

## GRTC Items

1. Provisions for ensuring bus operations continue during inclement weather if VCU (University and Health System) are operating.  
GRTC currently maintains bus operations during inclement weather, even if limited service. The only time service will stop completely is if a State of Emergency is declared.
2. Performance monitoring protocols to ensure the service is performing as planned (including schedule adherence, headways, condition of buses and stops, bus driver behavior, etc.).  
GRTC already has certain protocols in place but would like clarification on bus stops and bus driver behavior. We feel further discussion with VCU would help.
3. "Out Clause" that allows VCU to exit from the agreement within 30 days if service is not provided as agreed to in the agreement.  
This would need to be discussed further and agreed upon by the city and GRTC. Of concern is the increased service enhancement costs already being incurred if VCU elects to terminate, and the public process GRTC would have to follow in order to reduce service back to RTNP levels and the required lead time.
4. Continue providing real time bus tracking mobile app available to all users.  
Yes, this is not a problem.
5. Pulse Service – extended weekday 10-minute headways throughout weekdays.  
The preliminary estimated cost of this enhancement is \$329,524.
6. Route 5 Service – enhance weekday headways from 15 minutes to 10 minutes throughout weekdays.  
The preliminary estimated cost of this enhancement is \$1,126,998.
7. Provide a bus stop at the following locations along the planned Route 5:
  - Main Street and Cherry Street
  - Cary Street and Linden Street
  - Leigh Street and 10<sup>th</sup> StreetGRTC can add 3 stops if agreed to by the city, however, instead of Leigh Street and 10<sup>th</sup> Street GRTC staff recommends placing it at Leigh Street and 11<sup>th</sup> Street due to night/Sunday routing. We would need to understand what amenities/furniture VCU wanted at the stops to develop a cost estimate.
8. Enhanced bus shelters at local bus Route 5 stops adjacent to VCU Campuses.  
GRTC would like clarification on what VCU means by "enhanced" and welcomes more discussion to fully understand what they want. This could require UDC approval if they want a design not already approved. We would need to understand VCU's shelter preferences to develop a cost estimate.
9. VCU representation on GRTC governance board.  
Would need to be approved by GRTC's owners. Am awaiting input from Bonnie Ashley on process.
10. Enhanced security on buses (e.g. emergency call equipment, cameras, etc.) and linked CCTV cameras to VCU police department command center.

GRTC would like clarification on what VCU means by “enhanced” and welcomes more discussion to fully understand what they want vs what we already have. Regarding live feeds from Pulse station CCTV systems, we are already going to stream 2 live feeds from each station. One feed will go to GRTC’s data center and the other feed will flow over our fiber link with the City of Richmond to their CCTV system. We will not have the bandwidth to support a 3<sup>rd</sup> feed from each station. IS’s recommendation is to have VCU connect via VPN to either Richmond or GRTC and utilize the camera software to view the feeds from one of our management centers.

11. Pedestrian scale wayfinding signage toward VCU Campus destinations at the following Pulse BRT stations: VCU & VUU stations, Government Center stations, and VCU Hospital stations.

This is possible after proper coordination with the city on any sign restrictions. We would need to understand VCU’s wayfinding signage preferences to develop a cost estimate.

12. VCU branded bus wraps – Route 5.

This is possible but would require more discussion about implementation. GRTC could present different options to avoid possible Title VI violations.

13. Wi-fi on buses (initially on Pulse, later rollout on Route 5 depending on usage).

GRTC is already planning to provide wi-fi on Pulse buses and is open to adding it to Route 5 buses if desired.

14. Ability to provide additional/enhanced paratransit service for those with mobility impairments based on VCU demand.

GRTC would like clarification on what VCU means by “additional/enhanced” and welcomes more discussion to fully understand what they want vs what we already provide.