TRAC Minutes
November 2025

Hampton Roads Transit's Transit Riders Advisory Committee (TRAC) met on November 5, 2025, in the Norfolk boardroom. Interim Chair Heather Cutrone convened the meeting at 6:01 P.M. Members present were Interim Chair Heather Cutrone, Commissioner Mamie Johnson, Karl Burden-El Bey, Yolanda Burns, and Terrance Mobley.

HRT staff in attendance were Linda Hodge, Operations Supervisor, Henry Ryto, TRAC Staff Liaison, and Rodney Davis, Director of Customer Relations. General public attendees were Denise Johnson and Bruce Robinson.

Rodney Davis provided an overview on the results of the 2025 American Bus Benchmarking Group (ABBG) Customer Satisfaction Survey that was conducted April 8 – May 19, 2025.

Mr. Davis discussed the administration of the survey. He went on to say that:

- The survey goal was 500 and HRT completed 530 surveys.
- HRT's average score of 3.78 was a slight improvement over the 2024 score of 3.73.
- 65% of survey respondents indicated they used the bus primarily for traveling to work.
- Areas rated at or above average were: Entering and Leaving the Bus, Driver Appearance, Ride Comfort, Paying a Fare, Convenient Network, Safety on the Bus, Seat/Space Availability, General Information, Interior Comfort, and Pollution Reduction.
- Areas rated below average were: Convenient Schedule, Journey Time, Driver Helpfulness, Safety (Security) When Waiting, Vehicle Cleanliness, Actual Service Information, Resolving Problems, Punctuality, and Alternatives Information.

During his Director Remarks, Mr. Davis, reviewed TRAC CAFs and the calendar of activities. During her Chair Remarks, Heather Cutrone thanked everyone for their attendance.

During Roundtable:

- Terrance Mobley said he was willing to volunteer his service as needed.
- Yolanda Burns commented that individuals were sleeping in the shelter adjacent to the Union Mission and the shelter had a foul smell.
- Linda Carroll said Bus Operations will, at times, assist customers with information by providing onboard announcements when appropriate if there is a significant service disruption.
- Commissioner Johnson asked Ms. Burns to provide details pertaining to the shelter at Union Mission so she could assist in allocating resources to address the problem.
- Karl Burden-El Bey thanked Mr. Davis for his service as Director.

During Public Comment, Ms. Johnson said she would offer her assistance.

The meeting adjourned at 7:01 P.M.