**TRAC Minutes**

**November 2021**

HRT’s Transit Riders Advisory Committee (TRAC) met on November 3, 2021, in the southside Administration Building’s boardroom at 18th Street. The meeting was convened by Chairperson Denise Johnson at 6 P.M.

TRAC members in attendance were Chairperson Johnson, Tondalaya Thomas, Robert Neely, Melissa Osborne, and Alyson Swett.

HRT staff present were Rodney Davis, Linda Carroll, Antoinette White, Sam Sink, Ali Sturm, and Henry Ryto.

The July Minutes were approved. The motion was by Robert Neely, seconded by Tondalaya Thomas.

The September minutes were approved. The motion was by Robert Neely, seconded by Tondalaya Thomas.

Sam Sink gave a presentation on the Naval Station Norfolk Transit Corridor Project. Initially, 18 possible alignments were considered. Currently, four possible alignments are being explored: Military Highway Station to the Main Gate, Military Highway Station to Gate 4, Newtown Road Station to the Main Gate, and Newtown Road Station to Gate 4. Approximately 12 months will be spent studying the possibilities, with a Locally Preferred Alternative (LPA) to emerge from the process.

Antoinette White briefed the committee on the November service board effective November 14. The changes are derived from HRT’s 10-year strategic plan. Major changes will be implemented in Chesapeake (Routes 6, 13, 14, and 58) and Newport News (Routes 108, 111, and 112). Routes 55 and 116 will be eliminated.

Rodney Davis made his Director’s Remarks:

1. 4,223 trips were cancelled in April. As a result of the implementation of the Service Reliability Plan, in May that number was down to 1,073 trips.
2. HRT will soon be experimenting with electronic fare payment systems.
3. In May 2022, HRT will launch two microtransit pilots, one in Newport News and one in Virginia Beach. They will be six months in duration.
4. A set of three video screens will be mounted in each of the transit centers. One will provide arrival times, one will provide departure times, and the third will provide customer service alerts, marketing, advertising, safety, and security alerts.
5. If resources are available, 15-minute service will start on Routes 101, 112, and 144 in October 2022.

Chairperson Denise Johnson thanked Rodney Davis, Antoinette White, Sam Sink, and the TRAC Committee for their work.

During the Roundtable:

1. Mr. Henry Ryto asked when the doors on the northside of the DNTC would be fixed. Mr. Davis said he had discussed this with Facilities and part of the problem has to do with an issue with the supply chain.
2. Ms. Thomas asked if it was intended that there was no overhead covering on the outside of the DNTC for passengers waiting for their bus at the bays. Mr. Davis said the overhead was designed to enable light and precipitation for the plants.
3. Ms. Swett said she was excited about the light rail expansion.
4. Ms. Laverne McMillan, Supervisor, Operation Department asked if any consideration had been given to establishing dedicated bus lanes. Ms. Sam Sink responded to her question.
5. Ms. Sturm, Supervisor, Operations, said she was interested in seeing how things worked out on the Route 980 once initiated. She said she was also interested in the impact of the fare change on the Route 960.
6. Ms. Osborne commended Lisa (an operator on the Route 115). She also said there were drunken loiterers at the stop on King St. in front of 7-11. Mr. Davis said he would pass this on to Security.
7. Mr. Neely asked when the northside service hours would be expanded. Mr. Davis said the challenge was ensuring HRT had the required number of operators to expand the service hours, but he would pass this concern on to Planning.

The meeting adjourned at 7:01 P.M.