**TRAC Minutes**

**May 2022**

The Transit Riders Advisory Committee (TRAC) met on Wednesday, May 4,

2022 in Hampton. The meeting was convened by Chairperson Denise Johnson at 6pm.

TRAC members in attendance were Chairperson Denise Johnson, Vice Chair Robert

Neely, Secretary Heather Cutrone, Newport News representative Melissa Osborne, and

Norfolk representative Alyson Swett.

The HRT staff in attendance were Rodney Davis, Henry Ryto, Jennifer Dove, Linda Carroll, and Danielle Burton.

The March minutes were approved as submitted. The motion was by Melissa Osborne, seconded by Alyson Swett.

Jennifer Dove is working on HRT’s three-year DBE goal, for FY 2023-25. There is a federal requirement for such. The new goal is due to the FTA by August 1. The current goal is 8%. There are 2,700 certified DBEs in Virginia. DBE is the federal equivalent of SWAM at the state level. Ms. Dove plans to be at our July meeting with the new goal.

Mr. Davis presented the results of the Transit Center Survey to the TRAC.  He said that generally, customers complimented Customer Service Representatives at the three transit centers where the survey was conducted.  However, some asked why the transit center customer service booths were neither open on the weekends nor available after 5pm or 7pm.  Customers were complimentary about the cleanliness and security at NNTC and HTC.  They were critical of cleanliness and security at the DNTC.  Snack machines received good comments at all three transit centers, but some customers stated the machines at times do not give change or were out of order.  Customers expressed a strong interest in electronic fare payment.  Customers asked when regular service will resume on the northside.  Customers complimented the appearance (uniform appearance) of northside bus operators, but they were critical of the uniform appearance of operators on the southside.  Customers complimented the TRAC.

On May 23, bus operations at the Hampton Transportation Center (HTC) will temporarily move to nearby Franklin Street while construction is done at HTC.

The first phase of the Regional Transit System is slated to begin on the Northside in conjunction with the October 2022 service board.

The meeting ended at 7 pm. The next meeting will be on July 6, 2022, in Norfolk.