

COUNTY OF HENRICO, VIRGINIA  
BOARD OF SUPERVISORS  
SPECIAL MEETING  
May 27, 2014

The Henrico County Board of Supervisors convened a special meeting on Tuesday, May 27, 2014, at 5:15 p.m., in the County Manager's Conference Room, Administration Building, Henrico County Government Center, Parham and Hungary Spring Roads, Henrico, Virginia.

**Members of the Board Present:**

Patricia S. O'Bannon, Chairman, Tuckahoe District  
Frank J. Thornton, Vice Chairman, Fairfield District  
Richard W. Glover, Brookland District  
David A. Kaechele, Three Chopt District  
Tyrone E. Nelson, Varina District

**Other Officials Present:**

John A. Vithoukas, County Manager  
Joseph P. Rapisarda, Jr., County Attorney  
Tom J. T. Tokarz, Deputy County Attorney  
Barry R. Lawrence, CMC, Assistant to the County Manager/Clerk to the Board  
Tanya B. Harding, Deputy Clerk to the Board/Administrative Assistant  
Joseph A. Casey, Ph.D., Deputy County Manager for Administration  
Jane D. Crawley, Deputy County Manager for Community Services  
Timothy A. Foster, P.E., Deputy County Manager for Community Operations  
Randall R. Silber, Deputy County Manager for Community Development  
C. Michael Schnurman, Legislative Liaison  
Tamra R. McKinney, Director of Public Relations & Media Services

Mrs. O'Bannon called the meeting to order at 5:16 p.m.

Mr. Vithoukas briefly reviewed the first two presentation items listed on this agenda, noting both items were informational and required no action by the Board.

**GRTC CARE Paratransit Bus Service**

Mr. Vithoukas recognized Garland Williams, Director of Planning and Scheduling for GRTC Transit System, and Timothy Barham, GRTC's Chief of Transit Operations. He also recognized Buddy Scherer, General Manager for Keolis Transit America, Inc., the contracted provider of specialized transportation services for GRTC. Mr. Vithoukas reminded the Board that the FY 2015 County budget it approved in April 2014 does not include any changes in the County's contributions to GRTC although GRTC has recommended scheduling adjustments. Mr. Vithoukas confirmed for Mrs. O'Bannon that the County's annual GRTC contribution of

just over \$6.2 million includes both fixed route bus service and CARE paratransit services. Mr. Williams confirmed for Mrs. O'Bannon that GRTC previously made a presentation to the Richmond City Council similar to this one and also clarified how the City's nearly \$12 million annual contribution to GRTC is determined.

Mr. Williams narrated the first portion of a slide presentation titled *GRTC Transit System: System Overview and GRTC CARE Proposal*. He began his presentation by providing a system overview of GRTC, which is a century-old, not-for-profit organization jointly owned by the City of Richmond and Chesterfield County. Mr. Williams then reviewed the major expenditure and revenue components of GRTC's \$44.5 million operating budget, 14.6 percent of which is composed of Henrico County's contributions. He explained for Mrs. O'Bannon how the City of Richmond's nearly \$12 million contribution is determined and confirmed for her that Chesterfield is not required to make a contribution although it is a joint owner and appoints three of the six members who serve on the GRTC Board of Directors. Mr. Williams clarified for Mr. Vithoukias that 82 percent of GRTC's fixed routes are in the City. Mr. Vithoukias explained how Henrico County's annual contribution to GRTC is determined. Mr. Williams pointed out GRTC lost Virginia Commonwealth University's allocation prior to the last fiscal year when the university chose to have a private carrier serve its campus. He and Todd Eure, Transportation Development Division Director for the Department of Public Works, responded to questions from Mr. Glover regarding the share of revenue GRTC receives from the City and Henrico County for various services.

Mr. Williams continued his presentation by providing information on GRTC's fleet, which includes 159 fixed route revenue vehicles and 75 CARE vans. He responded to questions from Mr. Glover concerning operating costs and fuel efficiencies for the various sizes of buses and CARE vans used by GRTC. Mr. Williams next reviewed GRTC service, including routes and hours of operation, and system-wide ridership data for the past six fiscal years. Mr. Eure responded to questions from Mr. Kaechele and Mrs. O'Bannon pertaining to Henrico County's ridership trends. Mr. Williams then reviewed a slide detailing GRTC's fare structure, pointing out that GRTC's system-wide fare box recovery is 22 percent (30 percent for local routes and 15 percent for express routes). He advised that GRTC is proposing an increase beginning July 1 in the fares for routes 81x and 95x, from \$3.50 to \$6.00; and in the route 82x fare, from \$4.00 to 6.00. GRTC is also proposing an increase in the CARE Plus fare within the City only from \$3.00 to \$6.00. Mr. Williams and Mr. Eure responded to questions from Mr. Glover relating to the differential in the fare box recovery rate for local versus express routes.

Mr. Williams resumed his presentation by providing an overview of CARE. He noted the Americans with Disabilities Act (ADA) requires GRTC to offer curb-to-curb service for riders over 80 years in age or with a qualifying disability. In response to questions from Mrs. O'Bannon and Mr. Glover, Mr. Williams elaborated on how CARE Plus service operates in Henrico County and outlined the current reservation process for that service. CARE Plus provides service in areas or at times that fixed-route service does not operate. He responded to questions from Mr. Thornton regarding the level of training received by GRTC's drivers and the process followed by GRTC in responding to complaints about its drivers. Mr. Williams and Mr. Scherer also responded to questions from Mr. Kaechele concerning fare subsidies.

Mr. Vithoukias clarified for the Board that CARE ridership has increased in the County during the past several years whereas fixed bus ridership has decreased.

Mr. Williams returned to his presentation by reviewing several maps depicting minimum required CARE service areas under federal ADA requirements, current CARE operations in the City and Henrico County, the top destinations for Henrico CARE customers, and CARE rides by time of day. Mr. Eure provided ridership numbers for CARE and CARE Plus customers at Mr. Kaechele's request.

Mr. Barham continued the presentation by explaining a financial trends chart, which provided ten years of data on the cost per trip of fixed route versus specialized services. He noted that during this period the percentage of specialized services has become a larger part of the GRTC budget and that 16 percent of GRTC's operating budget is allocated toward providing service for two percent of GRTC's total ridership. Mr. Barham summarized GRTC's proposed FY15 CARE service policy changes. These include subjecting customers with excessive no shows and late cancellations to a suspension of service, extending the required advance cancellation notice from one hour to two hours, and reducing the period for making reservations from seven days in advance to three days in advance for CARE service and one day in advance for CARE PLUS service.

Mr. Williams pointed out GRTC will be receiving public comment on the proposed changes through May 29 although they have already been approved by the GRTC Board of Directors. In response to a question from Mr. Thornton, Mr. Williams acknowledged GRTC is looking to reduce the number of trips that involve late cancellations or no shows by one-half, from eight percent to four percent. In response to concerns expressed by Mr. Thornton, Mr. Williams explained how GRTC plans to educate customers on its cancellation and reservation policies through its website, public service announcements, and brochures. In response to a concern voiced by Mrs. O'Bannon, Mr. Williams stated GRTC has a procedure in place for CARE customers with full-time jobs so they do not have to make reservations on a daily basis. Mr. Scherer responded to questions from Mr. Kaechele relating to the schedules followed by CARE van drivers. In the interest of time, Mr. Vithoukias suggested the final component of GRTC's presentation (a bus rapid transit update) would need to be postponed to a future work session.

The Board recessed for dinner at 6:04 p.m. and reconvened at 6:11 p.m.

### **Springfield Road Landfill, Transfer Station, and Proposed Changes to Solid Waste Ordinance**

Mr. Vithoukias recognized Art Petrini, Director of Public Utilities, who narrated a slide presentation on this item. Mr. Petrini began his presentation by reviewing the operations of the County's Springfield Road Landfill, which is located on 191 acres and currently filling the last 26 acres of the 136 acres permitted for disposal. The landfill will end commercial operations on June 30, but the landfill closure will not affect residential use of the public use area nor result in any immediate staffing changes. Mr. Petrini next provided information on closure activities at the landfill, for which the Board has approved a capital budget

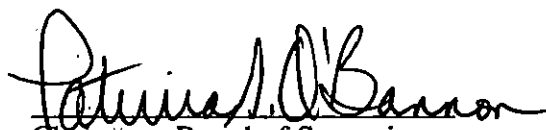
appropriation of \$4.8 million and which will involve the installation of approximately 20 landfill gas collection wells as well as placement of a geomembrane liner over the remaining 26 acres of the landfill. Construction will occur in the summer and fall of 2015. Mr. Petrini also provided an overview of operations for the new transfer station, which will be completed on June 15 and open on the landfill site on July 1. It will be used only by the Department of Public Utilities' Solid Waste Division and will transport 50,000 tons of solid waste annually by truck to Republic Services' Old Dominion Landfill for disposal. Mr. Petrini shared photographs of the new transfer station and pending changes to the Henrico County Code chapter on Solid Waste that are needed to reflect closure of the landfill. Without objection from the Board, the ordinance will be introduced at the May 27 regular meeting for a public hearing by the Board on June 24.

Following his presentation, Mr. Petrini confirmed for Mr. Glover the County will lose about \$1 million in annual tipping fees due to closure of the landfill. He also responded to a question from Mr. Glover concerning the annual tonnage of refuse generated within the County. Mr. Petrini assured Mr. Thornton the landfill's existing employees will be shifted to the transfer station. He confirmed for Mr. Vithoulkas that residents will not see any change in refuse service as a result of the landfill's closure and will still be personally able to dispose of household refuse at the site via the transfer station for the same \$3 fee per visit.

#### **Regular Meeting Agenda Items**

Mr. Vithoulkas reviewed the agenda for the 7:00 p.m. meeting, including presentation by Mr. Thornton of a resolution memorializing former State Senator Benjamin Lambert, to members of Senator Lambert's family; resignation and appointment resolutions pertaining to members of the Parks and Recreation Advisory Commission; a public hearing item concerning the abandonment of a portion of Old Pump Road in the Three Chopt District; and several general agenda items. Mr. Foster responded to a comment by Mr. Glover relating to a general agenda item that would award a construction contract to CSX Transportation, Inc. for the Charles City Road Improvement Project. Mr. Kaechele asked to see a diagram of the property that was the subject of the public hearing noted earlier in Mr. Vithoulkas' review of the agenda.

There being no further business, the meeting was adjourned at 6:27 p.m.

  
Chairman, Board of Supervisors  
Henrico County, Virginia