**TRAC Minutes**

May 2021

HRT’s Transit Riders Advisory Committee (TRAC) met on Wednesday, May 5. The meeting was held at HRT Headquarters, 3400 Victoria Blvd. in Hampton. Chairperson Denise Johnson convened the meeting at 6 P.M.

TRAC members in attendance were Denise Johnson, Tondalaya Thomas, Wilbert Bell, Heather Cutrone, Melissa Osborne, and Alyson Swett. HRT staff in attendance were Rodney Davis, Linda Carroll, Vince Jackson, Ashley Goodrich, Henry Ryto, Sherry Scott, and Theresa Dempsey. Attending from the general public was Renee Jones.

The March Minutes were approved as submitted. The motion to approve was by Tondalaya Thomas, seconded by Melissa Osborne.

VB Wave seasonal service will begin on May 23. There will be two changes with Route 30 this year. First, it will run every 15 minutes. Second, the 30 will run almost entirely on Atlantic Avenue.

The Service Reliability Plan will take effect May 9. Operations was asked how many weekly runs could be realistically staffed. Normal operations would be 399 weekly runs with 479 Bus Operators. The Service Reliability Plan is based on 317 weekly runs with 327 Bus Operators. The Northside will be reduced from 127 weekly runs to 109, while the Southside drops from 239 weekly runs to 186. (Virginia Beach board holds at 33 weekly runs.) There is little difference between the number of Bus Operators required on the Northside on a Saturday versus a weekday, forcing the modified Sunday plan.

Light rail fully staffed would have 23 Train Operators, but they currently have 19.

From Director of Customer Relations Rodney Davis’ remarks:

1. Rodney covered the various entities he’s spoken to in the runup to the Service Reliability Plan.
2. He thanked TRAC members for helping distribute Customer Alerts.
3. He welcomed TRAC’s two new members, Wilbert Bell and Heather Cutrone.
4. Mr. Davis reviewed CAFs submitted by TRAC members.

In her Chair’s Remarks, Denise Johnson thanked the two new TRAC members and HRT staff. She stated that this was probably the best TRAC committee HRT ever had.

Under Roundtable:

1. Melissa Osborne - Earlier Wednesday, the 115 wasn’t running, and the 114 didn’t show.
2. Tondalaya Thomas – Commended an 118 Operator for his professionalism and COVID-19 cleaning.
3. Heather Cutrone – Complained about the quality of some HRT farecards.
4. Alyson Swett – Inquired about the COVID-19 vaccination of Bus Operators.

Under Public Comment, Renee Jones spoke of being passed by a bus. (That, and other concerns of her’s, were later addressed after the meeting.)

Meeting adjourned at 7:07 P.M.