

TRAC Minutes

November 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.

During the public comment period, Mr. Max Lichtenstein introduced himself as a guest representing Tidewater Transit Advocacy.

The meeting adjourned at 7:10 P.M.