



Welcome to the RMA

A message from the Chairman and General Manager



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

It is our pleasure to present the Richmond Metropolitan Authority's 2001-2002 Annual Report to our customers, bondholders, government and elected officials, employees and other members of the Richmond metropolitan community.

The RMA is happy to report that since Smart Tag was introduced in 1999, RMA patrons have embraced electronic toll-collection technology. Peak usage has exceeded 50 percent on the Powhite Parkway and 63 percent on the Downtown Expressway – representing an overall increase of 13 percent since 2001. We are happy Richmonders have chosen to save time and money using Smart Tag at all RMA toll facilities.

While we'll never forget the events of September 11, 2001, we can learn how to help prevent attacks of this nature in the future. In the past fiscal year, the RMA has focused on safety and security, from installing bullet-resistant toll booths to drafting a brand-new Disaster Response Plan outlining how all RMA facilities should prepare for and respond to any foreseeable kind of emergency.

The design and installation of bullet-resistant toll booths actually began prior to the September 11 tragedy. The new booths are designed to allow Toll Collection Attendants in full-service lanes to work in a safer and more secure environment, with bullet-resistant windows and a feature allowing cash exchange via a drawer, much like a bank teller window. The new booths are also equipped with restrooms so attendants don't have to leave them, decreasing

their chances for robbery.

September 11 was the driving force behind our decision to develop the Disaster Response Plan, but it's more than just a plan to respond to terrorist attacks. It's also responsive to any cataclysmic event that could occur on the toll roads or in the parking decks. It covers all the details including who responds and where, and what contractors should be called upon to initiate cleanup. It's the kind of plan we hope we'll never have to use, but

it's up-to-date and ready at a moment's notice if such an event ever occurs.

The upcoming year promises to be an exciting one as we work to complete the Master Plan for renovation of The Diamond and the widening of the Powhite Parkway. These are just a few projects designed to help us fulfill our role in the growth and prosperity of the region, a role we take seriously and with responsibility to you. Thank you for your support and use of the RMA and its facilities in the past year. We look forward to serving you in the upcoming year.

(window from cover page)

Table of Contents

Welcome	2	Administrative Staff	9
History of the RMA	4	RMA Employees	10
RMA Timeline	6	RMA Facilities	12
Board of Directors	8	Year in Review	19
Mission Statement	9	Traffic Volume	22



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 automobiles and the demise of Richmond's 70-year-old trolley 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 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.

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 the City Council 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 RMA 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 to cross 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 and remaining portions to I-95 were completed the following year. The RMA demolished and replaced the aging Parker Field with a state-of-the-art baseball stadium, The Diamond, in the mid-1980s. Since 1991, the RMA has built three parking facilities in the downtown Richmond area.

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 modified concrete with latex. The overlay has extended the life of the structure. The project also included re-striping the bridge, thereby expanding the northbound lanes from four to five. These numerous construction projects and improvements help 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, tens of 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, where office parks at the Koger Center, The Boulders and The Arboretum are located.

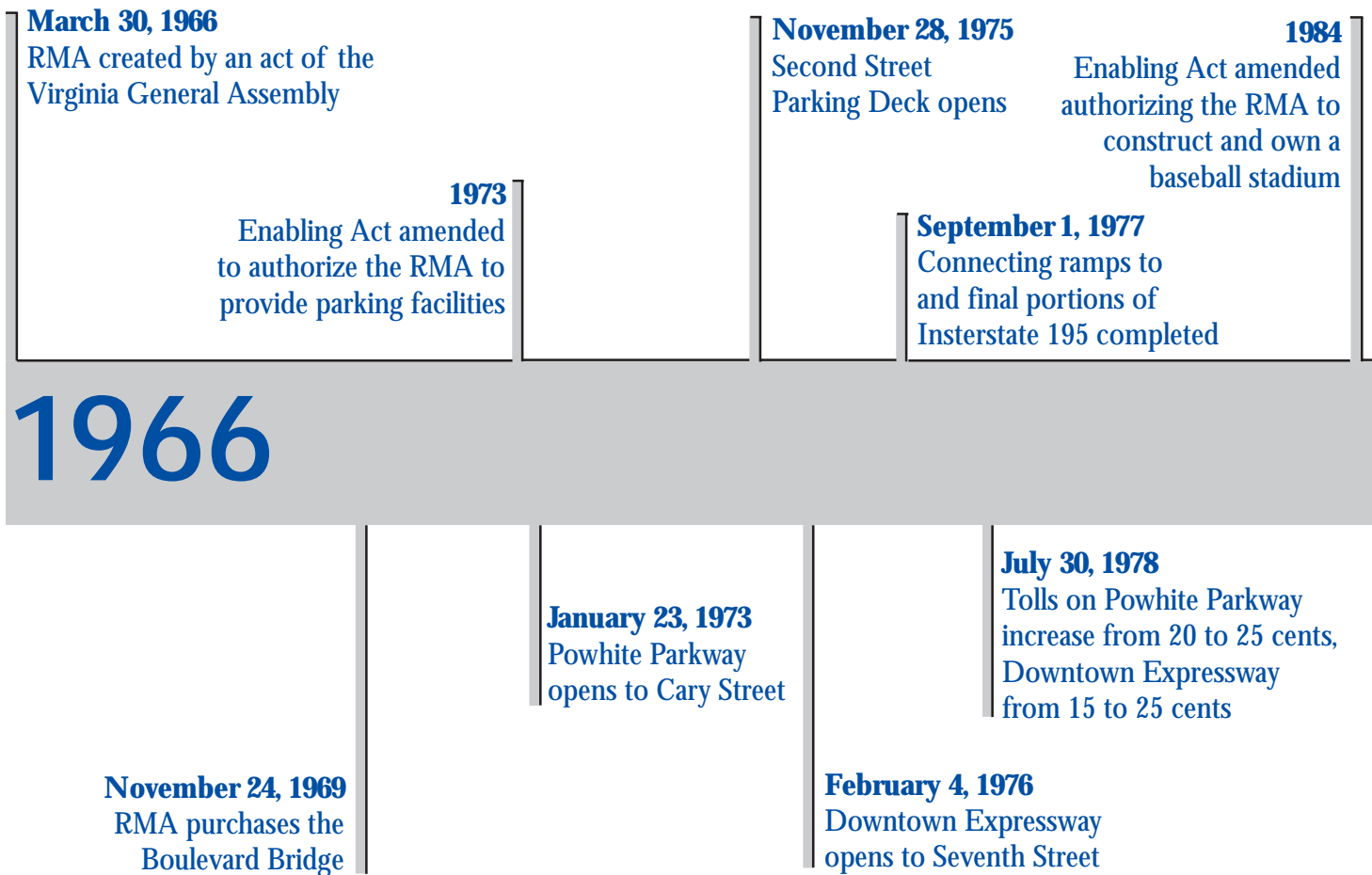
Economic development has followed the expressway. In 1973, when the Powhite Parkway Bridge opened, there was little to foretell the economic boom that would hit western Chesterfield County. In the more than 20 years since then, Midlothian Turnpike has rivaled Broad Street as a major thoroughfare offering 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 climate of the region and in people's lives. With the completion of Route 288 and its western loop around Richmond expected in late 2003, the RMA's expressway system realizes a new purpose of providing a link from the new circumferential highway into the heart of the City.

Smart Tag, Virginia's electronic toll collection system, debuted in the Richmond area in July 1999. This system has revolutionized Virginia's transportation and travel industries and is used on all RMA and Virginia Department of Transportation toll facilities. The community has embraced the electronic toll collection system. In May 2001, the RMA celebrated its 25 millionth Smart Tag transaction at its facilities.

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.

The RMA is a good neighbor and friend to the Richmond community and has demonstrated a high-level of social responsibility for the 35 years it has been in existence. In turn, the Richmond community has been a great neighbor and friend to 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 customers, who frequently choose to use our facilities as they travel to and from various destinations in the area.

Charting Progress: RMA Timeline



1966

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

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

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

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

August 1994
RMA begins selling tokens in the lanes

May 31, 1999
Sale of RMA tokens discontinued

Summer 1996
Powhite Parkway Bridge resurfaced

January 2000
General Assembly asks JLARC to study operation of RMA and VDOT toll facilities

Summer 2000
Downtown Expressway repaved

2002

April 1985
The Diamond opens

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

June 1, 1987
Toll tokens introduced

April 1991
Carytown Decks open

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

August 17, 1992
Boulevard Bridge closes for major renovations

October 30, 1993
Boulevard Bridge reopens

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

Winter 1998-99
The Diamond parking lot paved

July 1, 1999
Smart Tag introduced

May 11, 2001
RMA celebrates 25 millionth Smart Tag transaction

RMA Board of Directors



James L. Jenkins
Chairman
Henrico County



Dr. Roy A. West
Vice Chairman
City of Richmond



Robert A. Buerlein
City of Richmond



Herman L. Carter, Jr.
City of Richmond



Stuart G. Christian, Jr.
City of Richmond



G. Lee Crenshaw, II
City of Richmond



Charles H. Foster, Jr.
Chesterfield County



Bryan E. Kornblau
Commonwealth
Transportation Board



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.

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 interests.

Our mission can be best 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.

RMA Administrative Staff



Robert M. Berry
General Manager



James B. Kennedy
Director of Operations



Roland M. Kooch
Director of Finance



Paulette Y. Smith
Director of
Administration

The People of the RMA

Charmaine A. Aird	Boulevard Bridge Supervisor
Gloria D. Anderson	Administrative Assistant
Nadene K. Baptiste	Part-time Toll Collection Attendant
Sharon D. Barnes	Toll Collection Attendant
Whalen L. Bates III	Toll Collection Shift Supervisor
David G. Baugh	Vault Attendant
Robert M. Berry	General Manager
Hortense M. Bland	Part-time Toll Collection Attendant
Rose M. Booker	Boulevard Bridge Supervisor
Lloyd Boothe	Parking Deck Attendant
Donna Brewster	Toll Collection Attendant
Anthony P. Briglia	Vault Attendant
Marian R. Brown	Parking Deck Attendant
Raymond Brown	Maintenance Superintendent
Kevin R. Burke	Information Systems Analyst
David T. Caudill	Assistant Director of Operations
Veronica H. Chambers	Toll Collection Attendant
Melissa L. Cheatham	Toll Collection Attendant
Linda D. Clemons	Toll Collection Attendant
Lynnette H. Cogle	Part-time Toll Collection Attendant
Zina R. Cook	Parking Deck Attendant
Marian J. Corbett	Administrative Assistant
Kay J. Cox	Toll Collection Attendant
Vernell W. Crayton II	Toll Collection Attendant
Ella M. Curtis	Toll Collection Attendant
Meade Daffron	Public Relations Manager
Yachicka L. Darden	Part-time Toll Collection Attendant
Thomas P. Degroat	Boulevard Bridge Supervisor
Ruthie M. Dixon	Toll Collection Attendant
Jeanne H. Dubose	Financial Systems Manager
William A. Ellison	Boulevard Bridge Supervisor
Dorothy M. Fields	Toll Collection Attendant



RMA employees wore buttons and flew banners and flags in remembrance of those who perished in the terrorist attacks in New York, Pennsylvania and Washington on Sept. 11, 2001.



Toll Collection Attendants Fred Kneifer and Tameka Smith stand ready to assist patrons on a typically sweltering summer day at the Downtown Expressway's Mainline Toll Plaza.

Thomas S. Fields	Toll Collection Shift Supervisor
Qualim J. Finley	Toll Collection Attendant
Marquita V. Finney	Part-time Toll Collection Attendant
Bryan G. Fisher	Part-time Toll Collection Attendant
Anna E. Fleming	Part-time Toll Collection Attendant
Audrey A. Gadson	Toll Collection Attendant
Cynthia D. Gilliam	Toll Collection Shift Supervisor
Patricia A. Gladfelter	Toll Collection Attendant
Emory P. Godsey	Parking Deck Attendant
Eliezer Gonzalez	Maintenance Worker
Sherry L. Goode	Toll Collection Attendant
Geneva R. Greene	Parking Deck Attendant
Lola D. Harmon	Toll Collection Attendant
Carolyn G. Harper	Toll Collection Attendant
Carl V. Harris	Maintenance Worker
Debra C. Hart	Senior Toll Collection Attendant
Cheryl A. Haskins	Toll Collection Attendant
Julie R. Height	Toll Collection Attendant
Samuel E. Henley Jr.	Part-time Toll Collection Attendant
Yamilia M. Hicks-Hockaday	Part-time Toll Coll. Attendant
Claude E. Hines Sr.	Toll Collection Shift Supervisor
Ursele V. Hockaday	Toll Collection Attendant
Brian D. Holmes	Part-time Toll Collection Attendant
Philinda Howard	Toll Collection Attendant
Donna W. Hyler	Toll Collection Attendant
Beverly Jackson	Part-time Toll Collection Attendant
Herman L. Johnson III	Part-time Toll Collection Attendant
Annette C. Johnson	Toll Collection Attendant
Boylann G. Johnson	Administrative Assistant
Brenda H. Johnson	Receptionist
Brian E. Johnson	Toll Road Operations Manager
Germaine G. Johnson	Toll Collection Attendant
Sheryl B. Johnson	Human Resources Manager
Veda M. Johnson	Toll Collection Attendant

Alma M. Jones	Toll Collection Attendant
Cheryl L. Jones	Toll Collection Attendant
Nikol C. Kelly	Part-time Toll Collection Attendant
Wilhelmina B. Kennard	Toll Collection Attendant
James B. Kennedy	Director of Operations
George J. King	Toll Collection Shift Supervisor
Frederick G. Kneifer	Toll Collection Attendant
Roland M. Kooch	Director of Finance
Cheryl A. Langford	Accounting Technician
Dorethea H. Laughinghouse	Toll Collection Attendant
Bessie L. Lewis	Toll Collection Attendant
Vonda A. Lundy	Toll Collection Attendant
Judith L. Martin	Part-time Toll Collection Attendant
Charles W. Matt	Part-time Toll Collection Attendant
Richard H. McBee Jr.	Toll Collection Shift Supervisor
Joseph McCaskill	Maintenance Worker
Stephen C. McLaughlin	Plaza Superintendent
Mary A. Miles	Parking Deck Attendant
Van D. Miller	Toll Collection Attendant
Christa H. Mitchell	Toll Collection Attendant
Chad E. Morgan	Senior Toll Collection Attendant
John H. Morton	Training and Dev. Coordinator
James R. Nester	Special Police Officer
Deborah L. Padgett	Part-time Toll Collection Attendant
Alpheus Patterson	Toll Collection Attendant
Alice F. Pegram	Toll Collection Attendant
Alice W. Perry	Accounting Technician
Ingeborg G. Pershing	Toll Collection Attendant
Bobby E. Phillips	Senior Toll Collection Attendant
Jerry F. Plummer Jr.	Toll Collection Attendant
Robert A. Poe	Special Police Officer
Brenda C. Reynolds	Toll Collection Attendant



Maintenance Superintendent Ray Brown fills a truck with gifts for the Angel Tree donated by generous RMA employees.



Special Police Officer Mike Rollston explains the finer details of how to handle a robbery during an RMA training seminar.

Kenneth L. Roberson	Vault Attendant
Latonya Robinson	Part-time Toll Collection Attendant
Michael J. Robinson	Senior Toll Collection Attendant
Michael B. Rollston	Special Police Officer
Gloria Scott	Toll Collection Attendant
Monica D. Sewell	Toll Collection Attendant
James A. Sherrod	Maintenance Worker
Valesha W. Short	Toll Collection Attendant
Brian K. Smith	Toll Collection Attendant
Paulette Y. Smith	Director of Administration
Ray C. Smith	Part-time Toll Collection Attendant
Tameka M. Smith	Part-time Toll Collection Attendant
Carrie V. Spencer	Part-time Toll Collection Attendant
John D. Spitzer	Toll Collection Shift Supervisor
Howard Starkes	Part-time Toll Collection Attendant
Theodore E. Stevens	Part-time Toll Collection Attendant
John H. Steward	Toll Collection Shift Supervisor
Paula D. Strickland	Internal Auditor
Loretta M. Studwood	Toll Collection Attendant
Betty Y. Taylor	Accounting Technician
Dorothy B. Taylor	Toll Collection Attendant
Wayne L. Taylor	Toll Collection Shift Supervisor
Carolyn L. Tucker	Human Resources Assistant
Joseph Tullo	Plaza Superintendent
Robert N. Valentine	Toll Collection Shift Supervisor
Valerie F. Warren	Toll Collection Attendant
Jacqlyn L. Washington	Part-time Toll Collection Attendant
Jaclyn P. Watson	Toll Collection Attendant
Stuart J. Wemyss	Parking Operations Manager
Dawn M. Wheeler	Toll Collection Attendant
Wayne W. Whitmore	Toll Collection Attendant
Judy Wickham	Senior Toll Collection Attendant
Elsie G. Wilcox	Toll Collection Attendant
Robert J. Wingo	Information Systems Manager

RMA Facilities

The Diamond

Powhite Parkway

Boulevard Bridge

Downtown





RICHMOND EXPRESSWAY SYSTEM

Carytown
Parking
Decks

Second Street
Parking Deck

Downtown
Expressway
Parking Deck

Expressway

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.

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.

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.
- The steel-truss bridge was closed on August 17, 1992, for 18 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.

Downtown Expressway



- The Downtown Expressway opened to traffic from Interstate 195 (near Byrd Park) eastward to 7th Street on February 3, 1976.
- The northbound connections to the Richmond-Petersburg Turnpike (I-95) 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.
- 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.

RMA 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 convenient parking spaces.



- 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 is bordered by 9th, 10th, Byrd and Canal Streets, and is located, in part, over a depressed section of the westbound lanes of the Downtown Expressway. It is 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 have access cards which allow them to enter or leave the deck at any time.
- The deck has nine levels; three of them underground.
- In spring 1993 the Expressway Parking Deck received the Merit Award for Excellence in Parking Design and Program Innovation from the Institutional and Municipal Parking Congress.

- The Second Street Parking Deck opened on November 28, 1975.
- Built at the request of the City of Richmond, the deck 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 an honor park system.
- 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 Year in Review: RMA Milestones

Finance

In a continuing effort to improve the fiscal position of the RMA, during 2002, \$27,815,000 of outstanding 1992 bonds were defeased. By this action, the Authority in effect reduced its aggregate debt service payments by approximately \$4,218,000 over the next 20 years and obtained an economic gain of approximately \$2,297,000. Along with this effort, the Authority has effectively reduced its debt service over the life of the outstanding expressway bonds by the cumulative total of more than \$11 million.

To obtain the best banking services available, the RMA released a request for banking services in January. After the evaluation, the most responsible and responsive bid was from Wachovia Bank.

During fiscal 2002, due to declining economic conditions near our Second Street Parking Facility, the outstanding debt with the local banks was restructured. This alleviated the pressure of insufficient revenue to support combined operations and debt service expense for the next five years.

The commercial card (charge program) for businesses using our toll facilities was eliminated. This effort led to increased Smart Tag utilization and more efficient use of finance personnel. Administrative expenses were also reduced.

For the eighth consecutive year, the Certificate of Achievement for Excellence in Financial Reporting was awarded to RMA. This award is the highest for published financial reports given by the Government Finance Officers Association.

Human Resources

Benefits Audit – Human Resources worked with Palmer and Cay Consultants to complete an audit of RMA benefits. Overall our benefits were found to be consistent with other public employers and agencies of our size. With input from an employee survey and the audit, the RMA offered medical insurance and dental through the State Local Choice program, offered short-term disability, and introduced floating holidays. A benefit reference book was published entitled, “Benefits In Focus.”

Information Systems

Set up a new e-mail server. The old server had run out of space and was moved to another task.

The Year in Review

New updated virus software was installed. The corporate edition of the anti-virus software allows IS to manage the virus protection for each PC from a central location.

All servers were upgraded to Windows 2000 during the year. This operating system is more reliable and has new features which allow better server and client management.

Operations

Replaced the 25-year-old deck of the westbound off-ramp from northbound Interstate 95 to the Downtown Expressway.

Installed bullet-resistant tollbooths with restrooms at the Boulevard Bridge and Forest Hill ramps.

Installed new, higher-efficiency HVAC system controls in the The Diamond Restaurant

Oversaw the development of the RMA's new Emergency and Disaster Plan.

Purchased a commercial utility vehicle to replace an aging golf cart at the Expressway Parking Deck.

Assisted the U.S. Secret Service providing safe passage on RMA toll roads for First Lady Laura Bush, Vice President Dick Cheney, former President and First Lady George and Barbara Bush, and the Prime Minister of Denmark.

Parking

The Downtown Expressway Parking Deck provided parking for Summer Concerts including Friday Cheers, Fridays at Sunset and The Big Gig held at Brown's Island and Kanawha Plaza.

Parking Operations Manager Stuart Wemyss successfully completed the Certified Parking Facilities Manager (CPFM) course offered by the National Parking Association. The CPFM credential is the standard by which performance is judged in the field of Parking Operations Management.

Glass enclosures were added to the outside of all stairwells to prevent water damage to the stairs. The stairwells were also rehabilitated, restoring them to original condition.

Speed limit signs (5 mph) were placed throughout the deck.

The Second Street Deck was used for event parking by the Greater Richmond Chamber of Commerce, Virginia House of Delegates, Central Virginia Film Office and other organizations.

The Diamond Parking Lots were used for a variety of events including professional driver training, shuttle service, educational events and sports events.

Public Relations

Arranged television commercial shoots at the Downtown Expressway Toll Plaza and Expressway Parking Deck for WWBT-TV and a Baltimore-based production company.

Worked with Smart Tag and GRTC Transit System to acquire Smart Tag transponders for the entire 180-vehicle GRTC fleet, saving time for transit commuters.

Made trade arrangements with State Fair of Virginia and Fridays at Sunset resulting in no-cost advertising for RMA and tickets to these events for employees.

Training

RMA shift supervisors are participating in the six-class Supervisor Certificate Program through J Sergeant Reynolds Community College.

Human Resources conducted a series of Customer Service Training Workshops that focused on quality customer service through investment in job ownership and positive customer service interaction. Lively discussions were held in each session regarding situational issues when engaging and serving customers. Customer Service information packets were available to all individuals who attended a session.

There were more than 15 Toll Collection Attendant training sessions and two CPR training and recertification sessions during the fiscal year.

“Lunch and Learn” sessions were restarted with C & F Mortgage Corporation doing a first time homebuyers session, Consumer Credit Counseling doing a session on restoring your credit, and investment options using insurance.

Traffic Volume Highlights, 1970 - 2002

Expressway System Vehicle Traffic by Fiscal Year

<u>Fiscal Year</u>	<u>Powwhite Parkway</u>	<u>Boulevard Bridge</u>	<u>Downtown Expressway</u>	<u>Total</u>
1971	—	3,575,100 (2)	—	3,575,100
1972	—	8,760,522	—	8,760,522
1973	1,142,360 (3)	7,952,042	—	9,094,402
1974	3,610,410	6,580,303	—	10,190,713
1975	4,355,842	6,635,443	—	10,991,285
1976	9,216,255 (4)	6,155,981	1,544,162 (5)	16,916,398
1977	12,400,340	5,531,590	6,276,159	24,208,089
1978	13,733,325	6,139,103	8,886,058 (6)	28,758,486
1979	14,298,958	6,389,514	9,146,862	29,835,334
1980	14,658,008	6,240,340	9,377,191	30,275,539
1981	15,293,288	6,146,860	10,079,216	31,519,364
1982	16,077,193	5,772,375	10,761,889	32,611,457
1983	17,493,136	6,019,006	11,502,286	35,014,428
1984	19,186,849	6,083,672	12,491,478	37,761,999
1985	20,468,194	6,318,763	13,477,534	40,264,491
1986	21,960,987	6,280,412	14,761,386	43,002,785
1987	22,448,585	6,468,931	14,940,854	43,858,370
1988	22,672,228	6,778,408	14,979,860	44,430,496
1989	24,756,727	5,919,925	14,868,113	45,544,765
1990	25,928,525	5,451,376	15,841,955	47,221,856
1991	25,536,454	5,182,383	15,685,539	46,404,376
1992	26,881,535	4,630,670	15,779,105	47,291,310
1993	28,806,062	651,111 (7)	15,412,826	44,869,999
1994	28,853,917	2,654,403 (7)	16,343,200	47,851,520
1995	29,437,725	4,412,948	17,275,983	51,126,656
1996	29,620,000	4,520,588	17,122,383	51,262,971
1997	30,735,425	4,850,331	17,525,897	53,111,653
1998	30,036,225	5,046,300	17,051,919	52,134,444
1999	29,343,068	5,335,716	16,432,803	51,111,587
2000	30,627,361	5,290,849	16,841,337	52,759,547
2001	32,481,885	5,331,493	17,809,228	55,622,606
2002	33,735,578	5,321,892	18,037,150	57,094,620

(1) Bridge acquired November 24, 1969. No vehicle counting equipment.

(2) Vehicle counting equipment installed February 4, 1971.

(3) Powwhite Parkway to Cary Street opened January 24, 1973.

(4) I-195 connecting the Powwhite Parkway with I-64 and I-95 opened July 15, 1975.

(5) Downtown Expressway to Seventh Street opened February 4, 1976.

(6) Final connection to I-95 completed September 1, 1977.

(7) Boulevard Bridge closed August 17, 1992 for rehabilitation and reopened October 30, 1993.

Source: Richmond Metropolitan Authority Internal Accounting System.



Richmond Metropolitan Authority
901 East Byrd Street, Suite 1110 • Richmond, VA 23219
Telephone: (804) 649-8494
Fax: (804) 649-0902
E-mail: info@the-rma.org