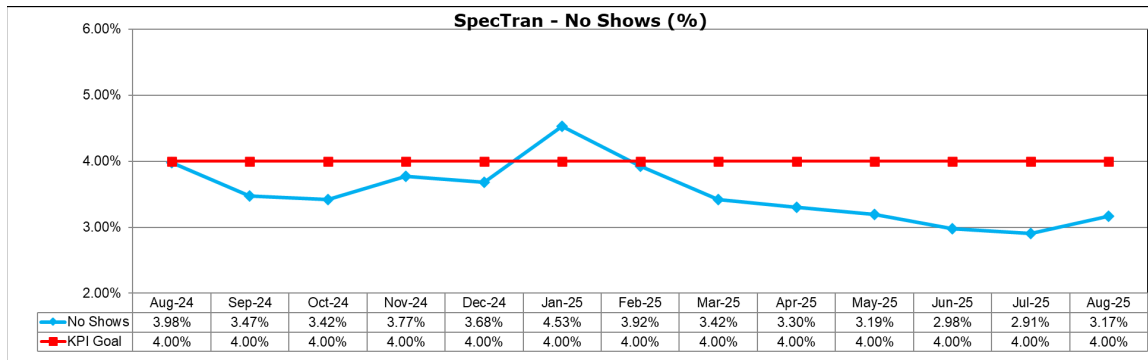


### Fixed Route Performance – On-Time Performance

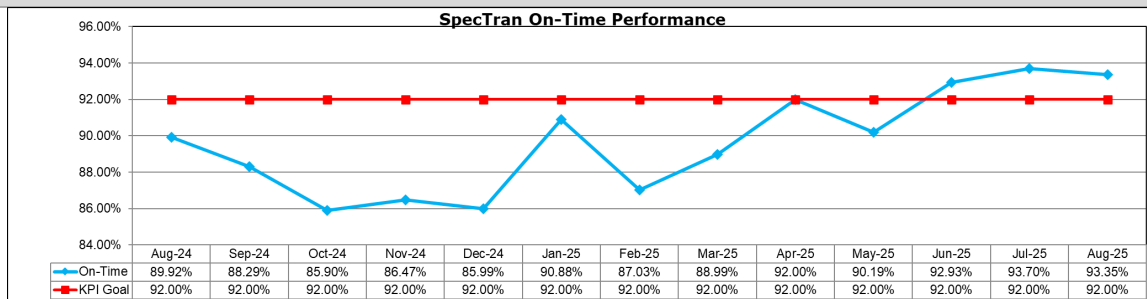
Not available.



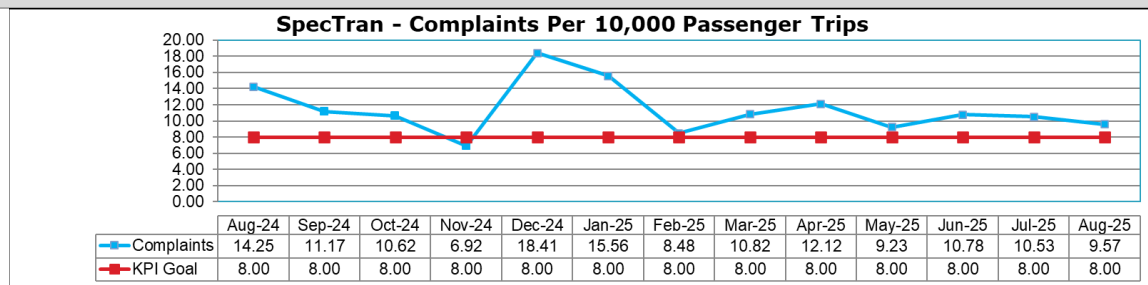
## Specialized Transportation – No Shows



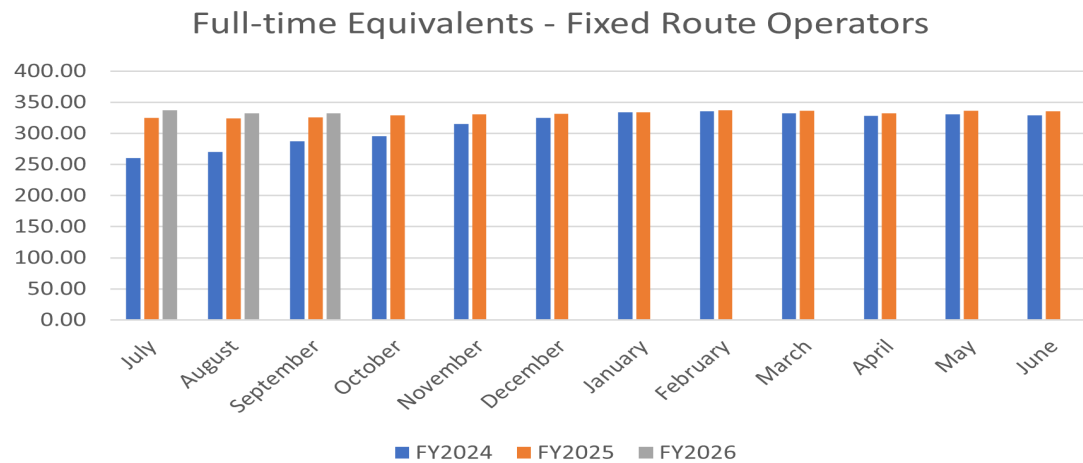
## Specialized Transportation – On-Time Performance



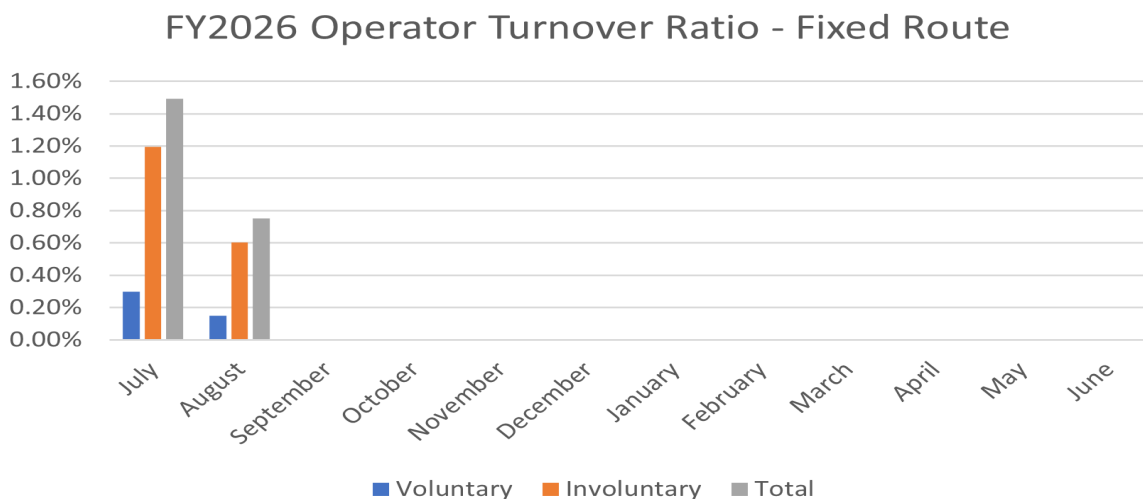
## Specialized Transportation – Complaints Per 10,000 Passenger Trips



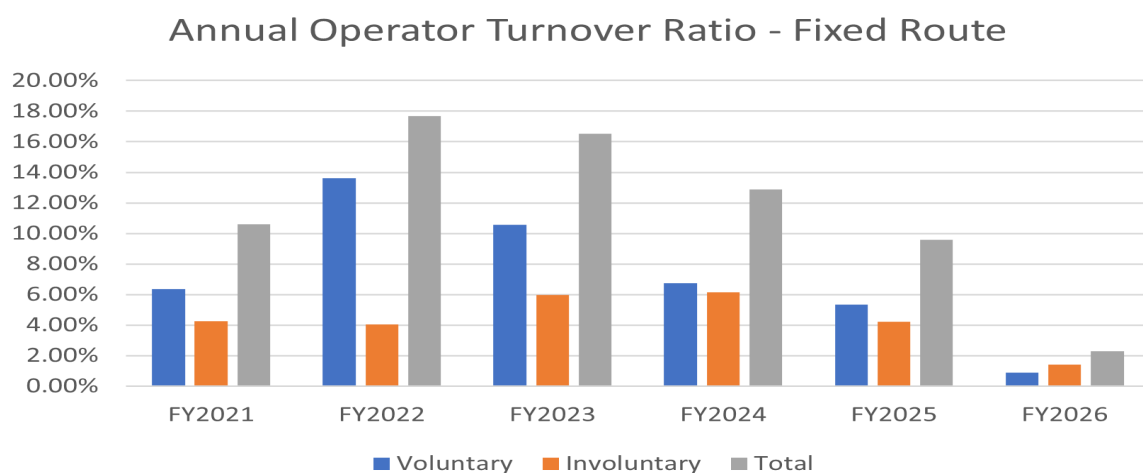
## Operators – Full Time Equivalents (Fixed Route)



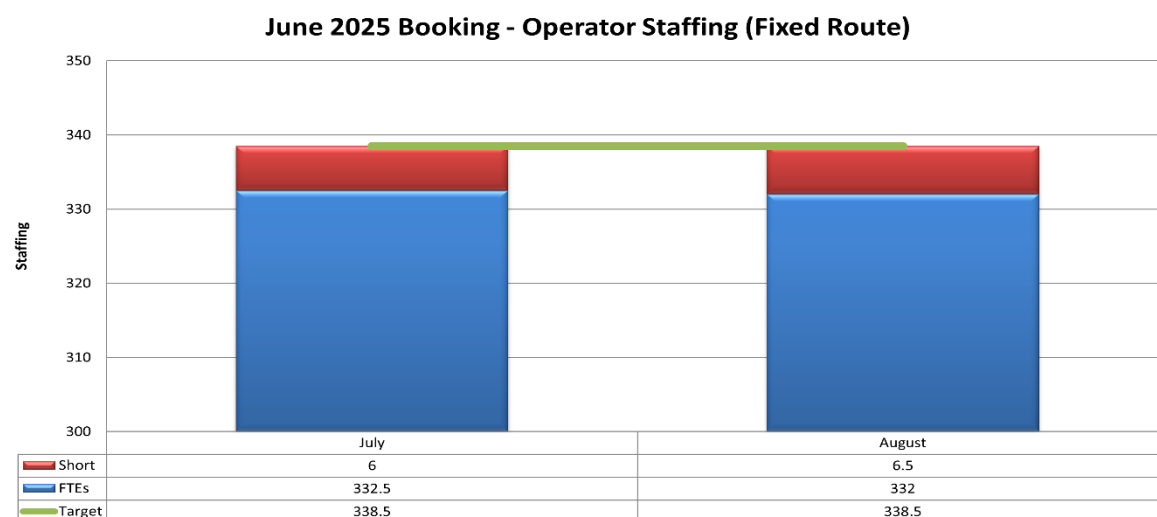
### Operator Turnover Ratio – FY2026 (Fixed Route)



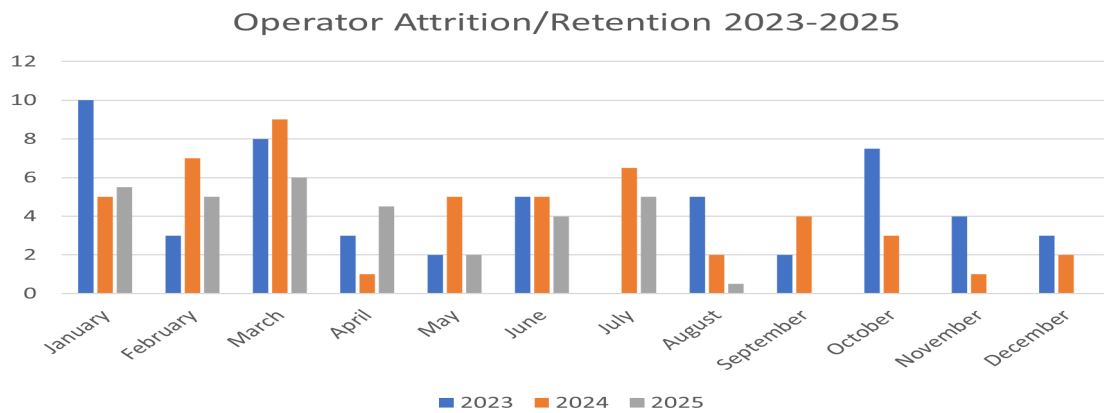
### Annual Operator Turnover Ratio (Fixed Route)



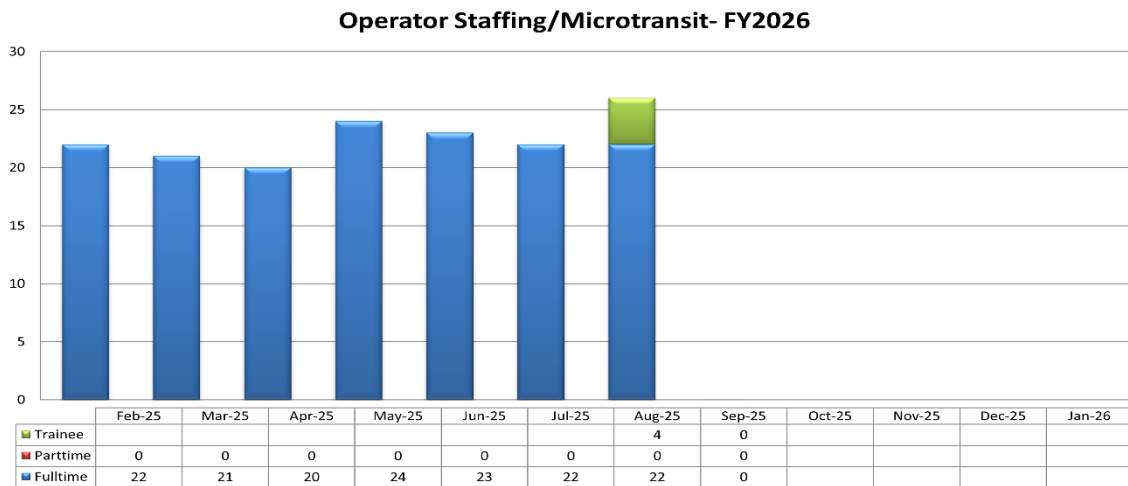
### June 2025 Booking – Operator Staffing (Fixed Route)



## Operator Attrition/Retention (Fixed Route)



## Operator Staffing (Microtransit)



**Meeting Date:** September 30, 2025  
**Staff Report:** Safety and Security Performance

## CURRENT STATUS:

Performance Indicator	Agency Averages	August (GRTC)
Miles Between Total NTD Defined Events	10,985	9,917
NTD Defined Event Rate Per 1,000,000 miles	3.5	3.1
<i>(Averages taken from other agencies with similar amount of annual VRM to GRTC)</i>		

### Fixed Route Traffic Incidents – Trend Report

<u>Traffic Incidents</u>	August	September	October	November	December	January	February	March	April	May	June	July	August
Passenger Incident	17	17	17	19	14	26	9	16	14	18	17	14	19
Pedestrian	0	0	1	0	0	0	0	1	2	0	1	0	1
Bicycle	0	0	0	0	0	0	0	0	1	0	0	0	0
Vehicle Rear End	1	1	2	6	2	2	1	1	3	2	4	0	2
Fixed Objects	9	13	11	9	16	15	18	9	10	6	5	9	9
Improper Turning	4	3	2	2	3	6	5	4	4	4	5	5	4
Company Vehicle	1	2	4	2	0	4	2	2	2	3	3	4	2
Bus Rear End Vehicle	1	1	1	0	0	3	2	0	1	1	0	1	0
Bus Hit Parked Vehicle	5	2	1	0	3	3	1	3	5	1	3	3	2
Total	38	39	39	38	38	59	38	36	42	35	38	36	39

### Monthly Percentages – August

Preventable – 35%

Non- Preventable – 65%

Assaults	Bus-Related
Verbal	04
Physical	00

### Specialized Related Incidents – Trend Report

<u>Traffic Incidents</u>	August	September	October	November	December	January	February	March	April	May	June	July	August
Passenger Incident	1	2	3	1	0	1	4	1	2	0	5	1	3
Pedestrian	0	0	0	0	0	0	0	0	0	0	0	0	0
Bicycle	0	0	0	0	0	0	0	0	0	0	0	0	0
Vehicle Rear Ended	0	0	0	3	0	0	0	2	0	1	1	0	1
Fixed Objects	6	2	2	3	3	3	1	4	4	4	4	3	5
Improper Turning	1	2	1	1	0	1	1	2	0	0	2	1	0
Van Rear Ended Vehicle	0	0	0	0	0	0	1	1	0	0	0	0	0
Company Vehicle	0	0	0	0	0	0	0	0	0	0	0	1	1
Van Hit Parked Vehicle	0	0	1	2	1	2	1	5	1	3	0	2	4
Total	9	6	7	10	4	7	8	15	7	9	11	8	14

### Monthly Percentages – August

Preventable – 55%

Non-Preventable – 44%

### Assaults Specialized-Related

Verbal 0

Physical 0

### Microtransit Related Incidents – Trend Report

<u>Traffic Incidents</u>	August	September	October	November	December	January	February	March	April	May	June	July	August
Passenger Incident	0	0	0	1	0	0	0	0	0	1	0	0	0
Pedestrian	0	0	0	0	0	0	0	0	0	0	0	0	0
Bicycle	0	0	0	0	0	0	0	0	0	0	0	0	0
Vehicle Rear Ended	0	0	0	0	0	0	0	0	0	0	0	1	0
Fixed Objects	0	0	0	1	0	0	0	0	0	0	0	1	1
Improper Turning	1	0	0	0	0	0	0	1	1	0	0	0	0
Van Rear ended Vehicle	0	0	1	0	0	0	0	0	0	0	0	0	0
Company Vehicle	0	0	0	0	0	0	0	0	0	0	0	0	0
Van Hit Parked Vehicle	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	1	0	1	2	0	0	0	1	1	1	0	2	1

### Monthly Percentages – August

Preventable – 100%

Non-Preventable – 0%

### Assaults Microtransit

Verbal 0

Physical 0

### Security – Public Safety Officer – Trend Report

<u>Security Incidents at DTS/HQ</u>	August	September	October	November	December	January	February	March	April	May	June	July	August
Medical Response	0	0	0	1	1	0	4	9	7	9	9	14	12
Verbal Assault	1	4	3	1	3	2	7	2	1	1	4	3	4
Vandalism	0	1	0	0	1	0	0	0	0	3	0	1	0
Brandishing Weapon	1	2	0	0	0	0	2	1	0	1	1	0	1
Miscellaneous	0	0	1	0	0	0	3	1	2	0	0	0	2
Physical Assault	1	2	0	0	0	2	0	0	4	1	1	1	1
Physical Assaults (Transit Employee)	0	1	0	0	0	0	0	0	1	0	0	1	0
Passenger Assistance	0	0	0	0	0	0	2	2	3	1	1	1	4
Public Intoxication	1	0	2	0	2	0	5	1	1	2	2	3	3
Onboard Vehicle Incidents								2	2	2	1	4	5
Police Involvement	1	4	4	0	1	2	8	4	2	6	1	3	7
Total	4	10	6	2	7	4	23	22	23	26	20	27	39

## DEFINITIONS:

Assault: Any act of aggression, verbal or physical, towards an operator or rider which stops operations and in which supervision and/or police are involved in response.

Bicycle Incident: Bicycle comes into contact with the bus.

Incident: An event or occurrence of an accident or impact.

National Transit Database (NTD) Defined Event: Collision involving on a roadway transit vehicle where any (including private) vehicle is towed away or passenger or driver is transported from scene for medical attention.

Non-Preventable Passenger Incident: A passenger trip, slip or fall, while boarding, alighting or on board the bus related to normal operating environment and pathway clearances and unrelated to GRTC vehicle movement.

Non-Preventable Traffic Incident: A motor vehicle collision in which the Operator committed no driving error and reacted reasonably to the error of others.

Passenger Incidents: Any accident involving a passenger's slip, trip or fall while boarding, alighting or on board the bus.

Pedestrian Incident: Pedestrian comes into contact with the bus.

Physical Assault: Any assault involving physical harm or unwanted physical contact towards an operator or between riders and in which supervision and /or police are requested/required to respond.

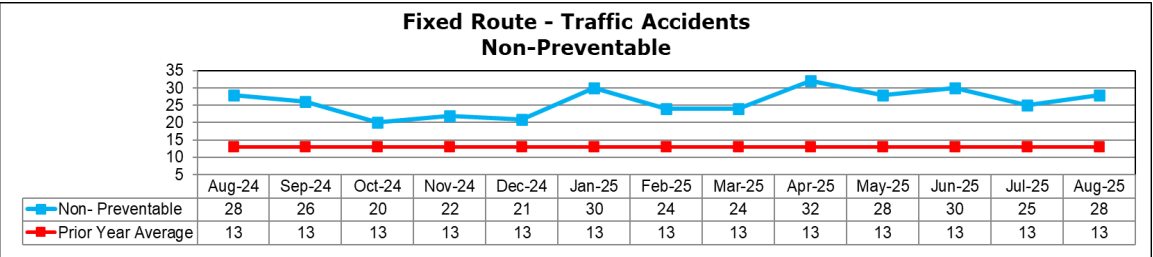
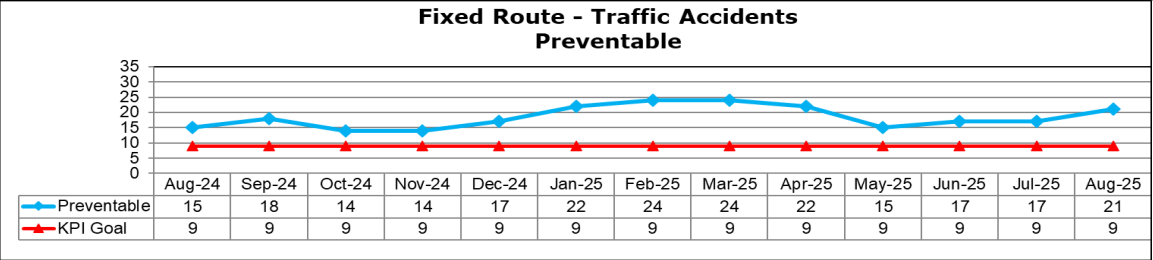
Preventable Passenger Incident: A passenger trip, slip or fall, while boarding, alighting or on board the bus related to normal operating environment and pathway clearances in which the Operator did not do everything reasonable to avoid a collision, committed an error, or failed to react to the errors of others.

Preventable Traffic Incident: A motor vehicle collision in which the Operator did not do everything reasonably to avoid a collision, committed an error, or failed to react to the errors of others.

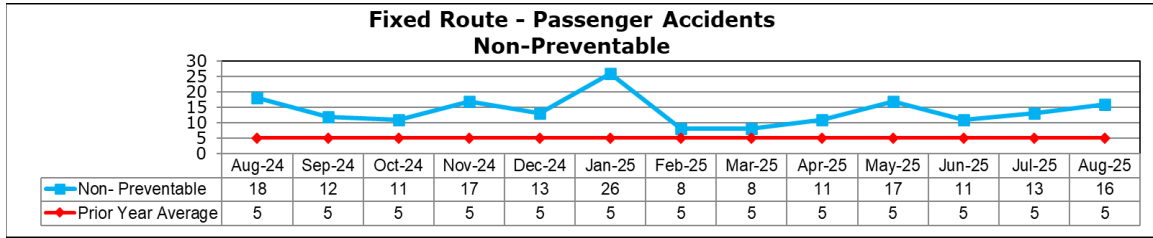
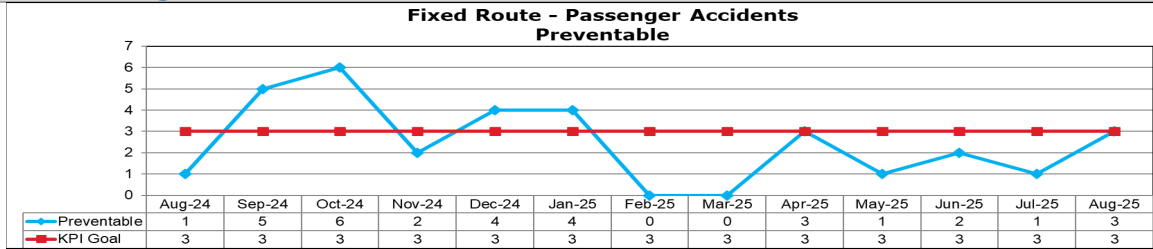
Verbal Assault: – Any assault involving a verbal exchange with harmful and/or threatening content towards an operator or between riders and in which supervision and /or police are requested/required to respond.

VRM/Vehicle Revenue Miles: The number of miles traveled by transit vehicles in revenue service.

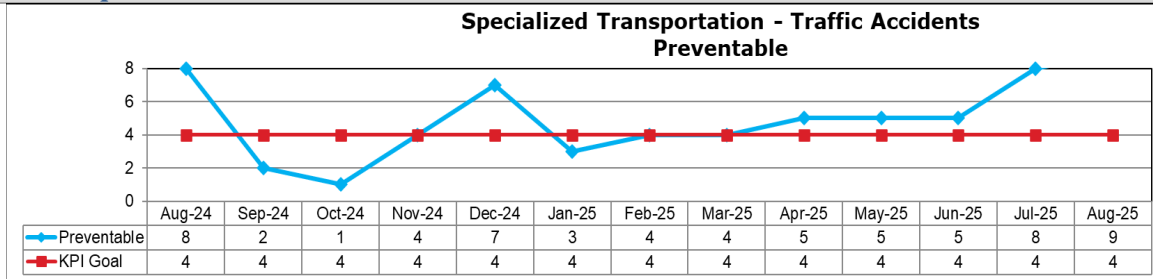
Fixed Route – Traffic Accident Data



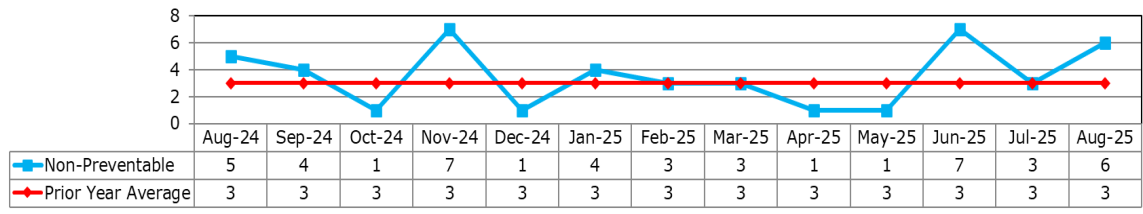
Fixed Route – Passenger Accident Data



Specialized Transportation – Traffic Accident Data

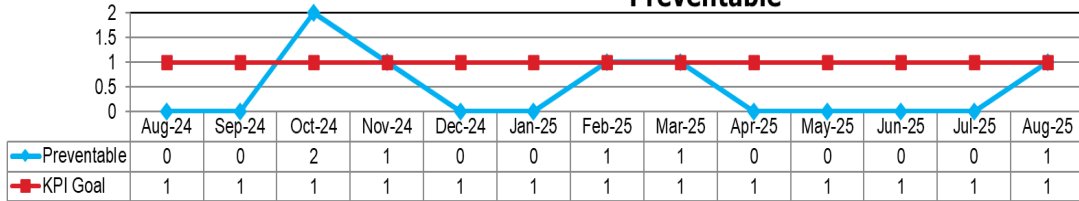


### Specialized Transportation - Traffic Accidents Non-Preventable

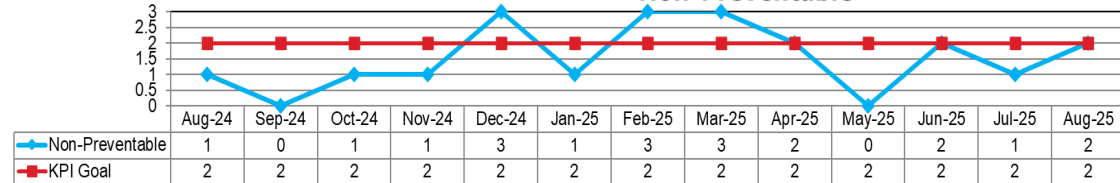


## Specialized Transportation – Passenger Accident Data

### Specialized Transportation - Passenger Accidents Preventable

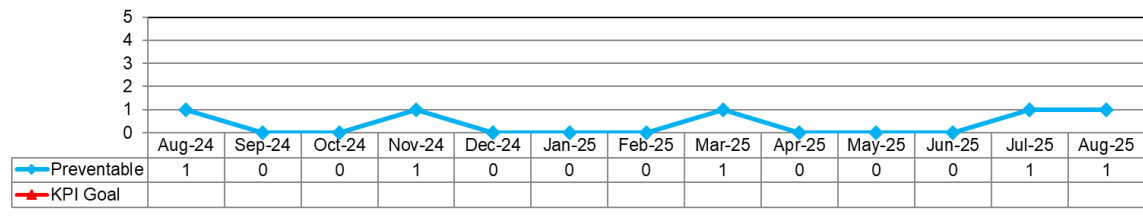


### Specialized Transportation - Passenger Accidents Non-Preventable

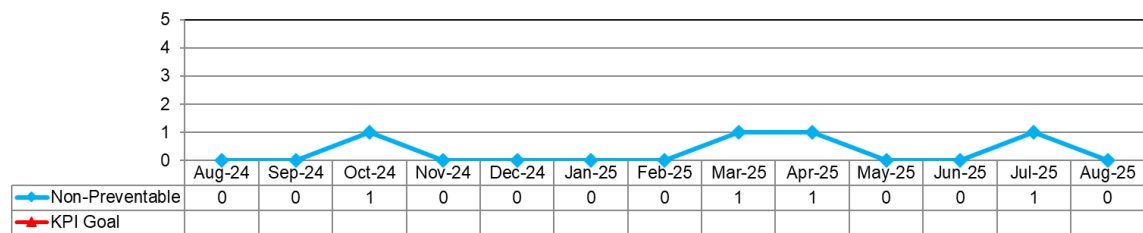


## Microtransit – Traffic Accident Data

### Microtransit - Traffic Accidents Preventable

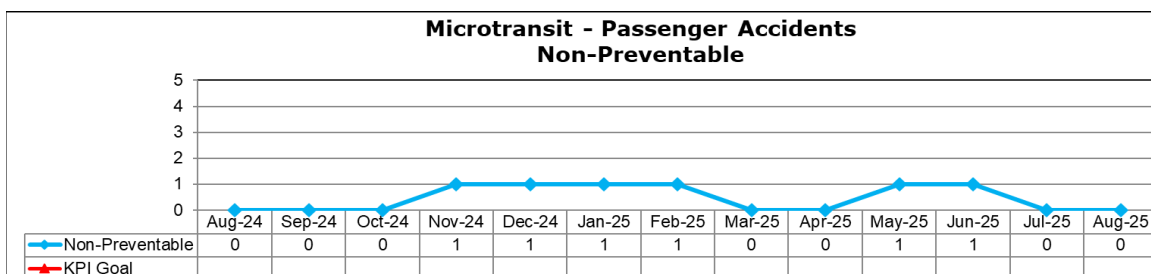
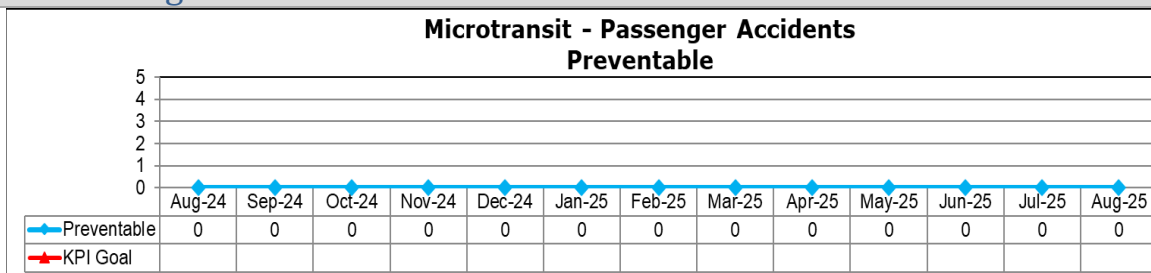


### Microtransit - Traffic Accidents Non-Preventable

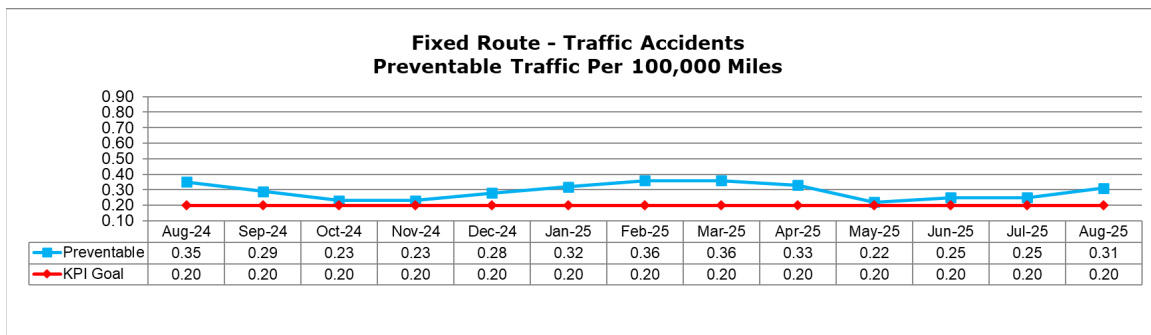
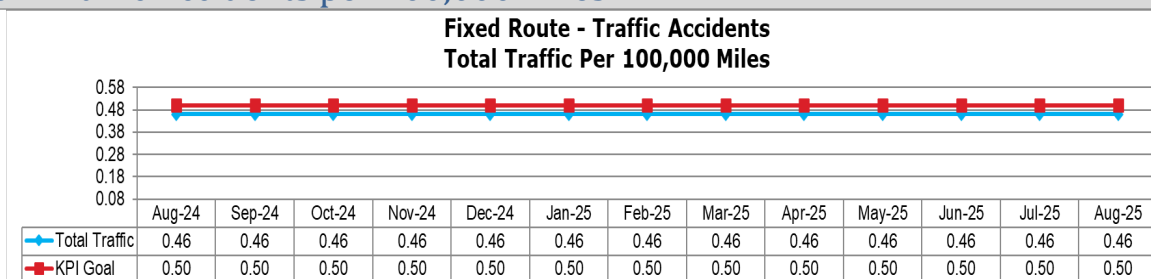




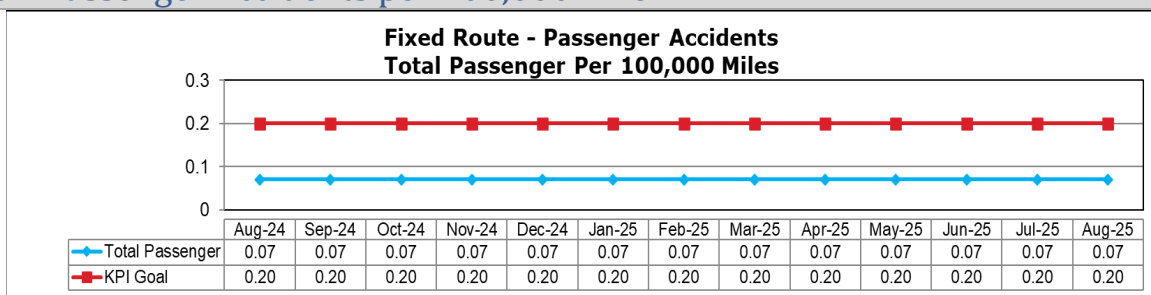
## Microtransit – Passenger Accident Data

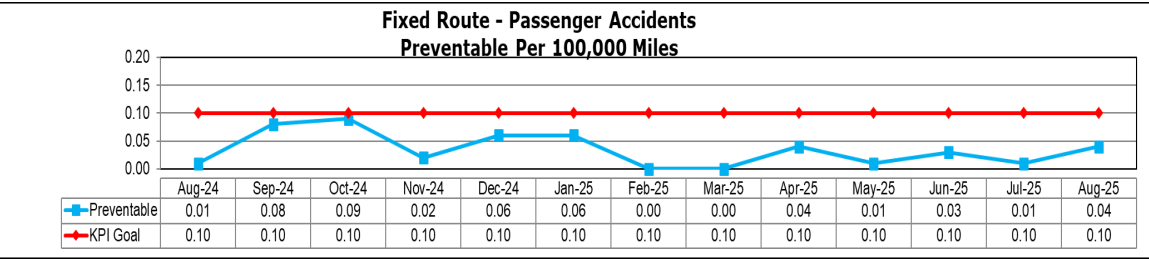


## Fixed Route – Traffic Accidents per 100,000 Miles



## Fixed Route – Passenger Accidents per 100,000 Mile

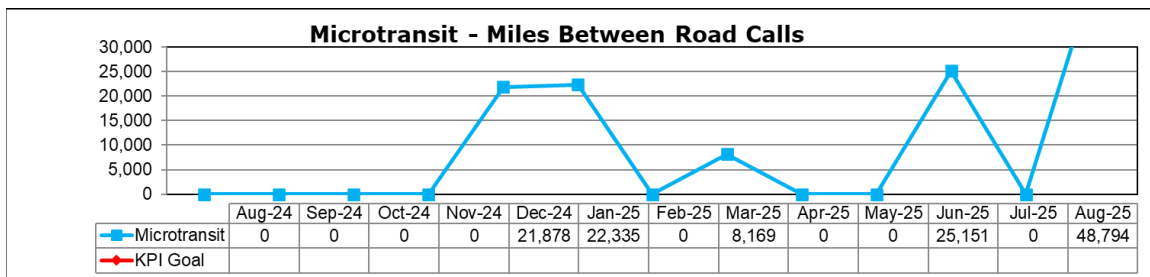
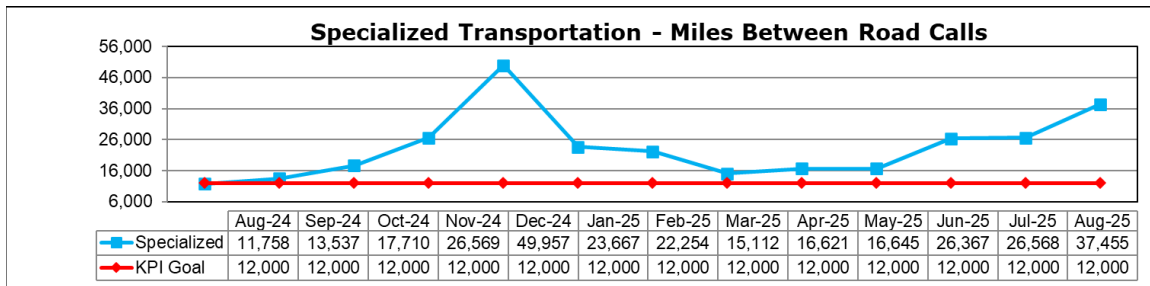
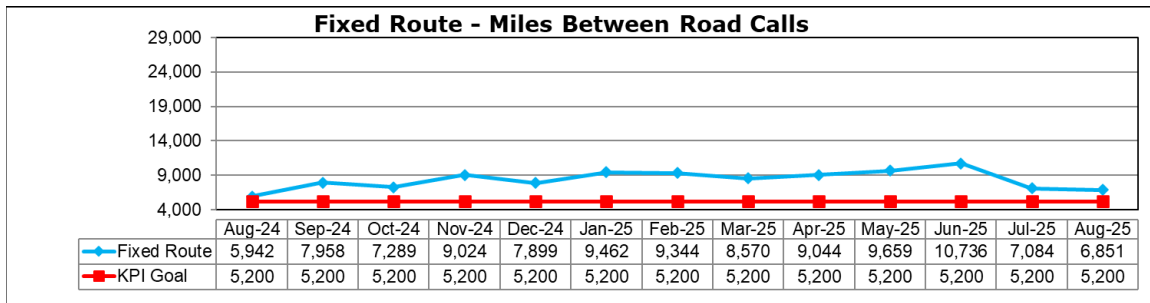




**Meeting Date:** September 30, 2025  
**Staff Report:** Maintenance Performance

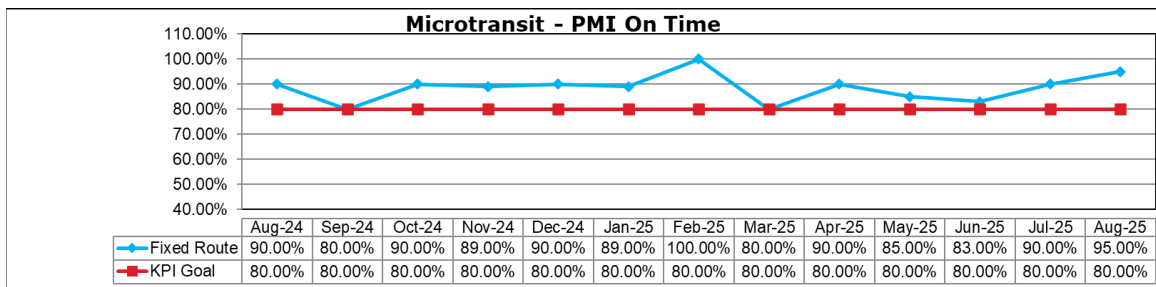
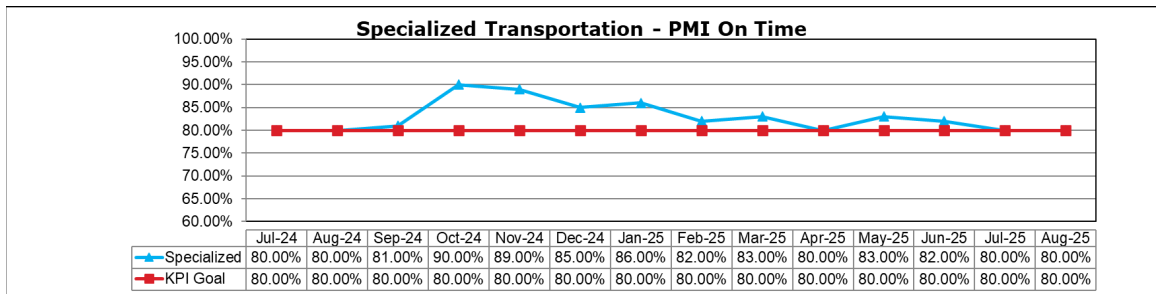
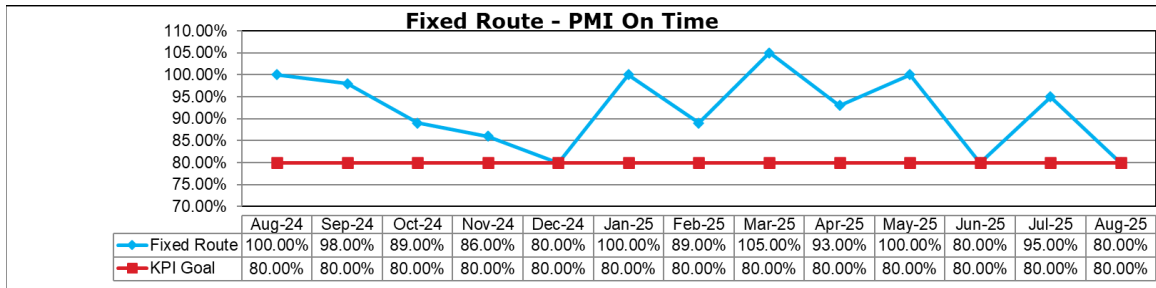
## CURRENT STATUS

GRTC maintains a total fleet of 157 fixed-route buses, including 142 active in regular service and 15 designated for contingency use. Additionally, we operate 88 paratransit vans and 22 microtransit vans. Our operational data and performance metrics reflect the vehicles actively serving our community.



## PREVENTIVE MAINTENANCE

Preventive maintenance compliance for August 80% goal across all service modes. Fixed route achieved 80%, paratransit reached 80%, and microtransit maintained 95% compliance. During August, an average of 11.2% of the fixed-route fleet was down for service repairs, maintaining a 20% spare ratio.



## CURRENT STAFFING LEVELS

Mechanics	Vacancies – 0
General Utilities	Vacancies – 0
General Property	Vacancies – 0
BRT/Shelter Cleaners	Vacancies – 0

Our team remains committed to providing a safe, clean, and efficient transit system for our riders. We conduct routine cleaning and detailed maintenance of our fleet to enhance reliability and service quality. Bus shelters, stops, and BRT platforms are regularly serviced and power washed to improve the customer experience.

**Meeting Date:** September 30, 2025  
**Staff Report:** Fixed Route, Microtransit, and Specialized Transportation - Rider Comments

## FIXED ROUTE REPORT

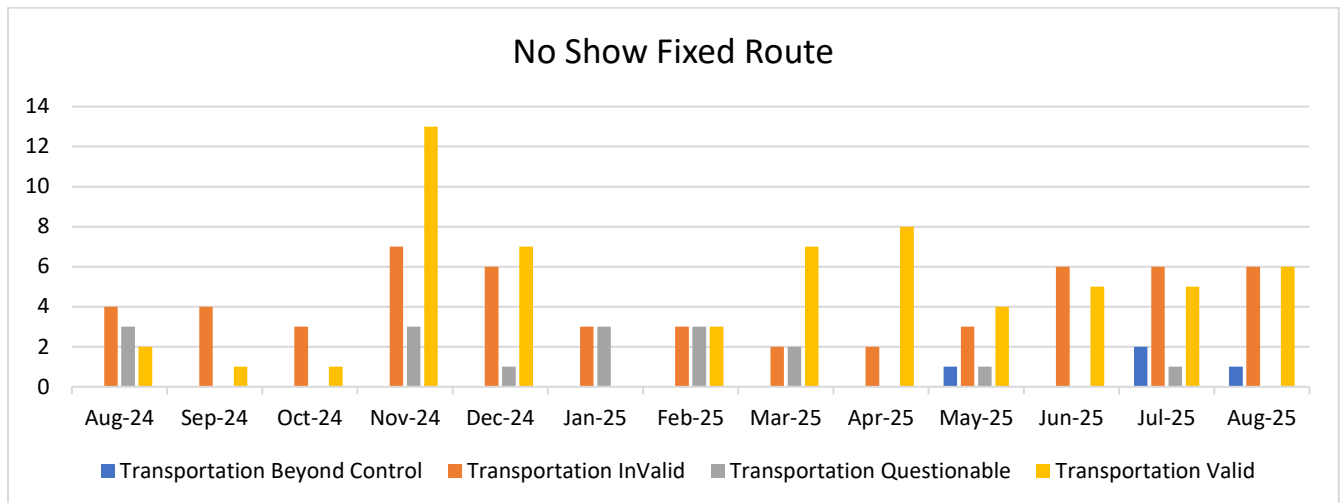
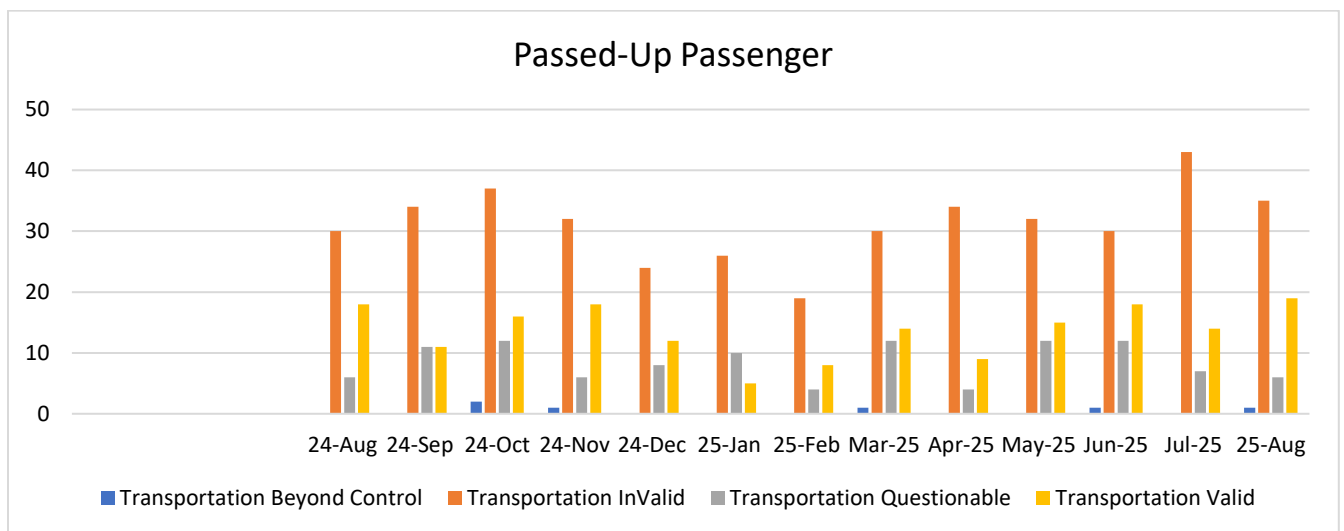
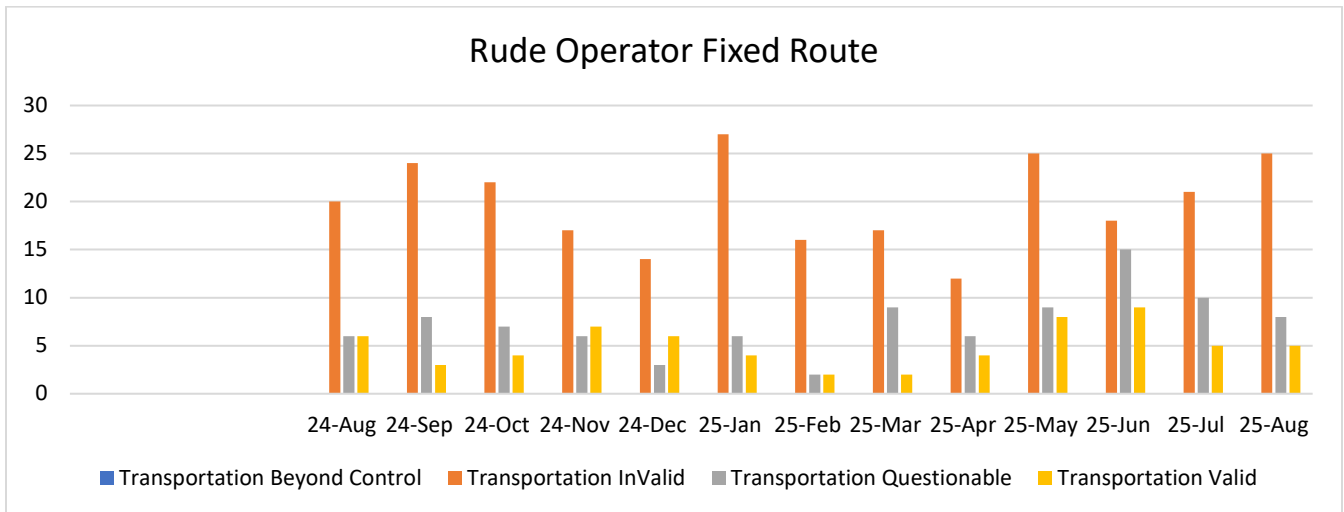
Complaint	Verified	Non-Verified	Questionable	Beyond GRTC Control	Under Investigation	Total
Rude Operator	5	25	8	0	0	38
Passed Up Passenger	19	35	6	1	0	61
No Show	6	6	0	1	0	13
Late Schedule	4	6	0	0	0	10
Improper Operations of Vehicle	1	10	1	0	0	12
Early Schedule	0	3	1	0	0	4
Planning/Scheduling	0	0	2	0	0	9
IT/Mobile App	0	0	0	0	0	0
Other - Miscellaneous	18	23	46	10	7	104
Total	53	115	64	12	7	251

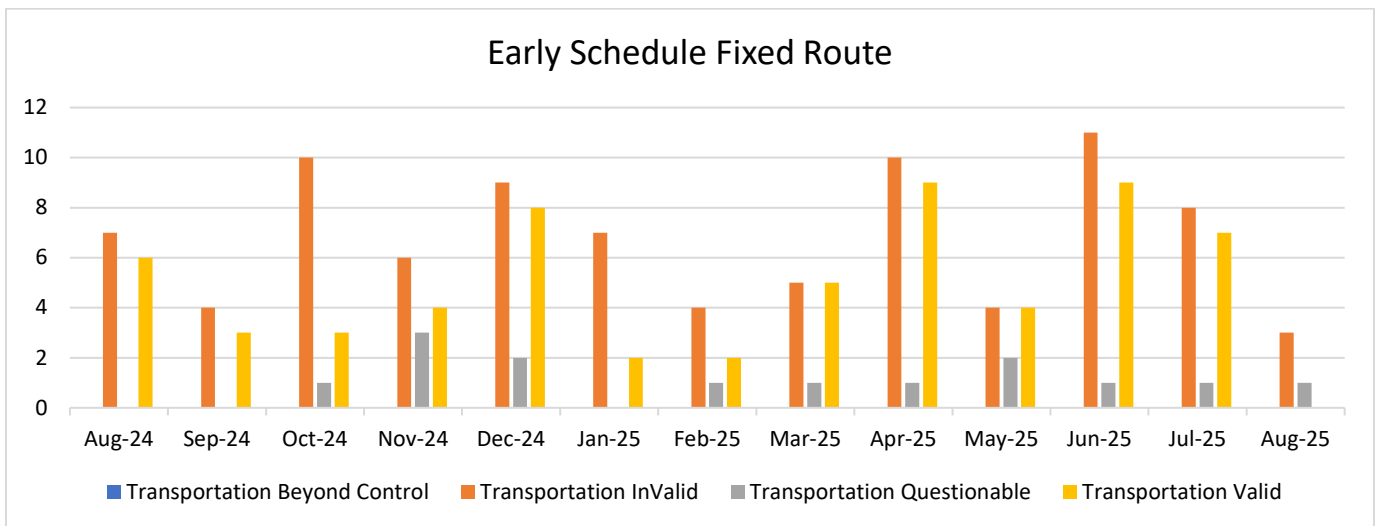
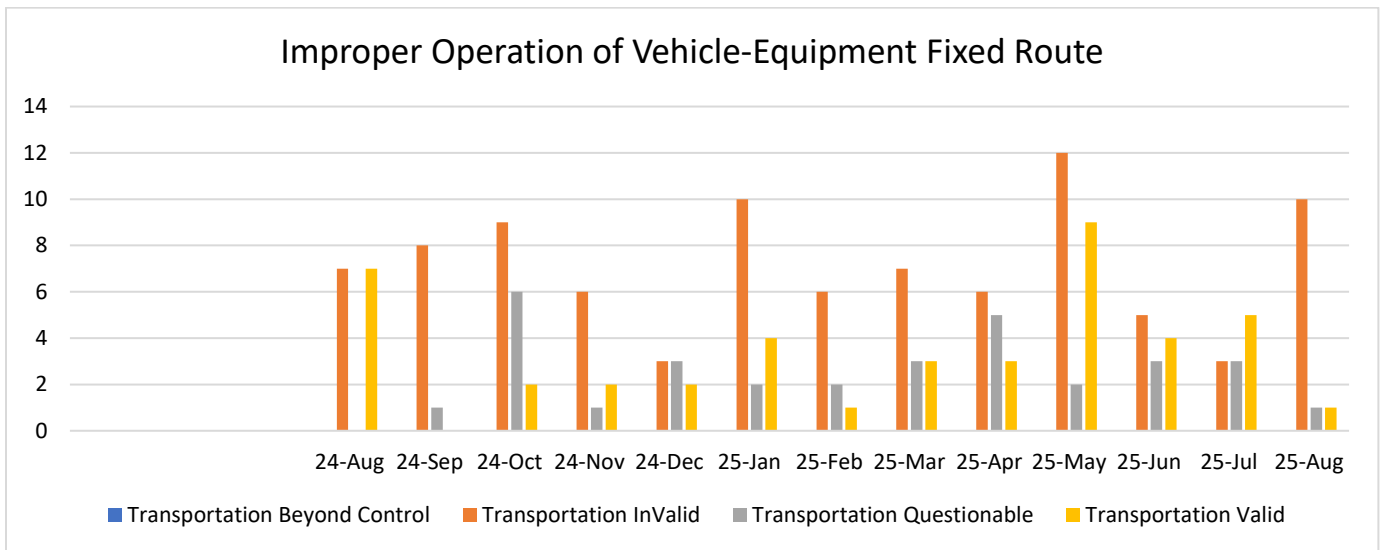
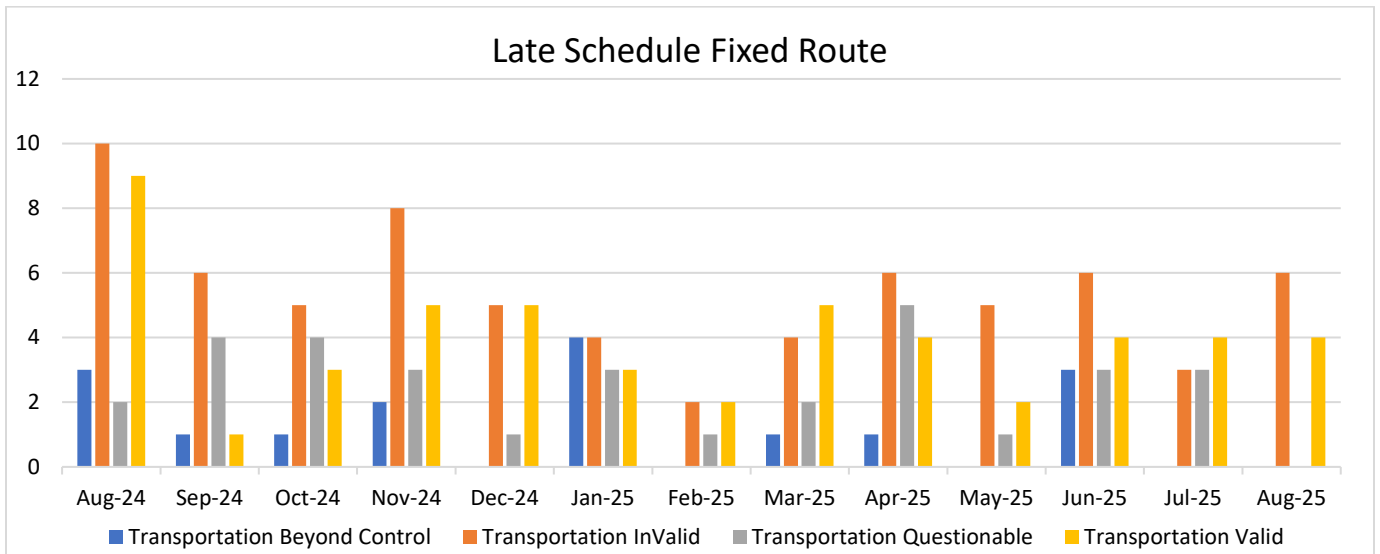
## DEFINITIONS FOR COMPLAINTS

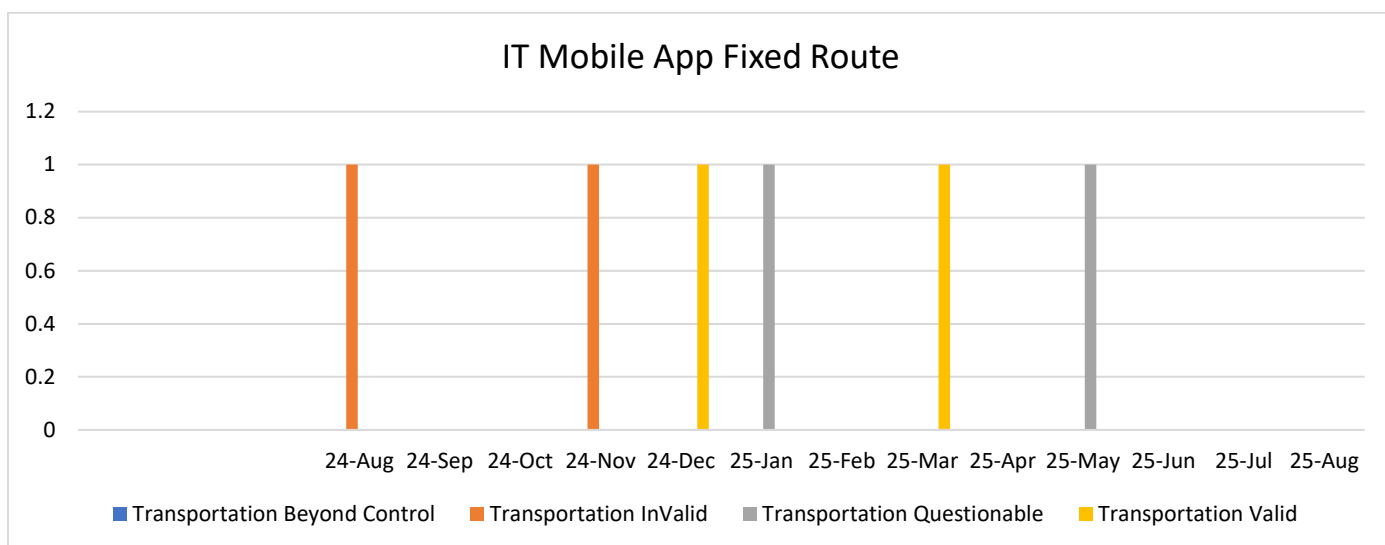
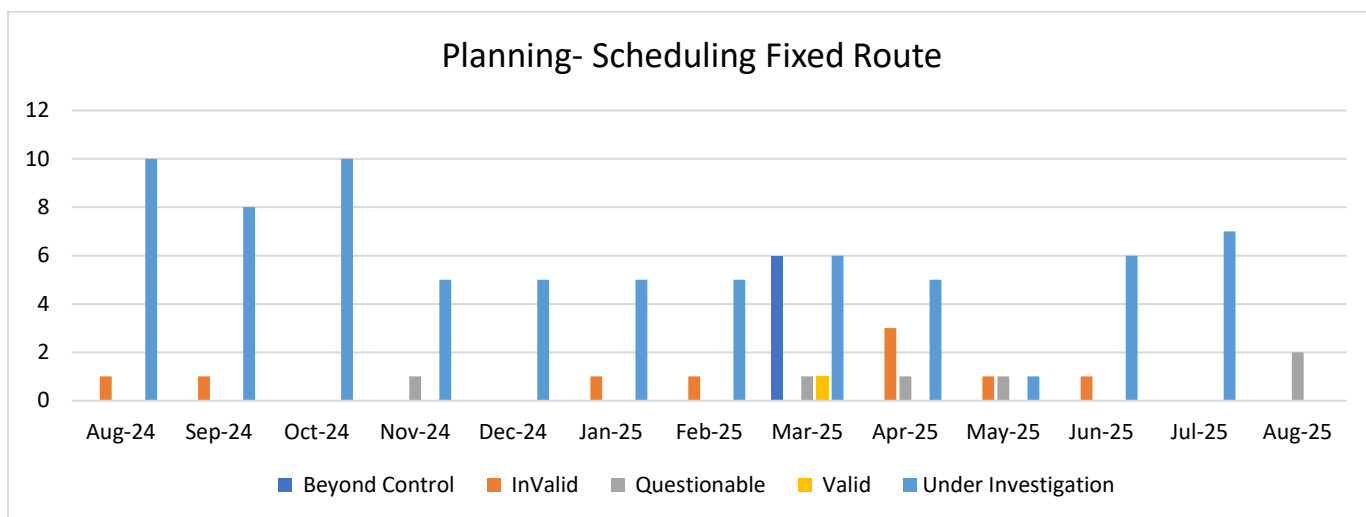
Verified – complaint was able to be verified
Non-Verified – complaint could not be verified based on the information provided
Questionable – complaint could not be confirmed or absolutely denied based on the information provided
Beyond Our Control – complaint is out of GRTC's control
Under Investigation – more research is needed based on information provided

## FIXED ROUTE TREND REPORT

Complaint	August	September	October	November	December	January	February	March	April	May	June	July	August
Rude Operator	6	3	4	7	6	4	2	2	4	8	9	5	5
Passed Up Passenger	18	11	16	18	12	5	8	14	9	15	18	14	19
No Show	2	1	1	13	7	3	3	7	8	4	5	5	6
Late Schedule	9	1	3	5	5	3	2	5	4	2	4	4	4
Improper Operations of Vehicle	7	0	2	2	2	4	1	3	3	9	4	5	1
Early Schedule	6	3	3	4	8	2	2	5	9	4	9	7	0
Planning/Scheduling	0	0	10	0	0	0	0	1	0	0	0	0	0
IT/Mobile App	0	0	0	0	1	0	1	1	0	0	0	0	0
Other – Misc.	5	6	11	9	0	4	6	6	1	7	10	7	18
Total	53	25	40	58	41	25	25	44	38	49	55	47	53
Commendations	10	11	9	3	3	6	4	10	15	10	4	4	3







## SPECIALIZED TRANSPORTATION REPORT

Complaint	Verified	Non-Verified	Questionable	Beyond GRTC Control	Under Investigation	Total
Rude Operator	0	1	1	0	0	2
Passed Up Passenger	0	0	0	0	0	0
No Show	2	2	0	0	0	4
Late Schedule	4	2	0	0	0	6
Improper Operations of Vehicle	3	0	1	0	0	4
Early Schedule	0	0	0	0	0	
Planning/Scheduling	0	0	0	0	0	0
IT/Mobile App	0	0	0	0	0	0
Other - Miscellaneous	6	4	1	0	0	11
Total	15	9	3	0	0	27



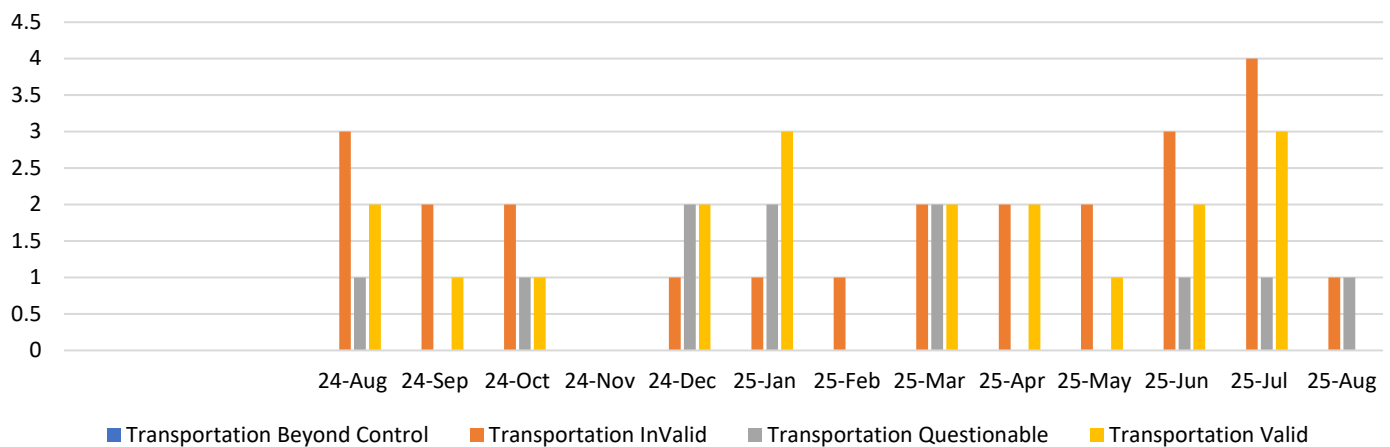
## DEFINITIONS FOR COMPLAINTS

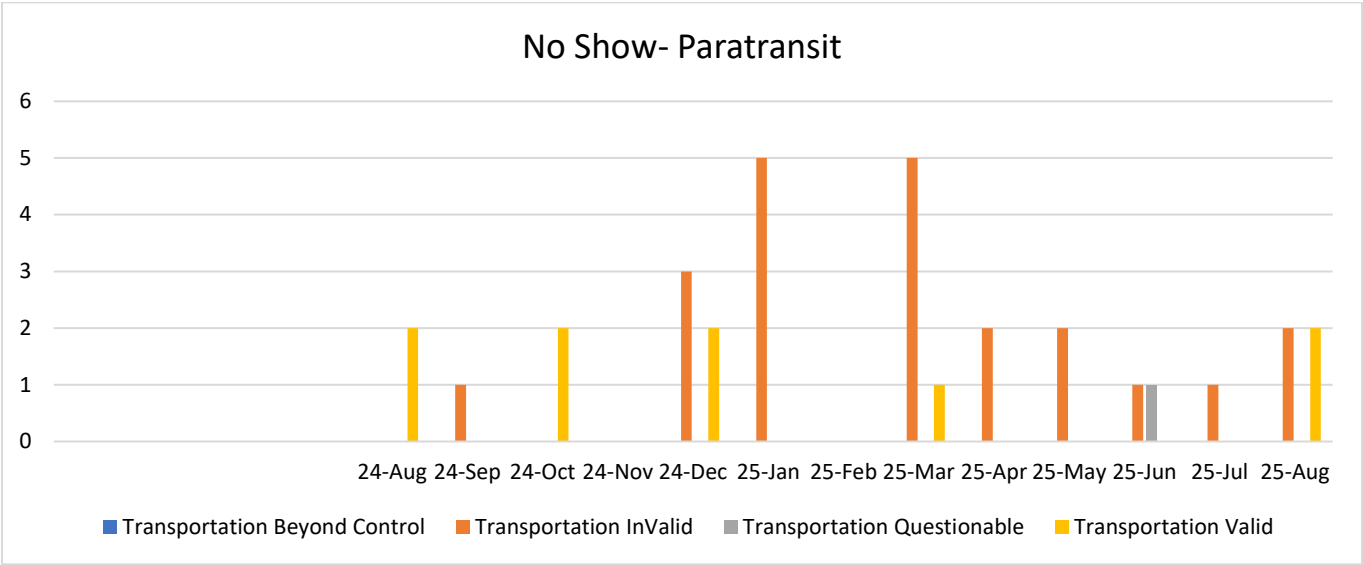
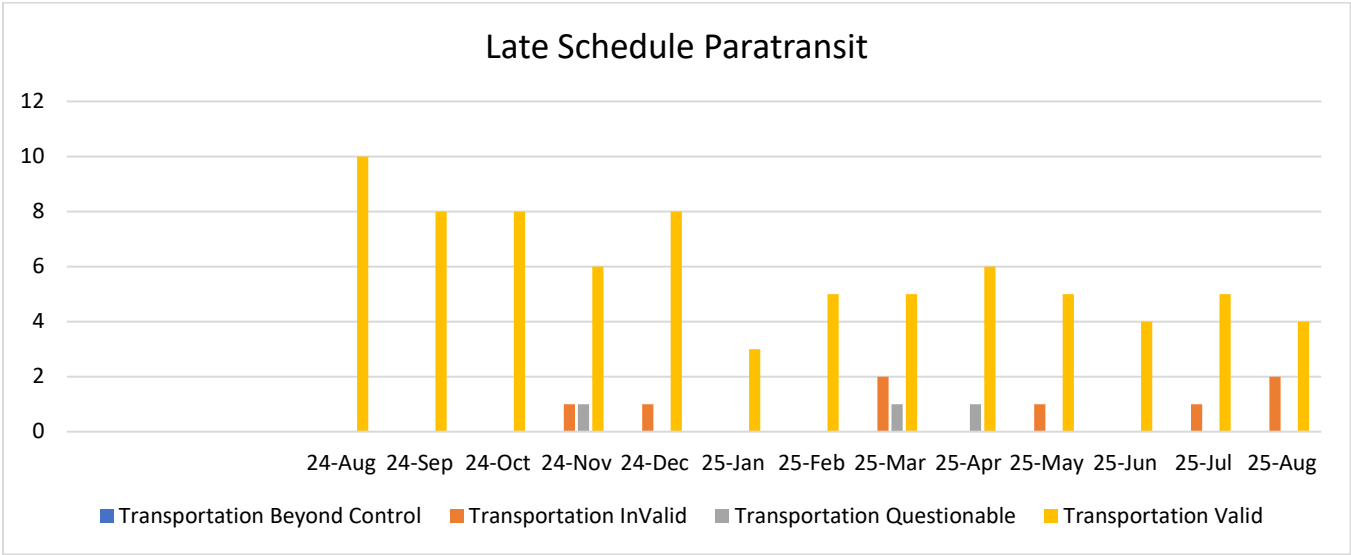
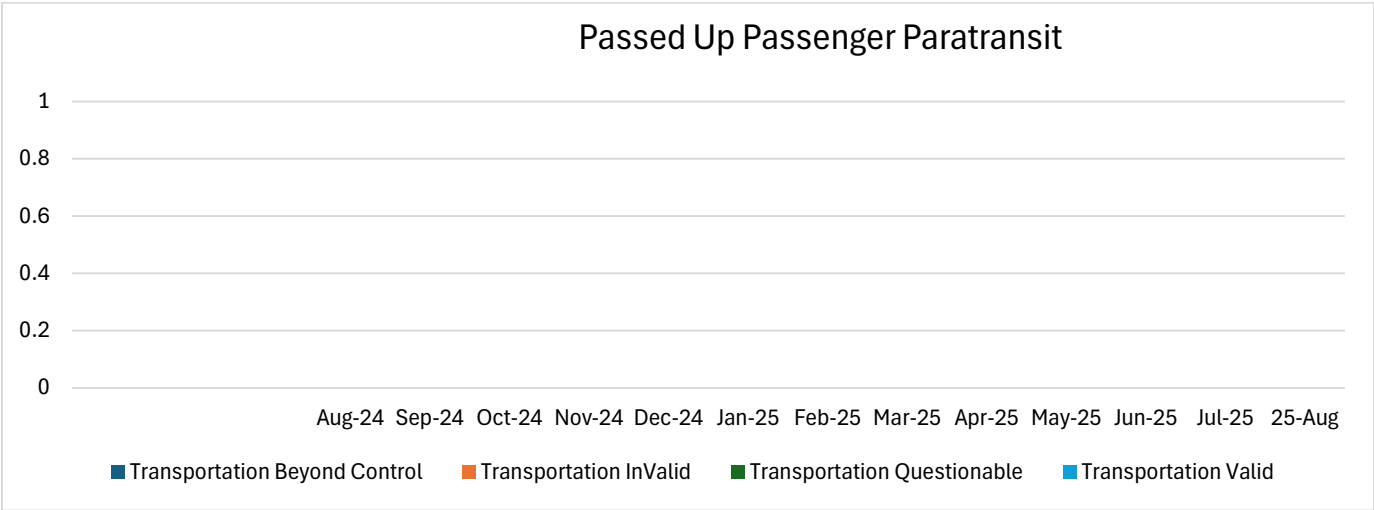
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Under Investigation – more research is needed based on information provided

## SPECIALIZED TRANSPORTATION TREND REPORT

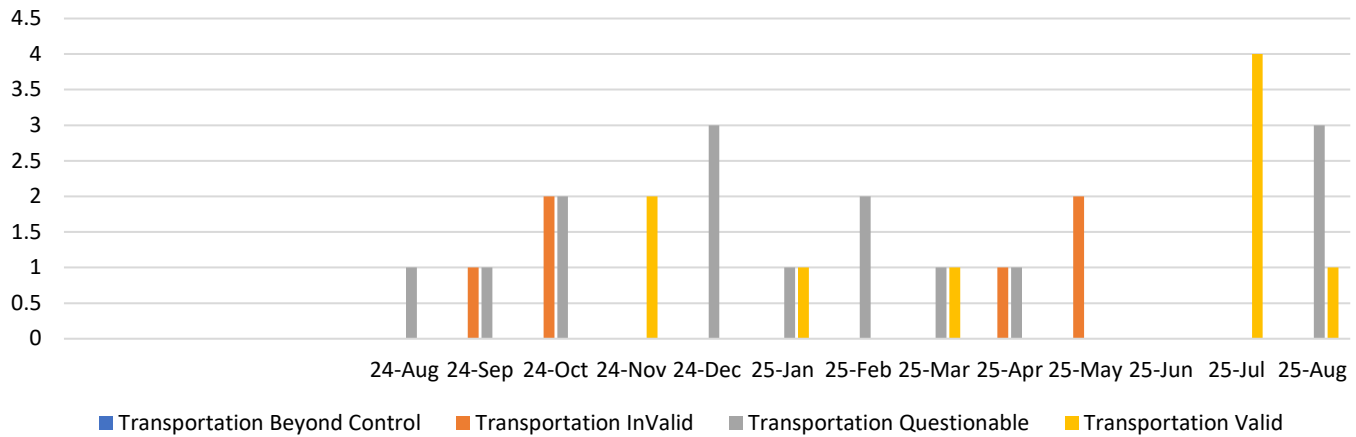
Complaint	August	September	October	November	December	January	February	March	April	May	June	July	August
Rude Operator	2	1	1	0	2	3	2	6	2	1	2	3	0
Passed Up Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0
No Show	2	0	2	0	2	0	0	6	0	0	0	0	2
Late Schedule	10	8	9	6	8	3	5	8	6	5	4	5	4
Improper Operations of Vehicle	0	0	0	2	0	1	2	2	0	0	0	4	3
Early Schedule	0	0	0	0	0	0	0	0	0	0	0	1	0
Planning/Scheduling	0	0	0	0	0	0	0	0	0	0	0	0	0
IT/Mobile App	0	0	1	0	0	0	0	0	0	0	1	0	0
Other – Misc.	4	5	3	3	9	3	10	4	9	3	4	7	6
Total	18	14	16	11	21	10	19	26	17	9	11	20	15
Commendations	3	1	1	1	2	5	1	4	0	0	4	9	8

### Rude Operator Paratransit

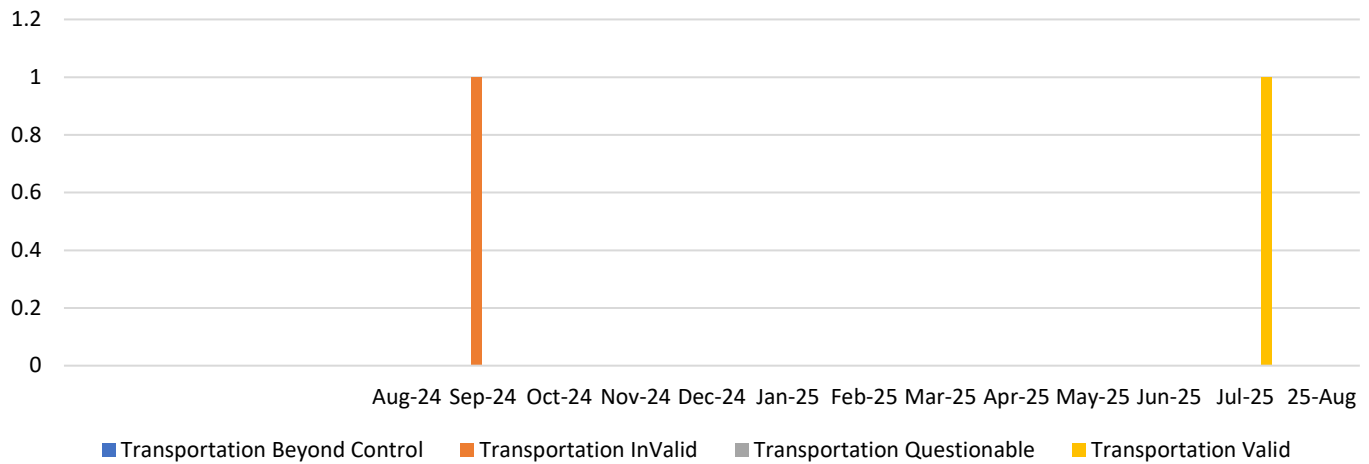




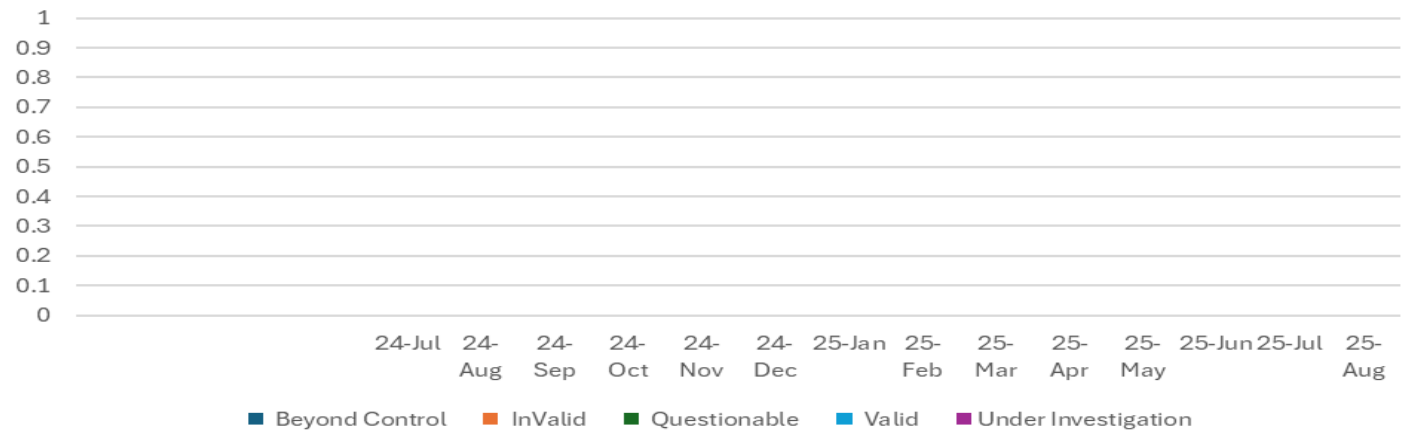
### Improper Operation of Vehicle- Equipment

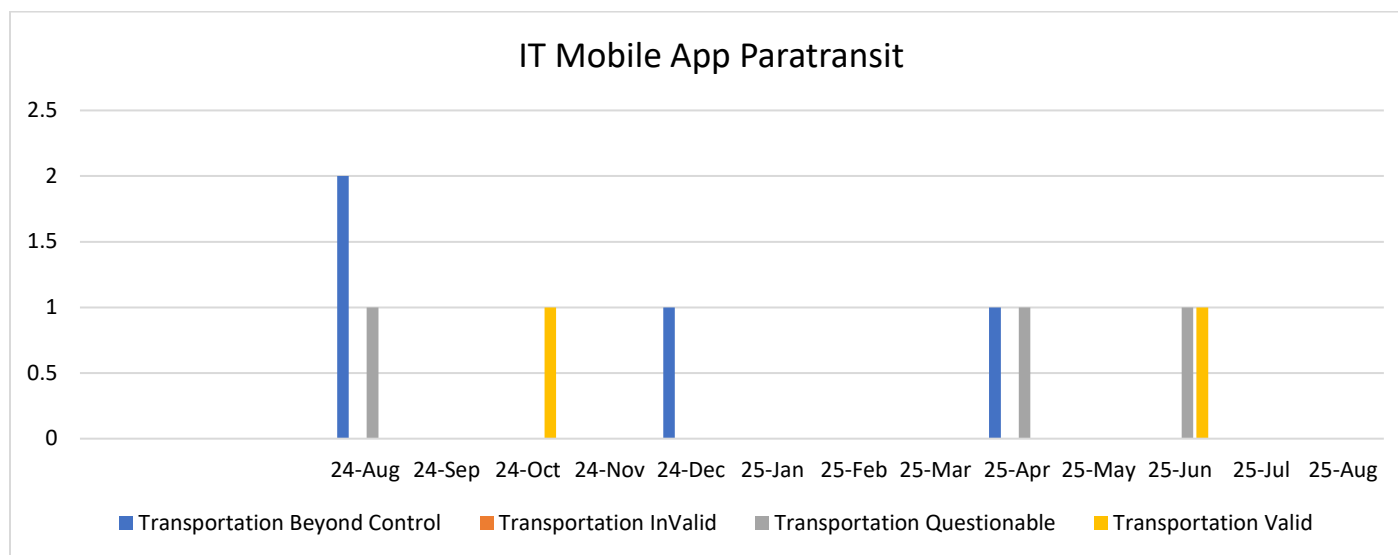


### Early Schedule Paratransit



### Planning & Scheduling Paratransit





## MICROTRANSIT REPORT

Complaint	Verified	Non-Verified	Questionable	Beyond GRTC Control	Under Investigation	Total
Rude Operator	0	0	0	0	0	0
Passed Up Passenger	0	0	0	0	0	0
No Show	0	0	0	0	0	0
Late Schedule	0	0	0	0	0	0
Improper Operations of Vehicle	1	0	1	0	0	2
Early Schedule	0	0	0	0	0	0
Planning/Scheduling	0	0	0	0	0	0
IT/Mobile App	0	0	0	0	0	0
Other - Miscellaneous	0	1	1	0	0	2
Total	1	1	2	0	0	4

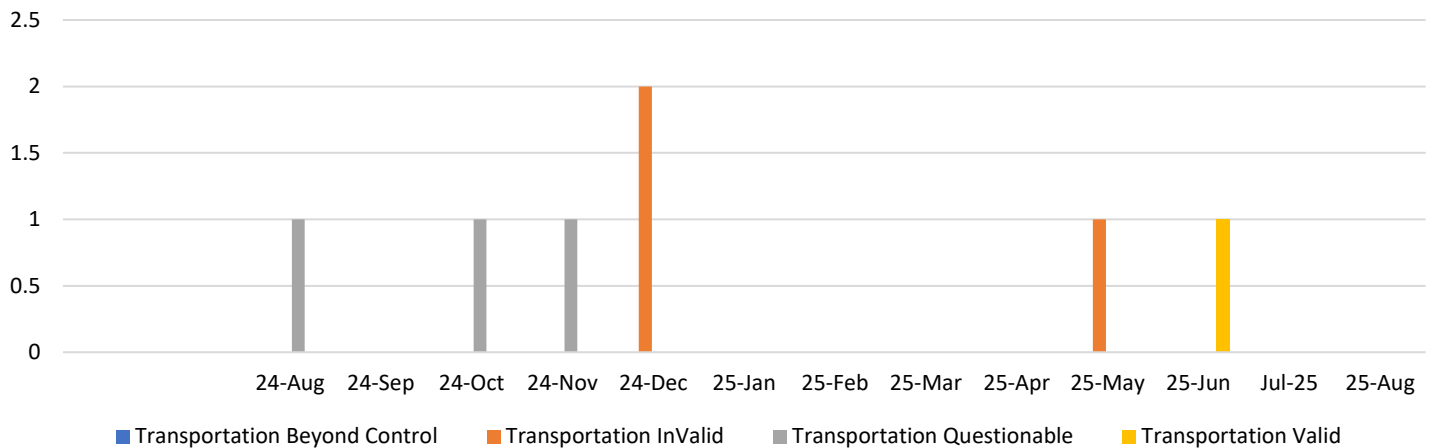
## DEFINITIONS FOR COMPLAINTS

Verified – complaint was able to be verified
Non-Verified – complaint could not be verified based on the information provided
Questionable – complaint could not be confirmed or absolutely denied based on the information provided
Beyond Our Control – complaint is out of GRTC’s control
Under Investigation – more research is needed based on information provided

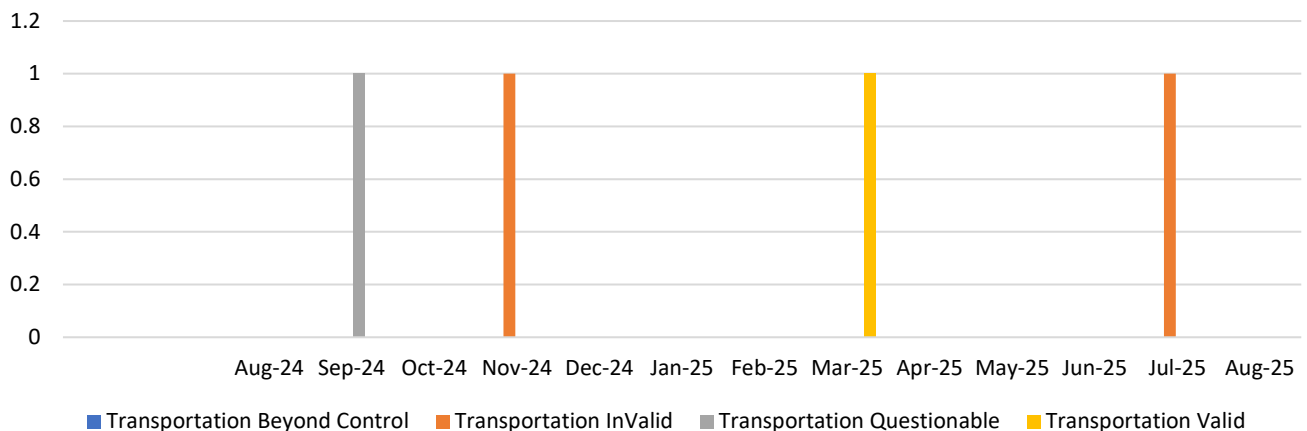
## MICROTRANSIT TREND REPORT

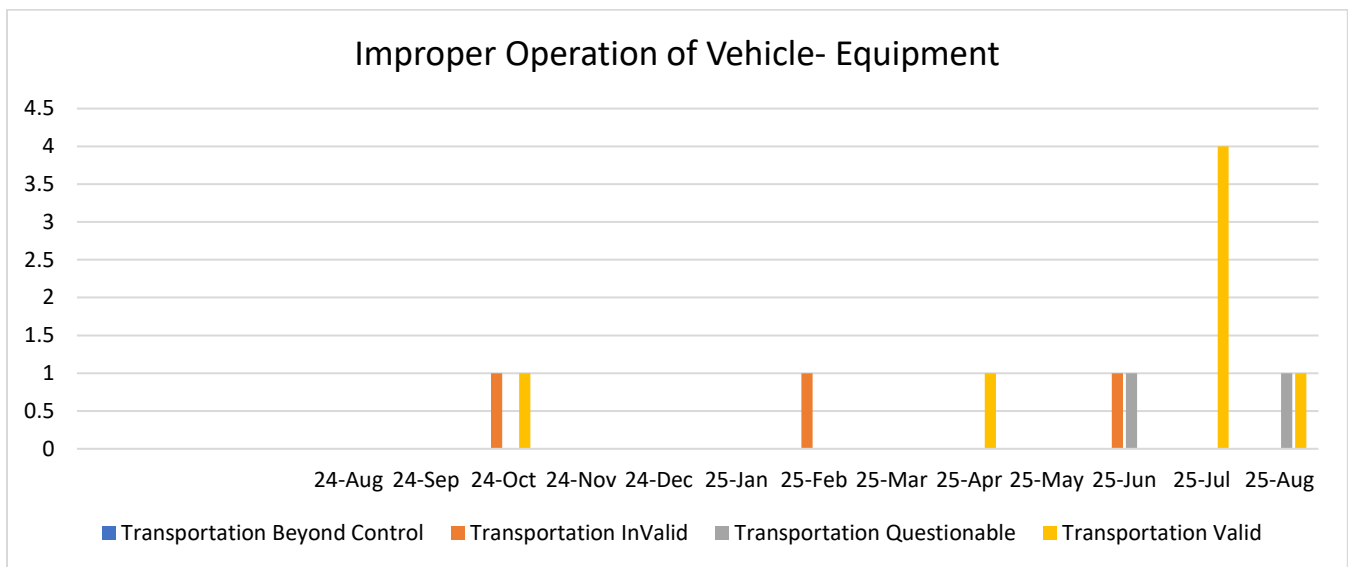
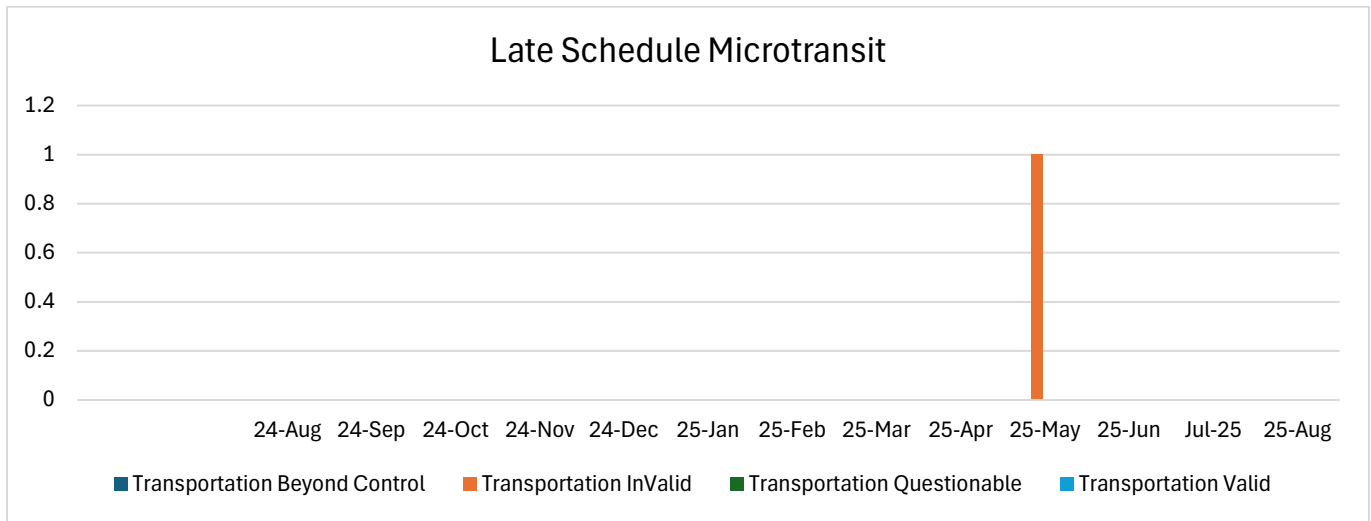
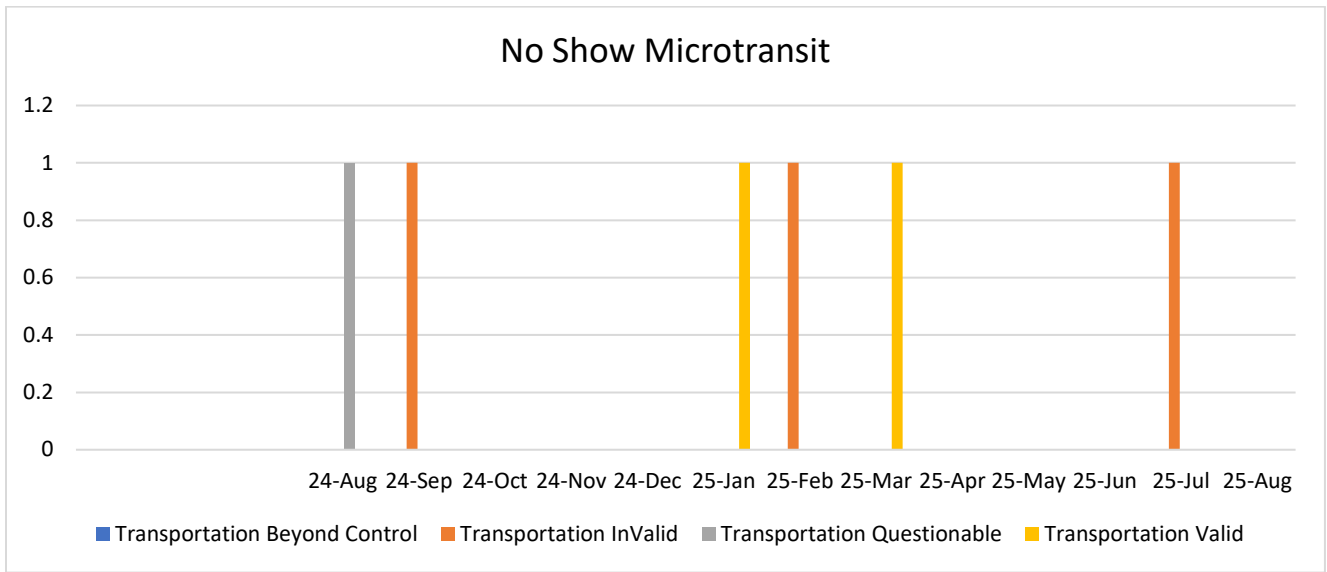
Complaint	August	September	October	November	December	January	February	March	April	May	June	July	August
Rude Operator	0	0	0	0	0	0	0	0	0	0	1	0	0
Passed Up Passenger	0	0	0	0	0	0	0	1	0	0	0	0	0
No Show	0	0	0	0	0	1	0	0	0	0	0	0	0
Late Schedule	0	0	0	0	0	0	0	0	0	0	0	0	0
Improper Operations of Vehicle	0	0	1	0	0	0	0	0	1	0	0	0	1
Early Schedule	0	0	0	0	0	0	0	0	0	0	0	0	0
Planning/Scheduling	0	0	0	0	2	0	0	0	0	0	0	0	0
IT/Mobile (VIA)	0	0	0	0	0	0	0	0	0	0	0	0	0
Other – Misc.	0	0	0	1	0	0	0	0	0	0	0	0	0
Total	0	0	1	1	2	1	0	1	1	0	1	0	1
Commendations	0	2	0	1	0	0	0	3	0	0	2	1	1

Rude Operator Microtransit

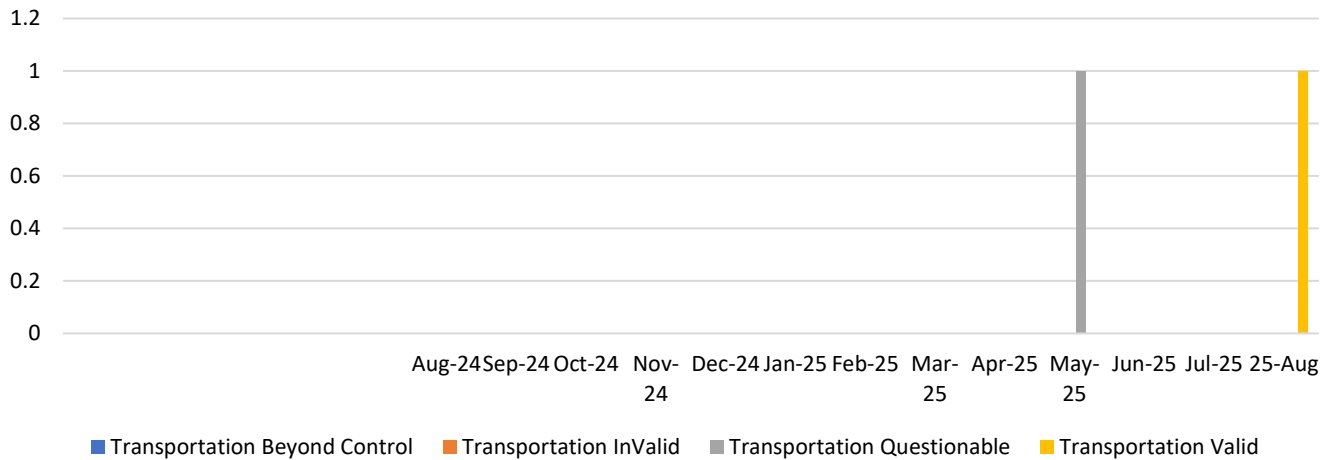


Passed Up Passenger Microtransit

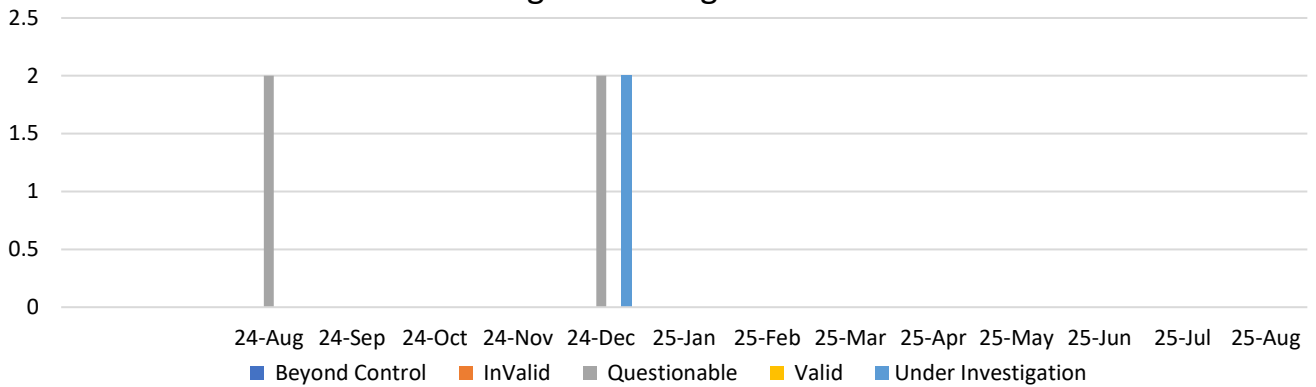




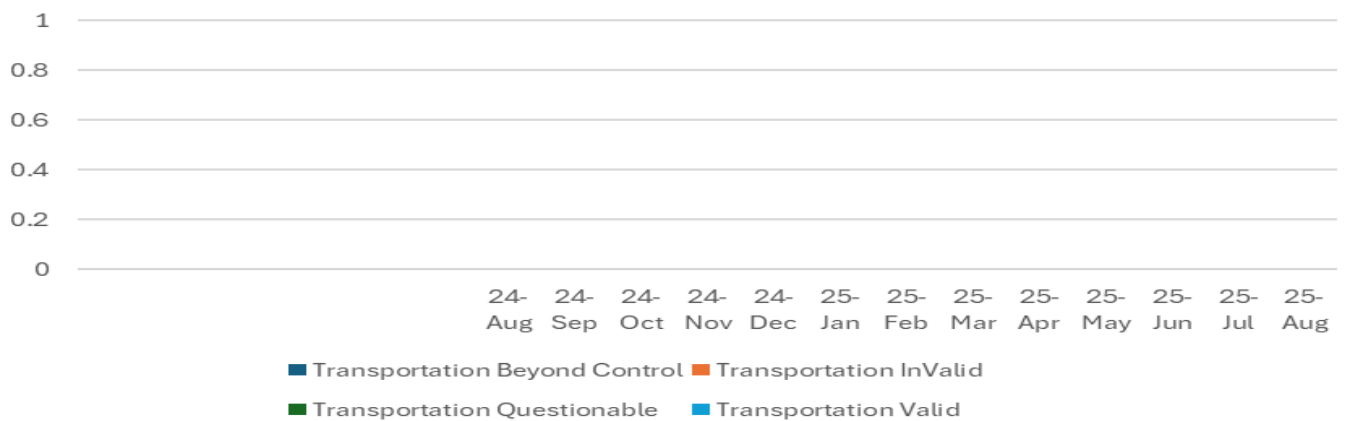
### Early Schedule Microtransit

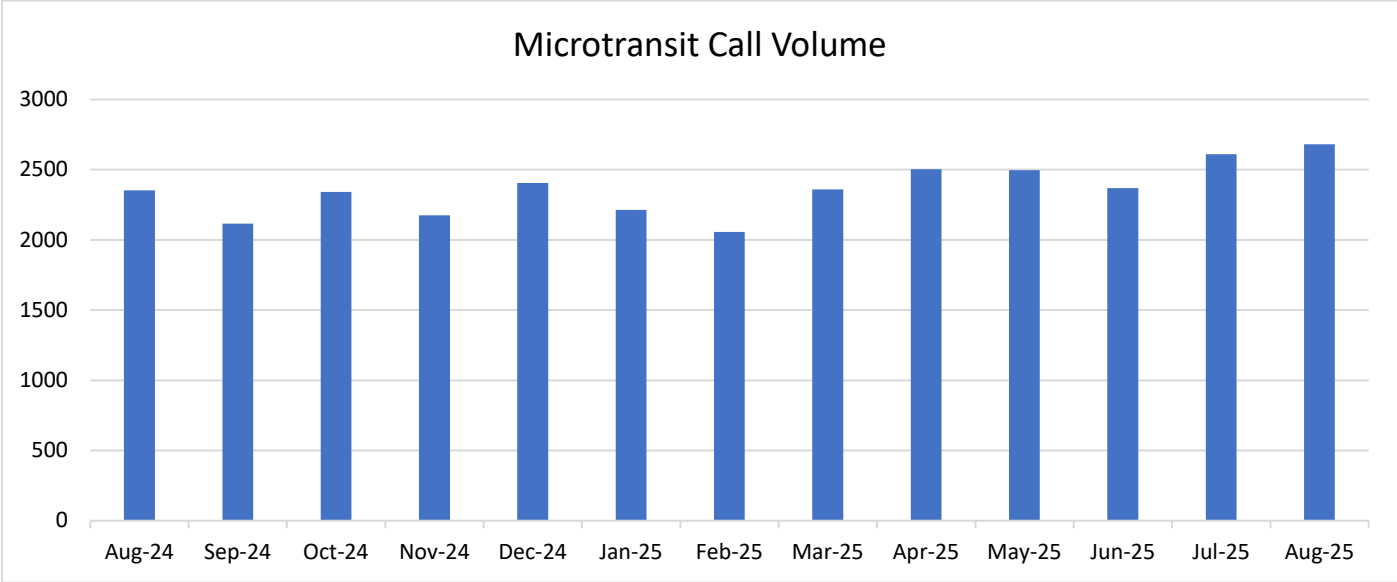


### Planning Scheduling Microtransit



### IT Mobile App Microtransit







**Meeting Date:** September 30, 2025  
**Staff Report:** Monthly Ridership Report

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## **BACKGROUND:**

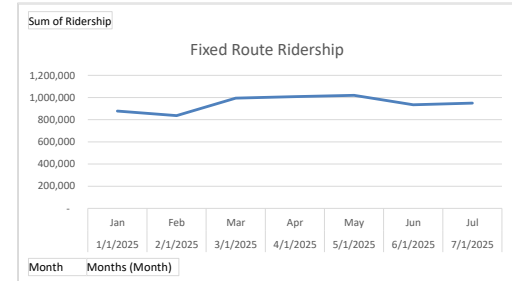
The “Monthly Ridership Report” (MRR) includes comparisons between the ridership of the current month, prior month, year prior to allow for a broad understanding of overall ridership trends. The MRR includes ridership data for all services GRTC provides including fixed route (local, express, and Pulse), specialized transportation (CARE, CARE Plus, and CARE On-Demand), and Van Pool. Fixed route and specialized transportation data is shown as system-wide totals as well as broken down by mode, route, and jurisdiction.

## **UPDATES:**

The estimated ridership for the months of July and August 2025 will be provided by Frank Adarkwa.

**GRTC TRANSIT SYSTEM  
MONTHLY RIDERSHIP REPORT JULY 2025**

	(July 2025)	(June 2025)	MoM%	(July 2024)	YoY % (FY2025)	(July 2023)	YoY % (FY2024)
<b>Fixed Route</b>							
Local-Fixed Route	814,301	765,915	6.32%	777,727	4.70%	659,716	23.43%
- Richmond (fixed)	644,259	599,572	7.45%	633,545	1.69%	545,191	18.17%
-Henrico (fixed)	170,042	166,342	2.22%	144,182	17.94%	114,524	48.48%
Local-Pulse	169,606	161,075	5.30%	160,266	5.83%	141,612	19.77%
Express Routes	9,357	7,462	25.40%	8,871	5.48%	7,462	25.39%
<b>Total Fixed Route</b>	<b>993,264</b>	<b>934,451</b>	<b>6.29%</b>	<b>946,864</b>	<b>4.90%</b>	<b>808,789</b>	<b>22.81%</b>
<b>Specialized Transportation</b>							
CARE/CARE Plus	24,923	23,273	7.09%	21,912	13.74%	19,657	26.79%
CARE On-Demand	3,505	3,571	-1.85%	3,654	-4.08%	2,979	17.66%
<b>Total Specialized</b>	<b>28,428</b>	<b>26,844</b>	<b>5.90%</b>	<b>25,566</b>	<b>11.19%</b>	<b>22,636</b>	<b>25.59%</b>
<b>Microtransit</b>							
<b>Total Microtransit</b>	<b>8,420</b>	<b>7,963</b>	<b>5.74%</b>	<b>6,477</b>	<b>30.00%</b>		
<b>TOTAL Fixed Route, Specialized, &amp; Micro</b>	<b>1,030,112</b>	<b>969,258</b>	<b>6.28%</b>	<b>978,907</b>	<b>5.23%</b>	<b>831,425</b>	<b>23.90%</b>



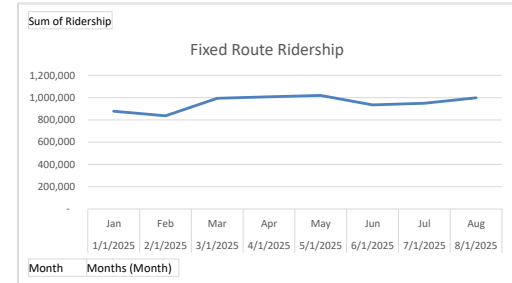
	2026 FYTD	2025 FYTD (July '24)	YoY %* (FY2025)	2024 FYTD (July '23)	YoY % (FY2024)
<b>Fixed Route</b>					
Local- Fixed Route	814,301	777,727	4.70%	659,716	23.43%
Local- Pulse	169,606	160,266	5.83%	141,612	19.77%
Express Routes	9,357	8,871	5.48%	7,462	25.39%
<b>Total Fixed Route</b>	<b>993,264</b>	<b>946,864</b>	<b>4.90%</b>	<b>808,789</b>	<b>22.81%</b>
<b>Specialized Transportation</b>					
CARE/CARE Plus	24,923	21,912	13.74%	19,657	26.79%
CARE On-Demand	3,505	3,654	-4.08%	2,979	17.66%
<b>Total Specialized</b>	<b>28,428</b>	<b>25,566</b>	<b>11.19%</b>	<b>22,636</b>	<b>25.59%</b>
<b>Microtransit</b>					
<b>Total Microtransit</b>	<b>8,420</b>	<b>6,477</b>	<b>30.00%</b>		
<b>**Microtransit service began 11/17/2023</b>					
<b>TOTAL FIXED ROUTE , SPECIALIZED &amp; MICROTRANSIT</b>	<b>1,030,112</b>	<b>978,907</b>	<b>5.23%</b>	<b>831,425</b>	<b>23.90%</b>

	(June '25)	(June '24)	YoY % (FY2024)	(June '23)	YoY % (FY2023)
<b>Van Pool</b>					
Van Pool	16,541	13,168	25.62%	12,684	30.41%

*\*\*Vanpool data is received a month behind*

**GRTC TRANSIT SYSTEM  
MONTHLY RIDERSHIP REPORT August 2025**

	(August 2025)	(July 2025)	MoM%	(August 2024)	YoY % (FY2025)	(August 2023)	YoY % (FY2024)
<b>Fixed Route</b>							
Local-Fixed Route	868,866	814,301	6.70%	850,740	2.13%	713,644	21.75%
- Richmond (fixed)	683,854	644,259	6.15%	689,775	-0.86%	587,463	16.41%
-Henrico (fixed)	185,011	170,042	8.80%	160,965	14.94%	126,181	46.62%
Local-Pulse	178,613	169,606	5.31%	176,563	1.16%	155,893	14.57%
Express Routes	7,617	9,357	-18.60%	9,452	-19.42%	8,836	-13.80%
<b>Total Fixed Route</b>	<b>1,055,096</b>	<b>993,264</b>	<b>6.23%</b>	<b>1,036,755</b>	<b>1.77%</b>	<b>878,373</b>	<b>20.12%</b>
<b>Specialized Transportation</b>							
CARE/CARE Plus	24,711	24,923	-0.85%	22,447	10.09%	19,322	27.89%
CARE On-Demand	3,172	3,505	-9.50%	3,746	-15.32%	3,578	-11.35%
<b>Total Specialized</b>	<b>27,883</b>	<b>28,428</b>	<b>-1.92%</b>	<b>26,193</b>	<b>6.45%</b>	<b>22,900</b>	<b>21.76%</b>
<b>Microtransit</b>							
<b>Total Microtransit</b>	<b>8,328</b>	<b>8,420</b>	<b>-1.09%</b>	<b>6,859</b>	<b>21.42%</b>		
<b>TOTAL Fixed Route, Specialized, &amp; Micro</b>	<b>1,091,307</b>	<b>1,030,112</b>	<b>5.94%</b>	<b>1,069,807</b>	<b>2.01%</b>	<b>901,273</b>	<b>21.09%</b>



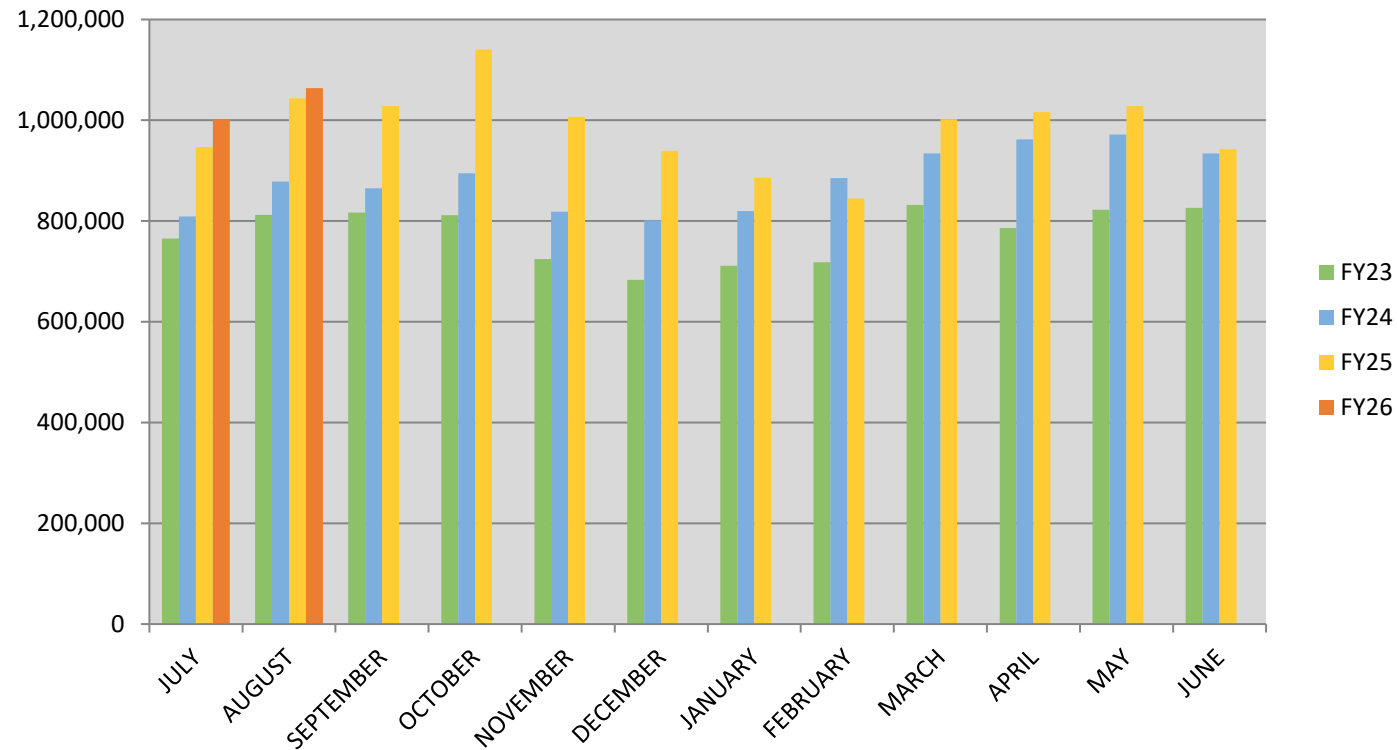
	2026 FYTD	2025 FYTD (August '24)	YoY %* (FY2025)	2024 FYTD (August '23)	YoY % (FY2024)
<b>Fixed Route</b>					
Local- Fixed Route	1,683,167	1,628,467	3.36%	1,373,359	22.56%
Local- Pulse	348,219	336,829	3.38%	297,505	17.05%
Express Routes	16,974	18,323	-7.36%	16,298	4.15%
<b>Total Fixed Route</b>	<b>2,048,360</b>	<b>1,983,619</b>	<b>3.26%</b>	<b>1,687,162</b>	<b>21.41%</b>
<b>Specialized Transportation</b>					
CARE/CARE Plus	49,634	44,359	11.89%	38,979	27.34%
CARE On-Demand	6,677	7,400	-9.77%	6,557	1.83%
<b>Total Specialized</b>	<b>56,311</b>	<b>51,759</b>	<b>8.79%</b>	<b>45,536</b>	<b>23.66%</b>
<b>Microtransit</b>					
<b>Total Microtransit</b>	<b>16,748</b>	<b>13,336</b>	<b>25.58%</b>		
<b>**Microtransit service began 11/17/2023</b>					
<b>TOTAL FIXED ROUTE , SPECIALIZED &amp; MICROTRANSIT</b>	<b>2,121,419</b>	<b>2,048,714</b>	<b>3.55%</b>	<b>1,732,698</b>	<b>22.43%</b>

	(July '25)	YoY % (July '24) (FY2024)	YoY % (July '23) (FY2023)
<b>Van Pool</b>			
Van Pool	17,895	14,652 22.13%	12,533 42.78%

**\*\*Vanpool data is received a month behind**

## Systemwide\* Ridership Three Year Comparison

Source: RideCheck Plus APC Data



\* includes BRT, local, express, and microtransit (starting 11/13/2023)

**Meeting Date:** September 30, 2025  
**Board Subcommittee:** Development

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## **CURRENT STATUS:**

The Development Subcommittee met on Monday, September 22, 2025 at 3:30PM. Video and audio of the meeting was streamed live online and can be viewed at the following web address: <https://www.youtube.com/watch?v=U29OgIB8F3Q>.

## **AGENDA:**

- Approval of Minutes (July 10, 2025)
- Consent Agenda
  - October Schedule Change Service Equity Analysis (Title VI) – Frank Adarkwa
  - Performance Analysis Software – SWIFTLY Contract – Frank Adarkwa
  - Bus Fleet Infotainment System Retrofit – Dexter Hurt
  - Fleet Technology Upgrade – Destination Sign Retrofit – Dexter Hurt
  - DBE Goal FY26-FY28 – Antionette Haynes
- Priority Capital Projects
- Service Projections: 5-Year Outlook
- Funding Strategy for Capital Projects
- Next Steps: Priority Service and Capital Fund Strategy

## **UPDATES:**

The Chair, Barb Smith, will provide an update of the meeting.

**Meeting Date:** September 30, 2025  
**Information Item:** Recent and Upcoming Procurements

## BACKGROUND:

The Board Chair is authorized to sign contracts on behalf of the full GRTC Board for contracts valued over \$50,000 and under \$100,000. Any contract signed by the Board Chair shall be reported at the next full Board Meeting.

The Procurement Department maintains a rolling list of upcoming procurement items anticipated for the coming year. At least three months prior to initiation of the procurement process, staff will update the Board prior to releasing requests for proposals, quotes, invitations for bids, or other methods of procurement.

The Recent and Upcoming Procurement report ensures full transparency in contracting.

The following is a list of procurements approved by GRTC's board chair falling below the \$100,000 threshold requiring majority approval by GRTC's Board of Directors but above the CEO's authority of \$50,000.

Date	Purchase Order #	Vendor	Purpose	Amount	Requested by	Approved by
9/8/2025	119253	Access Wireless Data Solutions	3-yr. Renewal of NetCloud Mobile Performance Essentials Plan	\$62,791.40	Ernesto Leon	Sheryl Adams and Tyrone Nelson

## CURRENT STATUS:

### Upcoming Procurements

TITLE	DEPT	BUDGET	ANTICIPATED AWARD DATE	INCLUDED IN BUDGET (YES/NO)	GRANT STATUS (EXISTING/ PENDING/ PLANNED)
BRT Station Real Time Passenger Information Upgrade	IT	\$1,560,000	Q3-2026	Y	Existing
ERP Implementation Services	IT	\$3,500,000	Winter 2025	Y	Pending
Cyber Security Assessment & Improvement (Artic Wolf, MSPs, Security Assessment)	IT	\$200,000	Winter 2025	Y	Ready

Refuse Collection Services	Facilities	\$150,000	Q2 2025	Y	Ready
Pavement Repair and Replacement at 301 E. Belt Boulevard	CIP	\$4,184,800	Q1 2026	Y	Ready

Ready	Project approved and funds are available.
Existing	Project approved and funds to be applied to federal grant.
Pending	Awaiting approval of funds.
Planned	Project is in planning phase and funding to be applied for in future.