

**MINUTES
FEBRUARY 18, 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
Terrell Hughes, Henrico County
Sharon Ebert, City of Richmond
Nicole Jones, City of Richmond
Barb Smith, Chesterfield County

Members Absent: Dave Anderson, Chesterfield County
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
Tim Barham, Director of Transportation
Tony Byrd, Director of Maintenance
Tony Carter, Director of Risk Management
Joe Dillard, Director of Equitable Innovation & Legislative
Policy Dexter Hurt, Director of Information Systems
Mike Hurt, Director of Marketing & Communications
Cherika Ruffin, Executive Director of RideFinders
Tonya Thompson, Director of Procurement
J'riah Guerrero, Microtransit Manager
Patricia Robinson, Assistant Director of Planning & Scheduling
Kate Sheldon, Graphic Designer
Janice Witt, Executive Assistant
Andreas Addison, City of Richmond
Dironna Clarke, City of Richmond
Todd Eure, Henrico County
Ken Lantz, PlanRVA
Stephanie Power, RVA Rapid Transit

I. Call to Order & Introductions

This meeting of the Board of Directors of the GRTC, Old Dominion Transit Management Company (ODTMC), and RideFinders was called to order on February 18, 2025, by Chairman Nelson at 8AM at GRTC, 3rd Floor Conference Room, 301 East Belt Boulevard, Richmond, Virginia. Video and audio of the meeting will be streamed live online and recorded for later viewing at the following web address: <https://www.youtube.com/watch?v=CEHf5TbNcYA>.

II. Public Comments

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

Kelly Lane

"I usually use the Pulse and the #5, I have a comment about the maps- you've wonderfully extended the lines, but the maps at your bus stops don't reflect the changes. For example, the 1A now goes much further into Chesterfield and it would be great to see that reflected on the maps. I also want to say the Pulse is just wonderful, and I think it could use another stop, at Lombardy and Broad so we could get to the Kroger at Lombardy, that would be great. Otherwise, I think it's a wonderful service and I'm grateful for all the updates and changes to come, especially with the North/South Pulse line coming. Thank you."

Robert Chandler

"I catch the 4A, 4B the 7A, 7B, the 14, the Pulse, I catch the 5, the 78 and the 20 sometimes. This comment is for the people in the office, the managers. Leadership starts at the front. Whatever you dump on your drivers, they give it to us. Don't do that, cuz some of these drivers, they're really good at what they do. If you irritate them, we're the ones who have to deal with it. So if they're running a route a few minutes early or late, instead of just running it, we end up handling the fallout. Additionally, the 4A and 4B, when they get up to the Farm Fresh supermarket, at 23rd & Franklin, they need to wait 10 minutes instead of flying through. They need to wait for the people coming off the Pulse trying to catch this bus, because we can't get across Main Street. Thank you."

III. Board Meeting Minutes – January 21, 2025

Ms. Robertson motioned to approve the January 21, 2025 Board Meeting minutes. Mr. Ingle seconded, and the motion carried unanimously.

IV. Consent Agenda

A. Onboard Communication Technology Upgrade/Vehicle Motorola Radios

B. Conference Room Technology Improvements

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

V. Operations Updates

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

- Transportation
 - There were 322 full-time Operators and 14 trainees during January 2025.
 - Specialized on-time performance was 90.88% with a goal of 92%.
- Microtransit
 - There were 22 microtransit operators with a goal of 30.
- Safety and Security Department
 - Fixed Route reportable events increased during January due to inclement weather events.
 - Paratransit events increased due to inclement weather events; none reported on Microtransit.
 - There was 1 physical event reported for fixed route and two verbal events reported for fixed route.
 - Public Safety Officers were launched the week of February 3. Positive early feedback from staff and the public. Twelve incidents were recorded between February 3 and February 13.
 - Public Safety Ambassador training ongoing to ensure preparedness.
 - Public Safety Initiatives campaign included media interviews, dedicated webpage, internal communications, press releases.
- Customer Service
 - Complaints were down for fixed route.

- Specialized complaints were down for January.
- Microtransit complaints remain on average.
- Eleven commendations were received for the entire system.
- Maintenance
 - Preventative Maintenance (PM) continues to meet our 80% goal on all 250 vehicles, ensuring reliable service and extending fleet longevity.
 - Buses on all services are performing well and staying out longer on the road without issues as per the increase in miles between road calls.
 - There were 82 work orders created in January.
 - Fifteen out of 30 new paratransit vans have been delivered.
 - The first articulated 60' bus has been completed (9000-series).

B. Ridership Performance

- BRT average daily boardings for January weekday - 5,467, Saturday - 3,716, and Sunday - 2,867. Express Routes average daily boardings for January - 277. Local average daily boardings for January weekday – 26,341, Saturday – 19,538, and Sunday – 14,647.
- The following is the total ridership for the five microtransit zones during January:
 - Azalea: 3,252
 - Ashland: 2,821
 - Sandston: 1,348
 - Cloverdale: 587
 - Powhatan: 150

VI. Financial Updates

- A. Mr. Ingle reported that the Finance Subcommittee met on February 13. Mr. Zinzarella reviewed the December 2024 financials and gave a presentation on the proposed FY26 budget assumptions.

VII. Chief Executive Officer's Report

- A. Ms. Adams congratulated the Employees of the Month – Kate Sheldon (Marketing and Communications), J'riah Guerrero (Transportation Microtransit Manager), Stephen Bahen (Transportation Supervisor), and Marcel Fountain (Maintenance).

VIII. Board Chair's Report

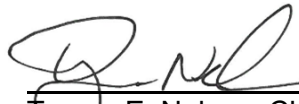
- A. Mr. Dillard will be following up on the CEO Evaluation with the Board.
- B. Chairman Nelson presented Resolutions for Andreas Addison and Todd Eure for their service on the GRTC Board of Directors (Resolutions attached).

IX. Other Business

X. Adjourn

There being no further business, the meeting adjourned at 8:53AM.

APPROVED:



 Tyrone E. Nelson, Chair
 GRTC Board of Directors

March 18, 2025

Date

Resolution In Appreciation For

OUTSTANDING PUBLIC SERVICE

By **ANDREAS D. ADDISON**

**Resolution of Gratitude to Andreas D. Addison for services rendered
as a Board member of GRTC**

WHEREAS, Andreas D. Addison has faithfully served as a representative of the City of Richmond on the GRTC Board of Directors since April 2022, demonstrating a steadfast commitment to providing safe, efficient, sustainable, and equitable public transportation for all;

WHEREAS, Addison served as Vice Chair of the GRTC Board from 2022 to 2024, providing steady leadership and strategic guidance during a pivotal period of growth and transformation for the agency;

WHEREAS, during his tenure, GRTC expanded its Microtransit Link service to North Richmond, implemented Zero Fare Transit policies to ensure equitable access for all riders, and strengthened labor support to enhance service reliability and workforce stability;

NOW, THEREFORE, BE IT RESOLVED that the GRTC Board of Directors extends its sincere gratitude to Andreas D. Addison for his exemplary service, visionary leadership, and dedication to improving public transportation in the Greater Richmond region;

BE IT FURTHER RESOLVED that the Chairman of the GRTC Board present this resolution to Mr. Andreas D. Addison as a token of the Board's appreciation, with this resolution duly adopted on **February 18, 2025**.

Tyrone Nelson, Chair
GRTC Board of Directors

Sheryl Adams, Chief Executive Officer
GRTC

Resolution In Appreciation For

OUTSTANDING PUBLIC SERVICE

By **ELDON TODD EURE**

**Resolution of Gratitude to Eldon Todd Eure for Service as a Member
of the GRTC Board of Directors**

WHEREAS, Eldon Todd Eure has served as a dedicated member of the GRTC Board of Directors since April 2022, representing Henrico County as one of its inaugural appointees and playing a key role in shaping regional public transportation policy;

WHEREAS, during his tenure, Eure was instrumental in securing federal funding to expand passenger amenities and enhance fixed-route services, further improving the overall rider experience and accessibility across the region;

WHEREAS, under his leadership, Henrico County collaborated with GRTC to implement multiple microtransit zones and successfully expand Route 1A service, connecting the region beyond the new Henrico Sports and Events Center to Ashland, Virginia, fostering greater regional connectivity;

NOW, THEREFORE, BE IT RESOLVED that the GRTC Board of Directors expresses its deep appreciation to Eldon Todd Eure for his outstanding service, leadership, and commitment to advancing public transportation in Henrico County and beyond;

BE IT FURTHER RESOLVED that the Chairman of the GRTC Board present this resolution to Mr. Eldon Todd Eure as a token of the Board's gratitude and recognition, with this resolution duly adopted on **February 18, 2025**.

Tyrone Nelson, Chair
GRTC Board of Directors

Sheryl Adams, Chief Executive Officer
GRTC