

**MINUTES
MAY 20, 2025
GRTC BOARD OF DIRECTORS
BOARD MEETING**

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

Members Absent: Sharon Ebert, City of Richmond

Others Present: Bonnie Ashley, General Counsel
Sheryl Adams, Chief Executive Officer
Adrienne Torres, Chief of Staff
John Zinzarella, Chief Administrative Financial Officer
Kevin Hernandez, Chief Operating Officer
Frank Adarkwa, Director of Planning & Scheduling
Joe Dillard, Director of Equitable Innovation & Legislative Policy
Mike Hurt, Director of Marketing & Communications
Angela Malloy, Director of Human Resources
Cherika Ruffin, Executive Director of RideFinders
Tonya Thompson, Director of Procurement
Mark Donovan, Storeroom
Lisa Hobson, Assistant Director of Human Resources
Jean Lombos, IT Client Services Manager
Ashley Potter, Communications Manager
Maxcine Riley, Transportation Supervisor
Patricia Robinson, Assistant Director of Planning & Scheduling
Elizabeth Szmurlo, Manager of Data Analytics
Lora Toothman, Capital Improvement Program Manager
Richard Troxell, Microtransit Transportation Supervisor
David Wilde, IT Intern
Janice Witt, Executive Assistant
Dironna Clarke, City of Richmond
Stephany Garcia, WeDriveU
Ken Lantz, PlanRVA

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 May 20, 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=rT6cwCKx_9Y.

II. Public Comments

The public notice, meeting agenda, and agenda attachments for this May 20, 2025 meeting of the Boards of GRTC, RideFinders, and Old Dominion Transit Management Company were posted at rideGRTC.com. There were no public comments.

III. Board Meeting Minutes – April 15, 2025

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

IV. Consent Agenda

A. Good Year Tire Lease Contract Modification

B. Bus Operator Shields

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

V. Operations Updates

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

- Transportation
 - There were 321 full-time operators, 93 paratransit operators, and 24 microtransit operators.
- Safety and Security Department
 - Fixed Route reportable events slightly increased.
 - Paratransit reportable events decreased.
 - Microtransit reportable events decreased.
 - Public Safety Ambassadors (PSAs) – Highlights from April:
 - Three-month rolling total of 68 incidents handled by the PSAs has already surpassed the total of 59 from the prior year before the public safety program.
 - There has been a continued reduction in situations necessitating police involvement.
 - PSA's have assisted riders over 300 times in various capacities.
 - Less than 1/5 of April 2025 calls required a police response.
 - No physical assaults were reported for 2nd consecutive month.
 - Increase in medical response for 2nd consecutive month.
- Customer Service
 - There were thirty-eight (38) fixed route complaints for April.
 - There were eighteen (18) paratransit complaints for April.
 - There were one (1) microtransit complaints for April.
 - Fifteen commendations were received for the entire system.
- Maintenance - Facilities
 - There were 127 work orders created for Facilities and 116 completed in April.
 - Project is underway to improve maintenance of bus stops, leading to an increase in tickets for April.
 - Project Summaries: EV Chargers complete and operational and fencing reinstallation between original headquarters and future aux lot.
- Maintenance – Fleet
 - Vehicle downtime decreased from 9.6% to 8%.
 - Preventive maintenance completion remains steady above 80%.
 - These indicators reflect effective maintenance oversight and sustained fleet reliability.

B. Ridership Performance

- Local – Average Daily Boardings
 - Weekday – 29,958
 - Saturday – 23,128
 - Sunday – 17,359
- Express – Average Daily Boardings
 - Weekday - 348

- BRT – Average Daily Boardings
 - Weekday – 6,623
 - Saturday – 4,829
 - Sunday – 3,603
- The following is the April LINK Monthly Ridership for the five Microtransit zones:
 - Azalea: 3,403
 - Ashland: 2,596
 - Sandston: 1,401
 - Cloverdale: 665
 - Powhatan: 154

C. June 2025 Service Changes

Ms. Robinson gave a presentation on the service changes for June 2025. Service changes will involve the following: Route 88, Route 19, Route 5, Pulse, Sandston Link Expansion, and Powhatan LINK Expansion.

VI. Development Updates

- Project Updates – Ms. Toothman gave a brief update on 325 East Belt Blvd (Church lot), North/South Transit Oriented Development (TOD), and Essential Transit Infrastructure (ETI).

VII. Chief Executive Officer's Report

- A. Ms. Adams congratulated the Employees of the Month – Maxcine Riley (Transportation), Mark Donovan (Storeroom), and Janice Witt (Executive Office).

VIII. Executive Session

Mr. Nelson moved that GRTC's Board of Directors hold a closed meeting pursuant to Section 2.2-3711(A)(8) of the Code of Virginia for consultation with legal counsel regarding a personnel matter. The motion was seconded by Ms. Jones, and the motion carried unanimously.

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

IX. Action Item

- A. FY26 Annual Operating and Capital Budget

Mr. Nelson motioned to defer the FY26 Annual Operating and Capital Budget. The motion was seconded by Ms. Jones, and the motion carried unanimously.

X. Adjourn

There being no further business, the meeting adjourned at 9:49AM.

APPROVED:



Tyrone E. Nelson, Chair
GRTC Board of Directors

June 12, 2025

Date