

**MINUTES
OCTOBER 28, 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
Odie Donald, City of Richmond
Terrell Hughes, Henrico County
Nicole Jones, City of Richmond (Virtual)
Barb Smith, Chesterfield County

Members Absent: Dan Schmitt, Henrico County

Others Present: Neil Gibson, General Counsel
Sheryl Adams, Chief Executive Officer
John Zinzarella, Chief Administrative Financial Officer
Kevin Hernandez, Chief Operating Officer
Tony Byrd, Director of Maintenance
Anthony Carter, Director of Safety & Security
Joe Dillard, Director of Government & External Affairs
Dexter Hurt, Director of Information Systems
Tim Martin, Director of Transportation
Cherika Ruffin, Executive Director, RideFinders
Tonya Thompson, Director of Procurement
Lora Toothman, Director of Capital Construction and Facility Improvement
Angela Allah, Eligibility Coordinator
Monica Carter, Assistant Director of Safety & Security
Katherine Newman, Mobility Manager
Ashley Potter, Communications Manager
Kim Rollins, WeDriveU
Brittany Thornton, Operator
David Yasharal, Data Analyst
Janice Witt, Executive Assistant
Benjamin Allen, New Virginia Majority
Dironna Clarke, City of Richmond
Noah Dalbey, New Virginia Majority
Rachel Hefner, New Virginia Majority
Rasheed Parker, New Virginia Majority
Stephanie Powers, RVA Rapid Transit
Daniel Wagner, City of Richmond

I. Call to Order & Introductions

This meeting of the Board of Directors of the GRTC, Old Dominion Transit Management Company (ODTMC), and RideFinders was called to order on October 28, 2025, by Chairman Tyrone 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=qrMJZLPr4Io>.

II. Public Comments

The public notice, meeting agenda, and agenda attachments for this October 28, 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.

Daniel Logsdon (Written)

Katy Thomas recently submitted a request to move bus stop #3703 a block up to Venable/Russell instead of its current location on Venable/Pink. I am the neighbor across the street with a home in front of stop #3704. Prior to our home being built in 2023, #3704 was in front of an empty lot, but now it's in front of a residential location. It made a lot of sense to have a bus stop at these locations prior to construction. The apartment/assisted living location directly across the street at 2401 Venable would benefit a lot from having a bus stop directly on their sidewalk, as currently elderly residents must cross the busy Pink Street to get to the bus stop. Additionally, having a bus stop closer to 25th Street where most of the incoming riders are headed for shopping, etc. would better benefit the bus riders too.

Constance Haskins, Local Route 12 Bus Rider (Written)

Thank you GRTC for the service you provide the region. Please consider better lighting and security to include cameras at bus stops. As daylight savings is coming to an end there is a general feeling of uneasiness your earliest and latest passengers may experience. Also, please consider an earlier start to bus operations for those who work the earlier shifts. A start time of 4:45AM would be helpful and considerate accommodations. Thank you.

Rachel Hefner, New Virginia Majority (In Person)

Good Morning, I'm a lead organizer for transit and housing for New Virginia Majority. I'm here today to ask that next month when GRTC submits their jurisdictional budget request, they request significant and equitable funding increases from Henrico County and Chesterfield County and maintain a strong ask from Richmond City to address GRTC's \$49M deficit and to stay in fare free transit. As I look at the CVTA funding, the GRTC budget and local jurisdictional budget I see a theme there are large, I mean ginormous investments to highways and roads infrastructure that connect our region. There seems to be a reasonable understanding that roads are connecting our economies and regional growth opportunities what I don't see is the same investment in public transit despite that same theory holding true. In today's economy more and more people are using public transit because they have to. A used car is out of range for most people and that doesn't even include gas, insurance and maintenance. This is why countless minimum wage workers at the Airport, White Oak Village, Mechanicsville and any of the shops in Short Pump or Midlothian take the bus. Without the bus our regional economy would see a significant loss in workers because they would not be able to get to work not to mention the large shiny new businesses coming to the region who statistically are not going to pay enough for rent and transportation. Luckily many of the areas I have just mentioned have had job opportunities areas that are being planned for in GRTC's expansion. What I don't see in the plan is increased monetary support from the areas receiving those expansions to support the administrative costs to effectively run these routes. Companies cannot run without money; we need to make sure the Richmond area stays connected and we need the local governments to help lift the administrative cost of running such a robust and meaningful regional system. For far too long Richmond City has bore the weight of paying for a significant portion of these administrative costs. As bus lines expand and the need to run this amazing system grows, we need the localities to monetarily commit. GRTC can find all the funds in the world to help subsidize expansion and they have done that successfully. What we need is investments into the day-to-day operations to make it actually work. I look forward to GRTC asking for what they need from the localities and ensuring that the future is planned for. In the coming months I look forward to each of our local governments passing strong budgets that the regional public transit investments as an investment in our regional economy and overall prosperity.

Benjamin Allen, New Virginia Majority (In Person)

I am a member of the New Virginia Majority as you can see and a Richmond resident. I'm a disabled veteran with a service animal and we catch the bus frequently throughout the week to get many things done including going to regional parks, getting to medical appointments and attending many community events. I am urgently requesting that GRTC make an equitable, jurisdictional budget request to ensure we don't enter a deficit and importantly the bus stays free. As part of New Virginia Majority our base of bus riders want GRTC to make sure the budget reflects a regional investment in public transit. Currently Richmond is carrying significant amount of the burden of paying for the day-to-day costs of GRTC despite the counties receiving large economic benefits from a robust transit system. As I mentioned last month, when I cross the county line I don't get on another bus but I do spend my tax dollars in another locality. As a bus rider, I am excited for the planned expansion into places like the airport, Mechanicsville, up and down Jefferson Davis Highway Rt 1 and other places. It means I can get around to new and exciting regional hot spots for tourism and resources. What I am unsure about is how GRTC can expand service as a business without increasing revenue to support its day-to-day operations. This is why we need localities to step up and support. I promise there are current and future people like me who depend on the bus who are eager to help it grow with the regional economy. I also wanted to end with a few personal items that are important to me and many bus riders outside the budget needs. Implementing a light bus service to accessible park places like pony pasture. More ADA seating for disability individuals and people with service dogs, having more storage on the bus for more cumbersome items that can't be moved throughout the entire bus for long commutes, continue implementing essential infrastructure projects and consider including additional items such as heating and cooling fan facilities on the bus and outside bus by the bus stations. Thank you very much and we look forward to continuing to work together to make the bus system as powerful as it can.

Noah Dalbey, New Virginia Majority (In Person)

Sorry I arrived late, I was actually taking Rt 1 and it didn't arrive until after 8AM. Good Morning, I appreciate the opportunity for public comments. As a resident of the City of Richmond and a daily GRTC rider for work, school, and personal travel I wanted to add my voice today in support of the strong GRTC draft budget request that preserves fare free services and addresses the \$40M deficit through equitable funding increases from Henrico, Chesterfield and Richmond. If the GRTC is to faithfully pursue its public vision statement to be the transportation system that seamlessly connects the vibrant Richmond region it must consider regional funding. Everyone here is aware that the economic activities of our region are not constrained by jurisdictional boundaries. The GRTC serves as a vital connective organ to that body that is our region and eliminates mobility barriers that would otherwise constrain the regions workers and consumers. Without adequate funding the GRTC services will degrade which we all know that which will also have regional economic consequences as Rachel was eluding to workers will lose access to businesses, businesses will lose customers and areas of the region will become harder to live in especially for low income residents who rely on these services. This is why investment in the GRTC from all members of our region is vital and benefits all jurisdictions. Equal representation of all jurisdictions on the GRTC Board without equal financial responsibility is a travesty and frankly a regional disaster waiting to happen. I believe that the GRTC has room for improvement but I'm also incredibly proud of the quality of services that y'all provide for that I'm very grateful and again I use the bus every single day. Honestly GRTC thrives but I think we all need to acknowledge that the GRTC cannot thrive if some of its member jurisdictions are not committed to the health of the entire region and all of its residents. Additionally equitable funding is especially beneficial for the jurisdictions which are currently under served by the GRTC. It is my hope to see services expand into Chesterfield and Henrico which currently have very poor public transportation access. This can be addressed by those jurisdictions contributing equitably to GRTC funding this would not only better serve those constituents of those counties but improve the inner connectiveness of regions

residents as a whole. As a Richmond resident, I implore you to create a strong GRTC draft budget request that preserves fare free services and addresses the \$40M deficit through equitable funding increases from Henrico and Chesterfield. Thank you.

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

III. GRTC Board of Directors

A. Annual Shareholders Meeting Report Report/Board Membership

The Annual Shareholder's meeting was held Wednesday, October 15, 2025. Chairman Nelson stated that the following nine Board Members were appointed the Board for the term October 15, 2025 through October 20, 2026. The members from each jurisdiction are as follows: Henrico – Tyrone Nelson, Dan Schmitt, and Terrel Hughes; Richmond – Odie Donald, Ellen Robertson, and Nicole Jones; Chesterfield – Jim Ingle, Barb Smith, and Dave Anderson.

B. Nominations and Elections of Officers

Ms. Smith stated that the recommendations from the Nominating Committee for the slate of officers were as follows: Chair – Tyrone Nelson, Vice Chair – Jim Ingle, and Secretary/Treasurer – Ellen Robertson. Mr. Anderson motioned to approve the recommendation, Ms. Robertson seconded, and the motion carried unanimously. Ms. Jones supported the current slate but noted that she was not contacted by the committee beforehand to weigh in on the decision of nominations for the year.

IV. Approval of September 30, 2025 Board Meeting/Retreat Minutes

Mr. Ingle motioned to approve the September 30, 2025 Board Meeting/Retreat minutes. Mr. Hughes seconded, and the motion carried unanimously.

V. Consent Agenda

A. Bus Wash Lane Two Upgrade

B. GRTC & RideFinders Corporate Bank Resolution Revision

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

VI. Operational Updates

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

- Transportation
 - There were 314 full-time operators, 104 paratransit operators, and 24 microtransit operators.
- Safety & Security
 - Eleven commendations were received for the entire system.
 - Valid complaints increased for fixed route, decreased for paratransit, and Microtransit increased.
 - Fixed Route preventable events increased.
 - Paratransit preventable events decreased.
 - Microtransit preventable events remained the same.
 - Public Safety Officers – Documented Public Safety Officer events totaled 42 for September.
 - New category is being followed regarding removal and trespassing incidents to keep the system secure.
 - Police response continues to be low.

- Public Safety Ambassadors (PSAs) assisted riders over 400 times in the field with information.
 - Unruly passengers requiring intervention remain elevated, reflecting the continued need for proactive presence.
- Facilities – Maintenance
 - Over 300 tasks were completed for Building Services Productivity and Field Services Productivity. Completion rate remains above 90% for both units.
 - Preventive maintenance completion remains steady above 80%.
 - Road Calls – Paratransit and Microtransit road calls are below annual average. Fixed-route road calls are above annual average – efforts underway to streamline processes and reduce non-essential/safety calls.

B. Ridership Performance

- BRT – 1st Quarter Total Boardings
 - FY2025 – 520,220
 - FY2026 – 536,805
- Express Ridership – 1st Quarter Total Boardings
 - FY2025 – 26,386
 - FY2026 – 25,591
- Local Fixed Routes – Average Daily Ridership 1st Quarter
 - Weekday – 30,958
 - Saturday – 22,917
 - Sunday – 17,541
- BRT – Average Daily Ridership 1st Quarter
 - Weekday – 6,611
 - Saturday – 4,723
 - Sunday – 3,487
- Express – Average Daily Ridership 1st Quarter
 - Weekday – 400
- LINK – Total Ridership 1st Quarter
 - Azalea – 9,442
 - Ashland – 7,411
 - Sandston – 4,681
 - Cloverdale – 2,488
 - Powhatan – 708
- LINK – Average Daily Ridership 1st Quarter
 - Azalea – 122
 - Ashland – 96
 - Sandston – 73
 - Cloverdale – 39
 - Powhatan – 11
- Paratransit – Total Ridership 1st Quarter
 - CARE/CARE Plus – 74,292
 - CARE On-Demand – 10,011
- Paratransit – Average Daily Ridership 1st Quarter
 - CARE/CARE Plus – 2,450
 - CARE On-Demand - 330

VII. Development Updates

Mr. Anderson stated that the Development Subcommittee met on Monday, October 20, 2025 at 3PM. Staff updated the committee on projects, approved the minutes, reviewed the consent agenda items, and discussed the requirements of in-person quorums vs virtual.

VIII. Financial Updates

Mr. Zinzarella reviewed the August 2025 Financials.

IX. CEO Report

- A. Ms. Adams announced that GRTC was highlighted and recognized as a LIT (Latinos In Transit) finalist for Transit Agency of the Year, which is also possible due to our partnership with WeDriveU. This award celebrates excellence in transit service, community impact, and innovation.
- B. Employees of the Month for September were Angela Allah – Transportation; Ashley Potter – Marketing and Communications; and Stephany Garcia – WeDriveU.
- C. Employees of the Month for October were Brittany Thornton – Transportation and Ethan Bennett – Finance.

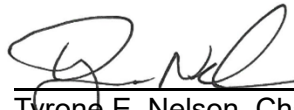
X. Board Chair's Report

No report.

XI. Adjourn

There being no further business, the meeting adjourned at 9:26AM.

APPROVED:



Tyrone E. Nelson, Chair
GRTC Board of Directors

November 18, 2025

Date