



## **Meeting of the Transportation District Commission of Hampton Roads**

Thursday, November 9, 2023, at 1:00 p.m.  
3400 Victoria Boulevard, Hampton, VA – In Person - Zoom

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A meeting of the Transportation District Commission of Hampton Roads will be held on Thursday, November 9, 2023, at 1:00 p.m., 3400 Victoria Boulevard, Hampton, VA.

The meeting is open to the public and in accordance with the Board's operating procedures, and in compliance with the Virginia Freedom of Information Act, there will be an opportunity for public comment at the beginning of the meeting.

The agenda and supporting materials are included in this package for your review.



## **Meeting of the Transportation District Commission of Hampton Roads**

Thursday, November 9, 2023, at 1:00 p.m.

3400 Victoria Boulevard, Hampton, VA at 1:00 p.m. in Person  
– Zoom

### **Call to Order & Roll Call**

#### **1. Public Comments**

#### **2. Approval of October 26, 2023, Meeting Minutes**

#### **3. President's Monthly Report - William Harrell**

##### **A. Board Updates**

#### **4. Committee Reports**

##### **A. Audit & Budget Review Committee - Commissioner Gray/ Conner Burns, Chief Financial Officer**

- October 2023 Financial Report will be presented at the December 2023 Meeting

##### **B. Management/Financial Advisory Committee – Commissioner Eisenberger/ Conner Burns, Chief Financial Officer**

##### **C. Operations & Oversight Committee - Commissioner Glover/ Sonya Luther, Director of Procurement**

- No procurement items to be voted on.

##### **D. Planning/New Starts Development Committee – Commissioner Ross-Hammond/ Ray Amoruso, Chief Planning & Development Officer**

##### **E. External/Legislative Advisory Committee - Commissioner Bullock/ Alexis Majied, Chief Communications and External Affairs Officer**

##### **F. Smart Cities & Innovation Committee – Commissioner McClellan/ Michael Price, Chief Information/Technology Officer**

G. Paratransit Advisory Subcommittee – Chair Troy Bowser/  
Keith Johnson, Paratransit Services Contract Administrator

H. Transit Ridership Advisory Sub-Committee – Ms. Denise Johnson, Chair/  
Rodney Davis, Director of Customer Relations

5. Old and New Business
6. Comments by Commission Members
7. Closed Session
8. Adjournment

**The next meeting will be held on Thursday, December 14, 2023, at 1:00 p.m.  
At 509 E. 18<sup>th</sup> Street, Norfolk, VA**



## Meeting Minutes of the Transportation District Commission of Hampton Roads

Thursday, October 26, 2023, • 1:00 p.m. 509 E. 18<sup>th</sup> Street,  
Norfolk VA, and Hybrid (Zoom) Meeting

### **Call to Order.**

A quorum was attained, and Chairwoman Woodbury called the meeting to order at 1:00 p.m.

### **Commissioners in attendance:**

Chairwoman Woodbury, Newport News  
Vice-Chair Don Carey, Chesapeake  
Past Chair Ross-Hammond, Virginia Beach  
Commissioner McClellan, Norfolk  
Commissioner Johnson, Chesapeake  
Commissioner Daughtery, VDRPT - Zoom  
Commissioner Gray, Hampton  
Commissioner White, Hampton  
Commissioner Bullock, Newport News  
Commissioner Houston, Norfolk  
Commissioner Glover, Portsmouth  
Commissioner Spruill, Senate of Virginia Representative

### **Hampton Roads Transit Staff in attendance:**

Ray Amoruso, Chief Planning and Development  
Tammara Askew, Administrative Support Technician (Zoom)  
Monique Battle, Associate Project Manager (Zoom)  
Keisha Branch, Director of Capital Programs  
Amy Braziel, Director of Contracted Services and Operational Analytics  
Donna Brumbaugh, Director of Finance (Zoom)  
Conner Burns, Chief Financial Officer  
Danielle Burton, Asst. Manager of Bus Transportation  
David Burton, General Counsel, Williams Mullen  
Sherri Dawson, Director of Transit Development (Zoom)  
Rodney Davis, Director of Customer Relations  
Sheri Dixon, Director of Revenue Services (Zoom)  
Jerry Dunkley, Sr. Manager of Operations Training  
Vanity Faulkner, Budget Analyst, (Zoom)  
April Garrett, Sr. Executive Assistant  
Angela Glass, Director of Budget & Financial Analysis (Zoom)  
Wayne Groover, Director of Rail Maintenance  
Shelia Gulledge, Manager Technology PMO  
Heather Harmon, Sr. Staff Accountant  
William Harrell, President, and CEO  
Danielle Hill, Director of Human Resources

Ashley Johnson, Assistant Director of Budget and Financial Analysis (Zoom)  
Shane Kelly, Manager Security & Emergency Preparedness, (Zoom)  
Robert Lee, RTS Program Manager  
Don Lint, Construction Project Coordinator  
Sonya Luther, Director of Procurement  
Patrick McGowan, Manager of Rail Transportation (Zoom)  
Alexis Majied, Chief Communications & External Affairs Officer  
Tracy Moore, Director of Transportation (Zoom)  
John Nason, Director of Bus Maintenance (Zoom)  
Sophia Owen-Allen, Staff Auditor (Zoom)  
Sibyl Pappas, Chief Engineering & Facilities Officer  
Michael Perez, Operations Project & Contract Administrator (Zoom)  
Michael Price, Chief Information Officer/CTO  
Chad Pritchett, Senior Budget Analyst (Zoom)  
Luis Ramos, Sr. Executive Administrator/Commission Secretary  
Shleaker Rodgers, Quality Assurance Auditor (Zoom)  
Dawn Sciortino, Chief Safety Officer (Zoom)  
Ben Simms, Chief Transit Operations Officer  
Brian Smith, Deputy CEO  
Adrian Tate, Finance Manager (Zoom)  
Alex Touzov, Director of Technology Services (Zoom)  
Robert Travers, Corporate Counsel  
Fevrier Valmond, Deputy Director of Procurement (Zoom)  
Jessica White, Contract Administrator  
Kim Wolcott, Chief Human Resources Officer (Zoom)  
Kristine Woodbury, Contract Specialist

**Others in attendance via phone/(Zoom)/In-Person:**

Andrew Ennis, Transit Rail Safety & Emergency Management Administrator, DRPT (Zoom)  
Jack Gallagher, WSP  
Mark Geduldig-Yatrofsky, Portsmouth Citizen  
Angela Hopkins, City of Newport News  
Denise Johnson, Chair, Transit Riders Advisory Committee  
Alt. Commissioner Uros Jovanovic, City of Virginia Beach  
Angela Hopkins, City of Newport News  
Jessica Klion, Foursquareitp  
Ina Kreps, Portsmouth, Citizen  
Milo Magno, WSP  
Shelia McAllister, City of Newport News  
Simon Moshab, WSP  
Dan Sonenklar, VDRPT  
Michael Pudhorodsky, Progressive4nfk  
Rebecca Spurrier, City of Hampton  
Katerine Surret, Community Brain Injury Services  
Brian Swets, City of Portsmouth  
Janice Taylor, League of Women Voters (Zoom)  
Andy Zalewski, Foursquareitp

The TDCHR meeting package was distributed electronically to all Commissioners in advance of the meeting. The meeting package consisted of:

- Agenda
- Meeting Minutes
- President's Report Presentation
- Social Media Analytics
- Financial Reports
- Committee Reports

### **Public Comments**

No comments from the Public.

### **Approval of September 26, 2023, Meeting Minutes**

A motion to approve the September 26, 2023, minutes was made by Commissioner Ross-Hammond and properly seconded by Commissioner McClellan. A roll call vote resulted as follows:

Ayes: Woodbury, Carey, Ross-Hammond, Gray, Johnson, Daughtery, White, Bullock, Houston, and Spruill

Nays: None

Abstain: None

**NOTE:** Commissioner Glover and Commissioner McClellan arrived shortly thereafter.

### **President's Monthly Report**

Dr. Brian Smith welcomed everyone to the meeting. Dr. Smith reminded the Commission of the upcoming "State of Transit" event, Transit Means Business, being hosted by HRT, Williamsburg Area Transit Authority and Suffolk Transit. This event will take place the morning of November 28, 2023 at HUB757, in Suffolk.

Dr. Smith called on Ms. Majied, Chief Communications Officer, to update the Commission on the Why I Ride campaign. Ms. Majied mentioned that when asking the customers why they ride Hampton Roads Transit, it boiled down to four reasons, or four E's, and that's Employment, Education, Essential appointments, and Entertainment. A short promotional video was played featuring four customers discussing why they take light rail to work. The first video in this campaign showed Mr. Ben Grau describing why he uses the bus to get to work in Newport News at the shipyard.

Ms. Majied noted that hearing customers telling their transit success stories and amplifying their voices reminds us of our importance in keeping the region moving, and it also helps us to advocate for more support of public transit.

Dr. Smith reported on items included on the board package this month including the quarterly Balanced Scorecard, the Gold Award recognition HRT has received from HRSD related to environmental compliance at the Southside operations facility in Norfolk, and recent public outreach events.

Dr. Smith invited Ms. Jamica Baker to provide a brief update professional and organizational development activities happening through HRT's L.E.A.D. program. Ms. Baker reported on the purpose of the program and the number of classes and graduates from across the organization, including an increasing number of Bus Supervisors.

On Mr. Harrell's behalf, Dr. Smith was joined by Mr. Ben Simms, Mr. John Reed, President of ATU Local 1177, and Chairwoman Woodbury, as a Presidential Coin was presented to Bus Operator Bonnie Simpson in recognition of her extraordinary actions that helped save the life of a customer who was riding the bus on Labor Day.

### **Audit & Budget Review Committee**

Commissioner Gray stated that External Auditors will be presenting their FY 2021 Audit Report to the Commission. Commissioner Gray called on Mr. Conner Burns, Chief Financial Officer to introduce the Audit Team.

Mr. Burns called on Ms. Leslie Roberts, Partner with Brown Edwards and Ms. Danielle Nikolaisen, Director of the audit. Ms. Roberts reviewed the presentation with the Commission and stated that the FY 2021 audit received a grade of unmodified audit, which is the highest level of assurance that can be received on financials on operations, and balances for the fiscal year and at the end of the year balances.

Mr. Burns presented the financial report for October 2023. Discussion ensued concerning the how to apply any Operating surplus balance towards the end of the fiscal year. Commissioner Carey suggested having a work session closer to the end of the fiscal year to discuss the use of any surplus balance.

### **Management and Financial Advisory Committee (MFAC)**

Commissioner Eisenberger stated that the committee met on Monday, October 23, 2023. Mr. Eisenberger mentioned that Mr. Burns updated the committee on the September financials.

As part of budget tracking by MFAC, Mr. Eisenberger mentioned HRT staff briefed MFAC on how positions are reflected in the budget. Mr. Eisenberger also noted the upcoming free fare day, on Election Day, November 7th, and the committee will be following on ridership counts at the next MFAC meeting.

### **Operations and Oversight Committee**

The Operations and Oversight Committee met on Thursday, October 12, 2023, in Norfolk.

Three contracts were presented to the Committee for approval. After Committee consideration, all contracts are recommended for approval and are brought before the Board as a motion for approval

from the Operations and Oversight Committee. Ms. Luther presented the following contracts to the board:

**Contract No. 23-0025 – Applicant Tracking Solution and Learning Management System (Renewal)** To award of a contract to Arcoro Holdings Corp. to provide an applicant tracking solution and learning management system in the not-to-exceed amount of \$121,998.00 over a three-year period.

**Contract No.23-00246 – Heavy Duty Bus Batteries (Renewal)** To award of contract to Parts Authority LLC to provide heavy duty bus batteries in the not-to-exceed amount of \$961,003.80 over a five-year period.

**Contract No. 23-00245 – Mechanics Tool Supply Services (Renewal)** To award of a contract to Snap-On Industrial to provide tool supply services for HRT’s mechanics, in the not-to-exceed amount of \$223,125.00 over a five-year period.

A recommendation was made by the Operations and Oversight Committee to approve the following contracts, **Contract No. 23-0025 – Applicant Tracking Solution and Learning Management System (Renewal)**, **Contract No.23-00246 – Heavy Duty Bus Batteries (Renewal)** and **Contract No. 23-00245 – Mechanics Tool Supply Services (Renewal)** and was properly seconded by Commissioner McClellan. A roll call vote resulted as follows:

Ayes: Woodbury, Carey, Ross-Hammond, Gray, Johnson, McClellan, Daughtery, White, Bullock, Houston, Glover, and Spruill

Nays: None

Abstain: None

Commissioner Glover reported on the operational update received from Mr. Tracy Moore.

Commissioner Glover also provided notice that due to not having any procurement items to be brought to the Commission for approval next month, the November Operations & Oversight Committee is cancelled, and the next Operations & Oversight Committee meeting will be on December 7, 2023, at 10:00 a.m. in Norfolk.

### **Planning and New Starts Committee.**

Commissioner Ross-Hammond stated that the committee did not meet for the month of October.

### **External Legislative Affairs Committee**

Commissioner Bullock congratulated Ms. Katie Fenimore on being selected as a “Top 40 under 40” honoree by Inside Business. Ms. Fenimore serves as the Marketing Communication Strategist.



Commissioner Bullock stated that the committee approved a Resolution to be brought forward to the Commission next month, recognizing the importance of Transit Equity and honoring the legacy of Rosa Parks. The Resolution will be presented to the full Commission for consideration at the regular scheduled December meeting.

The committee also reviewed the proposed 2024 Federal and State Legislative Priorities.

Commissioner Bullock encouraged widespread participation of Commissioners and others at the State of Transit event "Transit Means Business" on November 28, 2023, the event will take place at the HUB757, in Suffolk. Commissioner McClellan also noted the importance of this event and encouraged council members and others to spread the word.

### **Smart Cities and Innovation Committee**

Commissioner McClellan mentioned that the committee met October 12, 2023. The committee received an Electrification update provided by Ms. Sibyl Pappas, Chief Engineering & Facilities Officer. Commissioner McClellan provided an overview of the update that the Committee received and discussed on mobile ticketing.

Commissioner McClellan presented an open invitation for any Commissioner to attend the Smart Cities & Innovation meetings. The Smart Cities & Innovation committee next meeting will be in December 2023, in Norfolk.

### **Paratransit Advisory Sub-Committee (PAC)**

Mr. Keith Johnson stated that the PAC met October 11, 2023. Mr. Keith gave a brief report, the next PAC meeting will be held on December 13, 2023, in Norfolk.

### **Transit Ridership Advisory Sub-Committee (TRAC)**

Ms. Denise Jonson stated that TRAC did not meet this month, next meeting will be on November 1, 2023, in Norfolk.

### **Old and New Business**

Dr. Smith called upon Ms. Jennifer Dove, Civil Rights/Grants Program Manager, to provide a presentation of the Title VI Equity Analyses and related information for Proposed Service Changes in November 2023.

Mr. David Burton read Resolution 03-2023 Title VI Equity Analyses for Proposed Service Changes in November 2023.

A motion to adopt Resolution 03-2023 was made by Commissioner McClellan and properly seconded by Commissioner Ross-Hammond. A roll call vote resulted as follows:

Ayes: Woodbury, Carey, Ross-Hammond, Gray, Johnson, McClellan, White, Bullock, Houston, and Glover and Spruill.

Nays: None

Abstain: None

Dr. Smith called upon Ms. Noelle Pinkard for a brief overview of 2024 Legislative Priorities. Ms. Pinkard noted that at the last regular meeting in September, the 2024 Legislative Priorities were reviewed and then, following additional discussions by the ELAC committee, one update was made to the State preamble section to insert a reference the connection between transit and affordable housing.

Commissioner McClellan motioned for adoption of the 2024 Legislative priorities, which was properly seconded by Commissioner Bullock. A roll call vote resulted as follows:

Ayes: Woodbury, Carey, Ross-Hammond, Gray, Johnson, McClellan, Daughtery, White, Bullock, Houston, and Glover and Spruill.

Nays: None

Abstain: None

Commissioner Woodbury asked for a motion to approve and adopt the FY 2021 Audit. Commissioner Ross-Hammond motioned for approval and adoption of the FY2021 Audit and the motion was properly seconded by Commissioner Houston. A roll call vote resulted as follows:

Ayes: Woodbury, Carey, Ross-Hammond, Gray, Johnson, McClellan, White, Bullock, Houston, and Glover and Spruill.

Nays: None

Abstain: None

**Commissioner Comments:**

Chairwoman Woodbury thanked everyone for their commitment and participation during the meeting.

**Adjournment**

With no further business to conduct, the meeting adjourned at 2:34 p.m.

**TRANSPORTATION DISTRICT COMMISSION  
OF HAMPTON ROADS**

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**Patricia Woodbury  
Chair**

**ATTEST:**

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**Luis Ramos**  
**Commission Secretary**  
**October 26, 2023**



# President's Report

## October 2023



### Southside Operations Earns Gold for Environmental Excellence

HRT's Southside Operations Complex earned a Gold Award from Hampton Roads Sanitation District for its commitment to environmental excellence. Gold is awarded to HRSD permittees who have shown perfect compliance, with no administrative or technical violations, for one to four years. This is the fourth year in a row HRT has won this award.



### VB Wave Trolley Operators Honored by VA Restaurant, Lodging & Travel Association

On October 10th HRT's trolley operators were recognized by the Virginia Restaurant, Lodging, and Travel Association. They were among 300 nominees honored during the 2023 "Ordinary Awards" ceremony in Richmond. The trolley operators were selected as finalists in the Hospitality Hero – Business/Organization category. Trolley Operators Linda Smith and Jordan Freeman represented the agency at the awards ceremony. We congratulate the operators on their nomination.



### HRT Participates in Senior Fest at ODU

Around 600 people attended this year's Senior Fest at ODU. Keith Johnson, Paratransit Services Contract Administrator and Tiffany McClain, Traffix Program Manager were there answering questions about reduced fares for seniors and paratransit services. This annual event is hosted by the Norfolk Sheriff's office for residents aged 55 and older. It was held at Chartway Arena on October 4th. Free flu shots and health screenings were available. Attendees also enjoyed lunch, entertainment, and door prizes.



### IDEA Committee Co-Chair Represents HRT at WTS DEI Discussion

Organizational Advancement Officer, Noelle Pinkard was among four panelists selected to speak at the Women's Transportation Seminar (WTS) Hampton Roads Chapter annual Diversity, Equity, and Inclusion luncheon. Ms. Pinkard discussed her dedication to public transit and what sparked her interest in DEI. Last year, she encouraged HRT to join the American Public Transportation Association's Racial Equity Commitment Pilot Program.



### Hampton High School Students Visit 18th Street Facility

A group of students from Hampton High School visited HRT to learn about career opportunities in public transit. Staff from Technology, Planning, Operations, and Marketing & Strategic Communications spoke to the students about what they do and how they got started. The students and teachers toured the administrative offices, training, and servicing centers. The teens were particularly interested in the bus simulator and enjoyed seeing a demonstration. Before leaving, one student mentioned that he would like to work at HRT.



## President's Letter

November 2023

### 757 EXPRESS SERVICE EXPANDS TO SOUTHSIDE

This month, Hampton Roads Transit will expand its 757 Express Program by bringing 15-minute peak period frequency back to Route 20. This will be the first 757 Express route to come to the Southside. But it won't be the last.

For more than a hundred years, people have relied on public transportation to get back and forth between Norfolk and Virginia Beach. Long before there was an interstate or a boulevard connecting the two cities, the so-called interurban passenger railway ran from Norfolk to the Oceanfront, according to railway enthusiast and publisher of American-Rails.com, Adam Burns. For decades, Norfolk Southern Railway operated 48 miles of track between Norfolk and Virginia Beach until the 1940's when it was replaced by bus service.

Today, Route 20 is the busiest bus route in the Commonwealth of Virginia. The average daily ridership is about 2,000 customers. Prior to the Covid-19 Pandemic, the average daily ridership was between 3,000 and 3,500. We have seen a steady increase in ridership over the last couple of years and anticipate the return of 15-minute peak period frequency will help push us past pre-pandemic numbers.

Nineteen buses serve Route 20, which runs 24 miles along Virginia Beach Boulevard from Norfolk to Virginia Beach. If you were to ride from end-to-end it would take an hour and forty-five minutes. It's a vital resource for workers in the hospitality industry at the Oceanfront and those looking to reach the Business District in Downtown Norfolk. It also carries people to shopping hubs such as Town Center and Hilltop in Virginia Beach. Route 20 also provides access to Sentara Leigh Hospital and the surrounding medical facilities.

Beginning Monday, November 13, commuters will have the convenience of being able to catch a bus every 15 minutes during the peak hours of 6:00 a.m. to 9:00 a.m. and 3:00 p.m. to 6:00 p.m. every weekday.

We are excited about bringing 757 Express service to our Southside customers. We look forward to further expansion next year when we add Routes 1 and 15 to the 757 Express umbrella of services. With those routes added, we'll be nearly half-way to our goal of implementing increased frequency on all 13 regional backbone routes.

When the 757 Express Program is fully implemented, it will result in nearly 200,000 additional revenue hours and more than 2.4 million additional revenue miles of service annually. Full implementation is contingent on hiring enough bus operators, mechanics, and support staff. Our recruitment efforts are continuing in earnest.

Sincerely,

**William E. Harrell**

President and CEO

Hampton Roads Transit





### 757 Express Expansion with Launch of Route 20

This month, Hampton Roads Transit is expanding the 757 Express with the launch of 15-minute service on the Route 20. A small ceremony is planned for Monday, November 13th at the bus loop next to Newtown Road Station. This will be the first 757 Express route on the Southside, bringing increased service during peak hours to the state's busiest bus route. The Route 20 runs 24 miles from Downtown Norfolk to the Virginia Beach Oceanfront, providing a much-needed resource to workers in the hospitality industry.



### New Bus Stop Signage Installation Begins

Newly designed bus stop signs are going up across the service area. As part of a pilot program, Facilities is in the process of replacing signage at hundreds of stops impacted by the November board change. The goal is to standardize HRT's bus stop signage across the board, while minimizing vandalism, emphasizing visibility, prioritizing sustainability, and ultimately optimizing both the operator and customer experience at bus stops. The design will make it easier to implement future changes. Stickers or decals can easily be placed over an individual section without needing to replace the entire sign.



### Public Meetings Held on Connecting Chesapeake

HRT and the City of Chesapeake held a series of meetings on the future of public transit in the city. In October, Planning and Public Outreach hosted two public meetings and one pop-up event in the City of Chesapeake. Attendees learned about the benefits of high-capacity transit and how the project could connect the City of Chesapeake with the rest of the Hampton Roads region. Attendees were able to leave comments and feedback on the various high-capacity transit options and potential impacts.



### Admin Staff Asked to "Ride-a-Mile"

October saw the return of the agency's Ride a Mile initiative. All administrative staff are required to utilize HRT bus, light rail and/or ferry services at least once per quarter. This can be a trip to and from work or to and from a restaurant during lunch. Following the trip, staff will complete a short survey. The feedback will be used to help improve our service. Ride a Mile is just another way to support Operations and the mission of HRT.

### Preparations Underway for State of Transit

Preparations are underway for our inaugural State of Transit event, hosted in coordination with Suffolk Transit and Williamsburg Area Transit Authority. We're expecting between 150 to 200 elected officials, business and community leaders, and public transit advocates to join us on Tuesday, November 28 at HUB757 in Suffolk. We have a full agenda planned to include a keynote address by Maurice Jones, former Deputy Secretary, U.S. Department of Housing and Urban Development. Additional panel discussions will highlight future transit operations in the region and business community support for public transportation. We hope to see you all there.

**STATE OF TRANSIT**

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**TRANSIT MEANS BUSINESS**

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on **NOVEMBER 28, 2023**

8:00AM NETWORKING & BREAKFAST • 8:45AM – 10:45AM PROGRAM

at **HUB757** • 6801 BRIDGEWAY DR • SUFFOLK, VA 23435



# President's Report

## November 2023



### WTS Hampton Roads Honors HRT at Annual Reception

The Women's Transportation Seminar (WTS) Hampton Roads Chapter held its 13th Annual Transportation Reception on November 2nd. William Harrell, President and CEO of Hampton Roads Transit was given the Honorable Ray LaHood Award. Mr. Harrell was recognized for playing "an integral role in advancing the WTS mission to attract, retain, and advance women in transportation." HRT's Inclusion, Diversity, Equity, and Accessibility Committee was also honored with the Rosa Parks Diversity Leadership Award.



### Another Top Forty Under 40 Emerges from Marcom

Marketing Communication Strategist, Katie Fenimore, was just named 2023 Top Forty Under 40 by Inside Business. Ms. Fenimore was honored during a ceremony in Virginia Beach on October 19th. Several of her teammates were there to help celebrate as she received the award. Ms. Fenimore is an active member of the Recruitment and Retention Committee. We want to congratulate her on this accomplishment.

## **TRAC Board Report**

### **September 2023**

HRT's Transit Riders Advisory Committee (TRAC) met on Wednesday, November 1, in Norfolk. Chairperson Denise Johnson convened the meeting at 6:00 P.M.

TRAC members in attendance were Denise Johnson, Commissioner August Bullock, Heather Cutrone, and Ben Grau.

HRT staff in attendance were Deputy CEO Brian Smith, Kim Darden, Stephanie Napier, Henry Ryto, and Rodney Davis.

Max Lichtenstein attended as a member of both the general public and Tidewater Transit Advocacy.

The September minutes were approved as submitted.

Deputy CEO Dr. Brian Smith briefed the committee on the draft Capital Improvements Program. He said about half the spending for fiscal years 2025-2034 is for fleet renewal. HRT has 134 replacement buses on order, and an additional 36 RTS buses on the way. He said the new Virginia Beach facility will be funded through FY 2026.

Noelle Pinkard, Organizational Advancement Officer, provided an overview of the legislative agenda that was adopted by the Commission.

Stephanie Napier, Facilities Asset Manager, made a presentation on the new bus stop signs. The signs are specially constructed to make it difficult to damage or steal. Decals will be used to make route and frequency adjustments as necessary for each board. The signs will also have QR codes on the backside for customers to report bus stops requiring cleaning or repair. The QR codes will also enable customers to retrieve real-time bus arrival information as well as customer alerts, safety, and security information.

In his Director's Remarks, Rodney Davis provided highlights on TRAC CAFs. He reported on customer alerts issued for Election Day free fare, Veterans Day, the November board change, the new bus stop signs, Grand Illumination Parade, and Thanksgiving. He also provided a presentation on the results of the 2023 American Bus Benchmarking Group Customer Satisfaction Survey.

During the Roundtable, Ben Grau emphasized that "Availability" was our ridership's top concern. Heather Cutrone expressed her concern about the security issues posed by loiterers at the Newtown Road Station. Commissioner Bullock reminded everyone how the RTS routes have contributed to the improved ridership because of the expanded service. He also encouraged everyone to attend the State of Transit event on November 28.

The meeting adjourned at 7:10 P.M. The next TRAC meeting will be in the board room in Hampton on January 3, 2024, at 6pm.