**TRAC Minutes**

**March 2024**

HRT’s Transit Riders Advisory Committee (TRAC) met on March 6, 2024, in Norfolk. TRAC Chairperson Denise Johnson convened the meeting at 6 P.M.

HRT staff present were Matthew Sutherland, Antoinette White, Sherri Dawson, Lavern McMillan, Henry Ryto, Kevin Brown, and Rodney Davis.

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

Operator Vanessa Wadsworth attended as well as Anthony Kelly, a member of the general public.

The January minutes were approved as submitted. The motion was by Commissioner Bullock, seconded by Ben Grau.

Matthew Sutherland, Customer Service Supervisor, gave a presentation on the recently developed System Map created by IT. The interactive map was designed to function optimally on commercial phones. It enables customers to determine their location in relation to any route. It also provides information on all routes as well as real-time bus information. Ben Grau asked if routes could be displayed by city on in bundles. Commissioner Bullock inquired if routes could be requested by starting point and destination. The answer was “No” to both questions. Routes may only be individually examined. The map will be added to HRT’s website and released to the public in April.

Rodney Davis gave a presentation on the newly activated transit center Passenger Information Displays. He said IT installed three screens in each of the four transit centers. Customer Service and IT have been testing the software during the last few months and the system is now live. The left screen in each transit center provides information on long-term detours. The middle screen provides information on customer alerts, promotions, general information, and policies. The right screen provides departure times. He said the Passenger Information Displays have been well received by customers.

Antoinette White briefed TRAC on the May 12 Service Board:

1. Routes 44 and 45 will no longer serve TCC-Portsmouth effective May 12. Customers may board those routes at Victory Crossing.
2. The timing of the Peninsula Commuter Service will be adjusted to accommodate the 6am to 2:30pm shift at the Newport News Shipyard.
3. Routes 13 and 14 will gain Sunday service in Chesapeake. The 14 will run later on weeknights, and the 15 will run earlier on Sunday mornings.
4. Route 33 will operate until midnight.

Commissioner Bullock asked if the Route 108 would serve the new Newport News Amtrak station in the future. Ms. White said that it would.

Sherri Dawson provided an overview on Chesapeake’s ongoing high-capacity transit study. She emphasized that there is still a considerable distance to go. Sixteen alternatives are currently being examined.

During the Director’s Remarks, Rodney Davis said:

1. HRT will celebrate Transit Employee Appreciation Month in March.
2. TRAC members were requested to distribute the flyers he provided informing customers about the various alternatives for getting information.
3. Norfolk’s annual St. Patrick’s Day Parade will be on March 16. As usual, the parade will impact Routes 1, 3, and 5.
4. All fares will be free on April 22 in celebration of Earth Day.
5. During the month of April, the American Bus and Benchmarking Group survey be administered to bus passengers, and the GOAL survey will be administered to light rail passengers.

Under her Chair’s Remarks, Denise Johnson thanked all present for their work.

During Roundtable:

1. Kevin Brown informed those present that the next operator Roadeo will be the first week of November. He reminded everyone that seasonal VB Wave service will begin soon.
2. Commissioner Bullock noted that there will be a lobbying trip to Washington, tentatively scheduled for May 6-7.

Under Public Comment:

1. Vanessa Wadsworth informed those present that paratransit workers have agreed to unionization.
2. Anthony Kelly said he was impressed with the TRAC.

The meeting adjourned at 6:56 P.M.