

Annual Report

Forty years of regional cooperation

1966
1976
1986
1996
2006

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Welcome

It is our pleasure to present the Richmond Metropolitan Authority's Annual Report for Fiscal Year 2005-06. This year, which marks the 40th since the creation of the RMA back in 1966, saw the completion of repairs associated with Tropical Storm Gaston, and the continuation of efforts to better serve our patrons through enhancements in the area of the Powhite Mainline Toll Plaza.

Tropical Storm Gaston: Finally a memory

This year saw the completion of the final repairs to the heavy damage at the Powhite Mainline Toll Plaza by Tropical Storm Gaston on the night of August 30, 2004. Today the plaza operates on modern equipment and is protected from future storms. The RMA Operations Division is now turning its attention toward improving and upgrading the rest of the expressway system's toll collection equipment to the level of the renovated Powhite Mainline.

Powhite enhancements

A project to widen the approaches to the Powhite Mainline Toll Plaza and add an additional lane southbound between Forest Hill Avenue and the plaza was finished in the summer of 2005. The RMA made these improvements to help reduce rush-hour backups and increase sightlines northbound and southbound. This project was the first phase of a two-phase effort that will culminate with the construction of Smart Tag Express Lanes at the toll plaza. By mid- to late 2008, the RMA will finish the project and offer a safer, quicker commute to all who use the Powhite Parkway for daily travel to and from work. Not only will the project result in the placement of three non-gated Smart Tag Express lanes in each direction, it also will separate the northbound and southbound tolling locations to allow more lanes and less congestion in both directions.

Smart Tag popularity at an all-time high

Smart Tag continued to enhance the RMA's ability to save our patrons time and money by using our expressway system. While we had estimated that 23 million Smart Tag transactions would be processed this fiscal year, we actually exceeded this number by approximately 2 million transactions. This increase is due primarily to the completion of restorative efforts to the Powhite Mainline Toll Plaza in the wake of Gaston, increased traffic, and continuing reduction of the impact of Route 288's opening in November 2004.

Today, 40 years since the inception of the RMA and 33 years since the first vehicle rolled down the Powhite Parkway, we celebrate the function of this authority as a prime example of the successes independent local governing bodies of a region can achieve by working together toward a common goal. The RMA Expressway System continues to provide a convenient and increasingly vital alternative to other routes of travel within the Richmond region. Our ever-growing traffic data illustrates the dependence of area residents on the system, and the need for its diligent maintenance, as the region continues to see growth both downtown and in the surrounding counties. We've touched the surface here; we hope you will read this report in detail and discover all the ways the RMA is a proud and productive member of the community.



RMA Board Chairman James L. Jenkins (left) and General Manager Robert M. Berry

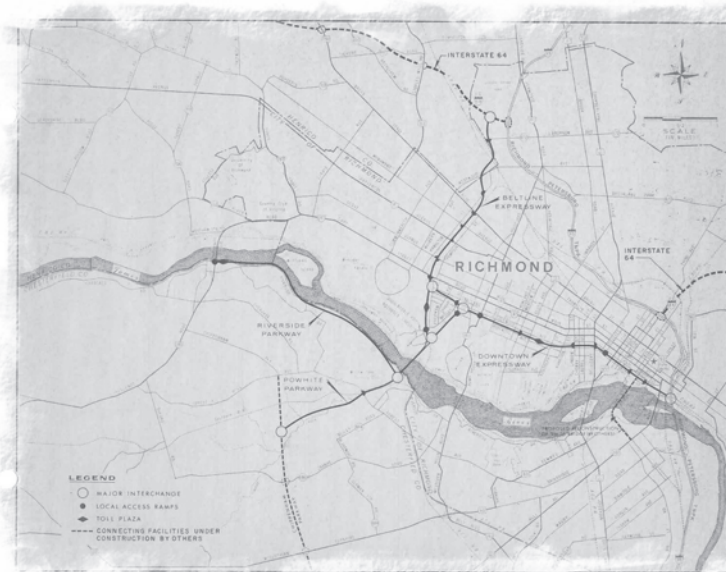
The History of the RMA

The idea for the Richmond Metropolitan Authority (RMA) dates back to the 1940s, when expressways for the city were first proposed. Expressways were needed to relieve traffic congestion on the narrow city streets due to the increase in automobile use and the demise of Richmond's 61-year-old streetcar system. The RMA was established in response to that need.



Following the development of the Richmond-Petersburg Turnpike in the 1950s, the City of Richmond's Planning Commission appointed the Trafficways Committee to explore the feasibility of an expressway system connecting Richmond with its surrounding areas. After almost two years of study, the committee won the endorsement of the Richmond, Chesterfield and Henrico members of the Virginia General Assembly. The RMA was created by an act of the General Assembly on March 30, 1966.

Initially, \$2.05 million was borrowed for operating money, and \$20 million was guaranteed by the City of Richmond to cover the cost of planning, designing, and acquiring the right-of-way for an expressway. This commitment led to the City having greater representation on the RMA's Board of Directors.



With more than 900 businesses and residents displaced by the construction of the Downtown Expressway, the RMA, in cooperation with the Richmond Redevelopment and Housing Authority and City Council's Housing Committee, coordinated a massive relocation effort. Even so, numerous lawsuits, land acquisition negotiations, and construction difficulties caused the completion of the expressway system to be delayed for several years.

The Authority purchased the Boulevard Bridge in 1969, making several improvements to the 45-year-old structure including the installation of automated toll equipment. In response to escalating demands for another route across the James River, the RMA built the Powhite Parkway in 1973. The Downtown Expressway, linking Interstates 195 and 95, opened in 1976. The connecting ramps to I-95 were completed the following year. In the mid-1980s, the RMA demolished and replaced the aging Parker Field with a state-of-the-art baseball stadium, The Diamond. Since 1991, the RMA has built parking decks downtown



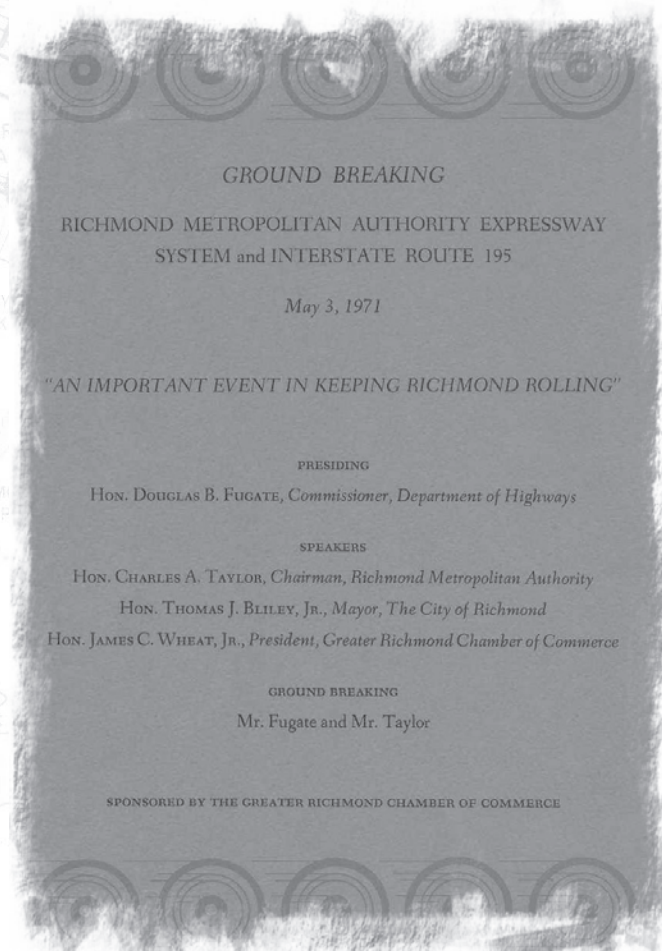
at Second Street and the Downtown Expressway, and two additional decks serving the Carytown shopping district.

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In 1993, extensive renovations to the Boulevard Bridge were completed. Specifically, the concrete deck was replaced, which allowed the RMA to widen the lanes and walkway. All the while, the historic look of the bridge and toll plaza building was maintained. In 1996, the RMA resurfaced the Powhite Parkway Bridge with a layer of concrete modified with latex. The overlay has extended the life of the roadway surface. The project also included re-striping the bridge, thereby expanding the northbound lanes from four to five. These numerous construction projects and improvements helped the RMA to be more efficient while simultaneously improving service to customers.

Since the Powhite Parkway and Downtown Expressway connections were completed in 1976, the areas along the expressway corridor have flourished. Carytown has become a highly successful retail district, attracting shoppers from

the West End and Southside using RMA facilities. The same





can be said of Shockoe Slip and Shockoe Bottom, which have been transformed from abandoned warehouses to thriving districts with shops, galleries and restaurants. The RMA expressway system provides convenient, safe access to these areas. Every week, thousands of commuters use the Powhite Parkway and Downtown Expressway to reach their offices in the Federal Reserve Bank, James Center and Riverfront Plaza. The Powhite Parkway leads into the Powhite Parkway Extension in Chesterfield, where office parks at the Koger Center, The Boulders and The Arboretum are located. The new Bon Secours-St. Francis Medical Center is under construction at the end of the Powhite Parkway Extension.

6 Economic development has followed the expressway system. In 1973, when the Powhite Parkway Bridge opened, there was little to foretell the economic boom that would hit western Chesterfield County. More than three decades since then, Midlothian Turnpike rivals Broad Street as a major thoroughfare offering restaurants, shopping centers, automobile dealerships and more. Since 1987, the RMA has spent more than \$61 million on improvements to the expressway system, because we realize it is an integral factor in the economic prosperity of the region and in people's lives. In December 2003, the RMA took on another role in helping shape the future of transportation in Central Virginia. At the City's request, the RMA assumed management and maintenance duties at Main Street Station, Richmond's original 19th-century train station. The station was reopened in December 2003 after sitting idle for two decades in Shockoe Bottom.

With the completion of Route 288 and the long-awaited final link of Richmond's circumferential highway now open, the RMA's expressway system realizes a new purpose of providing a link from 288 into the heart of the City. The RMA embarked on a long-term project in May 2004 to widen the area around the Powhite Parkway Mainline Toll Plaza to further accommodate future traffic patterns and ease congestion on that busy thoroughfare.



Just as that project was getting under way, Tropical Storm Gaston crept through Virginia, nearly stalling out over the Richmond area during the afternoon and evening of August 30, 2004. Parts of the city received over a foot of rain in only a few hours, resulting in flooding of historic proportions. The RMA's Powhite Parkway was one of the hardest hit areas in the city that night as the swollen Powhite Creek spilled over its banks and flooded the highway and the mainline toll plaza, filling the tunnel under the plaza and destroying all of the toll-collection and lane controlling equipment there. RMA employees wasted no time as the water receded, draining the tunnel, removing tons of mud and debris on the highway and coordinating pavement repairs – resulting in the road's reopening less than 24 hours later. It would be a long



road to recovery, since the outdated equipment had to be redesigned, manufactured and installed – and coordinated into the RMA's computer network. As attendants collected tolls by hand in the lanes above them, RMA employees and contractors worked round-the-clock shifts in the tunnel, and by late spring 2005, the toll plaza was functioning normally once again.

Main Street Station shared Shockoe Bottom's plight during Gaston, also receiving its share of flooding and damage – although most of the damage occurred in the parking areas outside the station. RMA employees implemented repairs to these hard-hit areas immediately, and the station reopened in ten days.



Gaston's arrival punctuated what already had been one of the wettest summers on record in the Richmond area. The wettest June and August in Richmond's history tested The Diamond's 50-year-old field drainage system to its limits, and proved that the field could not handle that amount of rain in that short a time. As a result, several games were cancelled at The Diamond.

Near the end of the summer, before Gaston's arrival, the RMA made its first attempt to improve drainage by installing a trench system. Gaston provided the ultimate test for this system, which had the field ready for play within two days of the storm's visit. No matter how well the trenching system handled that deluge, however, it was a

8 temporary fix to help keep the field playable through the end of the season.

In the fall of 2004, the RMA Board of Directors approved up to \$500,000 to bring the field and its drainage

system up to current professional league standards. The funding for these renovations was available through revenues from Superbox leases, so the RMA did not have to submit any requests for additional funds to Richmond, Henrico and Chesterfield. A relatively mild winter helped the RMA finish replacing the field ahead of schedule and under budget, and the field received many compliments during the 2005 season.



Where would we be without the expressway system? Commutes would take much longer. Visits to downtown Richmond and the counties' economic hubs might not be as quick and easy.

Smart Tag, Virginia's electronic toll collection system, debuted in the Richmond area in July 1999. This system has revolutionized Virginia's toll road system and is used on all RMA and Virginia Department of Transportation

toll facilities. RMA patrons embraced the new technology, recording 25 million Smart Tag transactions in only two years. By Spring 2003, Smart Tag transactions outnumbered all other transactions at the RMA's mainline toll plazas during week-day rush hours. In the late summer of 2005, the RMA merged Smart Tag with the multi-state E-ZPass system, allowing E-ZPass users from other states to enjoy the benefits of electronic toll collection on the RMA Expressway System.

Also in 2005, the RMA completed the first phase of a multi-phase project that will ultimately bring Smart Tag express lanes to the Powhite Parkway Mainline Toll Plaza. The

first phase can stand alone if necessary, without the completion of the project, allowing increased sightlines and an additional lane on the plaza's southbound approach.

For 40 years, the RMA has been a great example of what can be accomplished through regional cooperation. In turn, the Richmond community has been supportive of the RMA. This is evident in our many accomplishments — the construction of a major expressway system, the creation of a renowned baseball stadium, the establishment of parking decks throughout the city — all of which are the result of collaborative efforts by the City of Richmond, Chesterfield County and Henrico County and their residents. We are indebted to our patrons who make use of the facilities shared by our partner jurisdictions.



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March 30, 1966
RMA created by an act of the
Virginia General Assembly

1966

November 24, 1969
RMA purchases the Boulevard Bridge

January 23, 1973
Powhite Parkway
opens to Cary Street

1973
Enabling Act amended
to authorize the RMA to
provide parking facilities

November 28, 1975
Second Street Parking Deck opens

February 4, 1976
Downtown Expressway
opens to Seventh Street

1976

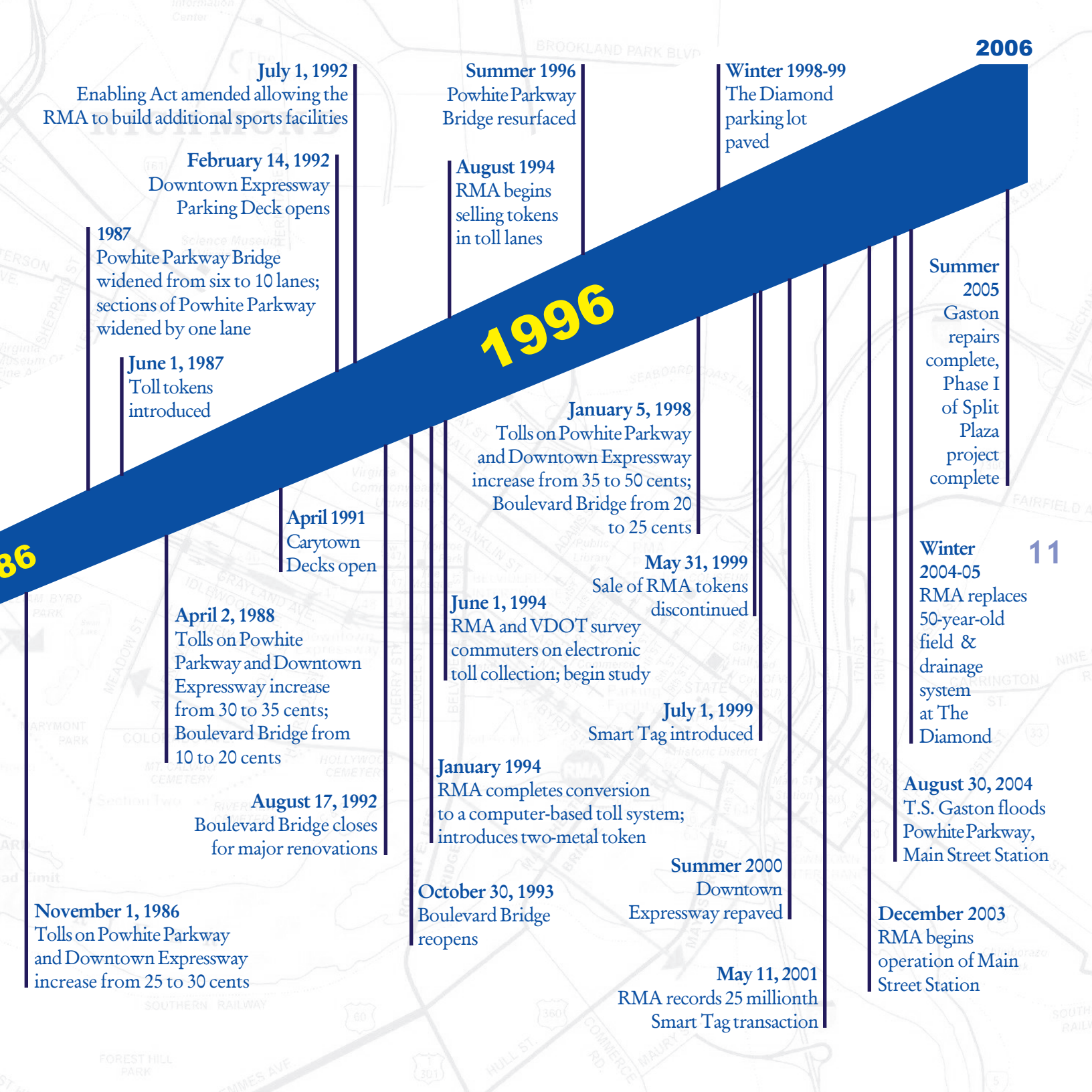
September 1, 1977
Connecting ramps to
and final portions of
Interstate 195 completed

July 30, 1978
Tolls on Powhite Parkway
increase from 20 to 25 cents,
Downtown Expressway
from 15 to 25 cents

April 1985
The Diamond opens

1984
Enabling Act amended
authorizing the RMA to
construct and own a
baseball stadium

1985



2006

Summer 2005
Gaston repairs complete, Phase I of Split Plaza project complete

Winter 2004-05
RMA replaces 50-year-old field & drainage system at The Diamond

August 30, 2004
T.S. Gaston floods Powwhite Parkway, Main Street Station

December 2003
RMA begins operation of Main Street Station

Winter 1998-99
The Diamond parking lot paved

Summer 2000
Downtown Expressway repaved

May 11, 2001
RMA records 25 millionth Smart Tag transaction

May 31, 1999
Sale of RMA tokens discontinued

July 1, 1999
Smart Tag introduced

1996

Summer 1996
Powwhite Parkway Bridge resurfaced

August 1994
RMA begins selling tokens in toll lanes

January 5, 1998
Tolls on Powwhite Parkway and Downtown Expressway increase from 35 to 50 cents; Boulevard Bridge from 20 to 25 cents

June 1, 1994
RMA and VDOT survey commuters on electronic toll collection; begin study

January 1994
RMA completes conversion to a computer-based toll system; introduces two-metal token

October 30, 1993
Boulevard Bridge reopens

April 1991
Carytown Decks open

July 1, 1992
Enabling Act amended allowing the RMA to build additional sports facilities

February 14, 1992
Downtown Expressway Parking Deck opens

June 1, 1987
Toll tokens introduced

April 2, 1988
Tolls on Powwhite Parkway and Downtown Expressway increase from 30 to 35 cents; Boulevard Bridge from 10 to 20 cents

August 17, 1992
Boulevard Bridge closes for major renovations

1987
Powwhite Parkway Bridge widened from six to 10 lanes; sections of Powwhite Parkway widened by one lane

November 1, 1986
Tolls on Powwhite Parkway and Downtown Expressway increase from 25 to 30 cents

RMA Board of Directors



James L. Jenkins
Chairman
Henrico County



Dr. Roy A. West
Vice Chairman
City of Richmond



A. Peter Brodell
City of Richmond



Herman L. Carter, Jr.
City of Richmond



Stuart G. Christian, Jr.
City of Richmond

RMA Board of Directors



*Charles H. Foster, Jr.
Chesterfield County*



*Gerald P. McCarthy
Commonwealth
Transportation Board*



*Jennifer L. McClellan
City of Richmond*



*Jonathan Murdoch-Kitt
City of Richmond*



*Reginald H. Nelson, IV
Henrico County*



*Charles Richard White
Chesterfield County*

RMA Mission

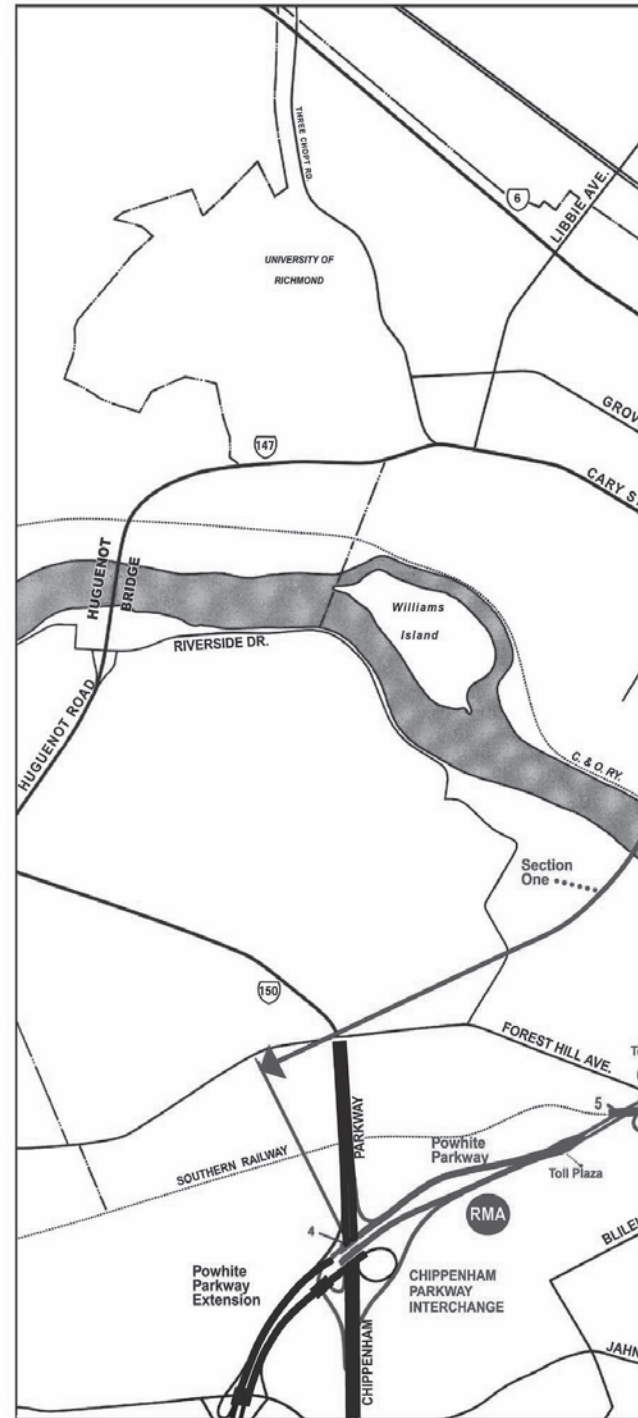
The mission of the RMA is to build and operate a variety of public facilities and offer public services, especially transportation-related, within the Richmond metropolitan area, each of which is operated and financed primarily by user fees. Our efforts are dedicated to the following constituents:

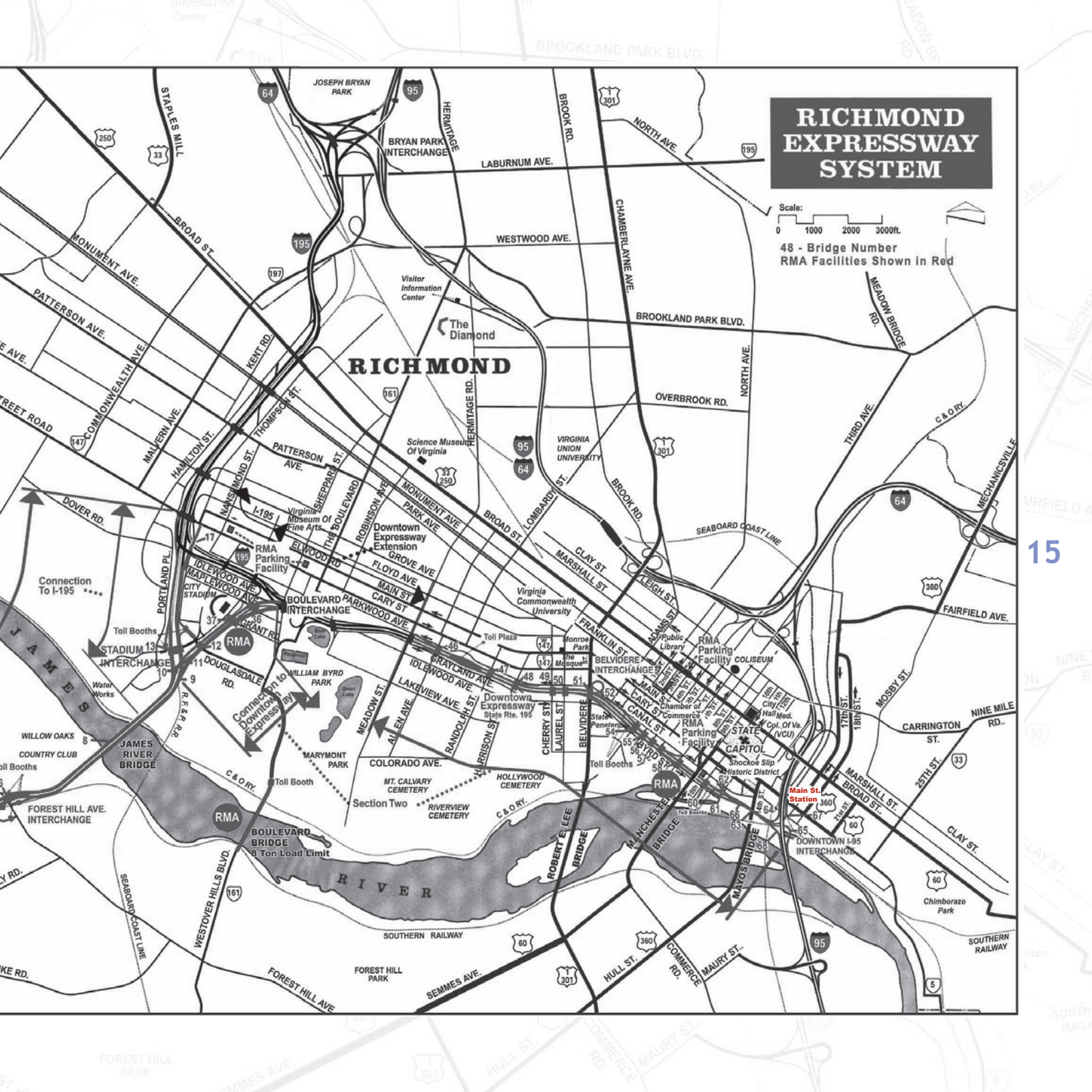
To our patrons, we will provide safe, convenient, efficient facilities and excellent customer service while maintaining the lowest feasible costs.

14 *To our employees, we will promote a safe and pleasant work environment, provide an opportunity to advance according to their abilities and fairly compensate based on performance.*

To our bondholders, we will operate in a financially sound and prudent manner and meet all debt payments and other legally imposed requirements to insure the protection of their interest.

Our mission can best be accomplished through the sound management of existing projects and consideration of additional projects as approved by the City of Richmond and the Counties of Chesterfield and Henrico. These projects are financed primarily through user fee schedules that offer the lowest possible costs to the public, fairly compensate employees, and offer financial safety to bondholders.





RICHMOND EXPRESSWAY SYSTEM

Scale:
0 1000 2000 3000ft.

48 - Bridge Number
RMA Facilities Shown in Red

Powwhite Parkway

- The Powwhite Parkway opened to traffic on January 24, 1973. It was the first section of the RMA Expressway System to be completed.
- The parkway covers 3.4 miles between Chippenham Parkway and the Cary Street ramps, and includes the .4-mile-long Powwhite Bridge crossing the James River.
- In September 1975, the Powwhite Parkway Toll Plaza was widened to accommodate increased traffic. It was widened again in November 1988. At the same time, the Powwhite Bridge was widened, and a new northbound on-ramp was built at the Forest Hill interchange.
- Also in November 1988, VDOT opened the Powwhite Extension which connects the RMA's Powwhite Parkway to western Chesterfield County.
- In 1992, the Powwhite Parkway was widened from three to four lanes northbound between Chippenham Parkway and the toll plaza. The number of lanes north of the bridge to Cary Street was increased from four to six.
- The Powwhite Parkway Toll Plaza has 14 lanes, three of which can be reversed depending on traffic needs.
- The Forest Hill interchange has a total of eight lanes to its on- and off-ramps to Powwhite Parkway.
- The Douglasdale ramps north of the river have two unmanned lanes connected to the parkway.
- Today the Powwhite Parkway is one of the most heavily-traveled corridors in the Richmond metropolitan area. Nearly 90,000 vehicles travel on the Powwhite Parkway each day with that figure rising to more than 100,000 on peak days.
- From May until October 1996, extensive work to resurface the Powwhite Parkway Bridge took place. The \$2.8 million project involved replacing the deck surface with a concrete and latex mixture to extend the life of the facility. After re-striping, the number of northbound lanes on the bridge increased from four lanes to five.
- In May 2004, the RMA began work on a long-term project to widen the approaches to the mainline toll plaza to accommodate future traffic patterns and ease congestion. This work was completed in the summer of 2005. A future second phase of the project could include splitting the toll plaza and adding Smart Tag express lanes, allowing electronic-toll-paying customers the convenience of high-speed tolling.



Downtown Expressway

- The Downtown Expressway opened to traffic from Interstate 195 (near Byrd Park) eastward to Street on February 3, 1976.
- The northbound connections to Richmond-Petersburg Turnpike (I- opened in August 1976, and the southbound connections were completed on September 1, 1977.
- In 1992, additional lanes were added to the 7th Street and 12th Street westbound on-ramps. At that time, the 11th Street on-ramp and Canal Street off-ramp were widened to two lanes each.



7th
the
95)

17



- The stretch from Meadow Street to the junction with I-95 is 2.5 miles long. It contains a barrier toll plaza with 12 lanes. Four of the lanes there are reversible.
- The Second Street ramps have two unmanned tolls. Beginning in March 1994, a toll collection attendant was stationed at the 11th Street and Canal Street ramps during peak traffic times.
- An average of approximately 54,000 vehicles utilize the Downtown Expressway each day.

Boulevard Bridge

- The Boulevard Bridge was built by the Boulevard Bridge Corporation to make the Westover Hills community south of the James River more accessible for development. It opened in 1925.
- The RMA purchased the 2,030-foot bridge on November 24, 1969. The toll was a dime then and remained so until 1988, when it increased to 20 cents.
- In January 1998, almost 10 years later, the toll rate increased five cents to 25 cents.
- Many Richmonders still call the Boulevard Bridge "The Nickel Bridge" because of its initial five-cent toll.



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• The steel-truss bridge was closed on August 17, 1992, for 14 months of renovation work. The renovation included replacing the concrete deck; widening the existing lanes on the bridge; and replacing the old toll building, booths, and equipment. A new reversible toll

lane was installed to handle traffic from either direction. The bridge reopened on October 30, 1993.



Carytown Parking Decks



- In January 1991, the Crenshaw Avenue Parking Deck in Carytown opened. That April the Colonial Avenue Parking Deck opened a few blocks away.
- The structures are virtually identical. Each can accommodate 110 vehicles.
- Special care was taken in deck design to transition between residential and commercial areas.
- Parking is free of charge.
- Since opening, these parking decks have contributed to increased business in the Carytown area by offering 220 parking spaces.

Expressway Parking Deck



- Expressway Parking Deck construction began on May 8, 1990. The facility opened on February 14, 1992.
- The deck provides 1,000 parking spaces to the downtown Richmond financial district. It has nine levels, three of which are underground.
- It is bordered by 9th, 10th, Byrd and Canal Streets, and is located, in part, over a section of the westbound lanes of the Downtown Expressway. It is easily accessible from the expressway and I- 95.
- The Expressway Parking Deck is open for transient parking from 7 a.m. until 7 p.m. Monthly parkers, who constitute 85 percent of deck customers, have access cards which allow them to use the deck at any time.

- In 1993 the deck received the Merit Award for Excellence in Parking Design and Program Innovation from the Institutional and Municipal Parking Congress.

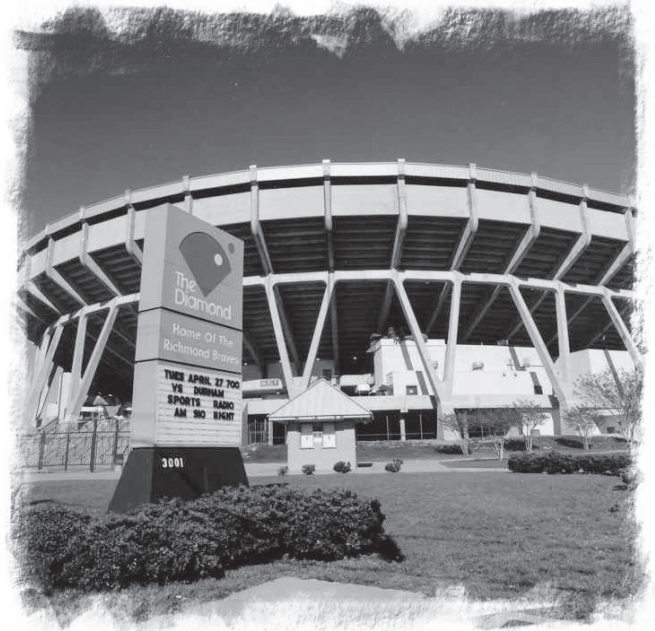
Second Street Parking Deck



- The Second Street Deck opened on November 28, 1975.
- Built at the request of the City of Richmond, it provided 370 additional parking spaces to an area that needed more parking to support the retail and office market.
- In 1992 the RMA converted the deck to honor parking.
- The deck is open from 7 a.m. until 7 p.m.
- Today the majority of the deck's spaces are occupied by monthly renters, but spaces are available for transient parkers.

The Diamond

- The Diamond baseball stadium was constructed between the 1984 and 1985 baseball seasons and officially opened its gates on April 17, 1985. It was built on the same site as its predecessor, Parker Field.
- The City of Richmond and the neighboring counties of Chesterfield and Henrico agreed to absorb any shortfall in operating revenue and debt repayment. The remaining funds were raised through private sector donations and the lease of the Superboxes.
- The Diamond operates primarily as a baseball facility for the Richmond Braves, the AAA Minor League team of the Atlanta Braves. The site has also hosted special events such as concerts and fireworks displays.
- The stadium has a seating capacity of 12,148. Of those seats, 12,018 are stadium seats and 130 are in the 15 luxury Superboxes. The Superboxes are leased by area corporations for employee and social events.



- A full-service restaurant called The Diamond Room overlooks the playing field. The restaurant seats 150 and also offers catered cookouts in the picnic area adjacent to the stadium.
- The Diamond parking lot was paved, and new lighting, fencing and gates were added, in spring 1999.
- During the 2004-05 off-season, The RMA replaced The Diamond's original 50-year-old playing field and drainage system. The Braves now enjoy a playing surface that exceeds the latest Professional League standards, even during inclement weather conditions.



Main Street Station

- Main Street Station began its life as Richmond's official train station more than a century ago in 1901. By the mid-20th century, however, area floods, the demise of the Shockoe Bottom district, the increasing popularity of air and auto travel, and the presence of the much larger Broad Street Station (now the Science Museum of Virginia) led to the station's demise. Even after receiving recognition as a state and national historic landmark in 1970, the station could not survive. This demise was further compounded by the flood associated with Hurricane Agnes in 1972, when the waters of the nearby James River flooded the station's first floor. Following the last train service to the station in 1975, to further exacerbate the station's future, a catastrophic fire damaged it extensively in 1976.

- The station saw a hint of renewal in 1985 when a shopping mall opened in the train shed behind it.



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Flooding and economic hard times befell this venture, however, and the mall ceased operations two years later. In the early 1990s the shed became home to state health offices for 650 employees.

- With the City's floodwall protecting Shockoe Bottom and the area thriving once again, and with the prospects of multimodal transportation in Richmond's future, the City renovated Main Street Station and reopened it as a train station in December 2003. That month, the RMA began operating and maintaining the station for the City. The RMA also manages rentals of the station for meetings, receptions and other functions, and oversees parking facilities in the vicinity.



Operations Division, 2005-06

Mission

The mission of the Operations Division is to provide safe, convenient, efficient facilities and excellent customer service while maintaining the lowest feasible costs. We will work with various consultant firms to maintain and improve present facilities and to design and construct new facilities. We will promote a safe and pleasant work environment and provide employees an opportunity to advance according to their abilities, and fairly compensate them based on performance. We will actively promote the use of all RMA facilities and encourage a positive attitude about the Authority throughout the community.



James B. Kennedy
Director of Operations

2005-06 Highlights

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This fiscal year saw the completion of the final repairs necessitated by the flooding from Tropical Storm Gaston. At the same time, Operations began the planning process for various improvements including the continued upgrading of the toll collection system, the renovation of the Downtown Expressway Plaza building, and the Powhite split plaza/express lanes.

Toll Operations and Maintenance

Final completion was accepted of the toll collection system that was destroyed by Tropical Storm Gaston at the Powhite Plaza. Toll Operations and Maintenance continues to work with the toll equipment supplier to upgrade remaining lanes systemwide, thereby creating the same collection system for the Downtown Expressway as currently is in use at the Powhite. Also Toll Operations and Toll Maintenance continue to work with the toll equipment supplier and our consulting engineers on the Powhite split plaza and express lanes project. Staff training continued with both classroom sessions as well as one-on-one training. These two areas continued to streamline and institute cost saving measures where possible in our purchasing process. Our Special Police Officers this year received all necessary training to maintain Conservator of the Peace status and have been certified by the State. Toll Operations and Toll Maintenance completed all their goals this year with the exception of their ongoing goals.

Parking

The Parking Department had a successful year. Monthly parking at the Second Street Deck was increased through some special new group parking contracts. The Expressway Deck was utilized for a variety of after-

normal-business-hours events such as concerts in nearby parks. This area also oversaw the installation of new parking accounting software which allows better parking reports and the ability to better monitor parking access. The Parking Department also handles all of the rentals for the RMA Diamond Superbox during baseball season. With the exception of ongoing goals, all of the goals for Parking were met this fiscal year.

Safety Committee

The Safety Committee conducted various safety inspections throughout the year to meet the requirements of the Virginia Municipal League insurance pool. The RMA-produced Robbery Awareness Training video was made available to all employees. Also, safety monthly planners were provided to all RMA employees.

Main Street Station

Main Street Station has proven to be a successful venue for special events such as anniversary parties and wedding receptions. The RMA is contractually responsible for the operations and maintenance of this City-owned facility. At the request of the City, the RMA prepared a proposal to the City to operate and maintain additional properties at Main Street Station including the Shed, the Seaboard Building, a parking garage and several surface parking lots that was accepted by the City and forwarded to the two counties for their approval. As with last fiscal year, revenue for the station was minimal this fiscal year.

Public Relations

Public Relations met its goals this year and carried several ongoing projects into next fiscal year. The Annual Report was revamped this year, giving each division its own section with its internal mission statement and highlights of the past fiscal year. The RMA website was updated, giving Main Street Station its own small website within the RMA website. Another change to the website was the addition of a downloadable employment application so that job applicants can be handled online. Public Relations also helped plan and execute the 2005 Virginia Toll Facilities Group Annual Conference. Public Relations was instrumental in helping us break all previous records for canned food donations to the Central Virginia Foodbank. Additionally, Public Relations helped plan and coordinate several Board events including several nights at The Diamond, the annual Christmas function, and the Board Retreat.

Engineering

The Engineering Department has coordinated the day-to-day planning for the Powhite split plaza/express project and the Downtown Expressway plaza building renovation. At The Diamond, interior cantilever bents were repaired and stainless steel end plates were installed as per the consulting engineer's recommendation. Also the roof drainage system was rehabilitated and flushed at The Diamond. Engineering continued to develop, maintain and monitor the capital programs for various RMA facilities and projects. With the exception of ongoing goals, all other goals were completed.

Finance Division, 2005-06

Mission

The mission of the Finance Division is to provide financial expertise and accounting necessary for the proper fiscal management of the RMA.

Financial efforts involve compliance with all legal and policy requirements imposed on the Authority; maintaining appropriate internal controls; ensuring debt schedules are reviewed and maintained to ensure the timely payment of outstanding debt; timely preparation of financial statements, budgets, and all other reports; control of expenditures; long-range financial planning; debt management; monitoring long-range traffic and revenue forecasts; and maintaining good relationships with local governments regarding Authority financial matters.



*Roland M. Kooch
Director of Finance*

2005-06 Highlights

24 Long-Range Planning

A continuous review of the Authority's long-term debt and lower interest rates resulted in an advance refunding of a portion of the Series 2000 Expressway Bonds in August 2005. This advance refunding was issued as a private placement with Bank of America. In order to provide updated information since our last rating agency visit in April 2005, representatives from Davenport & Co., along with Authority personnel, made a credit presentation to Fitch Rating Agency in New York in December 2005. A more detailed explanation of the capital improvement program was also presented and Fitch appeared to recognize that our concept would maintain flexibility in the capital improvement program and prepare us to meet future uncertainties.

Main Street Station

With the addition of leased office space, more facilities and management of additional parking spaces, the scope of RMA involvement with Main Street Station has increased. Additional revenue and expense monitoring will occur as well as additional monthly reports to the City of Richmond.

Gaston

The current insurance claim for damages due to Tropical Storm Gaston is approximately \$7 million, most of which has been covered by insurance reimbursement.

Although an additional \$852,000 for miscellaneous repairs to roads and slopes will not be reimbursed, only \$352,000 has been spent for these repairs. We have received insurance payments of \$4.5 million and with the acceptance of the current phase of toll equipment, the insurance claim will be closed.

Toll Equipment Upgrades

Installation and testing of new toll equipment on the Powhite Mainline Toll Plaza continued throughout the fiscal year. At the end of February 2006, acceptance of the new toll system will be complete. Following that, the RMA can begin the process of upgrading and integrating the Downtown Expressway, Forest Hill, and Boulevard Bridge facilities into the same system that is currently installed at the Powhite Mainline Toll Plaza.

E-ZPass

Successful implementation of E-ZPass, which allows vehicles from other states throughout the East to utilize electronic payment of tolls on our facilities, became operational in August 2005. This provides an efficient method for out-of-state patrons to pay the tolls on our facilities. Vehicles utilizing E-ZPass average approximately 45,000 transactions each month.

New Firms Hired

Requests for proposal for banking services, traffic and revenue consultant, and external auditor were issued this year. All three of these proposals were advertised and evaluated by an internal committee. Recommendations were presented to the General Manager for presentation to the Board of Directors. New firms were selected for all three services.

Award-Winning Performance

The efficient manner in which the Finance Division has performed in FY 2005 has contributed immensely to the award of the Certificate of Achievement for Excellence in Financial Reporting for the eleventh consecutive year. This is the highest award for published financial reports given by the Government Finance Officers Association.

Administration Division, 2005-06

Mission

The mission of the Administration Division is to provide support services necessary to the daily operations of the RMA as well as to the accomplishment of both short-term and long-term plans. Support services include Information Systems, Human Resources, Training and Development, and Administrative Support sections.

The Information Systems section provides information services and project support to all RMA divisions. The Human Resources section supports the RMA by maintaining a productive and highly skilled workforce through the recruitment, employment, compensation, benefits, employee relations and health/safety programs and by monitoring RMA activities to ensure compliance with state and federal employment laws and regulations. The Training and Development section provides technical, managerial, and professional development activities, coordinates the health wellness program and events, and manages the career counseling and development activities to improve the job performance of RMA employees and positively impact both customer and employee relations. The Administrative Support section provides a variety of administrative and clerical services in the RMA's central administration office, including coordinating telephone, office equipment, office supply, and building maintenance activities.



*Paulette Y. Smith
Director of Administration*

2005-06 highlights

Benefits

With the July 1, 2005 contract year, overall medical insurance premiums increased. However, all of the benefits and the majority of the co-pays remained the same. Letters were distributed to all full-time employees explaining that if insurance costs continue to rise, the RMA may soon need to require all employees to contribute toward their health care cost. Information sessions were held with retirees to explain new prescription drug plans that became effective January 1, 2006. An information session also was held for employees interested in information about Medicare Part D.

Human Resources conducted a deferred compensation campaign in August 2005. The goal was to educate more employees about retirement savings and explain the RMA match program.

As GASB 45 implementation draws closer, more research and options are being reviewed by staff for Board consideration. A presentation was conducted at the 2005 Board Retreat to familiarize Board members with the implications of the new accounting requirement.

Training

Staff continued encouraging supervisors to participate in the Supervisory Leadership Certificate Program through the Community College Workforce Alliance. Six employees completed the program and were recognized by the Board of Directors.

Employee Relations Programs

The RMA recognized 21 employees for their service with the RMA at the annual Service Recognition Luncheon. Other employee relations efforts during the year included the distribution of water, drinks and ice on days with temperatures over 100 degrees, and the distribution of candy on Valentine's Day. The Mystery Driver program continues to recognize employees who are using the customer service initiative: Smile, greet and say thank-you. "High Morale and Steadfast Motivation Yields Teamwork" was the theme for Customer Service Week, October 3-7, 2005.

Safety

The Safety Committee conducted a plaza inspection and plans to continue this process each quarter. The CPR training conducted in the past has been upgraded to include Automatic External Defibrillator (AED) training. This will certify staff to operate AEDs located at RMA facilities. An in-house safety video is currently being developed to train field employees about safe work practices during work zone construction.

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Wellness

Two wellness events took place this fiscal year. The fall event focused on Flu and Pneumonia vaccines, and 39 employees participated in it. The spring wellness event focused on diabetes screening.

The division continues to promote the "Motion for Health" campaign and the Wellness Contract program. Currently there are 10 participants registered in the "Motion for Health" campaign and 33 employees who have health-oriented goals set with Wellness Contracts.

Information Systems

Staff completed installation of a new telephone system that costs less to operate and allows for a significant reduction in the number of phone lines while maintaining the safety of having a telephone in every toll booth. The new system is also easy to expand. In an effort to offer some employees the flexibility of working from remote locations, staff replaced several aging desktop computers with laptop computers. This capability of working from anywhere has been made possible by this year's replacement of the RMA's 8-year-old Citrix Server. Staff also replaced the server on which the RMA's e-mail is handled.



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