**TRAC Minutes**

**September 2021**

HRT’s Transit Riders Advisory Committee (TRAC) met on Wednesday, September 1, 2021, in the board room in Hampton. Chairperson Denise Johnson convened the meeting at 6pm. TRAC members in attendance were Denise Johnson, Melissa Osborne, Heather Cutrone, and Robert Neely. HRT staff in attendance were Rodney Davis, Henry Ryto, Jennifer Dove, and Don Lint

The July minutes were not approved for lack of a quorum.

Ms. Jennifer Dove, Civil Rights & Grants Program Coordinator, provided a presentation on the Title VI Fare Change Analysis pertaining to the fare reduction for the Routes 960 and 961.

The MAX Route 960 runs from the DNTC to the Virginia Beach oceanfront, and the Route 961 runs from DNTC to the HTC and NNTC. The public was surveyed during the analysis. Sixty-four of those surveyed were for the change and 23 were opposed. Most of those who were opposed were daily riders who work at the hotels on the oceanfront. They were concerned, based on their experience during the last free fare period, that some passengers will just ride to ride and not behave in an orderly fashion while onboard if there is no fare. After reviewing the data, it was determined that there was no disproportionate burden on disadvantaged populations resulting from the proposed fare changes. Henry Ryto made the point that low income is not a basis for a discrimination complaint in accordance with the Civil Rights Act, however, it was added as a factor for service planning only by the Federal Transit Administration.

Mr. Don Lint, Construction Projects Coordinator, provided a presentation on the planned construction at the NNTC which is expected to begin in October 2021. He said the construction will take between 90 and 120 days and require the temporary relocation of the buses to 35th Street between Washington and West, and to Washington Street between 37th and 39th. Mr. Lint also said that as of September 1, all bus shelters have been replaced and that shelter installation in support of the Regional Transit System is ongoing.

Mr. Lint said during the construction there will be access to the NNTC on 34th street as well as two emergency exits during this construction. The plan is for the reconstruction to take 90 to 120 days. He said they hope to begin on October 1 of this year. He showed the map displaying the location of the temporary stops. There will be no shelters at the temporary stops because there is not enough room for shelter installation. Trash cans will be placed at the stops. The Routes 64, 121, and 400 series as well as the 966, 967, and 972 will line up on Washington Street between 37th and 38th. The Routes 101, 103, 104, 105, 106, and 107 will line up on 35th St. between Washington Ave. and West Ave. The Routes 112 and 961 will line up on Washington adjacent to the clocktower. The construction plan provides for a larger loop to accommodate more buses and additional parking.

Mr. Rodney Davis, Director of Customer Relations, reviewed the complaints and compliments submitted by TRAC members. He thanked the TRAC for distributing more than 200 flyers on the north and southside promoting vaccinations at the transit centers. He said it was a shame Ms. Tondalaya Thomas could not attend the meeting to receive a copy of the Link with an article in which she was featured.

Mr. Davis said he had received reports from Mr. Bell and from Ms. Johnson that the DNTC closed early on several nights. He said this happened because security guards were not available, so the building had to be closed early.

Mr. Davis said the service board normally scheduled for October has been rescheduled to November 14. He also said the VB Wave will adhere to its post-summer schedule from September 7 through September 30.

During the Roundtable:

1. Ms. Melissa Osborne, Hampton Representative, complained that the foliage needed to be trimmed at a bus stop (#2896) on N. King Street.
2. Mr. Neely, Newport News, complained about cigarette butts on the ground at some of the transit centers. Mr. Neely complimented a bus operator (Route 115) for stopping for him at a stop when he was trying to catch the bus. He said she said she is always smiling and on time.
3. Ms. Jacqueline McRae, Bus Operations Supervisor, complained that the grass needed cutting at the bus stop (#6111) on Mercury Blvd just past Amazon.
4. Mr. Lint said that more than 100 bus shelters have been installed and that if a shelter is not white with a green top it is not an HRT shelter. He said Facilities will be adding 160 more shelters to the stops under the RTS program.
5. Ms. Sherry Scott thanked the TRAC for the compliments about the operators and said they need to hear those as much as the complaints.

The meeting adjourned at 7 P.M. The next TRAC meeting will be on November 3, 2021, in the board room in Norfolk at 6pm.