**TRAC Minutes**

**January 2022**

The Transit Riders Advisory Committee (TRAC) met on Wednesday, January 5, 2022, in Hampton. Chairperson Denise Johnson convened the meeting at 6 P.M. TRAC members in attendance were Denise Johnson, Robert Neely, and Alyson Swett.

HRT staff in attendance were Rodney Davis, Antoinette White, Henry Ryto, and Theresa Dempsey.

The November Minutes were *not* approved, due to the lack of a quorum.

TRAC Staff Liaison Henry Ryto reviewed the 2022 meeting calendar with committee members.

Antoinette White asked for feedback from the November 14 service board implementation. There was no feedback.

Ms. White provided an overview on the Norfolk Redesign. She said the plan was approved by the Norfolk City Council and is scheduled for implementation in January 2023. Routes 4, 5, 9, 11, and 25 will be eliminated. Routes 7 and 962 will be added. Routes 1 & 2 will operate on a 15-minute frequency throughout the day. Some TRAC members expressed their concern about the distances customers will be required to walk based on the plan.

Ms. White provided an overview on the Naval Base Circulator. She said a private contractor would operate a circulator on Naval Station Norfolk in July 2022, between 5am and 6pm. She also discussed the microtransit pilot stating there would be two zones, one in Newport News, and one in Virginia Beach.

Mr. Davis showed the promotional video on the real-time bus information available to customers on their phones. Riders will be able to access the information on our website.

Mr. Davis discussed the trend line in delayed and canceled trips between January and December 2021, stating that the number of canceled trips decreased substantially upon implementation of the Service Reliability Plan. Afterwards, he reviewed the new process for handling paratransit complaints.

During his “Director’s Remarks”, Mr. Davis reviewed complaints submitted by TRAC members. He noted that he had handed out the MLK Day Customer Alert. He stated weather issues adversely impacted operations on January 3. He said the number one complaint category during the previous two months was passengers claiming they were passed by buses at stops. Finally, Mr. Davis said third party apps have been removed from the HRT website, as they’re prone to error.

During her Chair Remarks, Ms. Johnson thanked the HRT staff and TRAC for their work.

During the Roundtable, Robert Neely updated TRAC on Newport News transportation projects.

The meeting adjourned at 6: 50 P.M.