**TRAC Minutes**

**May 2023**

Hampton Roads Transit’s Transit Riders Advisory Committee (TRAC) met on May 3, 2023, in Hampton in the headquarters boardroom at 6 P.M.

TRAC members in attendance were Chair Denise Johnson, Vice Chair Robert Neely, Melissa Osborne, and Ben Grau.

HRT staff present were Henry Ryto, Sherry Scott, and Rodney Davis.

Given the lack of a quorum, the March minutes were not approved, and the TRAC officer elections were not held.

A briefing on the May 14 service board changes was provided by Antoinette White. Thirty-minute service will return to Routes 103, 104, and 961. Excess time on Route 112 between Patrick Henry Mall and Jefferson & Denbigh will be trimmed. Route 114 will have 15-minute frequency during peak times Monday through Friday. There will be minor schedule adjustments to the Routes 24 and 33. Timing adjustments will be made on Routes 15, 41, 44, and 108.

TRAC was joined by Commissioner Andria McClellan. Commissioner McClellan discussed her continued support for a customer-centric focus and the advancement of HRT’s technology.

Rodney Davis provided Director’s Remarks. He said July will be Robert Neely’s last TRAC meeting, while Melissa Osborne will serve one more year. He reviewed TRAC CAFs.

In her Chair’s Remarks, Denise Johnson thanked HRT staff for their support. She also expressed her appreciation for TRAC’s support of the American Bus Benchmarking Group survey collection effort. Ms. Johnson went on to discuss her trip to Washington, DC, on April 19 and 20. She said that she, Chair Ross-Hammond, Commissioner Bullock, and HRT Organizational Advancement Officer Noelle Pinkard, met with Senator Mark Warner’s staff, Congressman Bobby Scott, and Congresswoman Jen Kiggans. Ms. Johnson said the purpose of the trip was to advocate for HRT and that the trip was very rewarding. She said her bus experience came in handy because Congressman Scott asked her how many stops there were on the Route 114, and she was able to provide the correct response.

During Roundtable:

Robert Neely

1. Addressed bridge construction in Denbigh.
2. Reported that overgrown foliage is obscuring Stop 2696.
3. Advocated for bus shelters on Denbigh Boulevard for Route 111.

Ben Grau

1. Requested consideration of 15-minute service along Warwick Boulevard.
2. Asked why the gohrt.com real-time bus arrival times were not always accurate. Ms. Johnson said her experience had been that the times were accurate. Mr. Davis said the times had been accurate for him, but he would check into his concern.
3. Asked if it would be feasible to use QR codes at bus stops for accessing schedule information. Mr. Davis explained that for IT security reasons, it has been determined that QR codes are best used for short periods of time.

The meeting adjourned at 6:42 P.M.