



RideFinders FY20 Annual Report (condensed version)

Von Tisdale, Executive Director • April 1, 2021 • RRTPO

TODAY'S PRESENTATION

- Governance
- Funding and Financials
- Programs and Activities
- Awards
- Closing
- Questions???

GOVERNANCE

BOARD OF DIRECTORS:

Benjamin P. Campbell, President Chair (City of Richmond)
Gary Armstrong, Vice-President/Vice-Chair (Chesterfield County)
Eldridge F. Coles, Secretary/Treasurer (City of Richmond)
George Braxton (City of Richmond)
Ian Millikan (Chesterfield County)
Daniel K. Smith (Chesterfield County)

RIDEFINDERS ADVISORY BOARD (RAB):

Chessa Faulkner, Chair (Chesterfield County)
Todd Eure, Co-Chair (Henrico County)
Dironna Clarke (City of Richmond)
Ken Lantz (PlanRVA)
Stephanie Phillips (Greater Richmond Chamber of Commerce)
Chris Arabia (Virginia Department of Rail and Public Transportation)
Daniel Salkovitz (Virginia Department of Environmental Quality)
Ron Svejksky (Tri-Cities Metropolitan Planning Organization)
Ivan Rucker, non-voting (Federal Highway Administration)
Walter Johnson, non-voting (Private Citizen)

FUNDING

Source	FY20
Plan RVA TPO – Carpool Incentive Program	\$135,000
TPO - Congestion Mitigation & Air Quality (CMAQ) Air Pollution Reduction Program T203 FY18	\$155,000
TPO – Congestion Mitigation & Air Quality (CMAQ) Air Pollution Reduction Program T203 FY19	\$510,500
TPO – Congestion Mitigation & Air Quality (CMAQ) Air Pollution Reduction Program T203 FY20	\$509,500 (Executed on 5/15/2020)
Congestion Mitigation & Air Quality (CMAQ) Ozone Alert Non-Attainment T204 – Tri-Cities Area Metropolitan Planning Organization	\$35,000

FUNDING

TDM Grant- VA Department of Rail & Public Transportation	FY20 Original Grant Total	State	Matching Funds Required
FY20 TDM Operating – Air Pollution Reduction	\$100,000	\$20,000	\$5,000
Regional Vanpool Program		\$60,000	\$15,000

Local Funds	FY20
City of Richmond	\$7,500
Chesterfield County	\$7,500
Henrico County	\$7,500

FINANCIALS

Natural Expense Classification

The natural classification of total expenses for the years ended June 30, 2020 and 2019 is as follows:

	2020	2019
Transit tickets and other retail	\$ 351,408	\$ 511,861
Salaries and benefits	477,989	461,311
Advertising and promotion	46,874	85,745
Rent	72,506	68,069
Professional services	21,223	18,756
Other	21,570	16,176
Office supplies and expense	9,275	11,328
Insurance	13,139	13,306
Telephone	6,244	8,470
Employer based services	450	1,097
Depreciation	3,267	4,132
Vanpool assistance	21,482	31,730
Professional development	3,079	9,515
Total expenses	\$ 1,048,761	\$ 1,241,496

AUDIT

RideFinders met all compliance standards for federal, state and local regulations for the Annual Audit conducted by Brown, Edwards & Company, L.L.P. and Virginia Department of Rail and Public Transportation Three-Year Compliance Review conducted by WSP USA.

Compliance and Other Matters

As part of obtaining reasonable assurance about whether RideFinders' financial statements are free from material misstatement, we performed tests of its compliance with certain provisions of laws, regulations, contracts, and grant agreements, noncompliance with which could have a direct and material effect on financial statement amounts. However, providing an opinion on compliance with those provisions was not an objective of our audit, and accordingly, we do not express such an opinion. The results of our tests disclosed no instances of noncompliance or other matters that are required to be reported under *Government Auditing Standards*.

Purpose of this Report

The purpose of this report is solely to describe the scope of our testing of internal control and compliance and the results of that testing, and not to provide an opinion on the effectiveness of the entity's internal control or on compliance. This report is an integral part of an audit performed in accordance with *Government Auditing Standards* in considering the entity's internal control and compliance. Accordingly, this communication is not suitable for any other purpose.

Brown, Edwards & Company, L.L.P.

CERTIFIED PUBLIC ACCOUNTANTS

Newport News, Virginia
October 6, 2020



COMMONWEALTH of VIRGINIA

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Director

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October 25, 2019

Ms. Von Tisdale, Executive Director
RideFinders
1013 East Main Street
Richmond, Va. 23219

Dear Ms. Tisdale,

The attached report represents the formal conclusion to the DRPT compliance review that was undertaken at RideFinders for the period covering FY2015 to FY2018. We would like to thank the management and staff at RideFinders for their assistance during this compliance review.

As the Commonwealth continues to face significant budget issues, more scrutiny is cast upon the results of the Commonwealth's investment in public transportation. Our compliance review program is part of an integrated DRPT process to ensure that this scrutiny is fully satisfied and that the unmet financial needs of public transportation in Virginia receive strong consideration for further funding. The compliance review tests adherence to the various agreements and policies and procedures that govern the receipt of DRPT controlled funding. Additionally, the review is designed to ensure, if applicable, that RideFinders has properly implemented corrective action for any findings related to previous DRPT Compliance Reviews.

RideFinders had no compliance review findings. If you have any questions regarding this report or the compliance review process, please do not hesitate to contact me or any of my staff.

Sincerely,

William S. Pittard

William S. Pittard
Chief Financial Officer
Department of Rail and Public Transportation

DRPT.Virginia.gov

Improving the mobility of people and goods while expanding transportation choices.

PROGRAMS BY THE NUMBERS

FY17 – FY20

Commuter Store Operations	FY17	FY18	FY19	FY20
Walk-in Clients	7,413	8,100	6,369	4,542
Transit Fare Media Sales	\$319,759	\$416,967.22	\$321,452.50	\$241,217.75
Vanpool Voucher Sales	\$167,335	\$173,747	\$192,830	\$122,710
EZ Pass Sales	\$14,000	\$10,360	\$6,685	\$4,585
Stamps Sales	\$1,679	\$1,212.20	\$1,205	\$704

Transportation Demand Management (TDM) Programs	FY17	FY18	FY19	FY20
New Commuter Registrations	1,528	1,211	1,540	977
Registered Carpools	109	132*	366*	275
Emergency Ride Home Trips Provided	114	96	101	56
New Employee Transportation Coordinators/Business Associates	48	35	55	40
New Vanpools Started	10	9	11	9

*Change in how carpools are counted by the developer – Agile Mile.

TRANSIT PASSES

Transit Pass Type	Quantities Sold	Pass Amount	Total	Trips*
CARE (6 tickets)	522	\$ 18.00	\$ 9,396.00	3,132
CARE (10 tickets)	1,392	\$ 30.00	\$ 41,760.00	13,920
One Ride Pass (local)	8,598	\$ 1.50	\$ 12,897.00	8,598
One Ride Pass Plus (local)	5,556	\$ 1.75	\$ 9,723.00	11,112
One Day Unlimited (local)	7,139	\$ 3.50	\$ 24,986.50	14,278
7-Day Unlimited (local)	847	\$ 17.50	\$ 14,822.50	11,858
30-Day Unlimited (local)	760	\$ 60.00	\$ 45,600.00	45,600
Senior/Disabled/Medicare/Minor 1-Day Unlimited	6,246	\$ 1.75	\$ 10,930.50	12,492
Senior/Disabled/Medicare/Minor 7-Day Unlimited	1,259	\$ 8.25	\$ 10,386.75	17,626
Senior/Disabled/Medicare/Minor 30-Day Unlimited	740	\$ 35.00	\$ 25,900.00	44,400
Henrico Express/Pemberton 1-Day Unlimited	813	\$ 4.50	\$ 3,658.50	1,626
Henrico Express/Pemberton 7-Day Unlimited	2	\$ 22.50	\$ 45.00	20
Henrico Express/Pemberton 30-Day Unlimited	135	\$ 80.00	\$ 10,800.00	5,400
Petersburg Express 1-Day Unlimited	717	\$ 7.00	\$ 5,019.00	1,434
Petersburg Express 7-Day Unlimited	10	\$ 35.00	\$ 350.00	100
\$5 Kings Dominion	0	\$ 5.00	\$ -	0
\$10 Kings Dominion	4	\$ 10.00	\$ 40.00	8
\$6 Kings Dominion Employee Pass	22	\$ 6.00	\$ 132.00	44
Chesterfield 1-Ride Pass	1,931	\$ 6.00	\$ 11,586.00	1,931
Chesterfield 7-Day Pass	49	\$ 65.00	\$ 3,185.00	490
Totals	36,742		\$ 241,217.75	194,069

* Total transit ticket sales include walk-in customers to the Commuter Store and Commuter Choice orders from area businesses and human service agencies.

There were 225 Commuter Choice orders from companies totaling \$172,746.25. Some companies include the Library of Virginia, Department of Social Service and the Office of the Attorney General. *total includes transit tickets and vanpool voucher sales.

There were 59 orders from Human Service organizations totaling \$66,179.25. Some organizations include Greater Richmond SCAN, County of Henrico Mental Health, VEYO, LLC, Real Life and Senior Connections.

VANPOOL PROGRAM

RideFinders supports the formation and continued operation of vanpools in various ways. RideFinders does not own or operate any vans; maintenance, insurance, fare collection and all other aspects of daily vanpool operations are addressed by third party leasing agencies. Placed **71** commuters in empty vanpool seats.

FY20 Vanpool NTD data

	Passengers	Passenger Miles	Passenger Trips
K&K	3,697	7,509,152	80,763
Ride-EZ	1,224	3,108,655	49,993
Enterprise	6,468	11,745,169	175,256
Total	11,389	22,362,976	303,012

FY18 Vanpool NTD data

	Passengers	Passenger Miles	Passenger Trips
K&K	4,338	9,737,251	106,529
Ride-EZ	1,039	2,217,040	39,783
Enterprise	8,820	17,188,492	251,556
Total	14,197	29,142,783	397,868

FY19 Vanpool NTD data

	Passengers	Passenger Miles	Passenger Trips
K&K	4,642	10,185,560	111,643
Ride-EZ	1,128	2,423,585	42,605
Enterprise	7,713	15,290,567	232,902
Total	13,483	27,899,712	387,150

EMISSIONS DATA

Agile Mile provides emissions data based on participants that record telework, carpool, vanpool, transit, bike, multimodal and walk trips.

Vanpool Only Emissions FY20 (July 2019 - June 2020)

ENTER VMT:	22,362,976 Miles not driven
ENTER AVERAGE FUEL ECONOMY:	21.0 MPG (miles per gallon)
<u>Emissions</u>	
Reduced NOx (oxides of nitrogen)	14.67 tons
Reduced VOC (volatile organic compounds)	14.47 tons
Reduced PM 2.5 (particulate matter)	427.94 lbs.
Reduced CO (carbon monoxide)	8,930.36 tons
Reduced CO2 (carbon dioxide)	10,436.06 tons

FY20 (July 2019-June 2020)

Commutes	All Modes
Gallons of gas saved	79,103
Reduced NOx (lbs)	2,295
Reduced VOC (lbs)	2,264
Reduced PM 2.5 (lbs)	33.5
Reduced CO (tons)	5.99
Reduced CO2 (tons)	775

FY19 (July 2018-June 2019)

Commutes	All Modes
Gallons of gas saved	113,982
Reduced NOx (lbs)	3,183
Reduced VOC (lbs)	3,140
Reduced PM 2.5 (lbs)	46.4
Reduced CO (tons)	8.30
Reduced CO2 (tons)	1,117

TRY TRANSIT WEEK

- Celebrated **Try Transit Week (September 16-20, 2019)** – a statewide week encouraging Virginians to try transit presented by the Virginia Department of Rail and Public Transportation.
- Aired :**15 second radio spots** – **30** spots during the week during peak commute times.
- Placed Try Transit Week Challenge newspaper ads in *Henrico Citizen*, *Chesterfield Observer*, and *Richmond Free Press*.

RideFinders, Central Virginia
Published by Cherika Ruffin [?] · September 5 at 10:48 AM · 🌐

It pays to try transit during Try Transit Week - September 16-20! Be a FAN of Clean Air and take advantage of two great opportunities during the week. Pledge to try transit during Try Transit Week by visiting www.trytransitweek.org. After pledging to try transit, visit www.ridefinders.com to login or create a FREE account to record your transit trips during the week for more chances to win fun prizes. Let's Try Transit RVA! Virginia Department of Rail and Public Transportation

PUBLIC TRANSIT IS AFFORDABLE, RELIABLE, AND EASY!
Pledge to try public transit during Try Transit Week and enter to win:

- 🏆 A year of free transit service
- 🎫 A pair of tickets for Amtrak's Northeast Regional train

Try TRANSIT WEEK
Explore Public Transit Today!
September 16 – 20, 2019

Enter to win free transit today at TryTransitWeek.org **DRPT**
Virginia Department of Rail and Public Transportation

TELEWORK

- **Caring Commutes:** Partnered with Agile Mile to launch Caring Commutes, an initiative that simply asks clients to record their telework days in their RideFinders account every day that they work from home. Once 500 telework “trips” were recorded, a \$500 donation would be given to Feed More. The donation money comes directly from Agile Mile. **1,045 telecommutes recorded.**



CLEAN AIR CAMPAIGN – SPRING 2020

- Launched “**Celebrate Earth Day, Every Day**” Clean Air Campaign focused on telework, biking, walking, and green activities during the ozone season (April – September).
- Recorded videos with Executive Director for special series, VISITS with Von, to spur social media engagement with clients, customers and general public. (Practiced physical distancing during recording)



BIKING

- Partnered with the **Bellemeade Community Bike Shop and Groundwork RVA** for the Youth Bike Race distributing reusable water bottles, bike reflectors and Bike Boy informational cards.



- Partnered with **VCU Ram Bikes** to promote Bike Buddy feature on RideFinders Ridematching & Rewards mobile app.



AWARDS & ANNUAL REPORT

- Won 2019 EPA (Environmental Protection Agency) Clean Air Excellence Award recipient in the Transportation Efficiency Innovations category for the project, “RideFinders Commute Green Summer Challenge.”
 - Received congratulatory letter from Senator Mark Warner.
- Won 2019 Best Print Marketing Campaign award from the Chesapeake Chapter, Association for Commuter Transportation (ACT) for the project, “RideFinders Burn Calories, Not Gas Bike Challenge.”
- Won 2020 Association for Commuter Transportation (ACT) National Commuting Option Award Vanpooling for the project, “Fall in Love with Vanpooling” program.
- Program Manager recognized by the Virginia Transit Association (VTA) as the 2020 Transit/TDM Employee Unsung Hero Award recipient.

A complete copy of the RideFinders FY20 Annual Report can be found at

http://ridefinders.com/uploads/RideFinders_FY20_Annual_Report.pdf



RIDEFINDERS FY20 ANNUAL REPORT (condensed version)

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