

A regular meeting of the Board of Directors of the GRTC, Old Dominion Transit Management Company (ODTMC), and RideFinders will be held concurrently at 8:00 a.m. October 28, 2025, at GRTC, 301 East Belt Boulevard, 3rd 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/watch?v=qrMJZLP4Io>.

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- X. Board Chair’s Report
- XI. Executive Session
- XII. Other Business
- XIII. Adjourn



Meeting Date: October 28, 2025

Board of Directors: GRTC Shareholders Meeting Update

UPDATE:

The Annual meeting of GRTC Shareholders was held on October 15, 2025. The following were appointed to the GRTC Board of Directors:

Odie Donald (City of Richmond)
Nicole Jones (City of Richmond)
Ellen Robertson (City of Richmond)

Dave Anderson (County of Chesterfield)
Jim Ingle (County of Chesterfield)
Barb Smith (County of Chesterfield)

Terrell Hughes (County of Henrico)
Tyrone Nelson (County of Henrico)
Daniel Schmitt (County of Henrico)



Meeting Date: October 28, 2025

Board of Directors: GRTC Election of Board Officers

UPDATE:

The GRTC Board of Directors will nominate and elect new Board Officers.

**MINUTES
SEPTEMBER 30, 2025
GRTC BOARD OF DIRECTORS
BOARD MEETING/BOARD RETREAT**

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
Dan Schmitt, Henrico County
Barb Smith, Chesterfield County

Others Present: Neil Gibson, General Counsel
Sheryl Adams, Chief Executive Officer
Adrienne Torres, Chief of Staff
John Zinzarella, Chief Administrative Financial Officer
Kevin Hernandez, Chief Operating Officer
Joe Dillard, Director of Government & External Affairs
Dexter Hurt, Director of Information Systems
Ashley Potter, Communications Manager
Janice Witt, Executive Assistant
Odie Donald – City of Richmond CAO
Benjamin Allen, New Virginia Majority
Maurice Carter, Union President
Dironna Clarke, City of Richmond
Noah Dalbey
Rasheed Parker, New Virginia Majority
Xavier Stokes, Former Employee
Yolanda Stokes, Citizen
Katy Thomas, Citizen
Faith Walker, RVA Rapid Transit
Scudder Wagg, Jarrett Walker
Margaret Woodberry, Citizen

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 September 30, 2025, by Vice- Chairman Jim Ingle at 9:30AM at GRTC, 3rd Floor Conference Room, 301 East Belt Boulevard, Richmond, Virginia. Video and audio of the meeting will be streamed live online and recorded for later viewing at the following web address: <https://www.youtube.com/watch?v=DfU26gJDlv8&t=1556s>.

II. Public Comments

The public notice, meeting agenda, and agenda attachments for this September 30, 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.

Abbey

I'm not a usual bus rider but I would love it if we all supported covered bus stops. Personally, I live off of Robinson St in the 5th district in Richmond. There are three bus stops within walking distance of my apartment and all three of them don't have adequate coverage from severe weather. When it rains, folks waiting for the bus have waited on my porch in the past, because that's the only place they can get out of the rain. So I hope that people across the region support covered bus stops going forward.

Katy Thomas (Written and In-Person)

I am a long-time Church Hill resident, daily walker, and committed supporter of public transit in our neighborhood and region. I also own a small property at the corner of Venable and Pink Streets, where bus stop #3703 is currently located. Because the current site creates ongoing challenges for both riders and the property, I am requesting that the stop be relocated one block to the corner of Venable and Russell, where a wider sidewalk and church frontage provide a safer and more accommodating location.

When I bought the building, it was abandoned and in poor condition, and there was no bus stop at the corner. After significant restoration, I am preparing to lease the property to a new small business that will contribute to our community. Unfortunately, the limited space between the stop and the building leaves almost no space for riders to wait without blocking the sidewalk or entrance, which makes it difficult for pedestrians and future customers.

The current corner creates four main problems:

Sidewalk space is too narrow, forcing riders to block entrances and pedestrian flow.
No safe capacity for benches or trash receptacles without further crowding.
Riders gather directly outside storefront windows, creating privacy and security concerns that threaten business viability.

Riders often come from 25th street, littering en-route to the bus stop.

Relocating the stop to Venable and Russell would be a true win-win. Riders coming from 25th and Venable would gain a safer, more convenient and comfortable waiting area, and the unobstructed sidewalk in front of Shiloh Baptist Church provides space for transit amenities the current site cannot accommodate. At the same time, a thriving small business could welcome customers without conflict, strengthening the vitality of Union Hill. Neighbors I've spoken with agree this change reflects both common sense and genuine community spirit.

I have shared this idea with my council representative, Cynthia Newbille, and welcome her input. I am planning to attend the GRTC board meeting on 9.30.25 to deliver these comments in person and share pictures of the site. However, I do have a medical appointment that day, which may prevent me from attending. Thank you for your attention to this matter and for your ongoing commitment to public transit and community progress in Richmond.

Xavier Stokes (In-Person)

Good morning, members of the board. My name is Xavier Stokes, I'm an operator for GRTC and otherwise disabled operator at GRTC, under the equal employment rights also covered under ADA. I have been subjected to a hostile work environment, a toxic work

environment and retaliation. Events have occurred where I was out in the field and events were continuously reported. There was nothing done by upper management and staff here in the building while I was out there basically taking abuse. My rights my civil rights as a disabled employee under ADA was violated and with that being said I was completely ignored and when this was reported by a passenger, I was thrown out like trash. This was not fair. It was done in my absence. It was done in the union's absence who also is here to represent and protect me as an employee here at GRTC. The severity of this, I am bringing before the Board for possible Board review for the violation where this was very great to the point that it was just unbelievable. As an employee here I am otherwise disabled but my performance with my tenure here at GRTC of eight years is not in question. Also, my experience of 15 years, my performance is not in question; however, my support from staff here at GRTC headquarters is in question. Well, again, I was treated unfairly, ignored, and thrown out like trash. Thank you.

Yolanda Stokes (In-Person)

My name is Yolanda Stokes. I represent the Ward 6 Area of Hopewell but not the members of the Hopewell City Council. What brings me here is twofold, this is probably my second time with you that I'm asking for privilege, political privilege. Mr. Xavier Stokes lives in my Ward. So any complaint he has or any constituent of Ward 6 comes to me so I end up having to advocate. My lifelong work has been Equal Employment Opportunity. I sat under Governor Allen Administration as the investigator for the United States Department of Equal Employment Opportunity. Also, I did Fair Housing and Equal Opportunity for the City of Petersburg and a lot of training as a paralegal. I worked under the Commonwealth Attorney's Office which was Cassandra back then in Petersburg and I'm well trained. I was disappointed when I saw what had happened. Virginia and most states we hire and we fire at will but we do not discriminate. What Xavier was explaining is he has an active FMLA under you that protects him with his disability. When he requested long and before you take any adverse action against an employee, you would listen to that particular employees request for an accommodation. And that's what he's requesting from this Board for is a reasonable accommodation to wave the rules and regulations under the Americans with Disabilities Act to allow him a fair opportunity to present his complaint that he filed prior to any adverse action. Former Supervisor Shawn Modesty already filed a complaint against the issues not getting into the issues but a complaint had been filed to remove a person off of a bus that would cause this type of problem and to ignore an ADA is unfounded. And because these persons have done this before, it puts them in the line of retaliation. So if you would go back, weigh the rules on the ADA and review what actually happened, not necessarily the merit, but what happened. Did you give him proper due process? Nobody's trying to make money. Nobody's trying to get into a lawsuit. This gentleman's disability depends on his job and his disability – he could draw a disability check but we found this niche and he's been driving the bus. But he's driven over eight years and I will promise you within six years of employment he's fought harassment from three staff people. Your CEO, your Director of Human Resources, and now your head of supervision that got an award. Each of them have violated ADA and I'm not saying that they may have violated, I'm telling you as a professional is violated. You cannot ignore and he's met all requirements and he's covered under your FMLA program and you deny him the right then that person should not be CEO of a company that has a logo that says we adhere to the rules and regulations of the Equal Employment Opportunity Commission and particularly disabled persons. You can't ignore that. And it doesn't stop because you decide to terminate. And I've trained with many employees, including one well because you fired them. You still obligated under ADA to follow through and in all fairness to this Board and as a public figure myself and of course you've seen all over the news what has happened at Hopewell and I'm probably the one

council that stood out um because I will not discriminate against anybody for any reason because you don't know at what point you may be in that place. So Miss Sheryl, you owe him an audience. All right. And you owe him the right under ADA to hear his complaint. You knew it was coming. And we reached out to you to talk to you. And you have returned no phone calls and no emails. That does not negate your responsibility and more importantly, your responsibility to this Board. That's for us to come here and bring this board to the table then you have failed this Board. Thank you.

Benjamin Allen

Hello everyone. My name is Benjamin and I'm a resident and a member of the New Virginia Majority. I want to start out with highlighting a few Richmond attractions that I'm unable to reach with the current bus route. Currently I am unable to go to Pony Pasture, Lewis Botanical Gardens on the bus without additional less than safe walking after the closest stop. I would love to see both of these amazing nature locations more accessible via GRTC for people like myself who depend on the bus for getting around the region. And also at the stops there could be a heating and cooling system and also at the stops it could be more aesthetically pleasing with local artists. Second, I want to highlight a few items that will be discussed in the Board Retreat meeting and my hopes for the conversation. As a part of the NVM, I heard many bus riders share their concerns about fares returning for GRTC. I, myself, would be really impacted by this happening too. When fare free started in 2020, we all knew the trip grant funding would only be there for four years. From the public perspective, now it feels like GRTC is scrambling to find the funds when we should have been planning and saving for this necessary line item on the budget. And some suggestions we could explore is congestive pricing taxes, federal grants, more advertisements, asking schools like U of R, Virginia Union, CarMax, Dominion Energy, and also looking at a premium bus service like a subscription plan. I strongly encourage the counties to consider how much economic development is coming into your area and carry more of your weight when the GRTC budget to help pay for fare free orders are imaginary lines on a map and as a bus rider the bus doesn't stop and change services when we enter the County and yet the City of Richmond is contributing double the amount of Henrico at \$9.3M and \$4.5M respectively, Chesterfield while being a partial owner is contributing less than at \$2.5M. I remind everyone that the fare free is \$6.8M. Many of us work and live in several localities cook our food in one locality and the grocery stores another. We need to have a strong investment from the entire region to make the bus system work efficiently, effectively for a strong regional economy where residents are able to live, work, and spend more money to host their communities and upward mobility. Thank you.

Rasheed Parker

Good Morning y'all, appreciate y'all and this opportunity for public comment. I just have three quick things, quick having trouble getting my words out. Three quick things. Slow coming out hard to say. Anyway, firstly I would like to support everything that Ben said, I stand in solidarity with him. As an organizer of New Virginia Majority, particularly we need better access to the parks and they need better access to grocery stores and food markets in particular. Also one thing quick to note before y'all approve last meeting minutes. While as a black man I am a minority of Virginia, I am with New Virginia Majority so please make sure that is reflected on the agenda. Right now it says Rasheed Parker, Virginia Minority. Please make sure it says New Virginia Majority as it says on my shirt. Last thing just a suggestion for these meetings, while folks are attending online, see this small little square here sometimes it's hard to see who exactly is speaking. So we suggest when speaking before you speak or you just notify and say who you are so we are aware or have folks attending virtually. That's all I got. Thank you.

Ms. Robertson requested to participate remotely. Mr. Nelson motioned to approve remote participation. Mr. Schmitt seconded, and the motion carried unanimously.

III. Approval of August 19, 2025 Board Meeting Minutes

Mr. Ingle motioned to approve the August 19, 2025 Board Meeting minutes with a correction of Rasheed Parker, New Virginia Majority. Mr. Schmitt seconded, and the motion carried unanimously.

IV. Consent Agenda

- A. October Schedule Change Service Equity Analysis (Title VI)
- B. Performance Analysis Software – Swiftly Contract
- C. Bus Fleet Infotainment System Retrofit
- D. Fleet Technology Upgrade – Destination Sign Retrofit
- E. DBE Goal FY26 – FY28

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

V. Action Items

- A. Ingersoll Rand Air Compressor Maintenance Agreement

Mr. Ingle motioned to approve the Ingersoll Rand Air Compressor Maintenance Agreement.

Mr. Hughes seconded, and the motion carried unanimously.

- B. Change Request #2 – ERP Implementation Preparation Support Services

Mr. Schmitt motioned to approve the Change Request #2 – ERP Implementation

Preparation Support Services. Ms. Jones seconded, and the motion carried unanimously.

Board Retreat

Ms. Adams stated that the FY26 budget is complete and it is now time to plan for FY27. This retreat marks the kickoff for the budget planning process, aiming to start much earlier than last year when the budget was not approved until June. By beginning now, the team hopes to get early direction from the Board to stay on track. In September, staff focused on grant project submissions and FY27 projections. Departments will submit their initial budget needs in October, with a draft budget request going to jurisdictions in November. Grant submissions begin in December, and a review draft will be shared with the Board in January. Final steps include submitting grants in February, updating the Board in March, and finalizing the budget by May. Today's meeting is key to staying on schedule and meeting the November deadline.

Below are some of the FY25 accomplishments and celebrations:

- Route 1 Expansion and Block Party
- New Advertising Program
- Pulse Station Modifications
- New Employee Gym
- Christmas Parade
- New Safety Initiatives PSO's and PSA's
- ETI 24 Bus Stops Improved
- New Articulated Buses Arrived & Operators Began Training
- BRT Expansion Outreach
- LINK EV Charging Station Ribbon Cutting
- 325 East Belt Blvd Demo
- VTA Awards & M.E.E.T. Discussion
- Ridership over 12M in one Fiscal Year is a Record for GRTC
- Route 1 Expansion – Virginia Center Commons
- Routes 7A & 7B Increased Frequency to Airport

- Route 19 Expansion to Sheltering Arms
- Western & North-South Expansion Projects in NEPA
- LINK – All Five Pilot Zones
- DTS MOU
- New Badges
- Connectors Outreach Group Launch
- DTS Restrooms
- RISE Newsletter (Recognizing the Impact & Success of Employees)
- VTA Awards – Transit Marketing Award, Exceptional Safety Award, and Unsung Hero Award (Roymone Harris)
- New Website
- Performance Data Dashboard

Scudder Wagg with Jarrett Walker started by providing an overview of the current system design and revisited the key concepts like coverage versus ridership, which were central to our past network redesign. As we plan for future BRT routes, we may need to reassess our network based on changes in population density, and area development to ensure effective future connectivity. We have an interactive mapping tool to explore ridership by stop, productivity by route, and other data. This tool was developed to help visualize and better understand the existing transit network. It allows users to explore fixed-route services, highlighting why frequency matters for rider convenience. It also includes Microtransit zones and overlays showing data like population density, job centers, poverty levels, and ridership patterns. Users can zoom in to see stop-level boarding data, view system-wide productivity (measured by riders per service hour), and analyze how service aligns with activity centers. This interactive tool can be used during the meeting or accessed later for deeper exploration.

The presentation covered transit service types and rider demographics. Microtransit zones act as first/last mile links or replacements for underperforming routes, with some updated for better connectivity. Demographic data shows local routes serve more low-income, transit-dependent, and predominantly African American riders, while Pulse and Microtransit have more income and racial diversity. Rider age ranges vary by service, and while student status is noted, schools are not specified. Paratransit is free but costly, funded through multiple sources, and has not faced cuts yet. Gender, income, and education levels also vary by transit mode.

The current transit system, focused on fixed-route service, operates about 575,000 bus hours annually across five areas, mainly Richmond, Chesterfield, and Henrico with Microtransit adding 24,000 hours for less dense regions. The system aims to balance two goals: ridership—focusing service in dense, walkable areas—and coverage—ensuring access in lower-ridership zones, with Richmond currently operating at a 70% ridership and 30% coverage split. Frequent service (every 15 minutes) is prioritized to improve usefulness and attract more riders. Since 2018, ridership has increased by 47%, service hours by 25%, and productivity by 17%, thanks to improvements like more frequent and extended routes. Operating costs have risen 72%, largely due to higher wages to address a driver shortage, raising the hourly cost from \$100 to \$133. Staffing has improved, with driver numbers growing from 250 to 321. Meanwhile, the cost per rider has increased from \$5 to just over \$6, stabilizing post-COVID as ridership rebounds.

Paratransit services include three types: CARE, which is legally required within $\frac{3}{4}$ mile of fixed bus routes; CARE Plus, a voluntary service offered in broader areas like all of Henrico; and CARE On-Demand, a premium, rider-paid option with a \$7 base fare plus \$1.15 per mile after six miles. As the fixed-route network has expanded, so has the paratransit service area, allowing longer trips—such as from Chesterfield to Hanover—that were not previously possible. Annual trips have grown by about 50,000 since 2019, now totaling around 370,000. However, the cost per trip has increased significantly, from about \$45 pre-COVID to \$74 today, and total annual costs have risen from \$7 million to roughly \$10 million, with efforts underway to reduce it

to around \$9 million. Fare policies require that CARE fares match the fixed-route fare (currently \$0), while CARE Plus fares can be adjusted and are currently under review. A previous zone-based pricing model, which added fees for crossing certain areas, is no longer in use.

Microtransit began as a pilot program 1–2 years ago to replace or supplement fixed-route service in select areas. It currently operates fare-free, though that may change, and serves both urban areas like Azalea and Ashland and rural ones like Powhatan and Cloverdale. Costs per trip vary widely based on demand and density. While Microtransit offers flexible service, it is significantly more expensive than fixed-route transit, especially in low-density areas. Some zones replaced existing bus routes, while others introduced entirely new service. GRTC is still evaluating the effectiveness and value of Microtransit as a replacement for fixed routes. The program remains in a three-year pilot phase, with increasing interest from jurisdictions in expanding service types. Outreach and education efforts are ongoing to support new service areas.

Fixed-route services which include local, express, and BRT (Bus Rapid Transit) make up 76% of service hours, account for 84% of total costs, and deliver 97% of total ridership. The average cost per boarding is approximately \$6.30. These services provide the highest ridership and best value per dollar, especially on high-frequency routes in dense, high-need areas. The Pulse BRT line leads in productivity with about 35–50 boardings per hour, followed by strong performers like Routes 5, 19, 1A/1B/1C (particularly in core sections), and 7A/7B. In contrast, lower-performing routes such as 88, 1C, and 3A average fewer than five boardings per hour.

Microtransit accounts for 3% of service hours, 4% of total costs, and just 1% of total ridership. The average cost per boarding is around \$35, with costs ranging from about \$30 in Azalea to \$70–\$80 in low-density areas like Powhatan and Cloverdale. Productivity typically falls between 3–5 boardings per hour, which meets industry standards, but routes averaging fewer than 2 boardings per hour may offer poor value and could warrant reevaluation. Microtransit is designed to prioritize coverage rather than productivity, making it most suitable for areas where traditional fixed-route service is not feasible.

Paratransit makes up 21% of service hours, 12% of total costs (kept lower due to contracting), and serves about 2% of total ridership. The cost per boarding is approximately \$40, with inherently low productivity due to the individualized nature of the service, which is designed to accommodate riders with special needs. While expensive on a per-ride basis, paratransit fulfills an essential legal and ethical responsibility to provide accessible transportation.

Policy and strategic decisions should consider both performance data and community values. Microtransit performance varies significantly by zone, with some areas underperforming and requiring re-evaluation. Similarly, fixed-route productivity is uneven, and routes with fewer than five boardings per hour may be better served by Microtransit. The balance between coverage and productivity is a value-based decision; Richmond previously shifted from a 60/40 to a 70/30 ridership-to-coverage model, and any future changes should reflect intentional, community-driven priorities. Industry benchmarks suggest acceptable Microtransit productivity is 3–5 boardings per hour, while fixed routes performing below five are considered low-value. Average cost per boarding is around \$6 for fixed routes, \$30–\$80 for Microtransit, and \$40 for paratransit.

The board is encouraged to consider whether the current balance between high-ridership services and lower-productivity coverage services is appropriate. Key questions include whether Microtransit zones should be restructured or relocated to improve performance, and whether

certain low-performing fixed routes still justify their operational costs. These considerations are central to aligning service delivery with both efficiency and community needs.

Microtransit service costs varies per trip, depending on the specific zone and its characteristics. Because each zone differs—such as rural Powhatan versus urban Azalea—performance expectations are tailored accordingly. However, Powhatan is currently underperforming, even relative to its lower rural benchmarks. To support evaluation, staff offered to provide a comparison of fixed-route, Microtransit, and paratransit performance. As population and development patterns shift, especially in rural areas, service frequency and coverage may need to be reassessed. Future changes could involve reallocating resources from low-productivity, coverage-focused services to higher-ridership models. This discussion aims to build a clear understanding of the system's current performance and lay the groundwork for informed service decisions ahead.

The discussion has shifted to fiscal years 2026–2031, focusing on a detailed review of all revenue sources, their collection methods, any associated restrictions, and their strategic use. The team will also present revenue projections through 2031 before moving on to other budget components.

GRTC is facing growing financial challenges as operating costs are expected to rise about 5% annually, outpacing local revenue growth tied to inflation. Key projects like the North-South and Western BRT lines will add budget pressures. While 84% of revenue comes from stable, formula-based sources, 14% depends on one-time or expiring funds such as grants and reserves, which are not guaranteed long-term. Capital needs and the shift to zero-fare service, eliminating a revenue source that previously covered 10–12% of the budget and further strain finances. Overall, GRTC's current funding model is becoming unsustainable, requiring new recurring revenue sources to sustain and expand services.

GRTC is anticipating declines in several revenue sources over the coming years due to expiring grants and shifting federal funding priorities. Key temporary grants supporting routes and Microtransit will phase out by 2029, resulting in a \$5–\$8M annual loss. Preventive maintenance funding will also decrease as more federal funds are diverted to bus replacements. Local jurisdiction contributions, tied to CPI, have already been reduced, limiting flexibility, and interest earnings from reserves have dropped significantly. To cover budget shortfalls, GRTC plans to rely heavily on reserve funds between 2027 and 2029, but these reserves are expected to be depleted by 2030. Meanwhile, capital needs and bus replacements will drain federal formula funds, reducing unallocated balances from \$58M in 2026 to just \$4M by 2031. Although GRTC will continue pursuing grants, many are temporary and tied to new services, not ongoing operations. Without new, sustainable revenue sources, GRTC faces a structural deficit by 2031.

Currently, time-limited grant-funded services are expected to be absorbed into the base budget once grants expire, but there is insufficient long-term funding to sustain these expansions. Board members expressed concern about continuing service growth without secure funding and suggested jurisdictions might need to increase contributions or reconsider expansions unless funding is secured upfront. Discussions included exploring new revenue sources, such as reinstating fares or improving system efficiencies, to ease pressure on local budgets. The consensus was clear: without a solid long-term funding plan, expanding services now risks creating deeper financial deficits in the future.

Board members asked about efforts to find new revenue sources, citing examples from cities like Louisville and Atlanta during fare-free pilots. Staff shared that GRTC has explored options

such as new taxes and advertising partnerships but has not yet generated significant revenue to close the projected \$7M gap, though even partial gains could ease pressure on local budgets. Rising service costs are also driven by inflation and wage increases, with major past expansions funded by local investments, such as Henrico's 2019 night and weekend service boost. GRTC's reserves, currently \$22M, are projected to decline to a minimum acceptable level of \$5M by 2029, highlighting the challenge of balancing necessary service with financial sustainability.

A board member stressed the need for formal policies on the use of one-time funds and reserve levels to avoid long-term instability, suggesting clear guidelines on funding use and future revenue strategies. Staff acknowledged these concerns and noted that while current forecasts assume ongoing operations and expansions, these assumptions could be revisited. Additional service requests beyond current plans would require more funding, with new revenue options to be discussed later.

Staff outlined major capital priorities, including the North-South BRT (\$380M), Western BRT (\$60M), and Downtown Transfer Hub (\$50M), which are mostly reliant on discretionary and federal funds. Operating costs are expected to rise from \$95M today to over \$130M by 2031, potentially creating a \$40M budget gap even without expansions. Modest revenue ideas like advertising and Care Plus adjustments will not close the gap; major new sources, such as sales, fuel, or hotel taxes, would need state approval and regional coordination. Board members emphasized the need for a clear, shared funding strategy before investing more in projects, recognizing the economic benefits but stressing the risk of planning for unfunded priorities. The discussion also highlighted that stopping the North BRT study only addresses about 25% of the funding gap, leaving potential service cuts of 20–30% if unresolved. The group debated whether to engage local governments and communities in decisions to close the gap or prepare for cuts. Investing in the North-South BRT could reduce city infrastructure costs, but uncertainties remain without regional revenue-sharing agreements. Council members called for predictable, sustainable regional funding before relying on local revenue increases. The Board agreed to pause and revisit the BRT discussion with more detailed information at the next meeting, acknowledging the importance of this moment for the future of transit.

VI. Board Chair's Report

The Chair requested that the Board members form a Nominating Committee to discuss the upcoming election of officers and report back to the Board with recommendations at the October 28, 2025 Board Meeting. The Nominating Committee will consist of Barb Smith, Terrell Hughes and Nicole Jones.

VII. Adjourn

There being no further business, the meeting adjourned at 12:42PM.

APPROVED:

Tyrone E. Nelson, Chair
GRTC Board of Directors

Date

Meeting Date: October 28, 2025
Consent Agenda: Bus Wash Lane Two Upgrade

BACKGROUND:

This project includes demolition of the existing bus wash lane two, delivery, installation, and commissioning of a Westmatic 4 Brush TRANSIT MASTER Drive-Through Bus Wash System at 301 East Belt Boulevard. The contractor shall provide all labor, materials, equipment, and supervision necessary to deliver a complete and fully functional wash system with warranties.

HIGHLIGHTS:

- GRTC has already replaced one lane of the bus wash system. This work will complete the renovations to the bus wash.
- The contractor shall furnish and install the following equipment and systems:
 - 2.1 Main System Components
 - Westmatic 4 Brush TRANSIT MASTER Drive-Through System
 - Main Control Panel
 - LCD Touchscreen Wash Program Selector
 - Hot-Dipped Galvanized Framework (10-year warranty)
 - Traffic Light for entry guidance
 - Ethernet Module
 - RFID System
 - 2.2 Chemical & Detergent Systems
 - Water Softener
 - Water Heater
 - Free-Standing Detergent Arch
 - Detergent Pump
 - Detergent Metering System
 - Brush Detergent Dosage Pump
 - Degreaser Metering System – Wheel Washer Pre-Soak
 - 2.3 Wash Components
 - Roof Mop
 - Wheel Washer – Low-Pressure Pre-Soak
 - Wheel Washer – High Pressure
 - High-Pressure Pump (25HP)
 - Chassis Wash – High Pressure
 - High-Pressure Arch
 - Valve Battery – Diverter Valve

- Final Rinse Arch
- Dosage Pump for Wax
- 2.4 Water & Treatment Systems
 - Water Recycling System
 - Wash Water Pump
 - 400G Buffer Tank
- 2.5 Drying System
 - Blower Dryer (5 units @ 15HP each)
- GRTC staff prepared an Independent Cost Estimate of **\$835,692.00**. Through State contract CTR013831-1, Mohawk Lifts submitted a proposal with a fee of **\$593,584.40**. After reviewing the proposal and fee, GRTC staff concluded that they were justified, fair, and reasonable. This project is funded through federal, state, and local grants.

RECOMMENDATION:

Staff recommends that the Board of Directors approve a purchase order for \$593,584.40 with Mohawk Lifts for the replacement of bus wash lane two.

Ellen Robertson, Secretary
GRTC Board of Directors

Date



Meeting Date: October 28, 2025

Consent Agenda: GRTC & RideFinders Corporate Bank Resolutions Revision

BACKGROUND

The following is an updated list of individuals authorized to transact business on the Company's bank accounts for GRTC and RideFinders respectively:

GRTC Corporate and LGIP Bank Resolutions

Sheryl Adams, GRTC CEO
Adrienne Torres, GRTC Chief of Staff
John Zinzarella, GRTC CFAO
Bogdan Cirjeu, GRTC Manager, Financial Planning & Analysis
Jaqueline Pearce, GRTC Accounting Manager

RideFinders Corporate Bank Resolutions

Sheryl Adams, GRTC CEO
Adrienne Torres, GRTC Chief of Staff
John Zinzarella, GRTC CFAO
Bogdan Cirjeu, GRTC Manager, Financial Planning & Analysis
Jaqueline Pearce, GRTC Accounting Manager
Cherika Ruffin, RideFinders Executive Director

RECOMMENDATION

That the Board of Directors amend GRTC and RideFinders Corporate Bank Resolutions to authorize only the above signers as stated.

Ellen Robertson, Secretary
GRTC Board of Directors

Date

**GREATER RICHMOND TRANSIT COMPANY
CORPORATE BANK RESOLUTION
CORPORATE INVESTMENT ACCOUNT**

“RESOLVED”, that an account or accounts of any of the following designated as certificates of deposit, demand time, money market, or savings account be opened and maintained with the Local Government Investment Pool (hereinafter “LGIP”), in which funds of this Corporation may be deposited subject to withdrawal or charge at any time and to the withdrawal restrictions of the LGIP; subject to the LGIP’s present and future regulations for each account; all withdrawals from any of the accounts to be upon instruments or orders for the payment of money when made, drawn or accepted by any of the following officers, employees, or agents of this Corporation. Proposed individuals authorized to transact banking business for GRTC Transit System:

Sheryl Adams, GRTC CEO
Adrienne Torres, GRTC Chief of Staff
John Zinzarella, GRTC CFAO
Bogdan Cirjeu, GRTC Manager, Financial Planning & Analysis
Jaqueline Pearce, GRTC Accounting Manager

Ellen Robertson, Secretary
GRTC Board of Directors

Date

**GREATER RICHMOND TRANSIT COMPANY
CORPORATE BANK RESOLUTION
CORPORATE CHECKING ACCOUNT**

“RESOLVED”, that an account or accounts of any of the following designated as certificates of deposit, demand time, money market, or savings account be opened and maintained with Wells Fargo (hereinafter “Bank”), in which funds of this Corporation may be deposited subject to withdrawal or charge at any time and to the withdrawal restrictions of the Bank; subject to the Bank’s present and future regulations for each account; all withdrawals from any of the accounts to be upon instruments or orders for the payment of money when made, drawn or accepted by any two of the following officers, employees, or agents of this Corporation. Proposed individuals authorized to transact banking business for GRTC Transit System:

Sheryl Adams, GRTC CEO
Adrienne Torres, GRTC Chief of Staff
John Zinzarella, GRTC CFAO
Bogdan Cirjeu, GRTC Manager, Financial Planning & Analysis
Jaqueline Pearce, GRTC Accounting Manager

Ellen Robertson, Secretary
GRTC Board of Directors

Date

**RIDEFINDERS
CORPORATE BANK RESOLUTION
CORPORATE CHECKING ACCOUNT**

“RESOLVED”, that an account or accounts of any of the following designated as certificates of deposit, demand time, money market, or savings account be opened and maintained with Truist (hereinafter “Bank”), in which funds of this Corporation may be deposited subject to withdrawal or charge at any time and to the withdrawal restrictions of the Bank; subject to the Bank’s present and future regulations for each account; all withdrawals from any of the accounts to be upon instruments or orders for the payment of money when made, drawn or accepted by any two of the following officers, employees, or agents of this Corporation. Proposed individuals authorized to transact banking business for RideFinders:

Sheryl Adams, GRTC CEO
Adrienne Torres, GRTC Chief of Staff
John Zinzarella, GRTC CFAO
Bogdan Cirjeu, GRTC Manager, Financial Planning & Analysis
Jaqueline Pearce, GRTC Accounting Manager
Cherika Ruffin, RideFinders Executive Director

Ellen Robertson, Secretary
GRTC Board of Directors

Date

Meeting Date: October 28, 2025
Item Title: Operational Performance

UPDATES:

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



GRTC

Operations Performance Report

September 2025

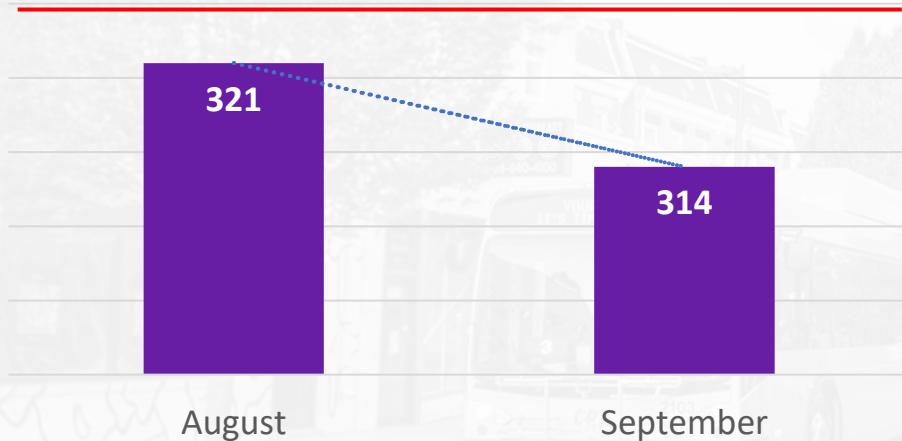


Transportation

Transportation – Fixed Route

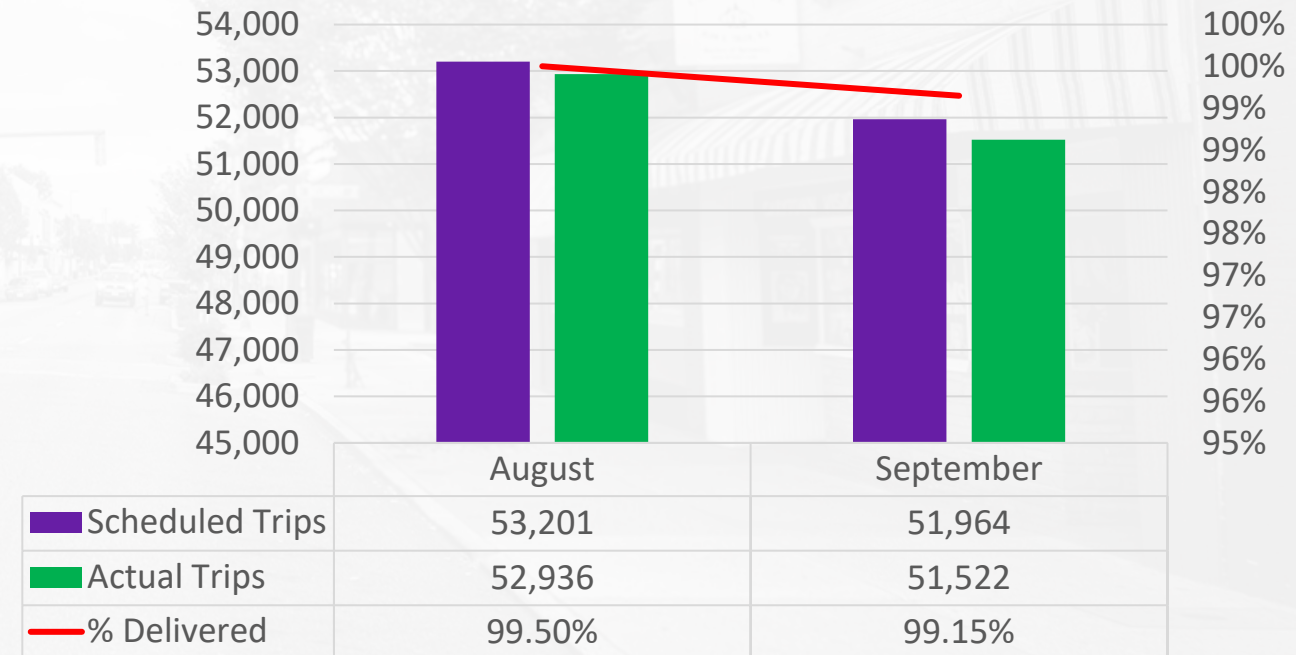
Fixed-Route FT Staffing

Goal = 320-325



- **Workforce Levels** ●
 - **Below Target Range – Hiring in Progress (-7)**

Fixed-Route Service Delivery % (Trips Performed)

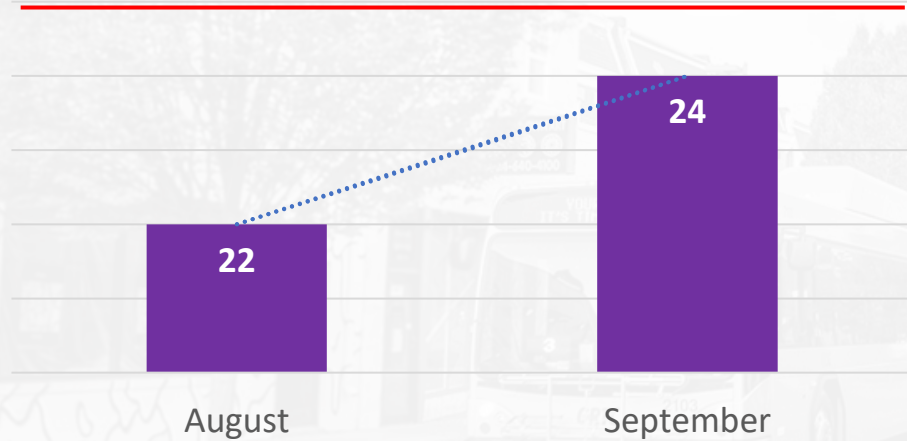


- **Service Delivery Performance** ●
 - **Performed 99%+ of scheduled trips in September – exceeds typical industry benchmark of 95%+.**

Transportation – Microtransit

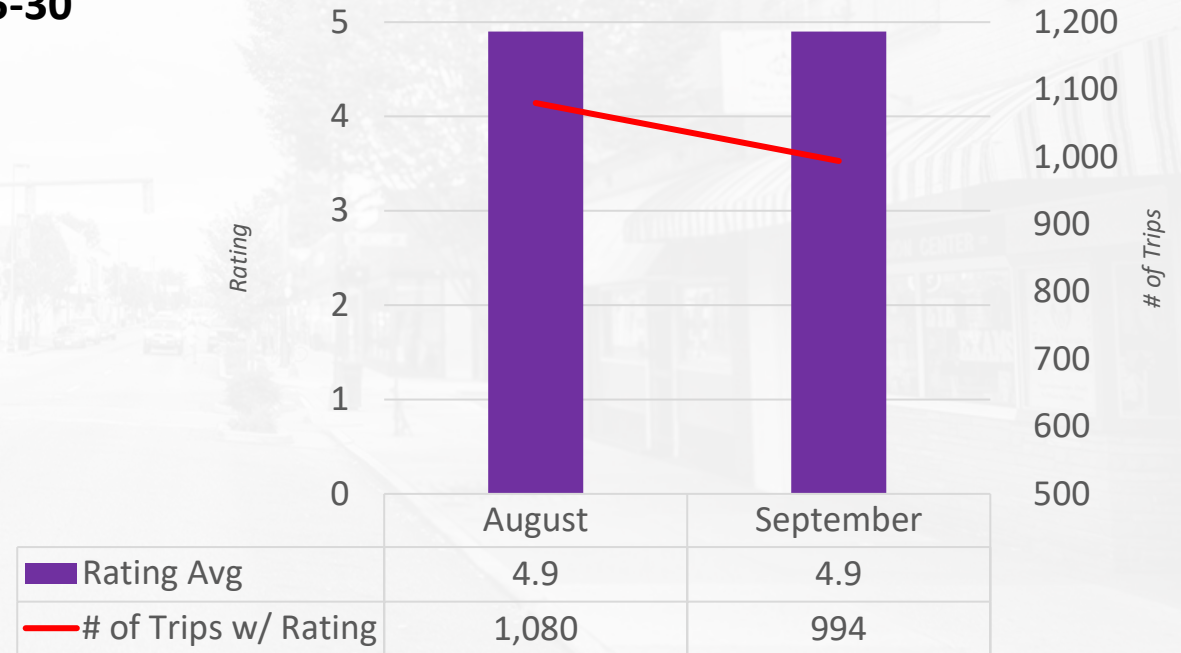
Microtransit FT Staffing

Goal = 25-30



- **Workforce Levels** ●
 - **Within Target Range (+2)**

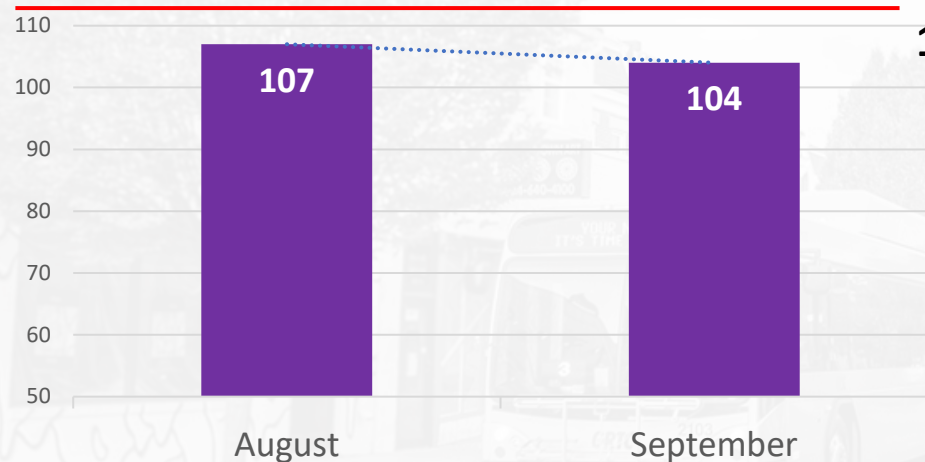
Microtransit Mobile App Rating



- **Rider Experience for Mobile Bookings** ●
 - **Mobile Bookings continue to have a high rider feedback score of 4.9 out of 5.0**

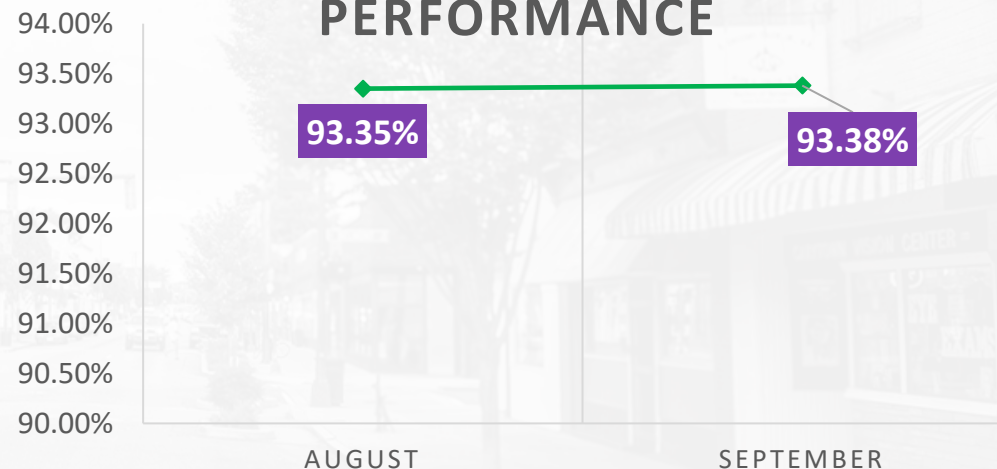
Transportation – Paratransit

Paratransit FT Staffing



Goal =
115-125

PARATRANSIT ON-TIME
PERFORMANCE



- **Workforce Levels** ●

- **Below Target Range – Hiring in Progress (-3)**

- **Service Delivery** ●

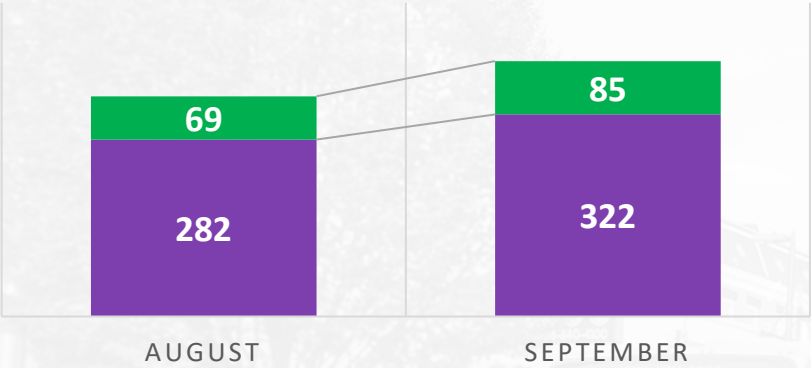
- Of 24,164 trips in September, 93%+ were performed on-time above the 92% goal.
- Consistent at 93% from month prior.



Safety and Security

OVERALL COMPLAINTS

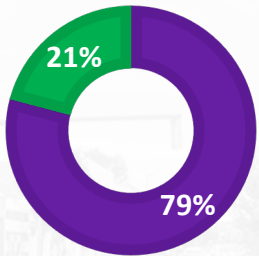
■ Total ■ Verified



Customer Service

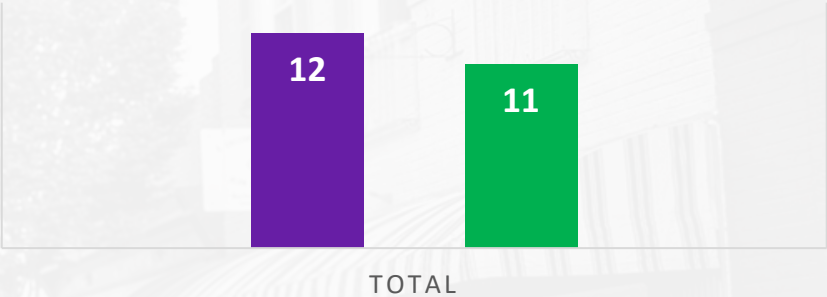
SEPTEMBER

■ Total ■ Verified



OVERALL COMMENDATIONS

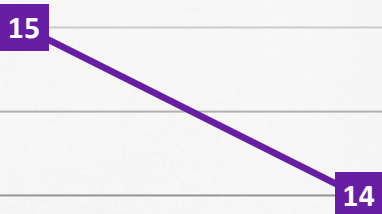
■ August ■ September



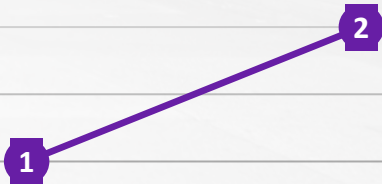
FIXED ROUTE



PARATRANSIT

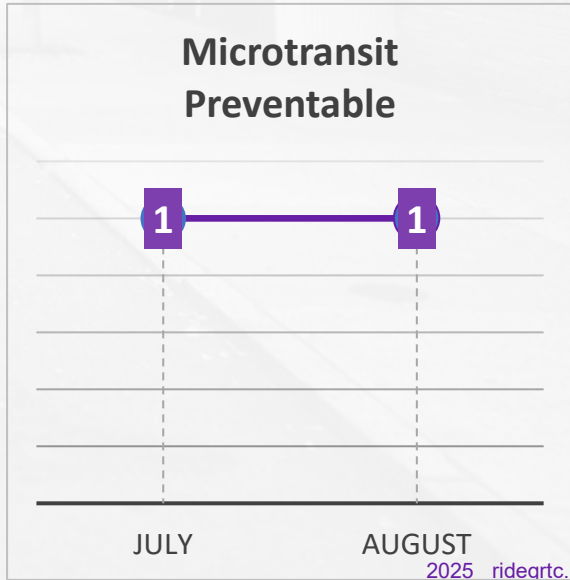
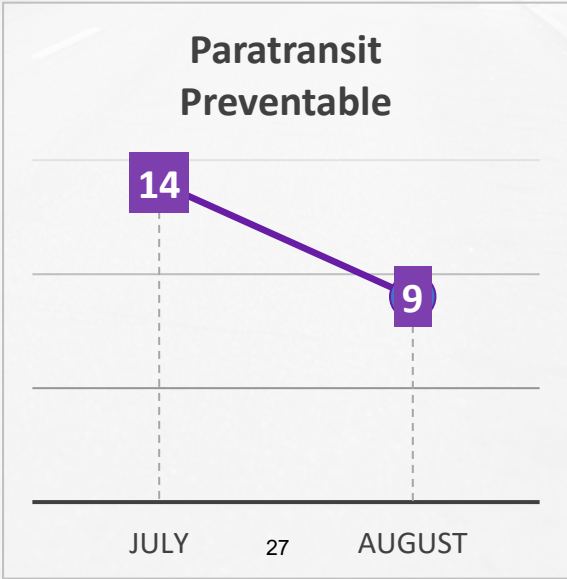
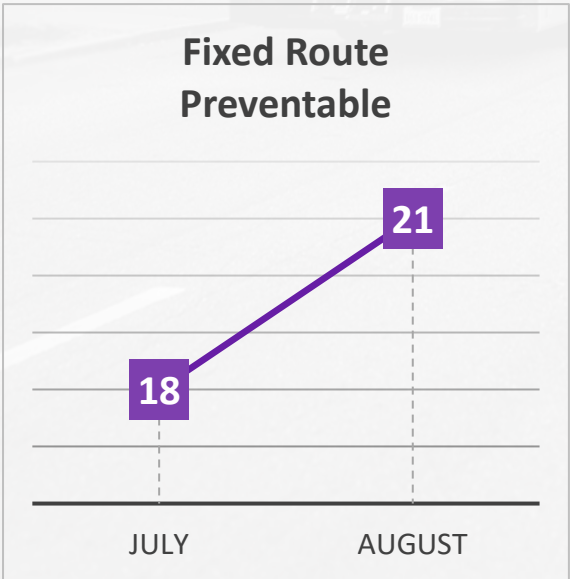
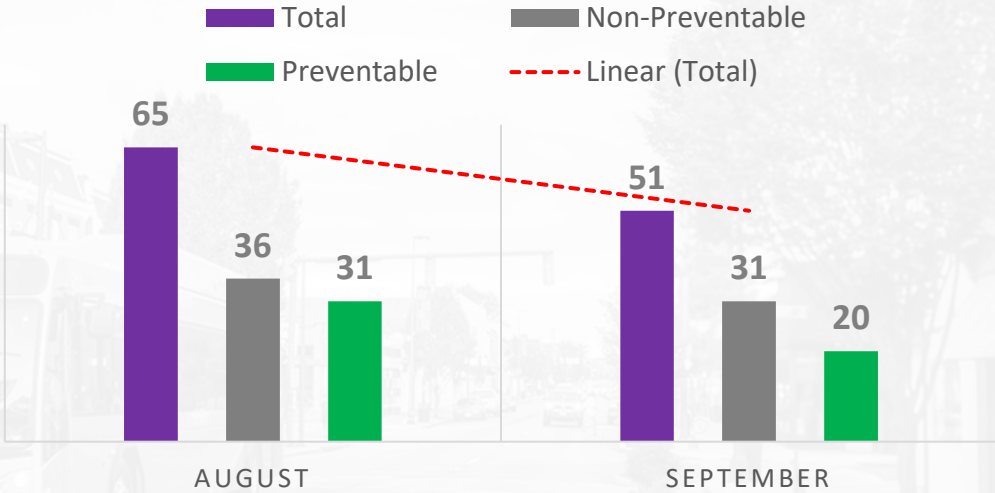


MICROTRANSIT



Safety (Vehicle Operations)

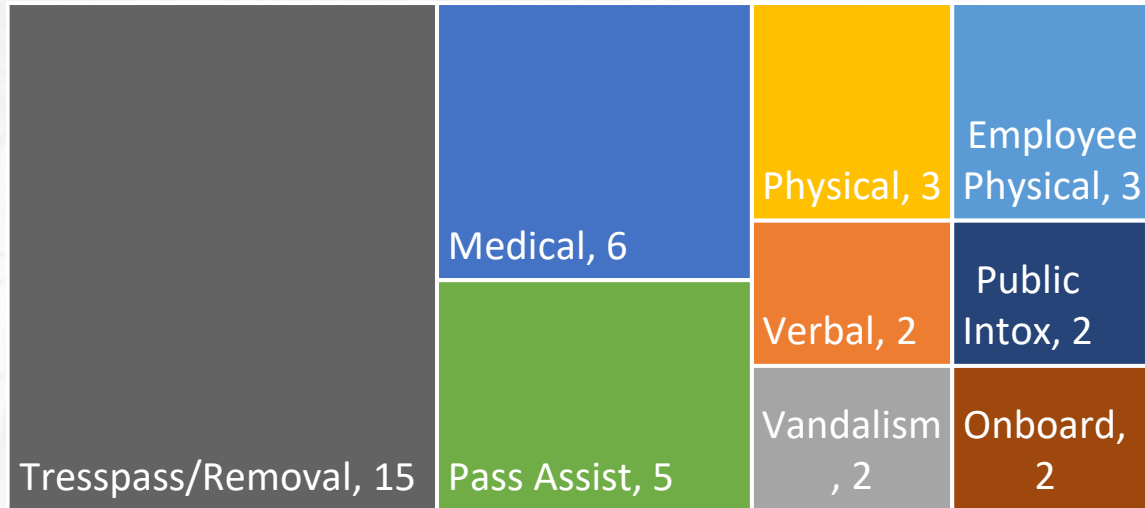
OVERALL VEHICLE EVENTS



Security (Public Safety)

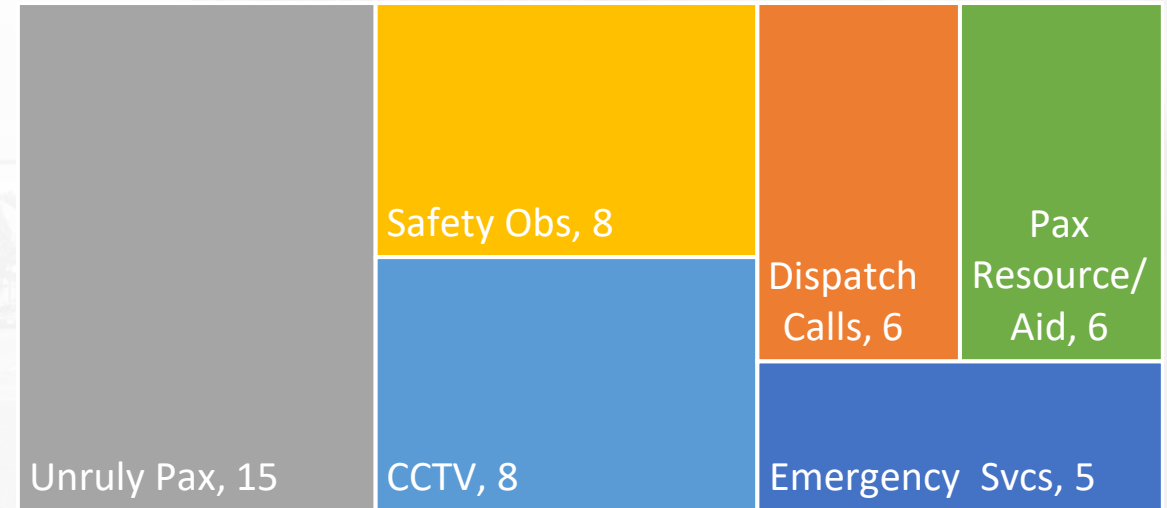
Public Safety Officer July Events

TOTAL = 42



Public Safety Ambassador July Events

TOTAL = 48



Public Safety Program Productivity:

- New category being followed regarding removal and trespassing incidents to keep the system secure.
 - Police response continues to remain low.
- PSAs continue to assist nearly 450 times per month.
 - Unruly passengers requiring intervention remain elevated, reflecting the continued need for proactive presence.

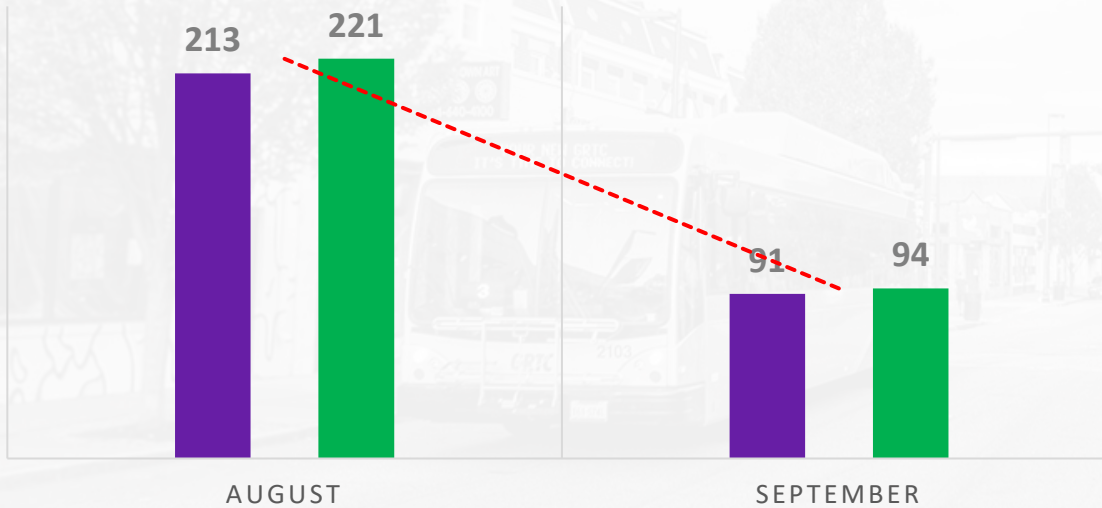
A purple-tinted photograph of a city street. A white bus is driving away from the camera on the left side of the road. The bus has a sign on its front that reads "YOUR NEW GRTC IT'S TIME TO CONNECT!". The street is lined with trees and buildings. On the right, there is a building with a striped awning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

Fleet & Facilities Maintenance

Facilities Maintenance

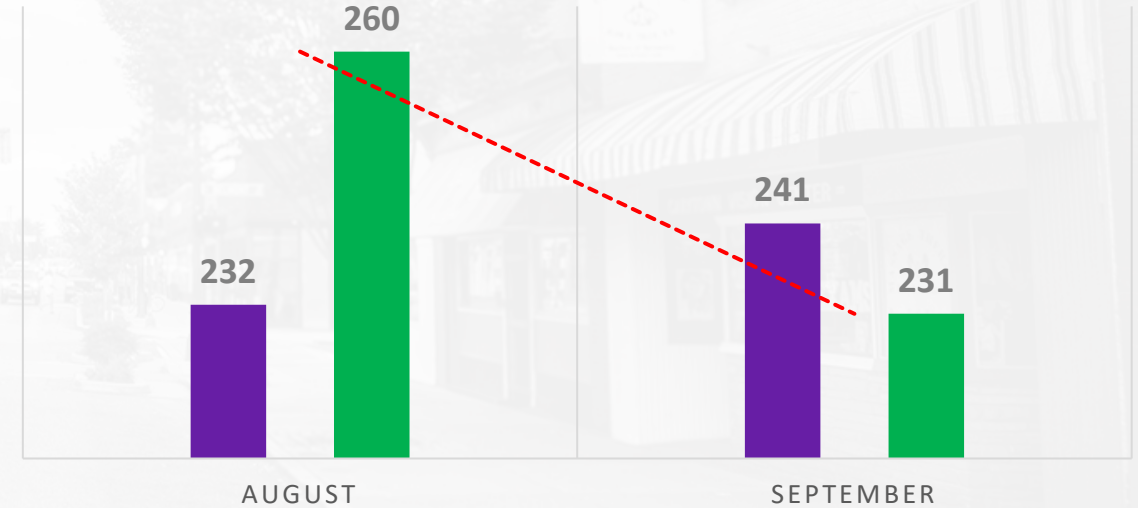
BUILDING SVCS PRODUCTIVITY

Created Completed Linear (Completed)



FIELD SVCS PRODUCTIVITY

Created Completed Linear (Completed)



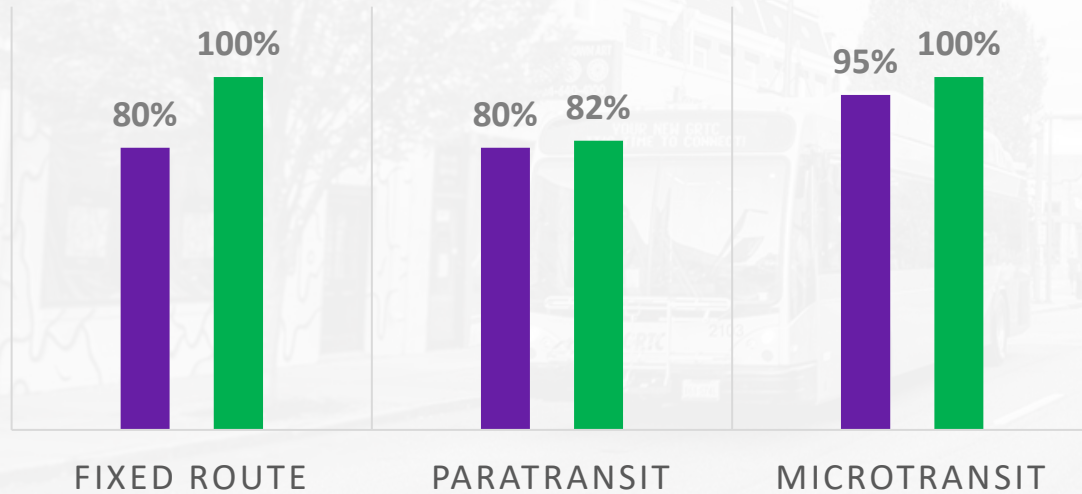
Facilities Maintenance Productivity: ●

- Decrease in overall tasks from both units as summer projects wrapped up. Completion rate remains **above 90%** for both units.

Fleet Maintenance

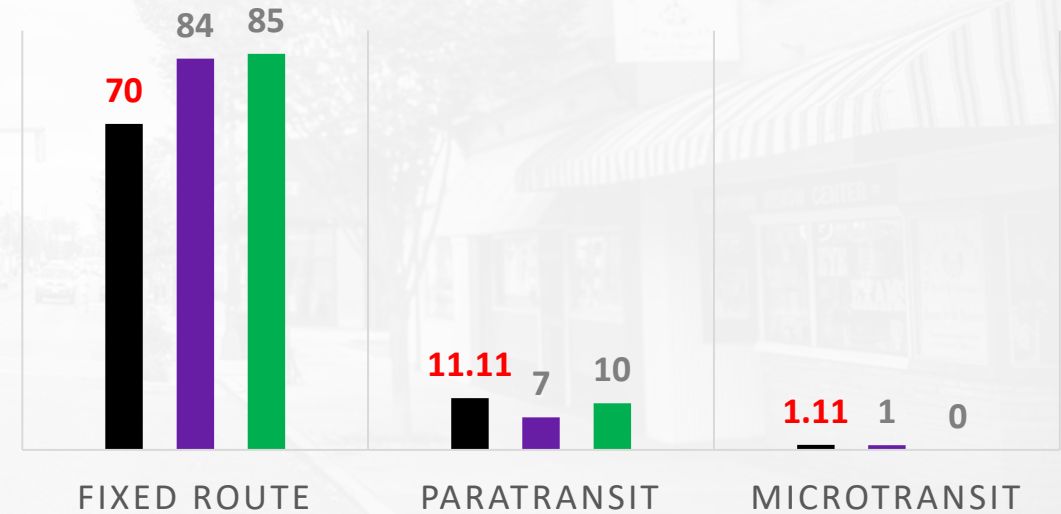
PREVENTATIVE MAINTENANCE

■ August ■ September



MONTHLY ROAD CALLS

■ Annual Average ■ August ■ September



Fleet Maintenance Productivity: ●

- Preventive maintenance completion remains steady above 80%.
- Road calls:
 - Para & Micro road calls below annual average.
 - Fixed-route road calls above annual average – efforts underway to streamline processes & reduce non-essential/safety calls.



Questions?

Meeting Date: October 28, 2025
Item Title: Operating Performance

HIGHLIGHTS:

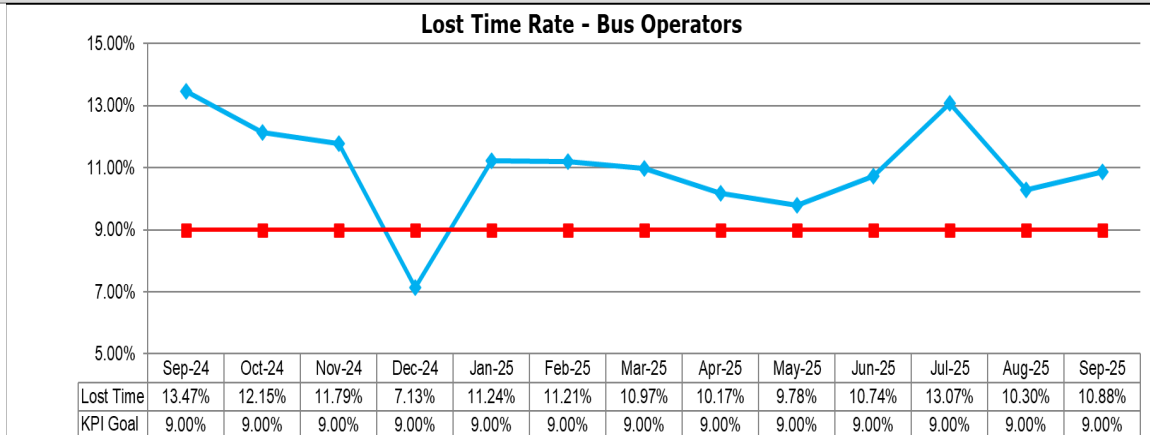
Fixed-Route (FR): Staffing remains marginal, with recruitment for new FR bus operators ongoing. As of September month-end, staffing stood at 314 full-time and 22 part-time FR operators, with 5 operators currently in training. This reflects a net decrease of 7 full-time and 0 part-time operators from August. FR service delivery remained strong, with 99% or higher than all scheduled revenue hours performed.

Microtransit: Staffing is adequate. The department ended September with 24 operators, a net increase of 2 operators from August. Rider satisfaction remained high, with average ratings of 4.9/5.0 for mobile bookings.

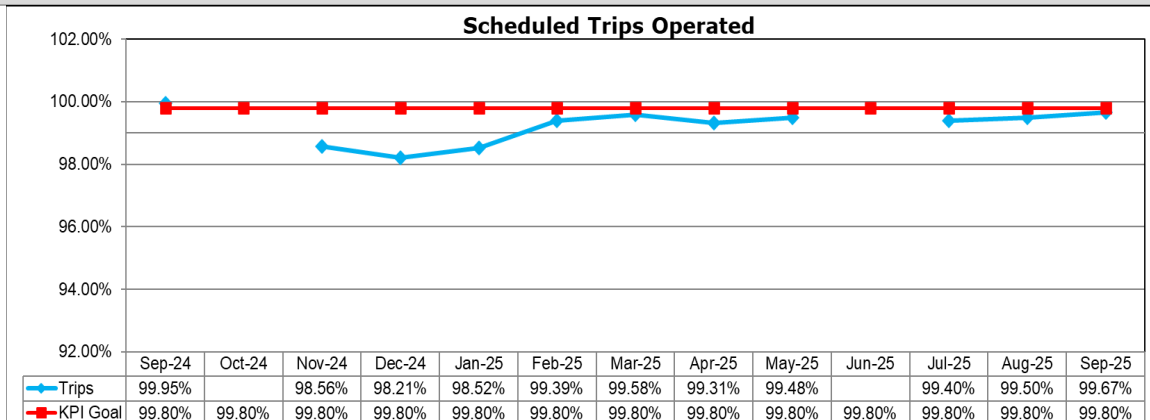
Specialized Transportation: Performance exceeded the on-time performance goal of 92% in September. No-show passenger incidents continue to decline due to enhanced internal procedures.

CURRENT STATUS:

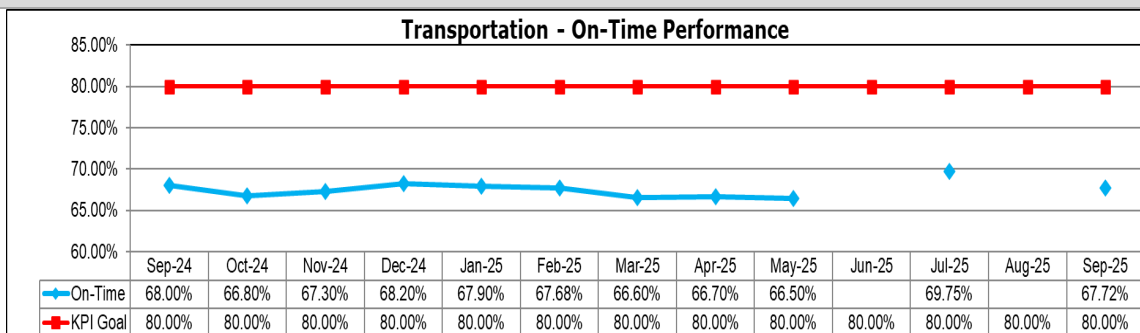
Fixed Route Performance – Lost Time Rate – Bus Operators



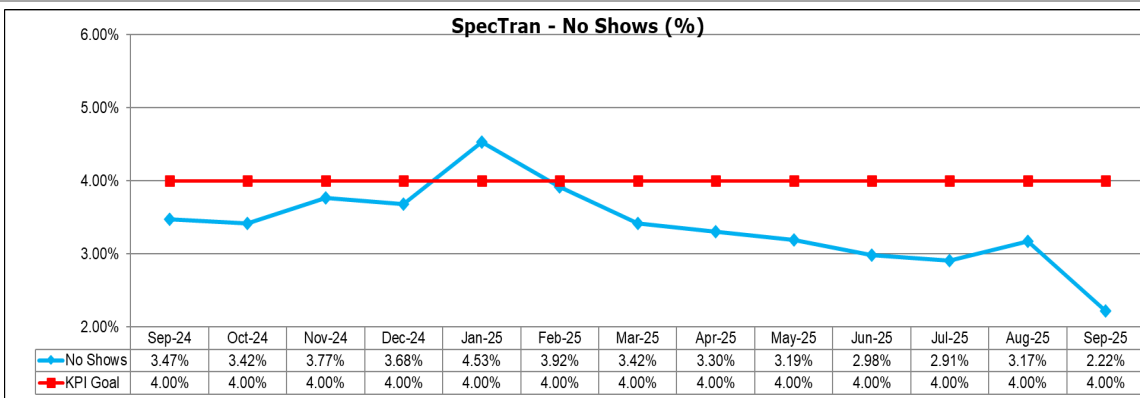
Fixed Route Performance – Scheduled Trips Operated



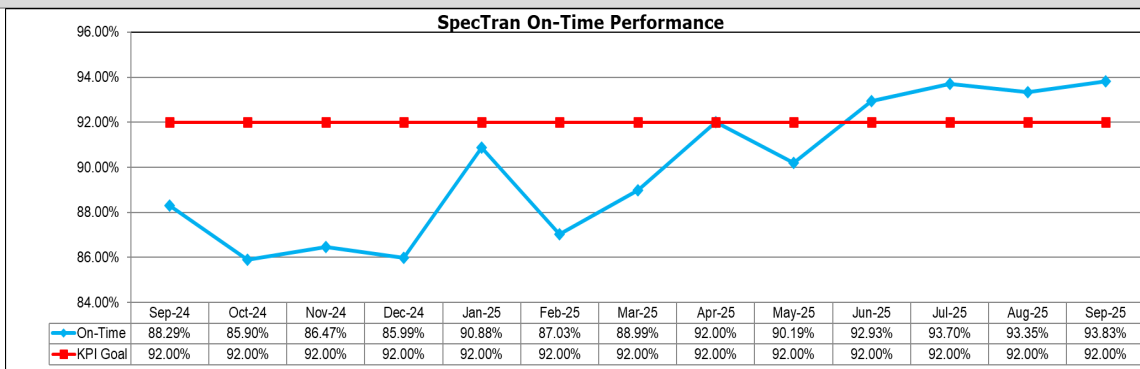
Fixed Route Performance – On-Time Performance



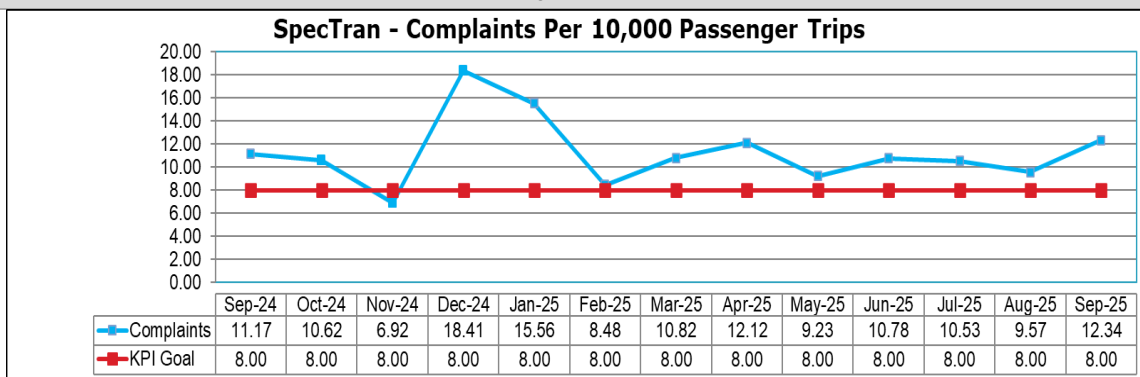
Specialized Transportation – No Shows



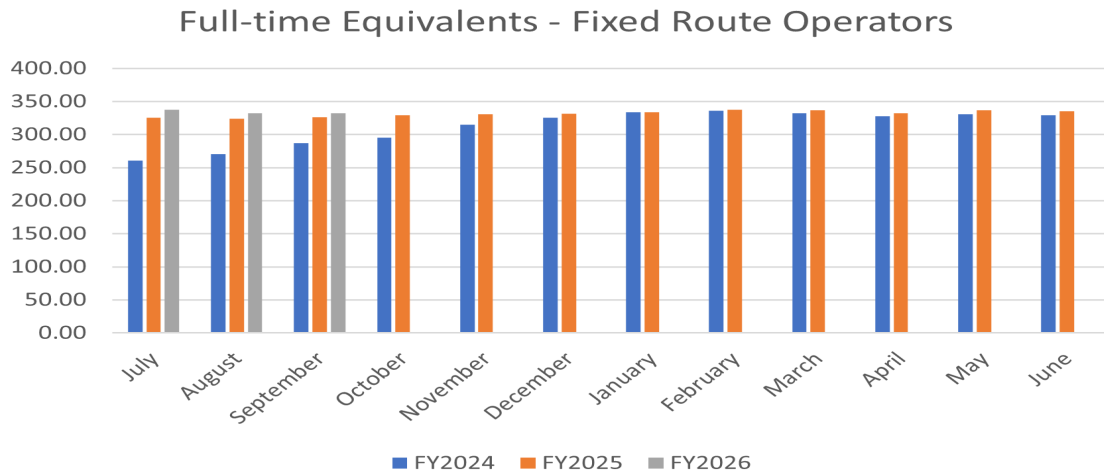
Specialized Transportation – On-Time Performance



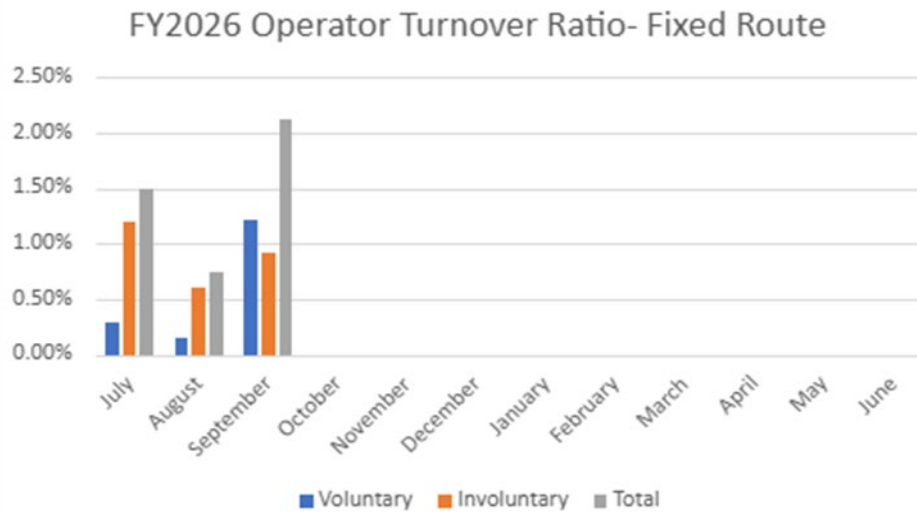
Specialized Transportation – Complaints Per 10,000 Passenger Trips



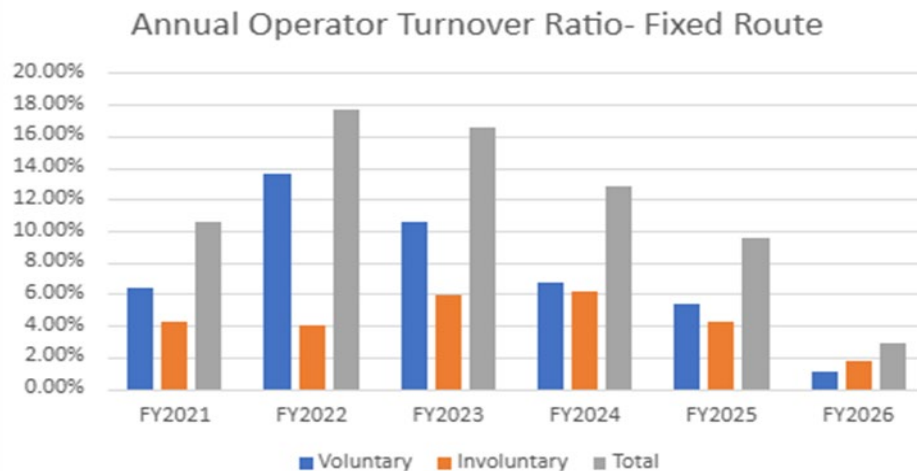
Operators – Full Time Equivalents (Fixed Route)



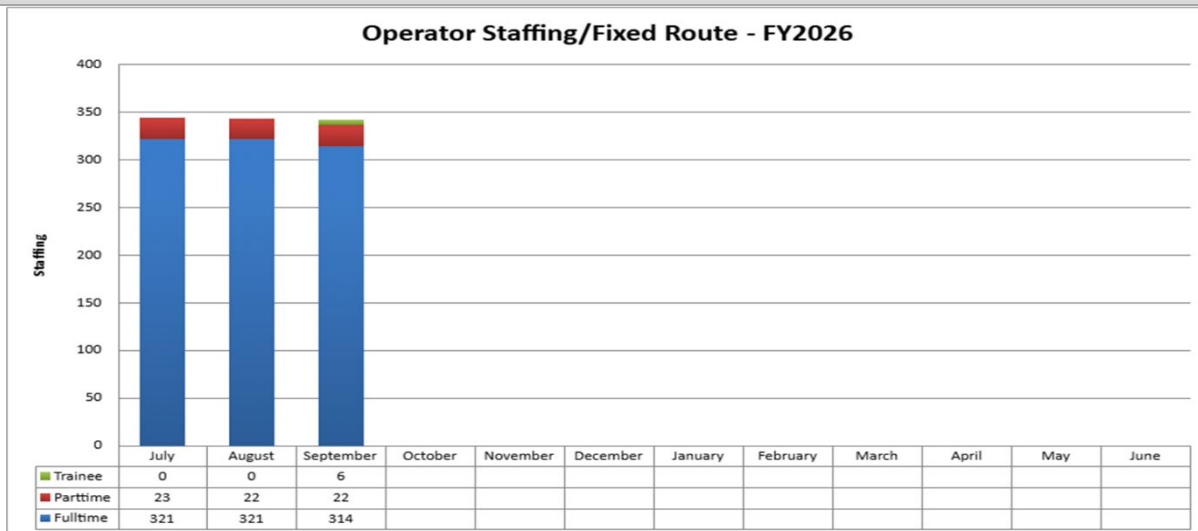
Operator Turnover Ratio – FY2026 (Fixed Route)



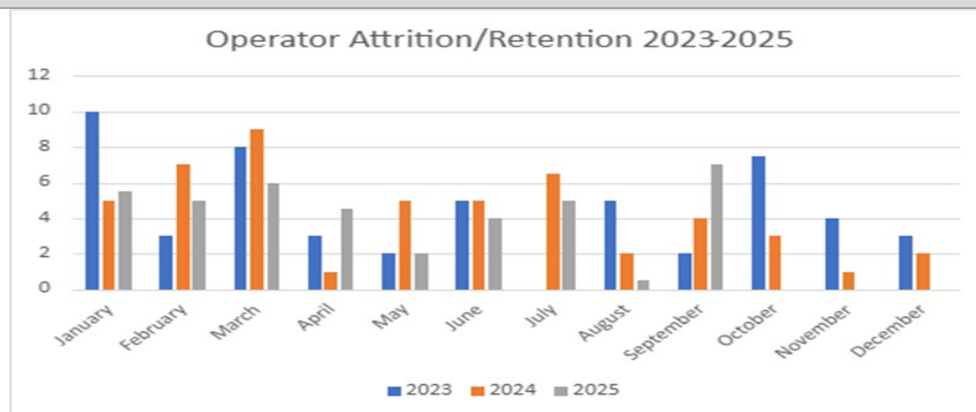
Annual Operator Turnover Ratio (Fixed Route)



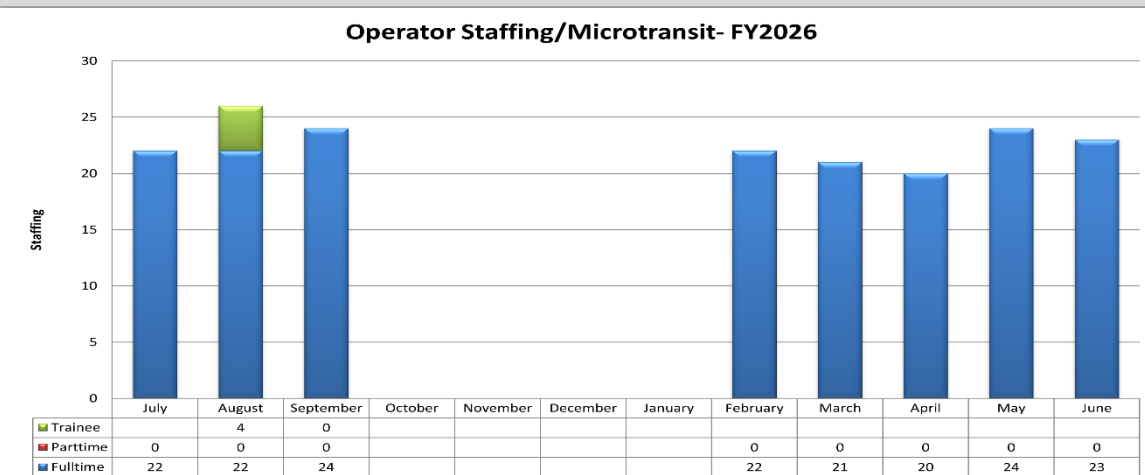
FY2026 – Operator Staffing (Fixed Route)



Operator Attrition/Retention (Fixed Route)



Operator Staffing (Microtransit)



Meeting Date: October 28, 2025
Staff Report: Safety and Security Performance

CURRENT STATUS:

Performance Indicator	Agency Averages	September (GRTC)
Miles Between Total NTD Defined Events	10,985	8,678
NTD Defined Event Rate Per 1,000,000 miles	3.4	3.0
<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>	September	October	November	December	January	February	March	April	May	June	July	August	September
Passenger Incident	17	17	19	14	26	9	16	14	18	17	14	19	20
Pedestrian	0	1	0	0	0	0	1	2	0	1	0	1	0
Bicycle	0	0	0	0	0	0	0	1	0	0	0	0	0
Vehicle Rear End	1	2	6	2	2	1	1	3	2	4	0	2	0
Fixed Objects	13	11	9	16	15	18	9	10	6	5	9	9	8
Improper Turning	3	2	2	3	6	5	4	4	4	5	5	4	6
Company Vehicle	2	4	2	0	4	2	2	2	3	3	4	2	2
Bus Rear End Vehicle	1	1	0	0	3	2	0	1	1	0	1	0	1
Bus Hit Parked Vehicle	2	1	0	3	3	1	3	5	1	3	3	2	3
Total	39	39	38	38	59	38	36	42	35	38	36	39	42

Monthly Percentages – September

Preventable – 28%

Non- Preventable – 72%

Assaults	Bus-Related
Verbal	2
Physical	0

Specialized Related Incidents – Trend Report

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

Monthly Percentages – September

Preventable – 36%

Non-Preventable – 64%

Assaults Specialized-Related

Verbal 0

Physical 0

Microtransit Related Incidents – Trend Report

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

Monthly Percentages – September

Preventable – 0 %

Non-Preventable – 100 %

Assaults Microtransit

Verbal 1

Physical 0

Security – Public Safety Officer – Trend Report

<u>Security Incidents at DTS/HQ</u>	<u>September</u>	<u>October</u>	<u>November</u>	<u>December</u>	<u>January</u>	<u>February</u>	<u>March</u>	<u>April</u>	<u>May</u>	<u>June</u>	<u>July</u>	<u>August</u>	<u>September</u>
Medical Response	0	0	1	1	0	4	9	7	9	9	14	12	6
Verbal Assault	4	3	1	3	2	7	2	1	1	4	3	4	2
Vandalism	1	0	0	1	0	0	0	0	3	0	1	0	2
Brandishing Weapon	2	0	0	0	0	2	1	0	1	1	0	1	0
Miscellaneous	0	1	0	0	0	3	1	2	0	0	0	2	2
Physical Assault	2	0	0	0	2	0	0	4	1	1	1	1	3
Physical Assaults (Transit Employee)	1	0	0	0	0	0	0	1	0	0	1	0	0
Passenger Assistance	0	0	0	0	0	2	2	3	1	1	1	4	6
Public Intoxication	0	2	0	2	0	5	1	1	2	2	3	3	3
Onboard Vehicle Incidents							2	2	2	1	4	5	0
Police Involvement	4	4	0	1	2	8	4	2	6	1	3	7	6
Total	10	6	2	7	4	23	22	23	26	20	27	39	30

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.

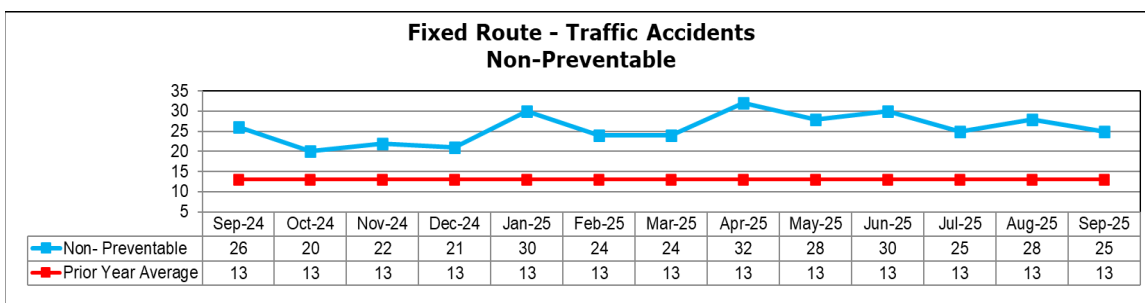
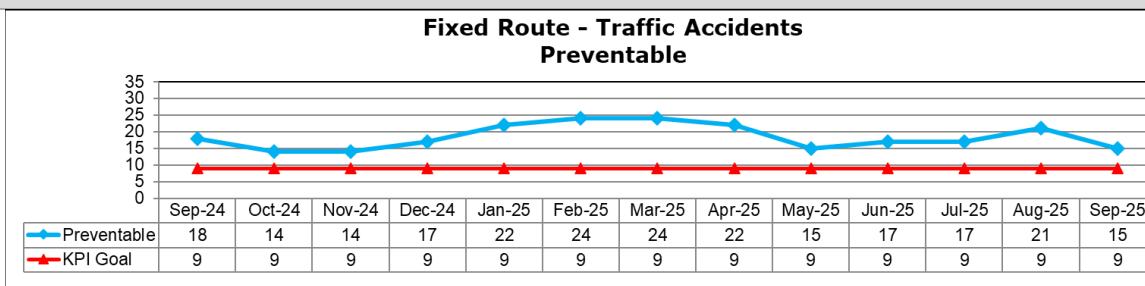
Preventable Passenger Incident: A passenger trip, slip or fall, while boarding, alighting or on board the bus related to normal operating environment and pathway clearances in which the Operator did not do everything reasonable to avoid a collision, committed an error, or failed to react to the errors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

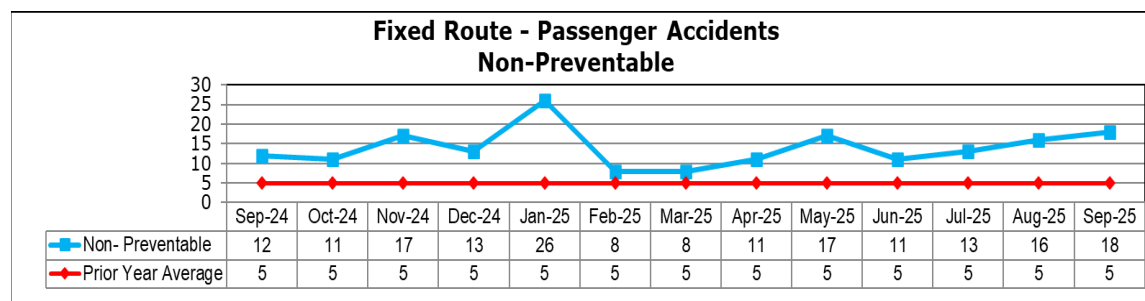
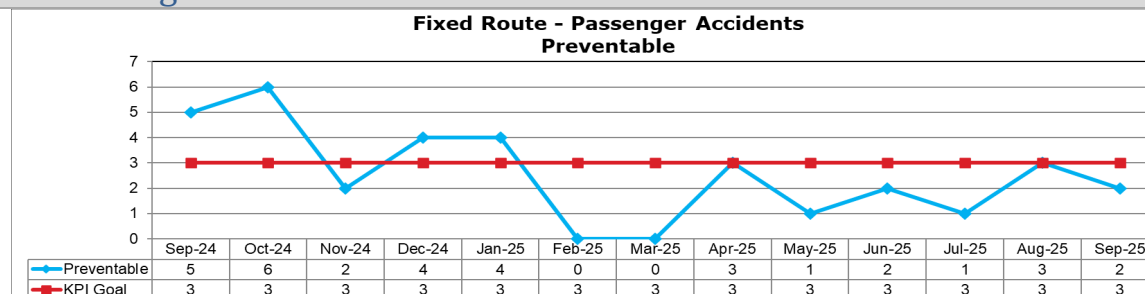
Verbal Assault: – Any assault involving a verbal exchange with harmful and/or threatening content towards an operator or between riders and in which supervision and /or police are requested/required to respond.

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

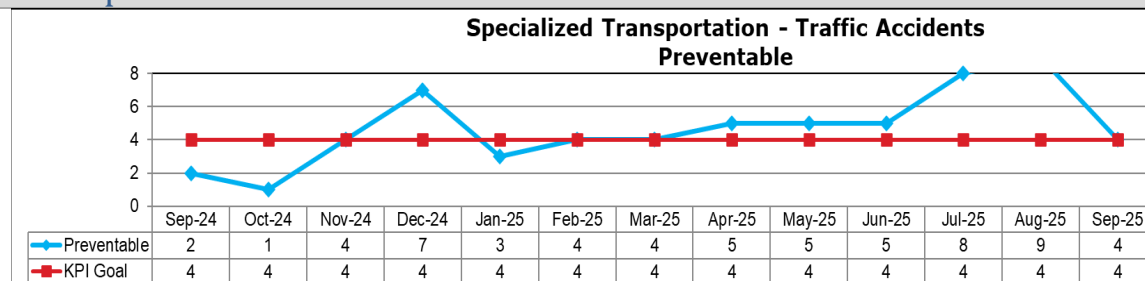
Fixed Route – Traffic Accident Data



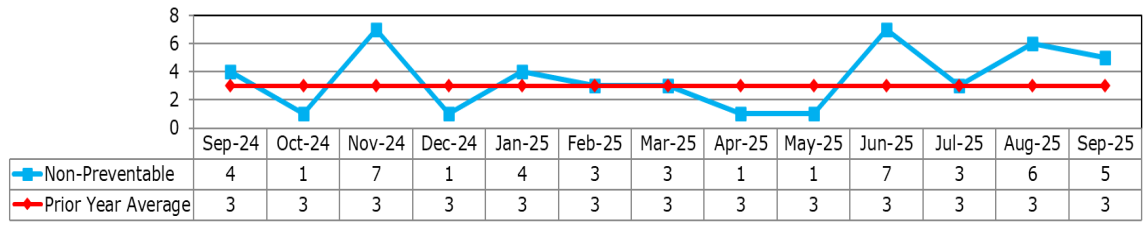
Fixed Route – Passenger Accident Data



Specialized Transportation – Traffic Accident Data

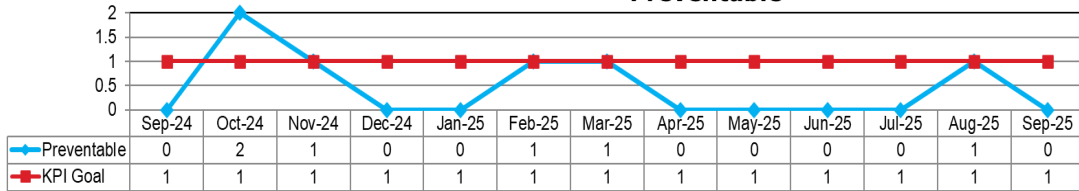


Specialized Transportation - Traffic Accidents Non-Preventable

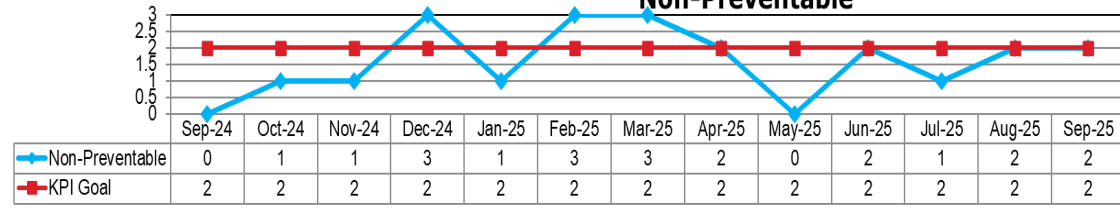


Specialized Transportation – Passenger Accident Data

Specialized Transportation - Passenger Accidents Preventable

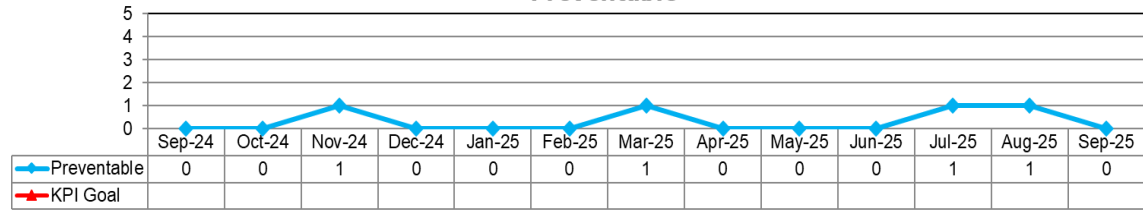


Specialized Transportation - Passenger Accidents Non-Preventable

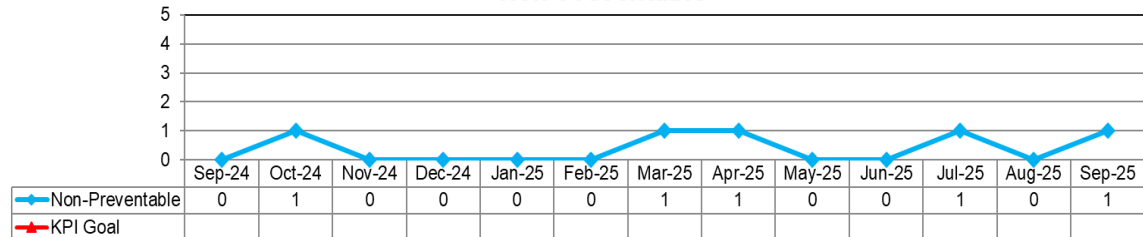


Microtransit – Traffic Accident Data

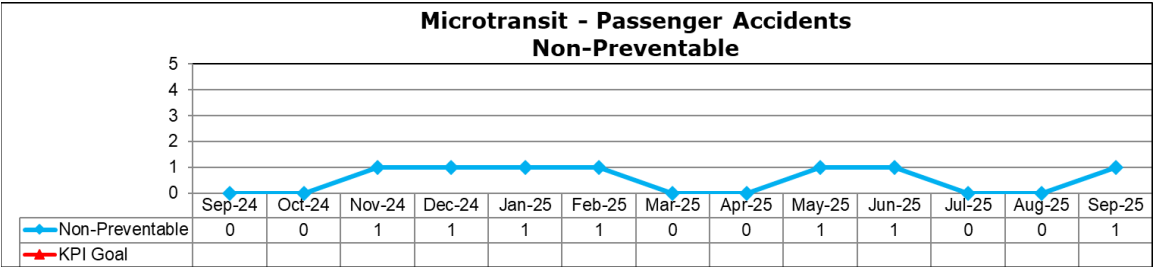
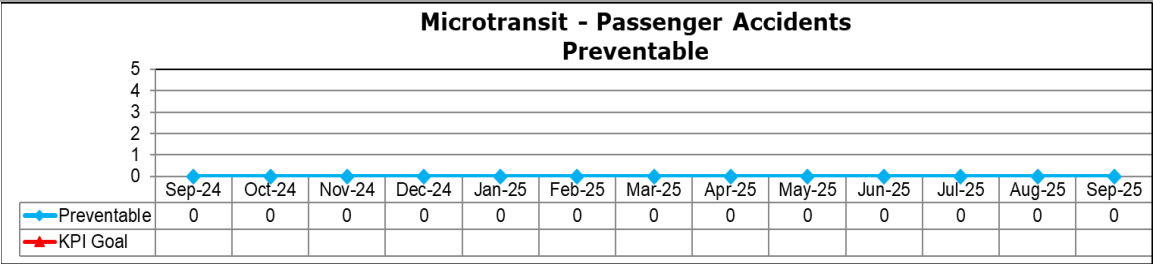
Microtransit - Traffic Accidents Preventable



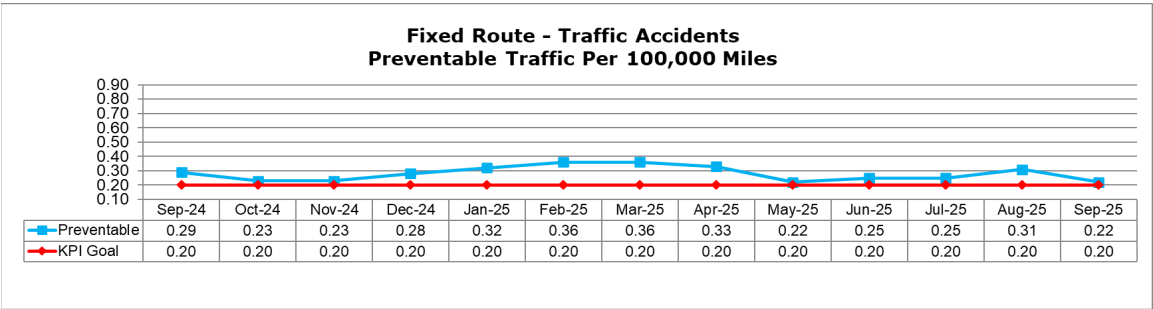
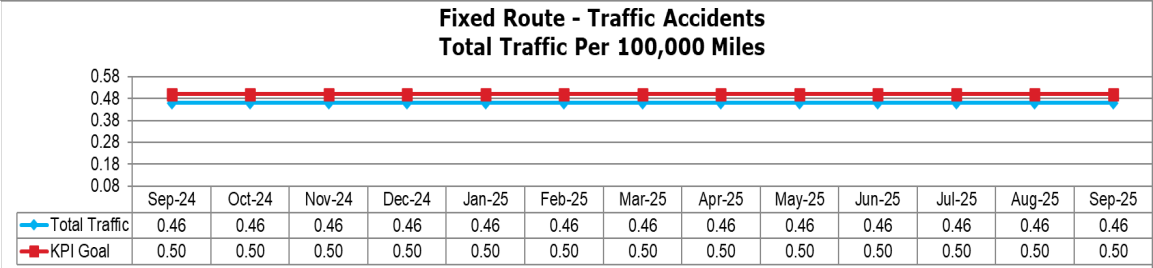
Microtransit - Traffic Accidents Non-Preventable



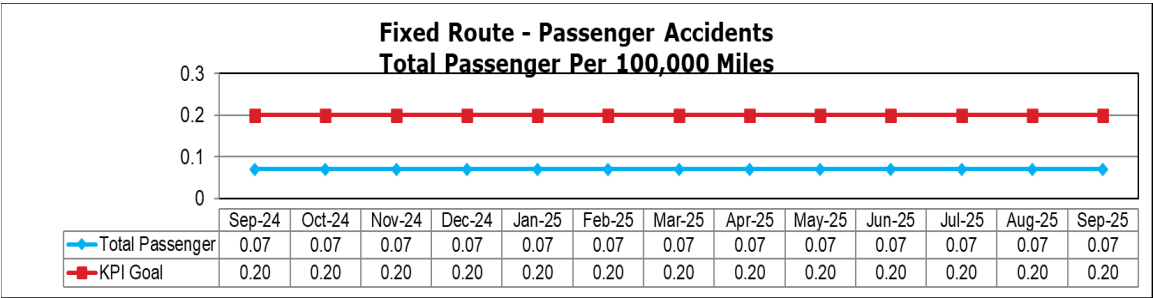
Microtransit – Passenger Accident Data

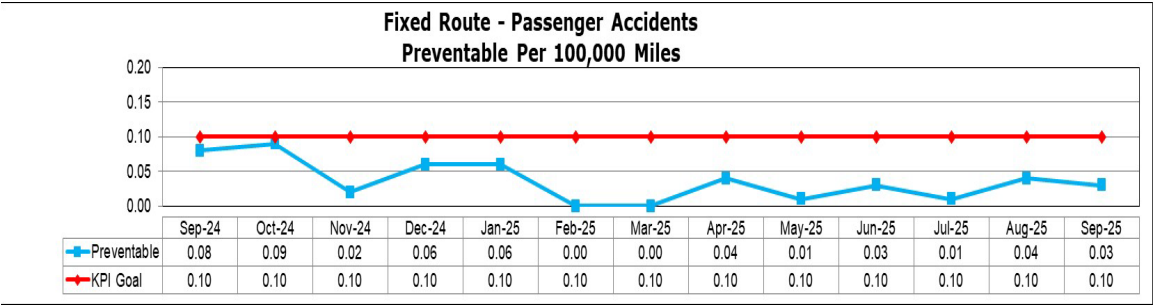


Fixed Route – Traffic Accidents per 100,000 Miles



Fixed Route – Passenger Accidents per 100,000 Mile

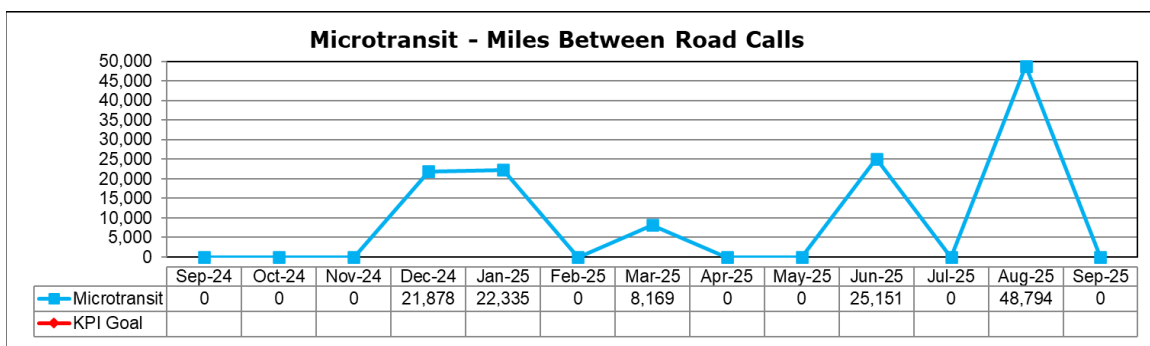
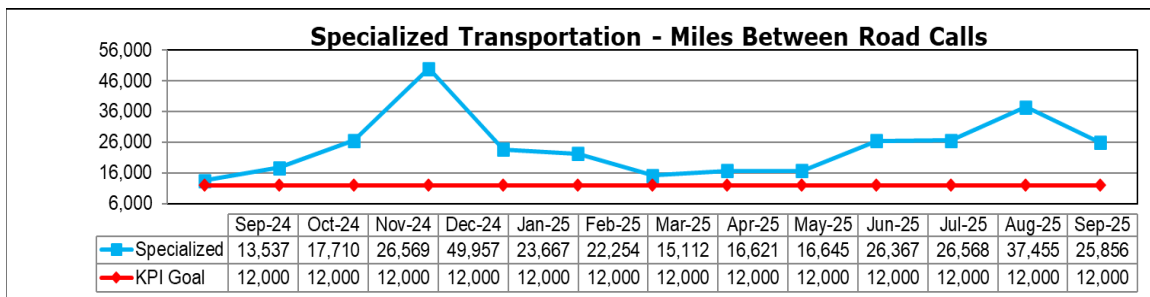
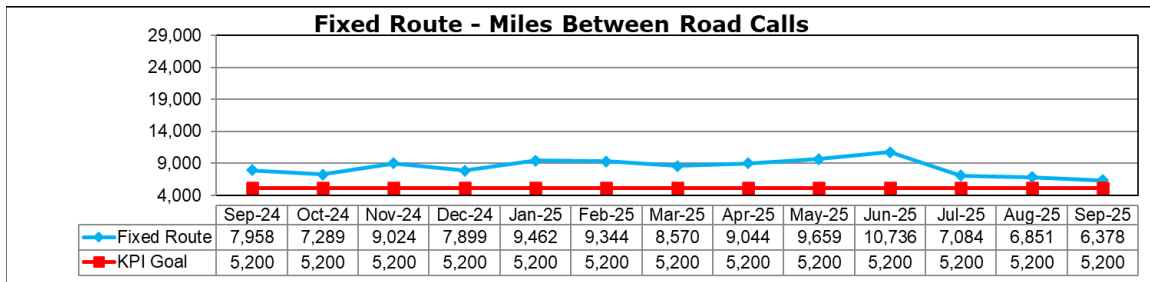




Meeting Date: October 28, 2025
Staff Report: Maintenance Performance

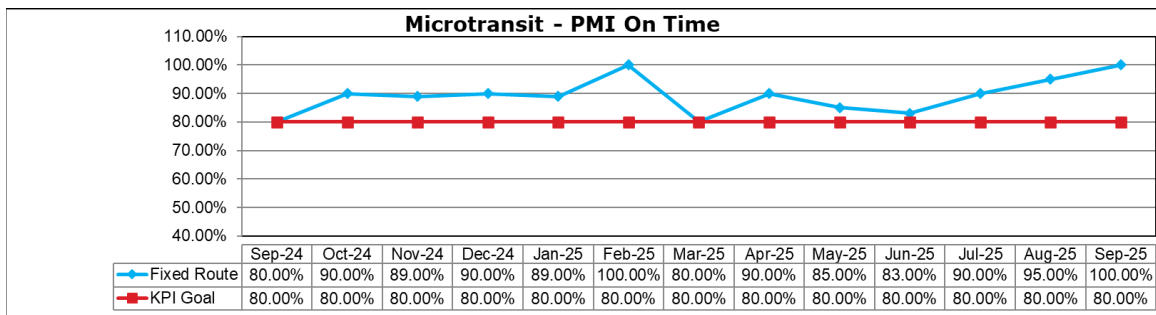
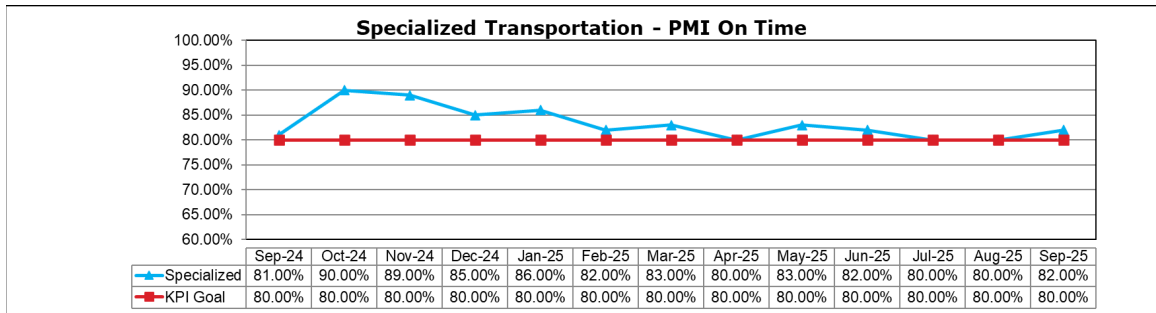
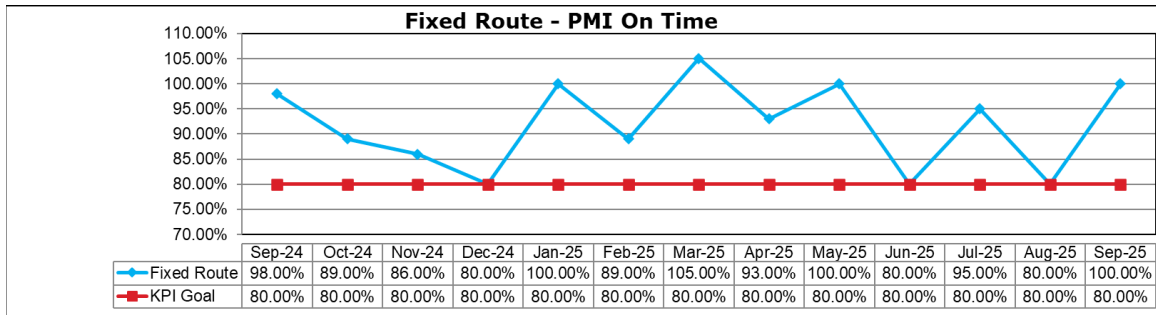
CURRENT STATUS

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 September 100% goal across all service modes. Fixed route achieved 100%, paratransit reached 82%, and Microtransit maintained 100% compliance. During September, an average of 11.5% of the fixed-route fleet was down for service repairs, maintaining a 20% spare ratio.



CURRENT STAFFING LEVELS

Mechanics	Vacancies – 1
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: October 28, 2025

Staff Report: Fixed Route, Microtransit, and Specialized Transportation - Rider Comments

FIXED ROUTE REPORT

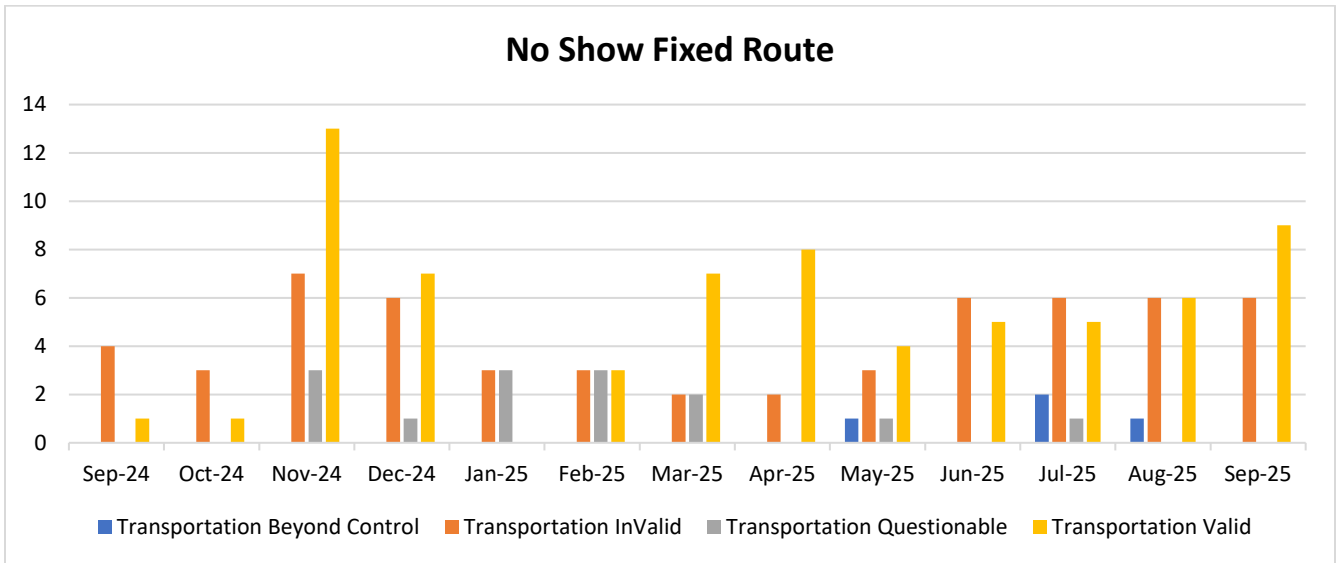
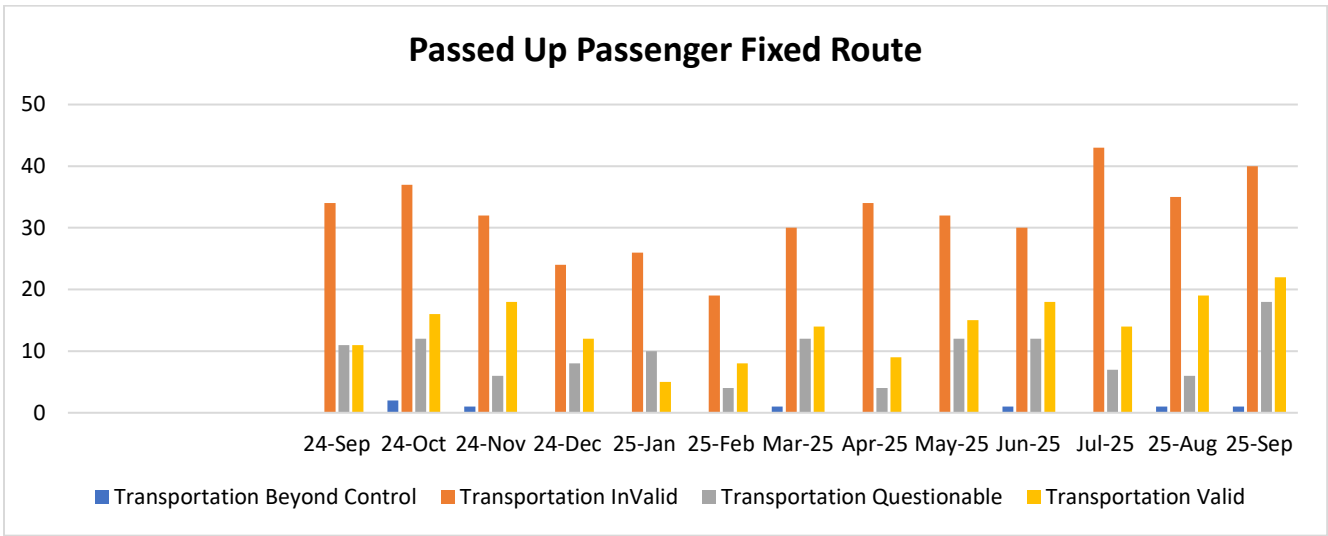
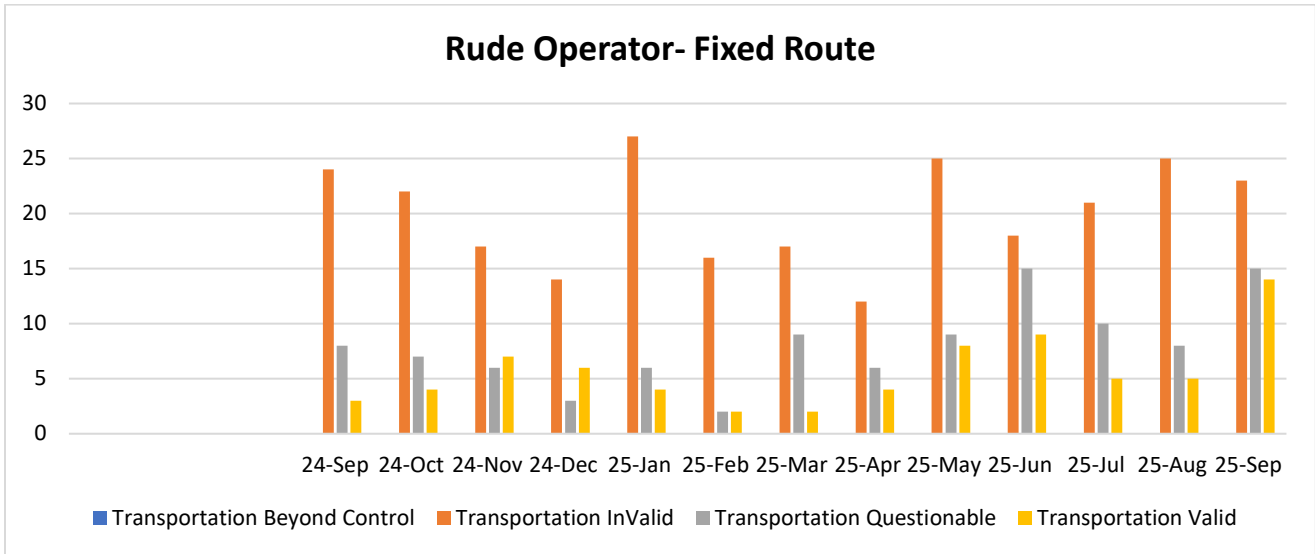
Complaint	Verified	Non-Verified	Questionable	Beyond GRTC Control	Under Investigation	Total
Rude Operator	14	23	15	0	0	52
Passed Up Passenger	22	40	18	1	0	81
No Show	9	6	0	0	0	15
Late Schedule	7	6	5	3	0	21
Improper Operations of Vehicle	2	1	0	0	0	3
Early Schedule	6	6	0	0	0	12
Planning/Scheduling	1	1	0	0	0	2
IT/Mobile App	0	1	0	0	0	1
Other - Miscellaneous	3	33	40	2	8	86
Total	64	117	78	6	8	273

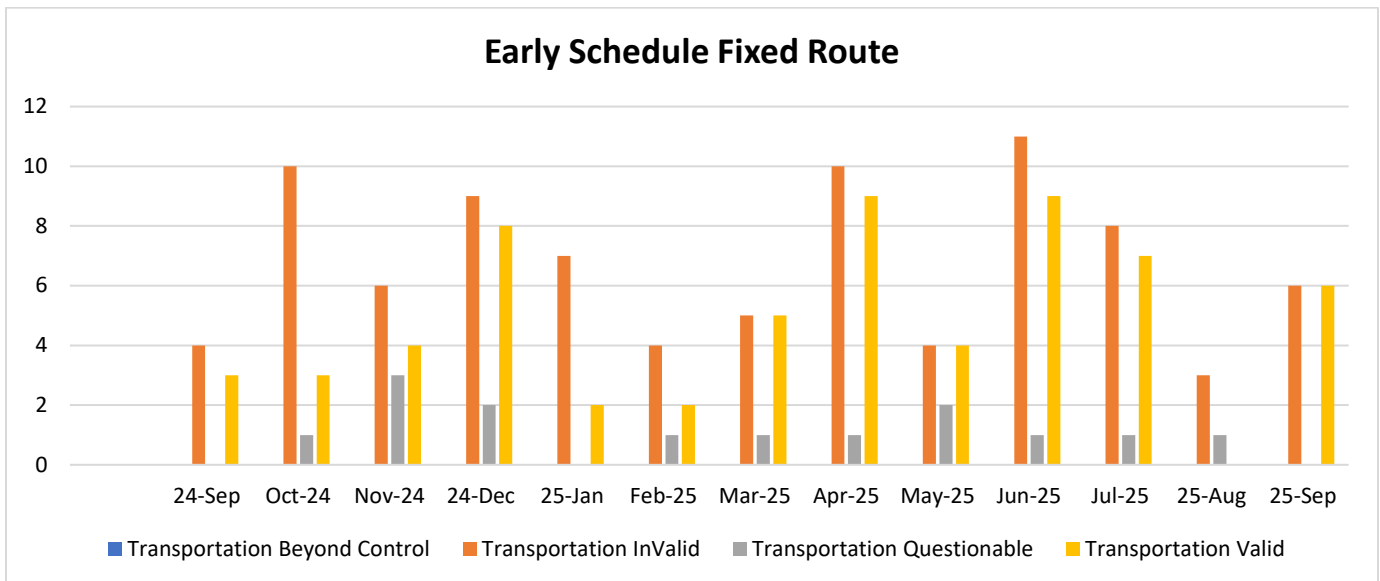
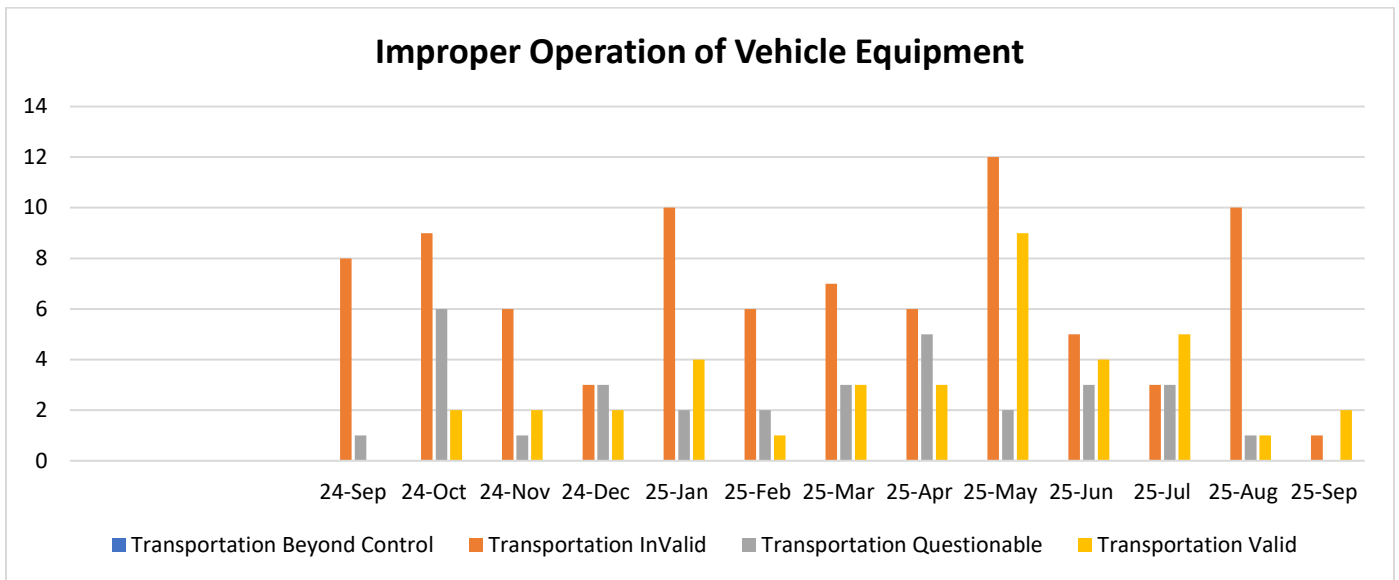
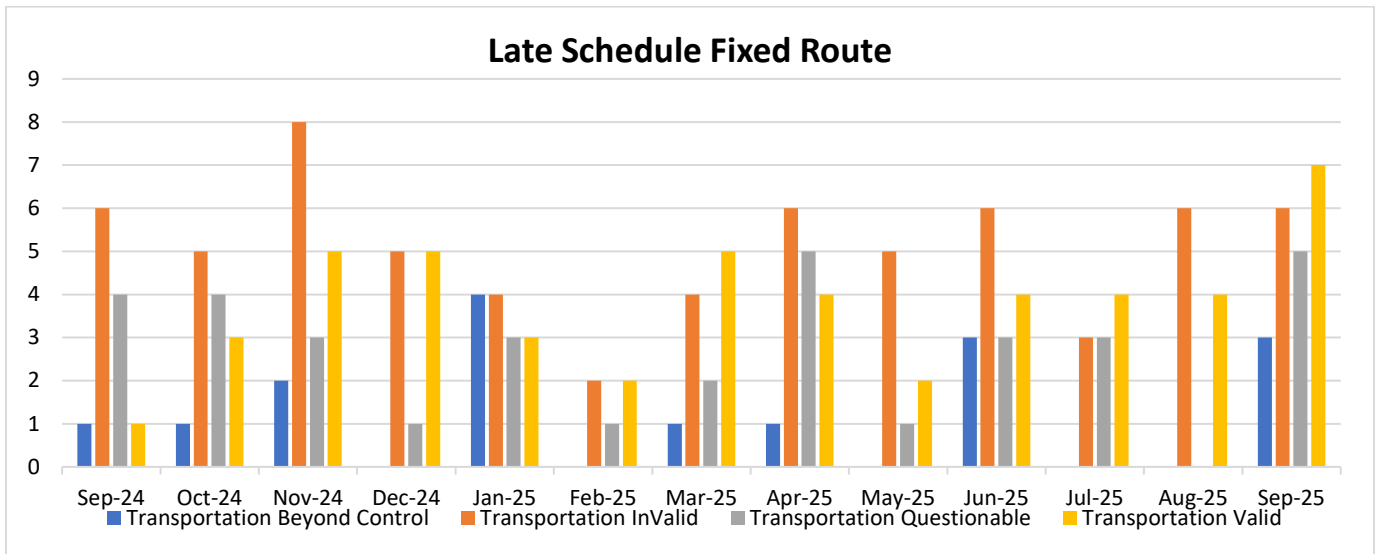
DEFINITIONS FOR COMPLAINTS

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

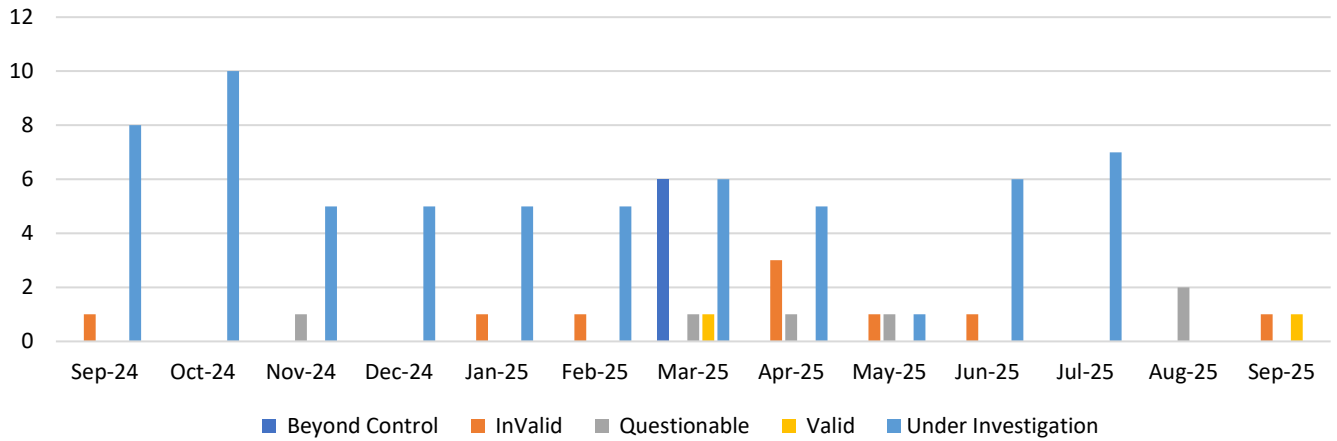
FIXED ROUTE TREND REPORT

Complaint	September	October	November	December	January	February	March	April	May	June	July	August	September
Rude Operator	3	4	7	6	4	2	2	4	8	9	5	6	14
Passed Up Passenger	11	16	18	12	5	8	14	9	15	18	14	18	22
No Show	1	1	13	7	3	3	7	8	4	5	5	2	9
Late Schedule	1	3	5	5	3	2	5	4	2	4	4	9	7
Improper Operations of Vehicle	0	2	2	2	4	1	3	3	9	4	5	7	2
Early Schedule	3	3	4	8	2	2	5	9	4	9	7	6	6
Planning/Scheduling	0	10	0	0	0	0	1	0	0	0	0	0	1
IT/Mobile App	0	0	0	1	0	1	1	0	0	0	0	0	0
Other – Misc.	6	11	9	0	4	6	6	1	7	10	7	5	3
Total	25	40	58	41	25	25	44	38	49	55	47	53	64
Commendations	11	9	3	3	6	4	10	15	10	4	4	10	2

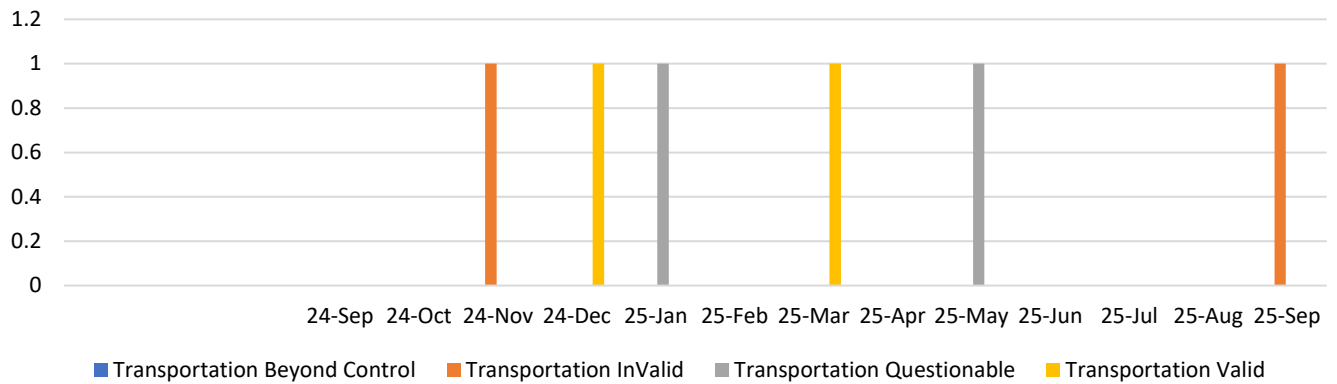




Planning- Scheduling Fixed Route



IT Mobile App Fixed Route



SPECIALIZED TRANSPORTATION REPORT

Complaint	Verified	Non-Verified	Questionable	Beyond GRTC Control	Under Investigation	Total
Rude Operator	1	2	4	0	0	7
Passed Up Passenger	0	0	0	0	0	0
No Show	1	3	0	0	0	4
Late Schedule	4	3	0	0	0	7
Improper Operations of Vehicle	3	1	1	0	0	5
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	5	5	2	0	0	12
Total	14	14	7	0	0	35

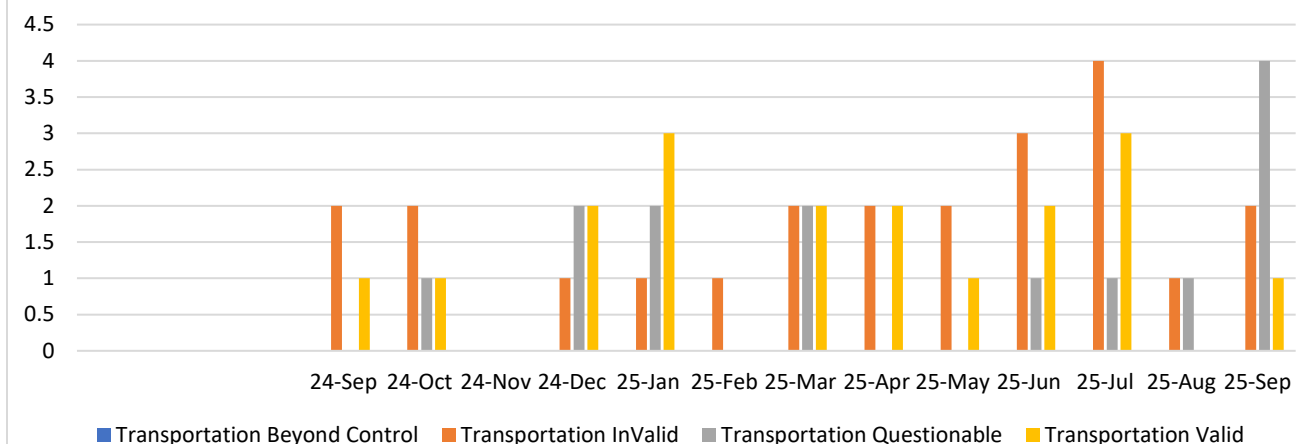
DEFINITIONS FOR COMPLAINTS

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

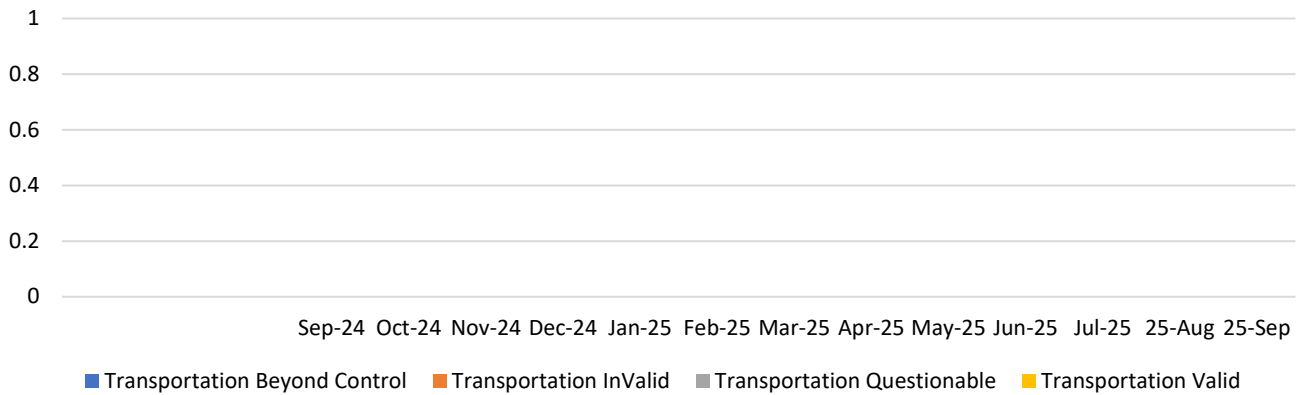
SPECIALIZED TRANSPORTATION TREND REPORT

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

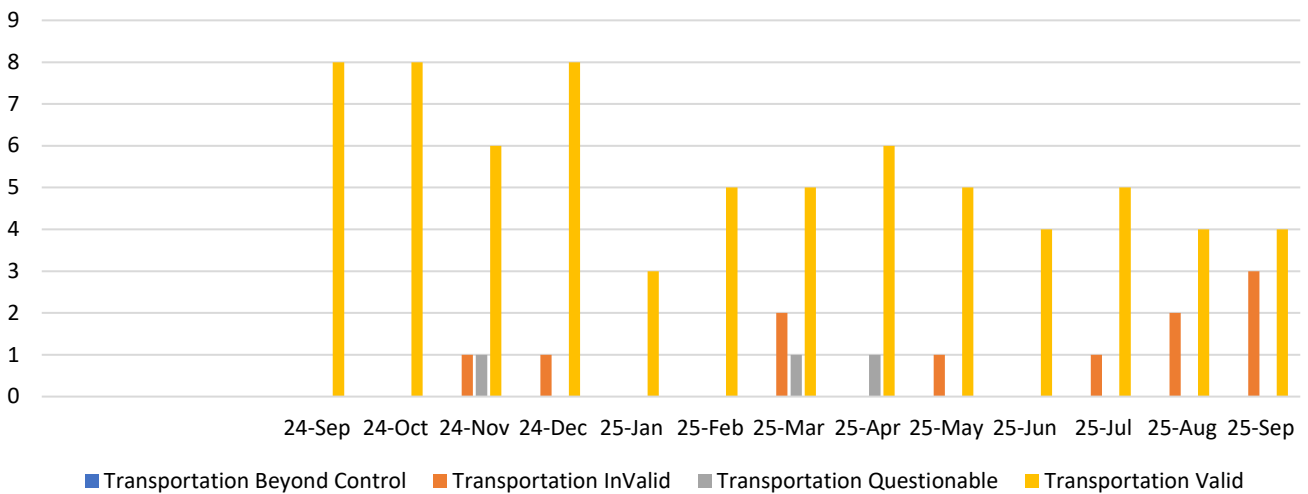
Rude Operator Paratransit



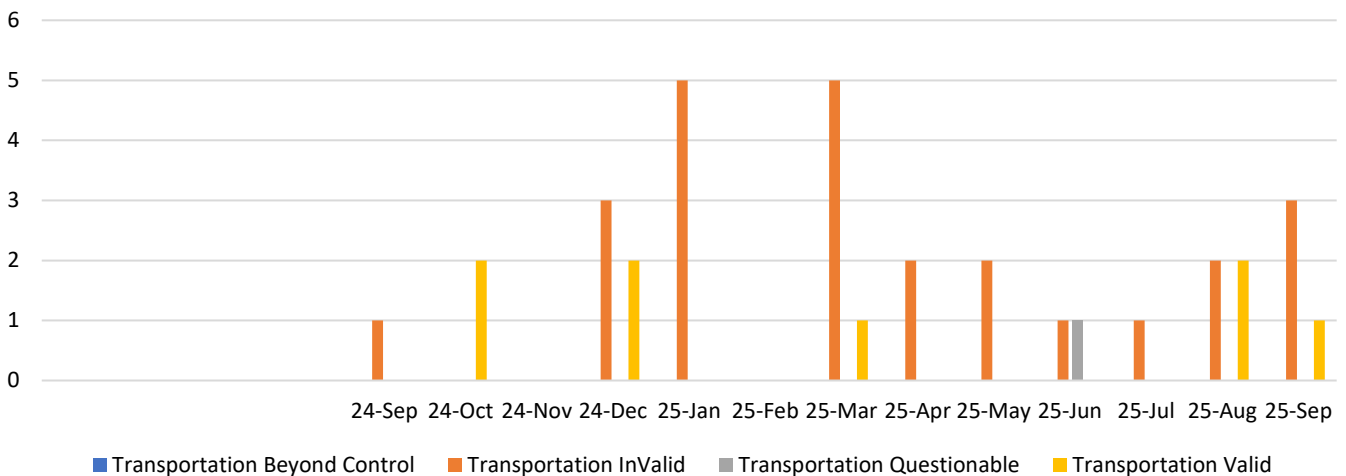
Passed Up Passenger Paratransit



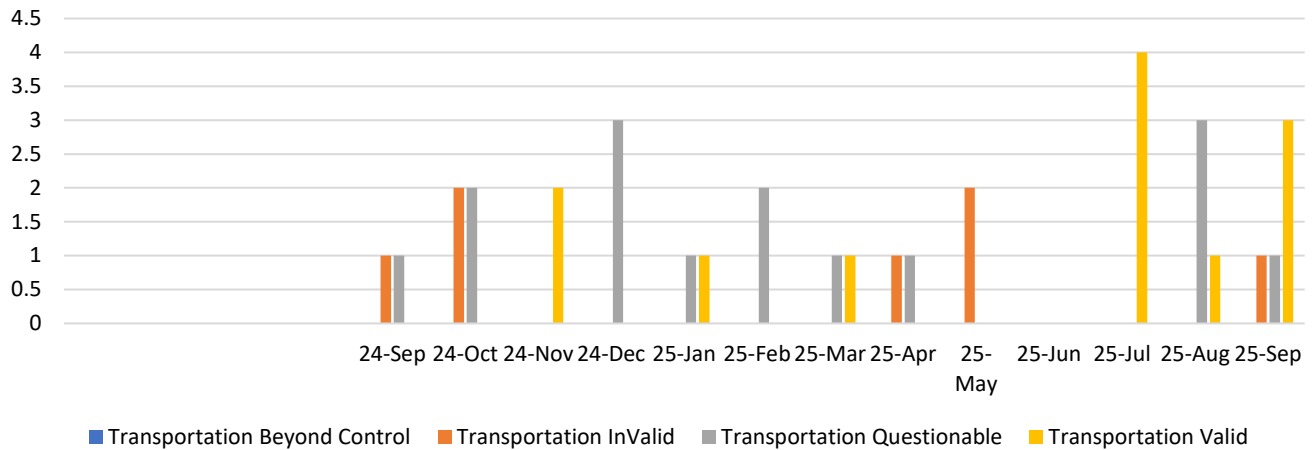
Late Schedule Paratransit



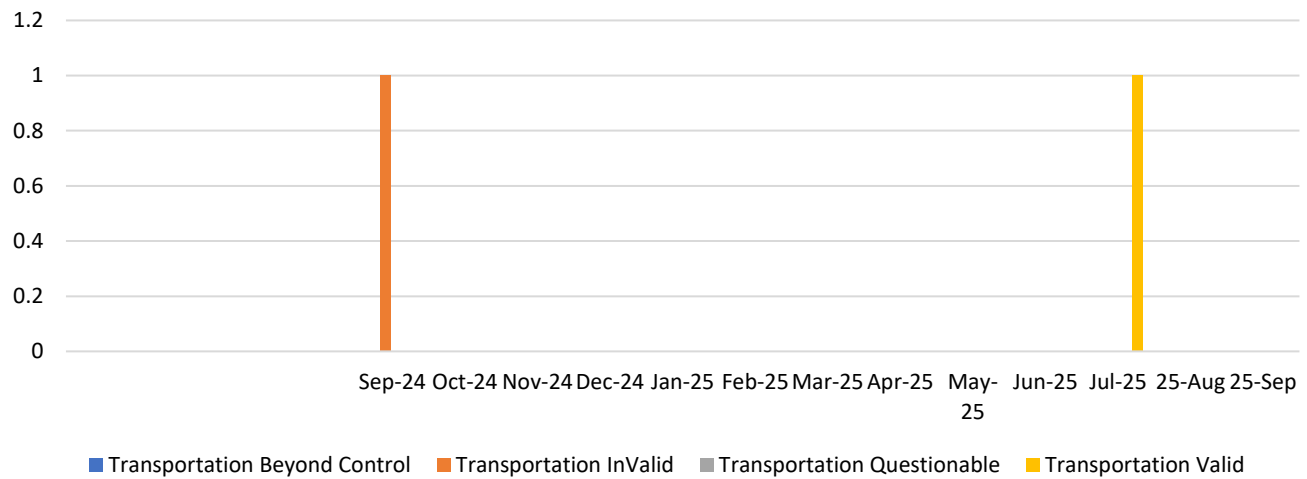
No Show Paratransit



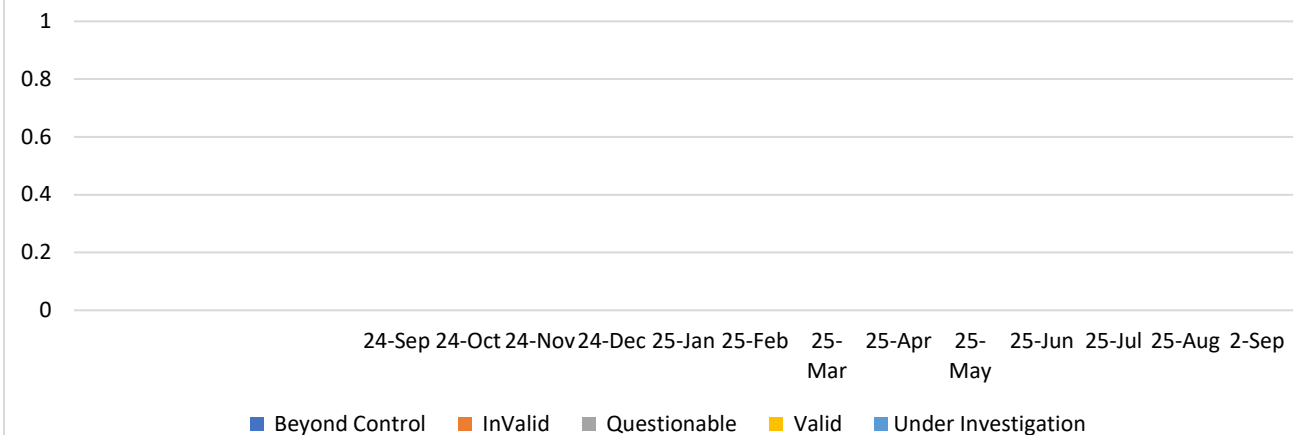
Improper Operation of Vehicle- Equipment Paratransit

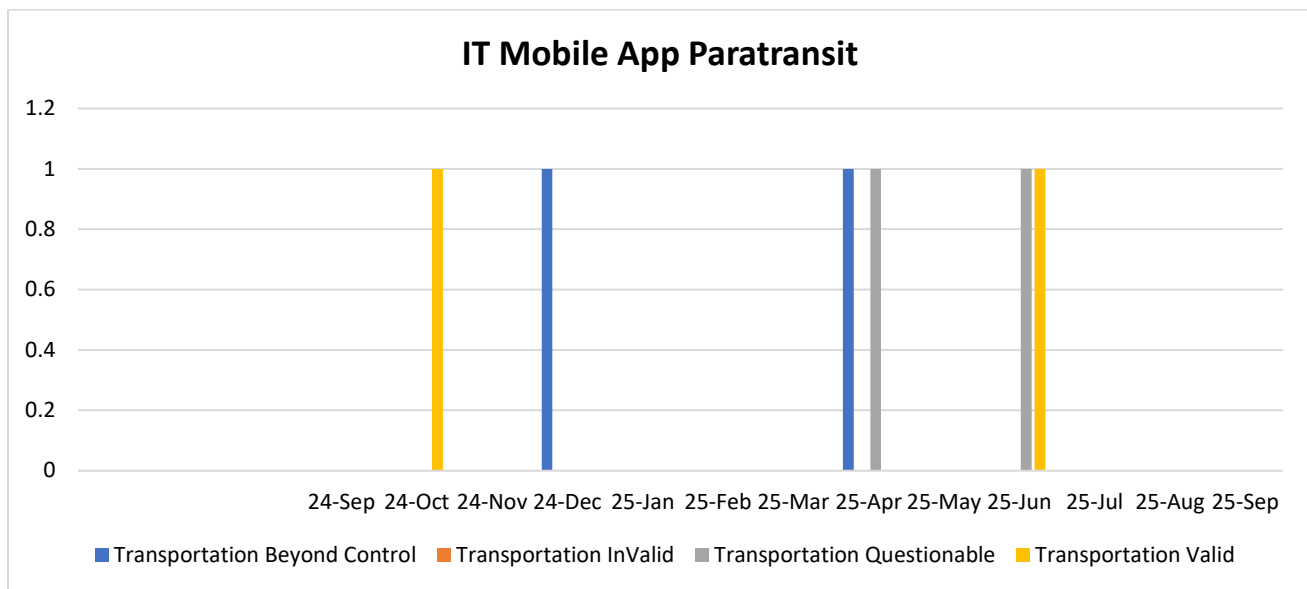


Early Schedule Paratransit



Planning & Scheduling Paratransit





MICROTRANSIT REPORT

Complaint	Verified	Non-Verified	Questionable	Beyond GRTC Control	Under Investigation	Total
Rude Operator	0	1	2	0	0	3
Passed Up Passenger	1	2	0	0	0	3
No Show	0	1	0	0	0	1
Late Schedule	0	1	0	0	0	1
Improper Operations of Vehicle	1	1	1	0	0	3
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	0	2	1	0	3
Total	2	6	5	1	0	14

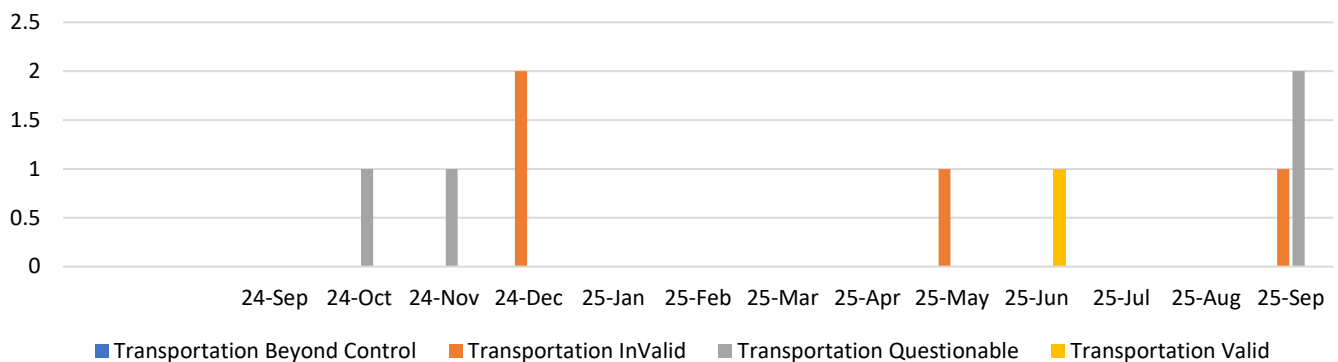
DEFINITIONS FOR COMPLAINTS

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

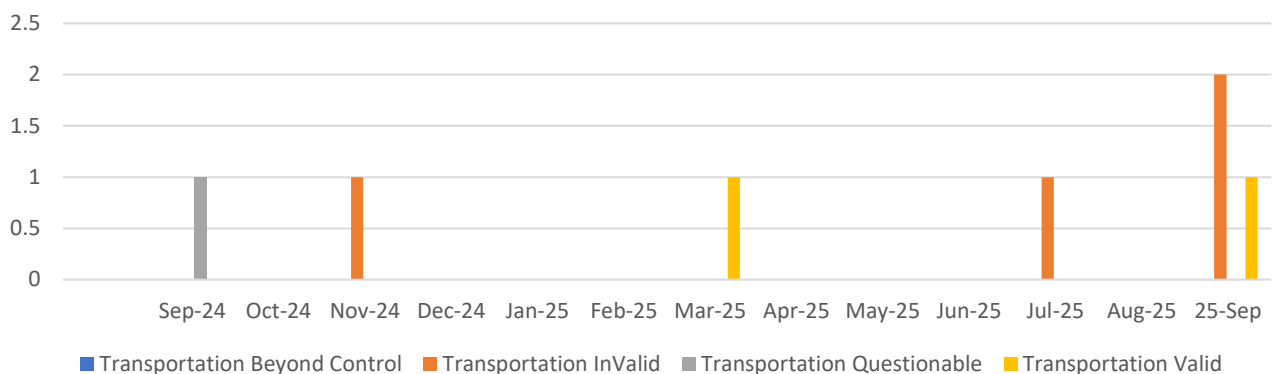
MICROTRANSIT TREND REPORT

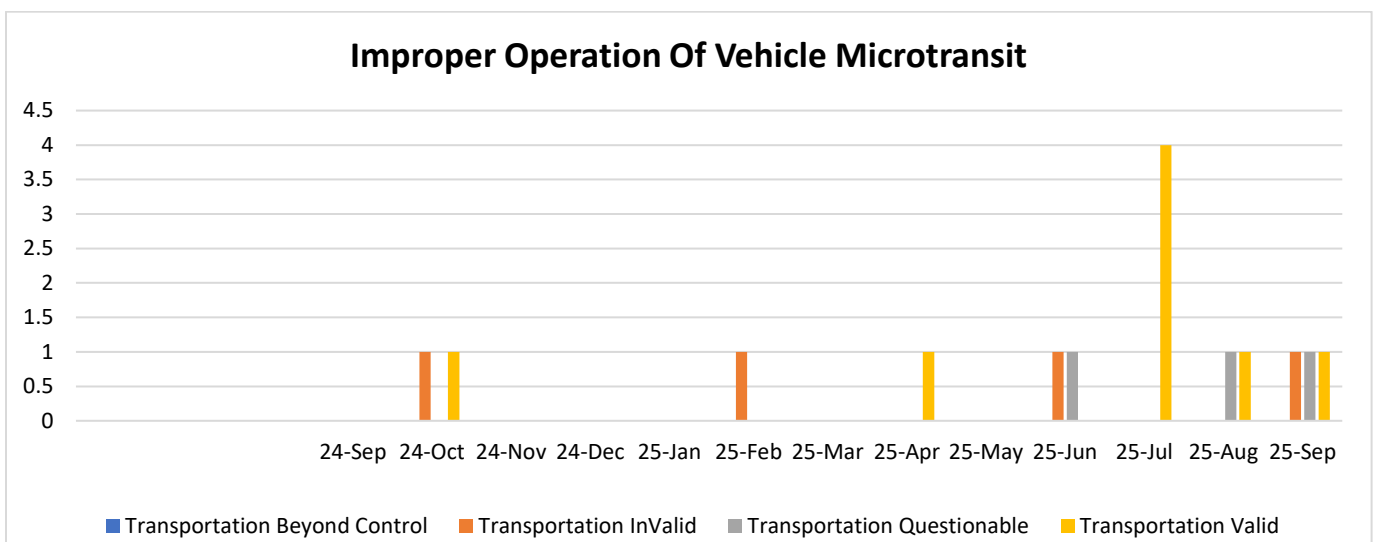
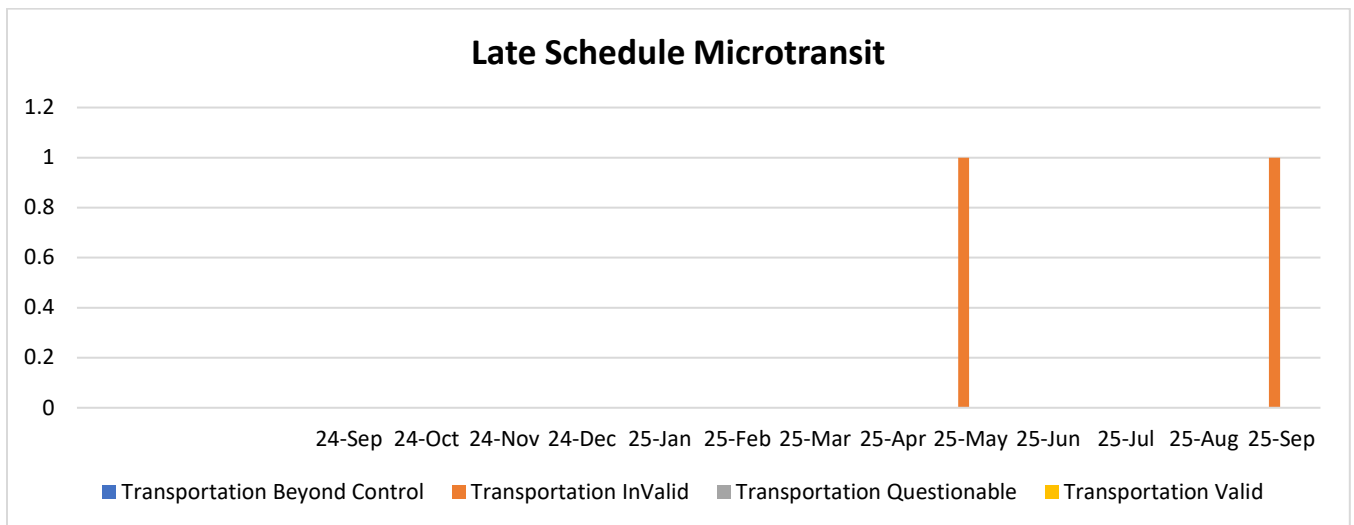
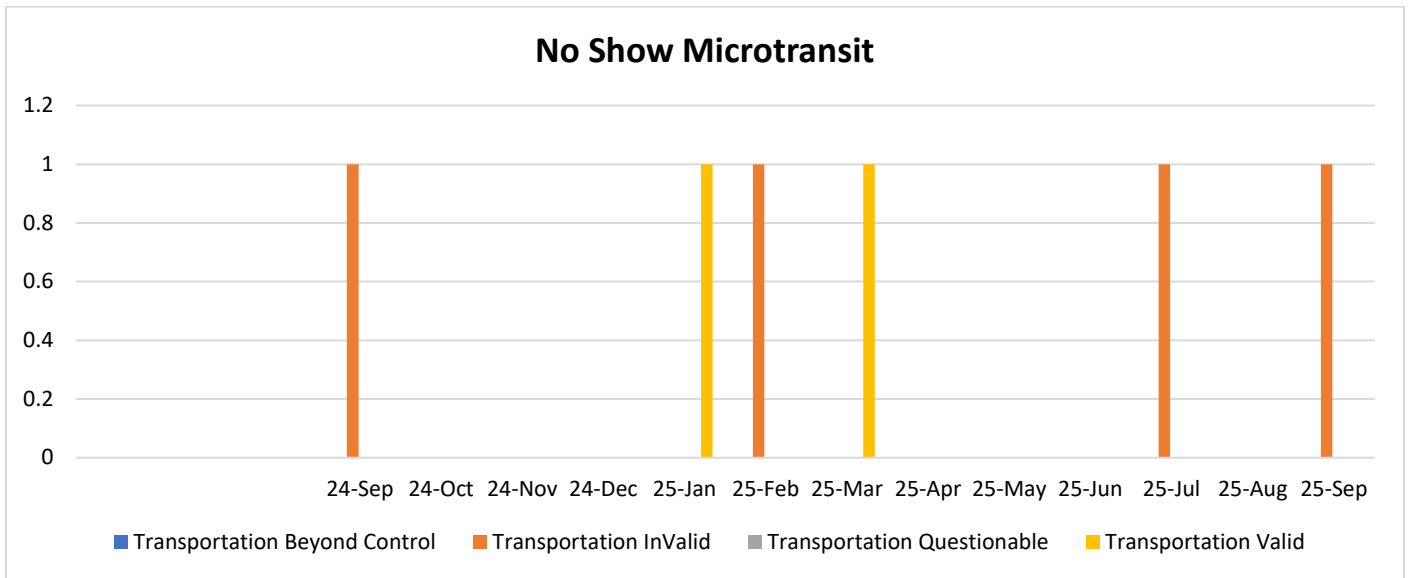
Complaint	September	October	November	December	January	February	March	April	May	June	July	August	September
Rude Operator	0	0	0	0	0	0	0	0	0	1	0	0	0
Passed Up Passenger	0	0	0	0	0	0	1	0	0	0	0	0	1
No Show	0	0	0	0	1	0	0	0	0	0	0	0	0
Late Schedule	0	0	0	0	0	0	0	0	0	0	0	0	0
Improper Operations of Vehicle	0	1	0	0	0	0	0	1	0	0	0	2	1
Early Schedule	0	0	0	0	0	0	0	0	0	0	0	0	0
Planning/Scheduling	0	0	0	2	0	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	1	0	0	0	0	0	0	0	0	2	0
Total	0	1	1	2	1	0	1	1	0	1	0	4	2
Commendations	2	0	1	0	0	0	3	0	0	2	1	1	1

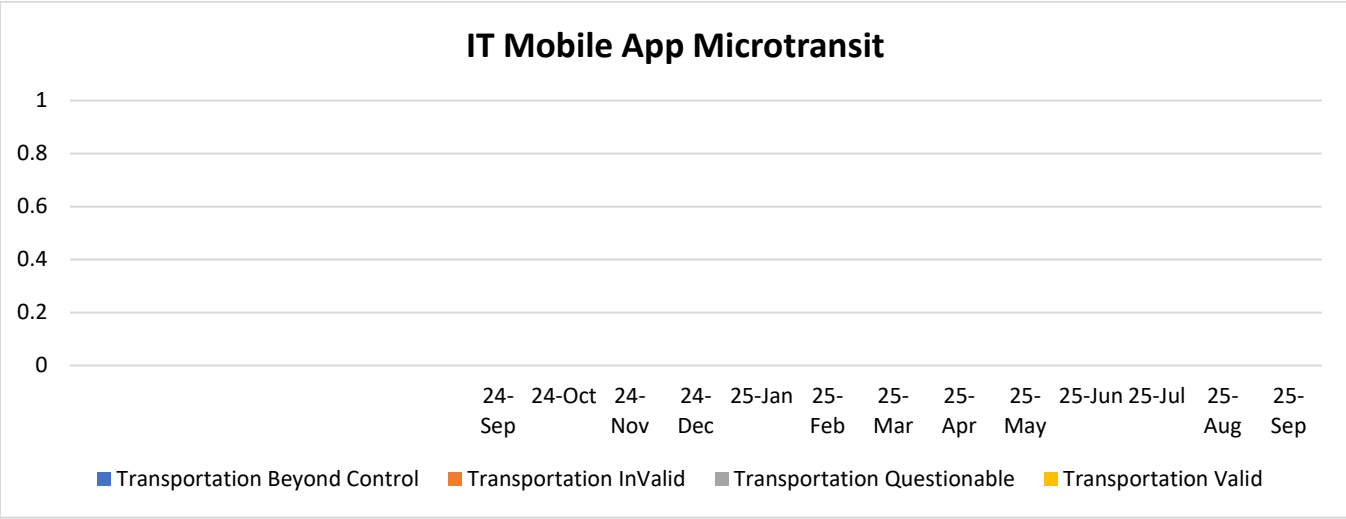
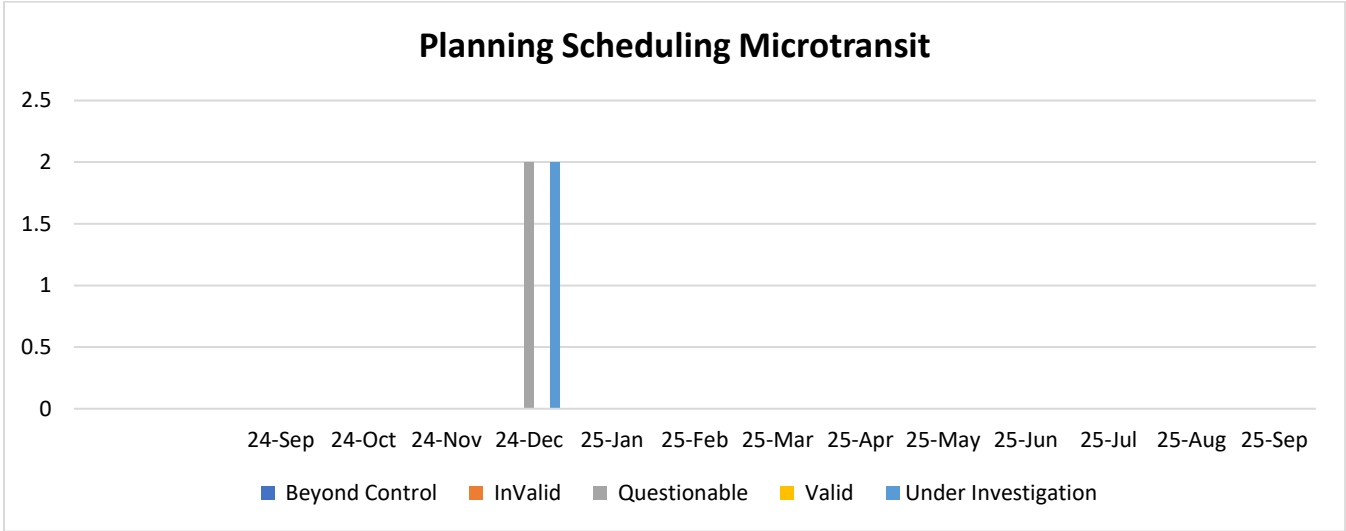
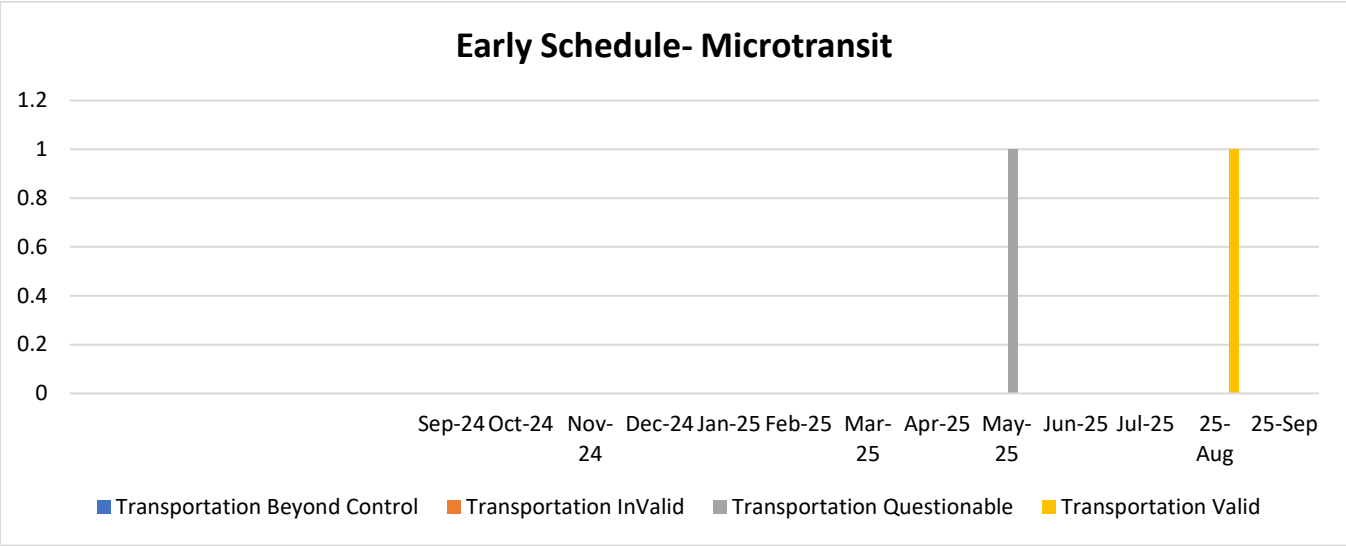
Rude Operator Microtransit

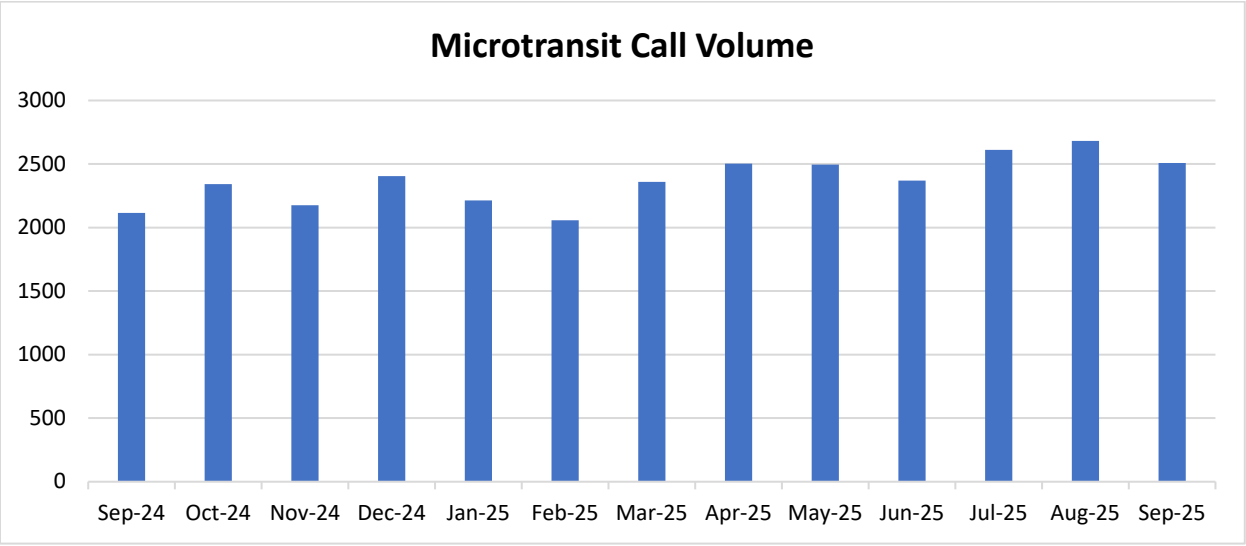


Passed Up Passenger Microtransit









Meeting Date: October 28, 2025
Staff Report: Monthly Ridership Report

BACKGROUND:

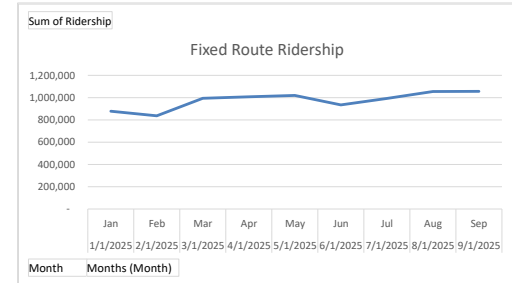
The “Monthly Ridership Report” (MRR) includes comparisons between the ridership of the current month, prior month, year prior to allow for a broad understanding of overall ridership trends. The MRR includes ridership data for all services GRTC provides including fixed route (local, express, and Pulse), 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 ridership update for the month of September 2025 will be provided by Frank Adarkwa.

GRTC TRANSIT SYSTEM
MONTHLY RIDERSHIP REPORT September 2025

	(September 2025)	(August 2025)	MoM%	(September 2024)	YoY % (FY2025)	(September 2023)	YoY % (FY2024)
Fixed Route							
Local-Fixed Route	859,200	868,866	-1.11%	830,351	3.47%	705,011	21.87%
- Richmond (fixed)	677,239	683,854	-0.97%	674,054	0.47%	581,285	16.51%
-Henrico (fixed)	181,961	185,011	-1.65%	156,296	16.42%	123,726	47.07%
Local-Pulse	188,587	178,613	5.58%	183,390	2.83%	152,217	23.89%
Express Routes	8,616	7,617	13.12%	8,061	6.88%	7,745	11.25%
Total Fixed Route	1,056,403	1,055,096	0.12%	1,021,802	3.39%	864,973	22.13%
Specialized Transportation							
CARE/CARE Plus	24,658	24,711	-0.21%	21,484	14.77%	17,510	40.82%
CARE On-Demand	3,334	3,172	5.11%	3,805	-12.38%	3,605	-7.52%
Total Specialized	27,992	27,883	0.39%	25,289	10.69%	21,115	32.57%
Microtransit							
Total Microtransit	7,982	8,328	-4.15%	6,192	28.91%		
TOTAL Fixed Route, Specialized, & Micro	1,092,377	1,091,307	0.10%	1,053,283	3.71%	886,088	23.28%



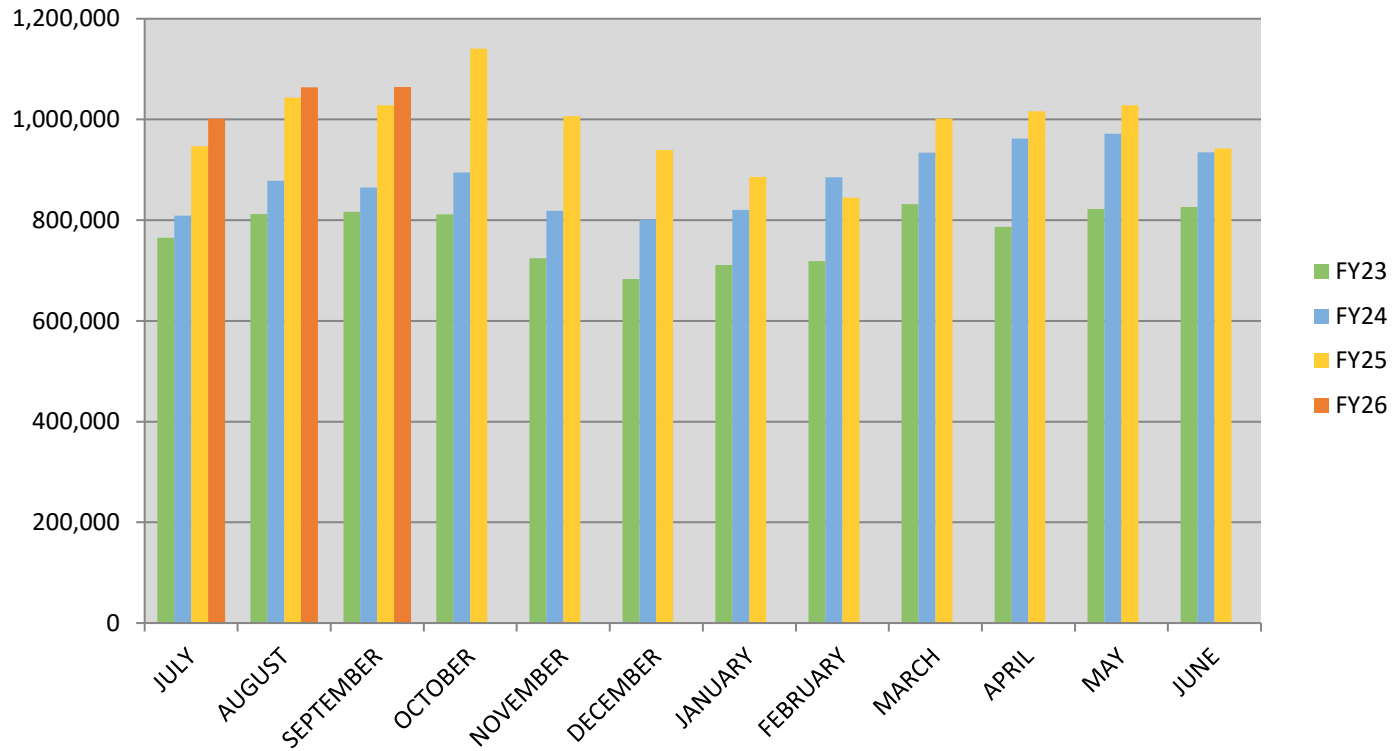
	2026 FYTD	2025 FYTD (September '24)	YoY %* (FY2025)	2024 FYTD (September '23)	YoY % (FY2024)
Fixed Route					
Local- Fixed Route	2,542,366	2,458,818	3.40%	2,078,370	22.33%
Local- Pulse	536,806	520,219	3.19%	449,721	19.36%
Express Routes	25,590	26,385	-3.01%	24,043	6.44%
Total Fixed Route	3,104,763	3,005,422	3.31%	2,552,134	21.65%
Specialized Transportation					
CARE/CARE Plus	74,292	65,843	12.83%	56,489	31.52%
CARE On-Demand	6,677	11,205	-40.41%	10,162	-34.29%
Total Specialized	80,969	77,048	5.09%	66,651	21.48%
Microtransit					
Total Microtransit	24,730	19,528	26.64%		
**Microtransit service began 11/17/2023					
TOTAL FIXED ROUTE , SPECIALIZED & MICROTRANSIT	3,210,462	3,101,998	3.50%	2,618,785	22.59%

	(August '25)	YoY % (August '24) (FY2024)	YoY % (August '23) (FY2023)
Van Pool			
Van Pool	16,687	14,415 15.76%	13,778 21.11%

****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: October 28, 2025
Board Subcommittee: Development

CURRENT STATUS:

The Development Subcommittee met on Monday, October 20, 2025 at 3PM. 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=iibb9MZZKXQ>.

AGENDA:

- Approval of Minutes – July 10, 2025
- Consent Agenda Items
 - Bus Wash Lane Two Upgrade
 - GRTC & RideFinders Corporate Bank Resolution Revision

UPDATES:

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

Meeting Date: October 28, 2025

Staff Report: Financial Report

BACKGROUND

The Financial Report will be sent out separately.

Meeting Date: October 28, 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
10/20/2025	119533	Clever Devices, LTD	Clever Insights – Software as a Service (SAAS) - Ridership Reporting	\$56,764	Information Systems	Sheryl Adams/ Board Chair

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.