**TRAC Minutes**

**July 2021**

HRT’s Transit Riders Advisory Committee (TRAC) met on July 7, 2021 in the Southside board room. Chairperson Denise Johnson convened the meeting at 6 P.M.

TRAC members present were Denise Johnson, Robert Neely, Tondalaya Thomas, Melissa Osborne, Wilbert Bell, Heather Cutrone, and Alyson Swett.  
  
HRT staff in attendance were Rodney Davis, Henry Ryto, Alex Brink, Kim Darden, Shane Kelly, and Linda Carroll.

The May Minutes were approved as submitted. The motion to approve was by Heather Cutrone, seconded by Tondalaya Thomas.

TRAC Officers elections were held. Robert Neely was elected Vice Chairperson. He was nominated by Heather Cutrone, with the nomination seconded by Tondalaya Thomas. Heather Cutrone was chosen as Secretary. She was nominated by Melissa Osborne, the motion seconded by Tondalaya Thomas.

Shane Kelly briefed the committee on the updating of HRT’s Code of Conduct. Language is being clarified, a dress code established, and unattended baggage will be prohibited. The responsibilities of juveniles transiting and their supervising adults will be codified.

Director of Customer Relations Rodney Davis gave an update on proposed fare revisions for Routes 960 and 961. While the hotel housekeepers who ride the 960 opposed reducing the fare, the majority appear to support the reduction.

TRAC was briefed about ongoing masking oboard HRT services. 12 medical exemptions have been applied for, with 4 granted. During the first six months of 2021, Security was summoned to 19 masking disputes on buses.

Under his Director’s Remarks, Mr Davis noted:

1. August 19 will be the 10th Anniversary of The Tide, with all transit modes free that day. Additional fare-free rail service is under consideration.
2. A Customer Alert has gone out announcing the elimination of a bus stop for the Inbound 20 on Laskin Road.
3. 80 bus shelters now have solar-powered lighting installed.
4. A contract has been issued for repairing the sidewalks at the Newport News Transit Center, an issue of particular concern to Tondalaya Thomas.
5. CAFs submitted by TRAC members were reviewed.
6. HRT is currently short 84 Bus Operators.

Under the Service Reliability Plan, cancelled trips are down about 90% daily. HRT’s Planning Department is looking at options to extend evening hours on the Northside.

During Roundtable:

1. Tondalaya Thomas wished to extoll one of our newer Bus Operators.
2. Heather Cutrone praised a Bus Operator.
3. Melissa Osborne commended three Bus Operators.
4. Robert Neely recently visited Hawaii, and wondered if some of their fare payment options could be implemented here.

The meeting adjourned at 7 P.M. .