



# POTOMAC AND RAPPAHANNOCK TRANSPORTATION COMMISSION

14700 POTOMAC MILLS ROAD • WOODBRIDGE, VA • 22192 •

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## MINUTES

PRTC Commission Meeting – April 5, 2018

### Members Present

\*Ruth Anderson, Chair  
\*George Barker  
\*John Jenkins  
\*Matt Kelly  
\*Jeanine Lawson  
\*Wendy Maurer, Treasurer  
\*Marty Nohe  
\*Steve Pittard  
\*Frank Principi, Immediate Past Chairman  
\*Jeanette Rishell, Vice Chair  
\*Gary Skinner, At-Large Member

### Jurisdiction

Prince William County  
Virginia Senate  
Prince William County  
City of Fredericksburg  
Prince William County  
Stafford County  
Prince William County  
Department of Rail and Public Transportation  
Prince William County  
City of Manassas Park  
Spotsylvania County

### Members Absent

Maureen Caddigan  
Jack Cavalier  
Mark Dudenhefer  
Pamela Sebesky  
Paul Trampe

Prince William County  
Stafford County  
Stafford County  
City of Manassas  
Spotsylvania County

### Alternates Present

\*Norm Catterton  
Margaret Franklin  
D.J. Jordan  
Kalai Kandasamy  
\*Cindy Shelton  
Donald Shuemaker  
\*Mark Wolfe

Prince William County  
Prince William County  
Prince William County  
Prince William County  
Stafford County  
City of Manassas Park  
City of Manassas

### Alternates Absent

Hilda Barg  
Pete Candland  
Hector Cendejas  
Todd Horsley  
Tim McLaughlin  
Jennifer Mitchell  
Suhas Naddoni  
David Ross  
Billy Withers

Prince William County  
Prince William County  
City of Manassas Park  
Department of Rail and Public Transportation  
Spotsylvania County  
Department of Rail and Public Transportation  
City of Manassas Park  
Spotsylvania County  
City of Fredericksburg

Staff and General Public

Gina Altis – PRTC  
Paolo Belita – Citizen  
Monica Backmon – NVTA  
Tonisha Belton – PRTC  
Tim Collins – Tim Collins & Associates  
Nelson Cross – First Transit  
Tracy Dean – PRTC  
Rob Dickerson – PRTC Legal Counsel  
Althea Evans – PRTC  
Joyce Embrey – PRTC  
Jim Halvorson – Citizen  
Todd Johnson – First Transit  
Ken Jones – PRTC  
Bob Leibbrandt – Prince William County  
Doris Lookabill – PRTC  
Sheila Lynn – Citizen  
Jacque Lucas – PRTC Legal Counsel  
Amber Maiden – Citizen

Betsy Massie – PRTC  
Tim McCann – First Transit  
Jerry McIntosh – PRTC  
Karen Mills – First Transit  
Brian Mitchell – First Transit  
Perrin Palistrant – PRTC  
Cynthia Porter-Johnson – PRTC  
Christine Rodrigo – PRTC  
Rhiannon Roszell – First Transit  
Bob Schneider – PRTC  
Chuck Steigerwald – PRTC  
Nia Tuix – Citizen  
Dave Van Fossen – First Transit  
Bea Wooden – PRTC  
Monique Wyche – First Transit

Madam Chair Anderson called the meeting to order at 7:00 p.m. The Pledge of Allegiance, Invocation, and Roll Call followed.

Approval of the Agenda –4 [RES 18-04-01]

Commissioner Maurer moved, with a second by Commissioner Rishell, to approve the agenda, as presented. There was no discussion on the motion. (MAURER/RISHELL, UNANIMOUS)

Approval of the Minutes of the March 1, 2018 PRTC Board Meeting – 5 [RES 18-04-02]

Commissioner Rishell moved, with a second by Commissioner Maurer, to approve the minutes of March 1, 2018, as presented. There was no discussion on the motion. (RISHELL/MAURER, UNANIMOUS)

Citizens' Time - 6

Madam Chair Anderson noted that anyone wishing to address the Commission this evening will have three minutes to speak and for those who do speak to introduce themselves and to state if they are representing an organization or themselves. A number of individuals addressed the Commission (Transcript attached).

Madam Chair Anderson expressed appreciation to everyone who spoke this evening.

Approval of the Consent Agenda –7 [RES 18-04-03]

Commissioner Kelly moved, with a second by Commissioner Barker, to approve the consent agenda, as presented. There was no discussion on the motion. [KELLY/BARKER, UNANIMOUS]

- Accepted the Potomac and Rappahannock Transportation Monthly Jurisdictional Financial Report for the Period Ended January 31, 2018, as presented. [RES 18-04-04]
- Authorized to sign Federal Transit Administration's (FTA) FY 2018 Annual Certifications and Assurances, as presented. [RES 18-04-05]

Dr. Schneider briefed the Board on the following item(s) of interest:

- Dr. Schneider noted that there are new funding streams that can help restore some lost monies with regard to the gas tax floor issue. However, there are different interpretations on how the dollars can be spent. The maintenance of effort begs the question does the new funds follow the old funds meaning can they be spent as they were previously spent or will the commitment of the new funds go to the Virginia Railway Express (VRE).

Commissioner Barker added that two bills were passed 1) a bill establishing the floor for the 2.1% regional gas tax that exists in NVTC, PRTC, and Hampton Roads to match the state, so that the gas tax reverts back to the price of gas in February 2013 and 2) joint agreement with Maryland and DC (Virginia's share of Metro is \$154 million for FY 2019). Maryland and DC have to jointly come up with \$500 million/year (Maryland's share and DC's share is \$167 million and \$179 million, respectively); a specific figure is not needed for VRE since it only operates in Virginia.

Commissioner Barker noted that out of Virginia's \$154 million share for Metro, only \$10 million didn't come from the regional gas tax floor or money that was already being spent in Northern Virginia for transportation services, so money is being taken out of one pocket for funding transportation needs in Northern Virginia and being put into a different pocket. There's \$15 million/year for VRE split between two pots of money for NVTC and PRTC jurisdictions and money coming from the NVTC and PRTC jurisdictions is generated from the regional gas tax, which will either go to Metro or VRE. For PRTC's jurisdictions, a portion of the money goes to VRE with the remaining amount going to the six jurisdictions to provide opportunities for different potential uses.

Continuing, Commissioner Barker noted that the bill language deals with two categories 1) the jurisdictions that are part of NVTa (Prince William County, Manassas, and Manassas Park), which will operate under the provisions of the 2013 bill as to how the monies can be used and 2) maintenance of effort requirements for Fredericksburg, Stafford, and Spotsylvania. Money not required to go to VRE as part of the bill, will be available for expenditures at the local levels if they're not part of the bus system in Prince William County, Manassas, and Manassas Park. The Governor will submit amendments to the bill on Monday at which time the level of funding will be present with only the sources of the funding being affected. The Senate bill included the full \$154 million for Metro and money for the gas tax floor was done separately. Two other tax increases specific to the jurisdictions is the hotel occupancy tax (increased to three percent) and the Grantor's tax (increased to 25 cents) generating about \$45 million.

Commissioner Barker noted that at the end of the General Session, there was concern that the bill might fail in the house if the vote occurred on the last day. To ensure that it passed, the two tax increases were removed as it could have meant that the monies would be taken from other transportation expenditures in Northern Virginia negatively affecting everyone. Also, the bill didn't pass with the \$154 million included. Commissioner Barker and other legislators sent a letter to the Governor asking that the rest of the \$45 million be made up from additional state monies. Going forward, some of the monies that have been flowing to NVTa from Prince William County, Manassas, and Manassas Park will not go to NVTC for Metro meaning the monies will be available for expenditures and determinations at a local level, and the jurisdictions will collectively have to work it out.

Commissioner Nohe added that as the bills currently stand, there are three sources of transportation specific revenue that become available to PRTC's member jurisdictions. In Prince

William County's case, the County's share of the hotel tax that normally goes to NVTa and theoretically would go to Metro now flows to Prince William County to the tune of about \$1.5 million and that money must be used for transit purposes i.e. OmniRide, VRE, Wheels-to-Wellness or for any number of transit services, but it must be used for transit above and beyond whatever other money is used for transit since it is net, new money, however, Prince William County doesn't receive the full \$1.5 million.

As the Bill exists today, Commissioner Nohe noted that the Grantor's tax is about \$6 million for Prince William County and must be used for transportation. The funds can be used for any transportation purposes, but it doesn't have to be used for transit which is appropriate, because it is money that would have otherwise flowed to NVTa and then presumably back to PRTC for different capital projects. The reason this wasn't done with the hotel tax is because the original proposal was to do away with the hotel tax in Prince William County, Manassas, and Manassas Park.

Commissioner Nohe went on to note that the gas tax floor money will flow as the bill is currently written. However, if gas prices go up, then the pot of money becomes smaller as only talking about the delta, not the dollar amount. Money will flow through PRTC and will still be allocated to the member jurisdictions. As it's understood, PRTC and the member jurisdictions can use the money in the exact same way the member jurisdictions have always been able to use the gas tax money, but Fredericksburg, Stafford, and Spotsylvania will be subject to a maintenance of effort for transit meaning that the three jurisdictions must continue to spend a predesignated amount based on the previous three year expenditures on transit that have always been spent, and the money cannot be used to supplant the existing jurisdictional subsidy for transit i.e. VRE, FRED Bus or whatever the service may be meaning that some portion of the funds becomes restricted as transit funds.

Commissioner Kelly commented that it seems to be more restrictive than what was originally proposed. Commissioner Nohe noted that 100 percent of the new money must go to VRE and that the gas tax bill says there will be a gas tax floor and more money, however, it's the Metro bill that puts the "cap" on how the money is used and as it's understood, there's unequivocally less flexibility in how the new money can be used relative to the surpluses that the member jurisdictions may have experienced prior to the recession, but it is more flexible than the version that said it must go to VRE and can be used for other transit purposes. The money is being restricted more so than surplus money has in the past.

In looking at VRE's budget in the out years, Commissioner Maurer noted that Stafford County's contribution to VRE goes up significantly and asked if the new money comes close to helping with the fiscal cliff. Mr. Allen answered yes, and noted that in creating the commuter rail operating capital fund (and to have it funded initially with \$15 million) was a huge win for VRE. The \$7.85 million that comes to PRTC to use for transit gives the jurisdictions some funding, so if VRE's operation budget continues to go up, it gives more cushion for the subsidy to be paid.

Commissioner Nohe noted that since ridership in the southern FAMPO jurisdictions is growing faster than the rest of the system, the FAMPO jurisdictions' share of the budget will grow proportionate to that overtime. The fact that the member jurisdictions have to keep investing in transit isn't a big deal, because the jurisdictions have to do so anyway. Whether the bill passes or not, the jurisdictions' commitment to transit is growing and there's a need for the jurisdictions to know what money to use. In the past there have been capital investment improvements to VRE which are system improvements shared by all of the jurisdictions and there's been discussion of using NVTa funds to pay for system improvements, however, the issue is that NVTa funds can only

be used for the share of the improvements that are borne by the NVTJ jurisdictions, which hasn't been done as the FAMPO jurisdictions haven't had a revenue matching source. The FAMPO jurisdictions now have transit, specific money that can be used to pay for their portion of improvements.

Commissioner Skinner asked how the VRE Master Agreement will be affected. Commissioner Nohe asked to what degree is Spotsylvania County currently using funds other than its gas tax funds in which Commissioner Skinner noted that Spotsylvania will reach a point where the County will have to draw from its general funds.

Commissioner Nohe noted that the maintenance of effort applies to existing funds being used for transit today, so in a hypothetical situation where 100 percent of Spotsylvania's VRE operating costs can be paid using its existing gas tax monies, Spotsylvania is putting zero local dollars above its gas tax into transit today, then the maintenance of effort is zero which at that point the money becomes available. The challenge will be, for example, most all of Prince William County's VRE subsidy comes from something other than the gas tax and the County will find itself in a tough position having the new money, but unable to use it to pay the VRE subsidy, because Prince William County is committed to keeping the same level of VRE funding that it already has. The money; however, could be used in the future for the expansion of VRE, but it's not known to what degree the jurisdictions are using funds other than their gas tax funds.

Commissioner Nohe went on to note that if the jurisdictions' transit subsidies for all transit combined is being covered mostly by the existing gas tax, then the maintenance of effort will only be money that goes a little above the gas tax, but it is money that becomes available to the jurisdictions as the gas tax normally does except that since the southern jurisdictions' subsidies are expected to rise over time, the jurisdictions could theoretically use the money to pay for something else and use general funds to pay for VRE.

Mr. Allen noted that the VRE Master Agreement is separate from the gas tax issue as it defines how the member jurisdictions' subsidy is calculated, which is being paid for out of the gas tax that comes to the jurisdictions by virtue of being a member of PRTC. The amount that is available from PRTC's member jurisdictions just increased by almost \$8 million/year, so the PRTC member jurisdictions have more money to spend on transit because of the bill that was passed.

Commissioner Nohe added that if the member jurisdictions' ridership suddenly dropped and the subsidy decreased it could create an inverse problem where member jurisdictions are suddenly expected to maintain the same expenditures to find something to spend the money on. Theoretically, a jurisdiction could pay for VRE not using its gas tax money on something else and pay for VRE with other monies, but in so doing would create a huge problem, because all of the money would have to be used toward something other than VRE. If the member jurisdictions' gas tax money is going to VRE first, it probably doesn't create a big problem unless a lot of other gas tax money is put in the pot.

Commissioner Lawson asked if it's feasible to send a letter to Delegate Torian, who is on the Appropriations Committee to inform him of what the Commission would like him to lobby for on PRTC's behalf since the funds will be so restrictive. Commissioner Nohe noted that it's probably too late for the Appropriations Committee to make a change at this point.

Commissioner Barker added that the dynamics in the House and Senate were different on the issue this year as the Senate was ready to move forward from day one. The House bill that initially passed was a bill from Delegate Jones that addressed the gas tax floor, but didn't immediately

take the gas tax floor up to the 2013 level, so it wouldn't have generated any significant amount of money. What the bill did do is it put a bill forward that allowed the Conference Committee to be able to mold the bill close to what the Senate had in the bill. The Metro bill coming forward from the House is from Delegate Hugo, which contained no tax increases. Delegate Hugo stated that he would vote against any tax increase, so the patron of the bill that is designed to solve the money problems is saying there will not be additional revenues. The \$154 million for Metro and \$15 million for VRE if still in the bill and whatever else there was for the PRTC member jurisdictions would all had to come out of existing resources. Commissioner Barker noted that there's only \$10 million in the entire package that comes from state sources that were not already being spent on transportation in Northern Virginia and as the Conference Committee started on the VRE/Metro bill, there was a feeling to take the Saslaw Senate bill and have it be the vehicle that went forward. During the last two days of the Session, it looked like the Senate bill would go forward, but as of Friday it went back to the House with the gas tax floor bill to be handled separately.

Commissioner Kelly commented that Fredericksburg fully supports VRE, but the biggest issue is that the state is not putting funding into projects and the new issue of the state diving into jurisdictional money and using the money to start solving some of the problems. Commissioner Kelly noted that In looking at the smaller jurisdictions and looking at what's happening five years out, this is the only real source of money that Fredericksburg has for projects and to say that a big chunk of the City's money is going to be taken will result in a problem for Fredericksburg, because the City has other projects on line. More discussion is needed as to how this will play out.

Commissioner Barker noted that it's been a challenging and trying situation in essence from an operational standpoint. The Metro bill had to be passed as it would have been disastrous otherwise. The Governor will make his proposals and amendments next Monday and action will take place on April 18<sup>th</sup> at which time it will be known where we are at that point. There will be ongoing conversations on all of the issues over the next one to two years to look at ways to improve what is being done this year. It may not be next year, possibly in two years may be able to do something to resolve the issues as it relates to state funding sources. The transit issue was not funded this year, but will presumably be on the docket next year.

Madam Chair Anderson asked how long the April 11<sup>th</sup> General Session will be. Commissioner Barker noted that a Special Session will commence on April 11<sup>th</sup> as it relates to the budget and that same day the rules for the Special Session will be passed, and the session will adjourn. There's not much that can done as it relates to the budget, but there will be a couple of appropriations and finance committee meetings to follow shortly afterward to get everything to Conference with regard to the budget, however, there won't be an opportunity to resolve the budget issues until there's a resolution. Commissioner Barker noted that he believes that the final resolution will be more favorable to the local governments.

Commissioner Nohe offered NVTA finance staff to give their opinion as they have a clearer sense of what constitutes transit revenues and what doesn't and can get information from the PRTC and VRE about how the member jurisdictions' gas tax money is currently being used, how the jurisdictions' transit is funded, and return to the Commission with an answer. However, it wouldn't be a legal opinion, but it would be a legitimate basis that the member jurisdictions could use to formulate their budgets.

- PRTC received \$3.6 million in FTA funds for new bus purchases. Dr. Schneider expressed appreciation to the State of Virginia, in particular, the Virginia Department of Rail and Public Transportation, who wrote a letter of support and was instrumental in PRTC receiving the funds.

PRTC is in the process of negotiating final pricing on 31 MCI units, which is one-third of PRTC's aging fleet allowing for an additional six buses.

- As part of the PRTC Strategic Plan process, PRTC is applying for a grant to look for different ways to get consistent funding for more flexible services, so Mr. Steigerwald has applied for a grant with the "Shared Use Mobility Center" for technical staff, who provides technical support for business plans to help create continuity for programs like Wheel-to-Wellness.
- Article – "Free bus passes for workers: Columbus's big idea to relieve a congested down-town" is provided for the Commissioners' perusal.
- A "blue-sheeted" Strategic Plan Progress Quarterly Update has been provided for the Commissioners' perusal. Mr. Steigerwald gave a brief summary.
- Dr. Schneider expressed appreciation to all who came out for Transit Driver Appreciation Day on March 16.

At this time, First Transit General Manager Todd Johnson recognized Mr. Mohamed Elatrebi, who won first place in the 2018 Virginia State Bus Rodeo in Lynchburg, Virginia. Mr. Elatrebi will now move forward to test his skills at APTA's International Bus Rodeo in Tampa Bay, Florida, May 4-8, 2018.

#### Virginia Railway Express Chief Executive Officer's Time – 9

Mr. Allen briefed the Board on the following item(s) of interest:

- Average daily ridership is 19,000 for the month of February and On-Time Performance is 95 percent on both the Fredericksburg Line and Manassas Line.
- Positive Train Control (PTC) is required for all commuter railroads with the first deadline of December 31, 2018 to have PTC operational and subject to certain steps being accomplished. VRE has executed the last two contracts to implement PTC and, if necessary, railroad systems can ask for extensions from the Federal Railroad Administration (FRA).
- On March 15<sup>th</sup>, the Lorton VRE Station Extension Project Ribbon Cutting Ceremony occurred. Platforms will be extended on all of the VRE stations with the Rolling Road Station being next to receive improvements.
- The current location of the Crystal City VRE Station causes an operational challenge and will be relocated, as the station will eventually be between two tracks (the station is currently served by one track). VRE has completed an evaluation of three potential relocation sites and a potential site has been selected. VRE is slated to move forward into the design phase.
- Railway Age is an industry-wide publication that deals with the big Class One Railroad, Short Line Railroads, and Commuter Railroads. Every year, Railway Age presents a "Top 10 Under 40" recognizing relatively young professionals. In February 2018, VRE employee Greg Deibler, Manager of Safety and Security, was recognized as one of the 10 individuals in the railway industry under 40.
- Mr. Allen participated in a roundtable discussion hosted by the Senate Banking Committee professional staff, who held a "listening session" as members of the entire transit industry were in

town to attend the APTA Legislative Conference held in March. Mr. Allen participated in the listening session to explain VRE's needs to the Federal government.

- On March 13<sup>th</sup>, an Amtrak auto train struck a vehicle near the Lorton VRE Station impacting VRE service. Mr. Allen expressed appreciation to PRTC for providing bus bridges.

#### Presentations – 10

##### A. Critical Bus Incidents Report

Mr. Tim Collins gave a report on the two critical bus incidents that occurred in August 2017 and December 2017. A question and answer session followed:

Dr. Schneider noted that responsiveness and software issues are the primary issues with the Trapeze software emerging as a main concern. Following a meeting with customer service staff, minor changes have been made along with procedural changes by both PRTC and First Transit, who are also in the process of conducting a metric of performance. Dr. Schneider went on to note that First Transit Corporate staff is present this evening and have been actively engaged since December. PRTC will continue to move forward and recommendations will be brought to the Commission in the form of a revised organizational proposal as well as a new Safety and Security position proposal.

Madam Chair Anderson asked if the procedure of buses "signing in/signing out" has commenced. Dr. Schneider answered "yes."

With regard to Mr. Collins' report, Madam Vice Chair Rishell asked what the nature of PRTC's current recordkeeping is with regard to specific operator performance. Mr. Collins noted that recommendation number one in the report speaks to this and went on to note that in the case of Driver A, there was a general feeling that perhaps something majorly wrong was going on with this particular individual, however, nothing was put in writing/documented. The recommendation is that PRTC create an "operator advisory notice" to document such issues and to specify a rapid time frame to resolve issues and move forward from that point.

So, there was no method in place asked Vice Chair Rishell. Mr. Collins answered "correct," and noted that currently issues can be reported in TransTrack, but there's nothing of this formal nature in place that could be identified during the investigation.

Commissioner Nohe noted that there seems to be a morale problem among the bus operators. Mr. Collins noted that there's a feeling of lost pride and that it's not PRTC-like with what happened in the case of the two critical bus incidents. There's a need for people to recover the same pride they had in the organization prior to the two bus incidents occurring and improving engagement with the bus operators is of the utmost importance, which falls to both PRTC and First Transit as well as the creation of a positive morale environment so that the organization doesn't find itself in this situation again.

Commissioner Lawson expressed concern about the 44,000 alerts received in a month by the dispatchers and asked if a lot of the alerts are meaningless or in error in which Dr. Schneider answered yes. Continuing, Commissioner Lawson recalls hearing that some of the alerts were deleted by dispatchers and expressed concern about the morale of the dispatchers as there may be guilt there that isn't necessary, because the issue may have come down to the fault of the software that is clearly inadequate.



In response to Commissioner Lawson's concerns, Dr. Schneider noted that, for example, there were three buses on the road at that time and two dispatchers were watching all three buses and five alerts pop up. That's not 44,000 alerts, but five alerts in that time period and those five alerts were batched deleted without investigation, however, there were only three buses that fit the commuter service and zero of the buses were MCIs. None of the buses were on the road except for this one driver, so the alert pops up showing Driver's B's name operating that vehicle and that vehicle shouldn't have been on the road at that time, but the alert was cleared anyway at that time. So, its five alerts at a time (sometimes 32 alerts) that were cleared, the alerts were sometimes looked at, but most of the time they weren't, because there were so many. By no means is 33 alerts not a large number, but there were only five alerts at that time so it's not like there are 33 alerts all at once, decreasing dispatchers' confidence in what was being presented to them as information.

Continuing, Dr. Schneider explained that now instead of having late adherence meaning "you're late" and in this case, late adherence meant the bus operator was out of the service zone, a change has been made so that the names of the alerts can't be deleted until the alerts have been investigated. In 60 days, radical changes have been made by a Scheduling Technician in PRTC's Customer Service Department. PRTC needs to continue down this path and to stay committed to fixing the issue. The issue was manageable a long time ago, however, it wasn't addressed so it's being fixed now.

Commissioner Lawson asked what is being done to address morale overall, as it's not just about the bus operators. Dr. Schneider noted that there are individual behaviors that go on inside the organization, for example, you can't have a breakfast event for the bus operators and then two weeks later have a tear down session in a meeting as there are repercussions that come with this back and forth behavior, so when you work to build and compliment the bus operators on a great job, but then tear down the contractor that they work for, repercussions result and are talked about the next day in the driver's room and creeps into the workforce. There are positive, good people trying to do good work, but sometimes there's unintended consequences where criticism may be pointed one way, but has a deep impact on others and it is felt organizationally. A wounded organization is an unsafe organization, and the cure is to be safe. PRTC has been working on the critical bus incident report since December and it has absorbed the workforce i.e. it's been in the media, people have said things to the media which PRTC has learned to be contrary and facts have borne that out. A wounded organization does exist, but as PRTC moves forward it'll be okay.

Madam Chairman Anderson noted that there are things that Commissioners can do such as appropriate interaction with PRTC and First Transit staff and went on to note that some Commissioners took a tour of the PRTC facility today, which provided an opportunity for Commissioners to learn more about the organization, about what the dispatchers and bus operators deal with on a daily basis and the hours that they work as well as recognizing PRTC and First Transit staff for their good work.

Madam Vice Chair Rishell commented that morale is extremely important and needs to be addressed system-wide for the entire organization and part of this is not just one or two issues, its holistic, meaning it's how people talk to one another, it's how employees are talked to. It's very important in how we value other human beings, because we're all part of one beloved community.

Madam Chair Anderson expressed appreciation to Mr. Collins.

#### B. Presentation on Wheels-to-Wellness

Karen Mills, Frist Transit Wheels-to-Wellness Project Manager, gave a presentation on the "Wheels-to-Wellness – Transportation Voucher Program for Medically-Related Trips." A question and answer session followed.

Commissioner Nohe expressed appreciation to Dr. Schneider for acknowledging PRTC as a mobility agency and noted that the Wheels-to-Wellness program is a natural fit. A challenge moving forward with the program is geographical constraints about where the service can be used resulting in funding limitations. The Prince William Board of County Supervisors gave a little funding to help the program get through until the end of the year and recognizes the need for the service. As a reminder to the Commission, the Sentara Health Foundation wanted to have the tools in place so that when the Medicaid expansion happened funding could be included for a service like the Wheels-to-Wellness program as well as to have the service in place so the program could hit the ground running. The health foundation grant money dried up and Medicaid wasn't expanded, however, the House did pass the Medicaid expansion this year, which could be a potential funding source for the service.

Dr. Schneider noted that with the expansion of Medicaid there tends to be a brokerage model where all Medicaid trips get funneled into a "1-800 number" and parceled out to providers meaning a rise of "mom and pop" Medicaid transportation, which will not meet all needs. There will always be people who fall through the cracks, because they won't be eligible for the service, tied to certain functions, and may not cover certain visits and many have to get into the Medicaid pipeline. It will be fascinating to see what occurs, but until the eligibility exists there will still be people who desperately are in need of the program.

Commissioner Nohe noted that if the program continues long-term, Prince William County would want to provide the service county-wide. Regardless of what the Governor's amendments will be, there are pieces of the Metro bill that aren't going to change and will take some specific funding from the County making it available as local funds and requires the funds to be spent on transit services. The Wheels-to-Wellness program will be eligible for the funds, so there is a funding stream that could be available, but the Board of Supervisors may not want to use the funds to expand the program and continue the program unless the program becomes county-wide along with a business model that shows the service will be viable over the long term.

Dr. Schneider noted that either way part of PRTC's long-term service plan is to migrate away from what PRTC currently has set up as the ADA fixed-route deviations so that PRTC can start to bring in flexible services for a lot of people who live two miles from a fixed route. If there are flexible services that cover the whole zone the Wheels-to-Wellness service comes into play. It's not about one route, one service or one organization, but about what is OmniRide i.e. Omni meaning all, Ride meaning let's go, and how does PRTC get everyone on board to meet transportation needs.

Commissioner Principi volunteered his support in the set of recommendations coming forward.

Commissioner Skinner asked if the grants received for the program are matching grants or straight grants. Dr. Schneider answered a little bit of both. Commissioner Skinner went on to note that the Wheels-to-Wellness program is a wonderful service, but unless there's money coming from NVTA or tax money used to fund the program, money will be taken from the southern localities. A future discussion needs to take place as to how the program will be funded.

Dr. Schneider noted that the majority of funds are grant funded and there are some continuing grant funds. This year's lion share of funds comes from a MWCOG grant over two years. Ms. Lookabill noted that there are grant restrictions, because the match is from the Potomac Health Foundation. Additional people cannot be brought on board, so the program is in a holding pattern as funding is volatile. All of the different restrictions make it difficult and participants can't rely on the service.

Dr. Schneider commended Ms. Mills on the excellent job she has done managing the Wheels-to-Wellness Program over the past five years.

#### PRTC Action Items – 11

There were no action items.

#### PRTC Chairman's Time – 12

Madam Chair Anderson mentioned that Commissioners will receive an engagement opportunities handout at the Commission meetings. The new Commissioner Orientation Handbook also contains a "Commissioner Engagement with PRTC" listing about what Commissioners can do in terms of engagement as a Commissioner e.g. recognizing staff, bus operators, etc.

Madam Chair Anderson announced that water infrastructure will take place in eastern Prince William County the last couple weeks in April, which could result in no water for three days and asked PRTC to be prepared.

Madam Chair Anderson noted that the investigation related to discrimination allegations continues and that there's currently no deadline as to when the report will be available.

Madam Chair Anderson went on to note that the Executive Board has started the review process for the Executive Director's one-year evaluation. Commissioners can provide feedback/ratings and PRTC Legal Counsel will ensure Commissioners are instructed on how to participate in the review. A report will be brought to the Commission in the May time frame.

Madam Chair Anderson also noted that the Executive Board is reviewing/amending the PRTC Bylaws. Commissioners are encouraged to review the Bylaws and to make recommendations.

Madam Chair Anderson announced that Commissioners have been provided a new Commissioner Orientation Handbook this evening and expressed appreciation to everyone who attended the new Commissioner Orientation event.

#### Other Business/Commissioners' Time – 13

Commissioner Lawson introduced Mr. D.J. Jordan, newly appointed Prince William County Alternate to the Commission and expressed appreciation for the work put into the new Commissioner Orientation Handbook.

As a new PRTC Alternate, Commissioner Shelton expressed appreciation for this evening's new Commissioner Orientation event, and the new handbook. Commissioner Shelton noted that she enjoyed the tour, meeting everyone, and finds the Commissioner engagements list very helpful.

#### Adjournment – 14

There being no further business to come before the Commission, Madam Chair Anderson adjourned the meeting at 9:30 p.m.

#### Information Items

There were no comments.

NEXT MEETING:	May 3, 2018, 7:00 p.m.
LOCATION:	PRTC Transit Center 14700 Potomac Mills Road, 2 <sup>nd</sup> Floor Woodbridge, VA 22192-6811

ATTACHMENT

**Item 6**

**April 5, 2018**

**PRTC Regular Meeting**

Citizens' Time (Transcript)

Jerry McIntosh, PRTC

My name is Jerry McIntosh, Quality Assurance. I'd like to start by saying that I see that we're talking about the Wheels-to-Wellness today. I'd would like to make my comments on Wellness-to-Wellness. Ms. Karen Mills runs that program, I would like to acknowledge Ms. Barg, but she's not here. She did a very good job of keeping this thing alive. We appreciate that. On the street that's a very, very good program. I had the honor of going with Ms. Karen Mills to some of the people, the clients, I went to in and out of some of the nursing homes. This is a program we really, really need in our County. I ask that ya'll look into it. Ms. Lawson keep asking questions. It seems to it was on life support, but ya'll started asking questions and all of a sudden its taken life again. It's a very good program, I've seen people who really need this program. We have a person who is running this program, Ms. Karen Mills. She's very good, she's passionate what she do, it helps people in this County who are not as fortunate as some of us. Their health has failed them, they're elderly, and it doesn't cost us much and if everybody would keep asking questions why not keep this program going. I've seen it, it was very emotional when I seen the people when they are approved for this program with tears in their eyes. Please ask questions. Speaking on her behalf, she's running her own car doing this. I know they give her a little bit here and there for the gas, but that's no compared to that car of hers and she's doing that out of herself. Get into, see what I'm saying is true, ask more questions. Alright, thank you.

James Halvorson, Citizen

Good evening ladies and gentleman, my name is James Halvorson, I think some of you already know me, it's been a while since I've been here, but I would say....Chair Anderson sir I can't hear you...okay can you hear me now okay did you need me to repeat the name...Chair Anderson yes....Jim Halvorson. As I said earlier, many of you probably already know me and I can second what the gentleman has said about Wheels-to-Wellness, because I use it myself. Not extremely often, but you know that it saves me, well, I'll just tell you from the hospital to my house paid by cash is about \$30.00 going there with this program it cost me \$3.00, so and I'm on a fixed income, so it certainly benefits me and I also represent um a group of disadvantaged individuals as well um that are serviced by that program and I can tell you a great number of them are benefitting hugely because of it. I also remember a time when we had to go; Ms. Mills, me, and a bunch of other people that take part in the program had to speak up for the program to get money to be able to survive. Um, I can tell you anything you can do to keep it alive, please do, because you're helping the disadvantaged, you're helping people with uh what I like to term as SMIs which are very close to our purposes severe mental illness. Um, you're helping all those who are on fixed

income and I can tell you that it greatly benefits us, it really does. I've used it now since its inception as a matter of fact I've used the bus system since its inception. In fact when I used to work with Patent and Trademark, but um fortunately the government decided that I was to be incapacitated to work so they gave me my check and said have a nice day, but in any case, this is a hugely beneficial program and I'm grateful for both Ms. Mills and the program and for those who support it. Thank you.

#### Ken Jones, PRTC

Good evening, my name is Ken Jones I'm the Manager of Dispatch um been here a few times we've been coming here since December. During the anniversary of Dr. King's death it sent me into a state of reflection and I went back and started looking at some things that were going on at that time, I was too young I wasn't born yet, but uh I noticed though the March on Washington was called Jobs and Freedom. When he was assassinated in Memphis, he was there to support sanitation workers and it just seems to me 50 years later here we are again with the same fight going on again you know um there's rules laid down you know um that were told you work hard, come to work every day, do a good job, put in your hours you'll be rewarded. But in this case, that's not what has happened and we come up every month and show our work and I can say for the people that have worked for me, they work and I always come back to the words that Mr. Schneider used in his original resolution when he said that they were low performing, inefficient, redundant, unaccountable those are words that cut to the core of people who come to work and do a job every day and put in their time and their energy even when it's snowing outside when the weather is inclement they're there. The other people above them senior management they're not here during that time, they're here and I just think that at a certain point you got to look at a person's words and measure it with their actions and this speaks for itself. I understand that there's an investigation going on, but at a certain point things are so blatant and so clear and where my frustration is coming in at is the silence. The silence of saying those words were wrong. Whether you believe that it's racial what those words were wrong and it's been silence on that and to me silence equals complicity and I know some people that have worked and have seen this dispatch team and these quality assurance monitors in action. They know what they've been doing for the past 10, 13, 15 years so I would just it disappoints me to see that that no one else has stepped up to support and vouch for the job that they do so I'll leave it at that and I thank you for giving us your time.

#### Tonisha Belton

Good evening, my name is Tonisha Belton and I'm a Dispatcher here and I just wanted to speak on kind of coattail on with Ken Jones with the lack of accountability that was brought up and just some things that I've noticed in coming to the meetings in these past months. With our contractor there used to be a report given so that we know what's going on, what has happened, what's occurred what needs and I haven't seen those things um I haven't seen those things being done since we've been coming to the meetings so we don't know what's going on with the buses and we're dealing with not having enough buses for pull outs or the buses that are going out should not be going out and there's nothing being brought up in the reports here that we can see and there are no changes really, so I just wanted to bring that if we're talking about lack of accountability everybody needs to be held accountable and I don't see that happening.

Bea Wooden

My name is Beatrice Wooden, Dispatcher for 13 years PRTC and just following up. I have worked those snow days getting here at 4 o'clock in the morning and I know people on a higher level have seen what and I speak for all dispatchers but mainly Markesha because she's here at 3 o'clock. What she does from the time she's here to the time she gets off what I do from the time I'm here especially on those critical days when you have snow, bad weather we don't know what's going on. Even days when the VRE breaks down and they contact us and they say we need X amount of buses. If you're in there and you see it happening, and then your blink your eye and it's over with, but it's done everything is done um buses are sent out and I know people from higher management have been in there have seen this happen but like nobody saying anything about what we're doing other than us and it's not right. It's not right and I um well anyway, but anyway but it's just people need to speak up, people need to speak up um because we are doing what our job tells us to do, what our job description is to do and that's what we're doing and we're here to serve the people, we're here to serve the community, we here to do our job for PRTC, which we're employed by and we will continue to do that. Thank you.

Nia Tuix, Citizen

Good evening my name is Nia Tuix and I'm President under Reverend Al Sharpton with the National Action Network. We represent civil and human rights in DC, Maryland, and Virginia. Not a lawyer, however, uh my comments are pretty much the same uh dealing with racism and lies and people are trying to tell me that telling the Board about racism and lies that you're not interested, but racism is against the law, not a lawyer. Uh we just celebrated Dr. King's uh assassination yesterday. He was dealing with those type of issues discrimination in Memphis, Tennessee, it's against the law, people have lost their lives, they've fought hard, and now today find ourselves doing the same thing. I don't know your side of the story, however, what I've researched over and over brings me to that same point that we're not dealing with the situation in a manner of legality let's say because when people are RIFd they're certain things that the law does say has to happen and this group was told to leave uh just leave get two week's severance pay and we know that is wrong. We've appealed to the conscious as much as we can to try to sit down and come up with a different way to make your budget, however, uh not have the employees lose their jobs and that can be done. There, there are many ways if we sit down and negotiate. There is uh there are efforts on our part that were compelled to carry out not threatening we don't have to come we don't work like that. We'd rather negotiate hardworking employees that have proved without a shadow a shadow of anyone's imagination to be employees that are dedicated, loyal, they're productive, they get the job done and now the company is has a challenge and we just don't want them to be thrown out based on their nationality and, of course, uh based on lies because what I've read the three concerns are not true, they are productive and they're good employees and they make the community I mean the community is watching this issue and it is our duty to make sure the community is informed, we've been treated very fair to come up and make our comments but the community is watching and it's the community that rides buses. You know we're not trying to blow this thing up I would hope that we can come to anything but this impasse or wherever we are to keep the employees employed that have proven without a shadow of a doubt a good hard decent working record to

make PRTC the outstanding success you have today and I thank you for yielding this time to me and allowing us to be heard. Thank you.

Amber Maiden, Citizen

Good evening, I've said plenty speaking and writing and I just was moved to come up here after Nia Tuix and Ken, because they're right. The Civil Rights Act of 1964 is 50 years old and I'm disgusted that there are so many organizations, governments not yet in compliance with the law that is not that complicated it's not that complicated not to discriminate against minorities and women. As I said, seven years with the Metropolitan Washington Airports Authority, I am so familiar with the good old boys network and how that works, I know it inside and out and I'm seeing a lot of remnants of that up in here and I've said that, you've heard that, but beyond that it's a safety issue. These people are on the front lines they are quality assurance for these huge vehicles that move throughout the very complicated Metropolitan area, so it's a lot more than just the racism and the sexism, there's a lot more at stake here and yes there needs to be some action and it needs to be immediate and it needs to be remedial. That's all I have to say.