

2006-2007 Annual Report

Richmond Metropolitan Authority
Richmond Metropolitan Authority



Moving Forward, Serving Richmond
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Table of Contents

Greetings	1
Mission Statement	2
History of the RMA	3
Timeline	7
Powhite Parkway	9
Downtown Expressway	10
Boulevard Bridge	11
Parking Decks	12
The Diamond	13
Main Street Station	14
Operations Division	15
Finance Division	17
Administration Division	19
Board of Directors	21
Executive Staff	22

Greetings



Mike Berry



James Jenkins

Greetings!

It is our pleasure to present the Richmond Metropolitan Authority 2006-2007 Annual Report to our customers, bondholders, government and elected officials, employees and other members of the Richmond metropolitan community.

For 41 years, the RMA has dedicated itself to service through regional partnerships, which is why this year's report theme, "Moving Forward, Serving Richmond," is so relevant in 2006-2007.

During this fiscal year, we began the final phase of one of our largest projects to date, the Powhite Parkway expansion, and construction of Open Road Toll (ORT) lanes. Although the project was well underway before July 2006, a significant portion along the southbound roadway was completed over the past year. Project milestones include the new express lanes, plaza tunnel construction and roadway paving. In the long run, this ambitious project will result in a shorter commute time for our Parkway customers, and a mutual benefit for the entire Greater Richmond area.

At Main Street Station, local marketing communications agency, Rightminds, now occupies the upper floors of the historic Richmond landmark. Just across the street, construction began on a new surface parking lot to serve citizens visiting Shockoe Bottom. Upon completion in late 2007, the City of Richmond assumed ownership of the lot, with the RMA agreeing to maintain and operate the facility.

Our accomplishments this fiscal year could not have been possible without our people. It is no secret that the success of the RMA is highly dependent upon our employees – a belief that is shared by both management and our board of directors. From employee recognition programs at board meetings and the annual service recognition luncheon, to the decision to enhance the deferred compensation match, this partnership between the board and our workforce continues to foster mutual respect and support.

As stated in our mission statement, the RMA pledges to provide efficient facilities and excellent customer service to our expressway drivers. We have come to rely on our employees' customer service skills to stay true to that objective. In 2006-2007, we utilized the organization's Mystery Driver program, as well as service-related classes, to ensure that our employees' commitment to customer service was aligned with expectations.

We, at the RMA, are excited about what we have accomplished over the past year with the support of our regional government partners. We are even more excited about what the future may bring with the opening of our new ORT lanes, plans for a renovated or new Diamond and enhancement of our parking facilities. Thank you for allowing us to serve the Greater Richmond metropolitan community, and we look forward to an even stronger alliance in the upcoming year.

Mission Statement

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 through user fees. Our efforts are dedicated to the following constituents:

To our customers, 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 interest.



Our mission can best be accomplished through the sound management of existing projects and consideration of additional projects as requested 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, while fairly compensating employees and offering financial safety to bondholders.

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 streetcar system. The RMA was established in response to that need.

Following the development of the Richmond-Petersburg Turnpike in the 1950s, the 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 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 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.

In 1969, as construction on the expressway system continued, the RMA purchased the Boulevard Bridge for \$1.2 million. Soon after, the RMA began making several improvements to the bridge. Foremost was the installation of automated toll equipment to provide more efficient toll collection.

In response to escalating demands for another route to cross the James River, the RMA built the Powhite Parkway. The Parkway opened on Jan. 23, 1973, with approximately 6,000 vehicles utilizing the facility on the first day. The roadway provided residents of south Richmond a convenient route to the Carytown shopping area, and offered residents north of the river direct access to Chippendale Hospital and Cloverleaf Mall.

Along with increased accessibility to the downtown area came the need for increased parking facilities. In 1973, the statute that had created the RMA was amended to authorize the Authority to provide parking facilities for the Richmond metropolitan area. The City of Richmond donated the land, and the RMA borrowed



History of the RMA

the funds to begin building what was to become the Second Street Parking Deck.

The Second Street Parking Deck opened on Nov. 28, 1975. The deck provided 370 parking spaces to an area of the city that lacked parking facilities.

In 1976, the Downtown Expressway, linking Interstates 195 and 95, finally opened to the public. Also, on Aug. 13 of that year, the RMA refunded the \$2.05 million the city had lent the Richmond Trafficways Committee.

All connecting ramps and the remaining portions of Interstate 195 were completed in September 1977. When the Downtown Expressway opened, the average daily number of vehicles using it was approximately 8,000.

In 1984, another legislative amendment was passed allowing the RMA to construct and own a new baseball stadium to replace

the aging Parker Field. The existing ballpark was demolished and replaced with an \$8 million, state-of-the-art baseball stadium called The Diamond. Construction of The Diamond was swift. The project began in 1984 with Parker Field's demolition. The new stadium was completed before the beginning of the 1985 baseball season. Today, the Richmond Braves, the AAA Minor League team of the Atlanta Braves, call The Diamond baseball stadium home.

At the request of the City of Richmond, feasibility studies were conducted on parking needs in the Carytown district and downtown. As a result, the RMA constructed two 110-parking-space deck in Carytown. The decks opened in early 1991, providing free parking to visitors to the Carytown shopping district.

The feasibility study also projected increased demands for parking in the downtown area. Again, at the request of



History of the RMA

the City of Richmond, the RMA responded by constructing a 1,000-parking-space deck with convenient access to the Downtown Expressway and Interstate 95. The Expressway Deck opened on Feb. 14, 1992. Also in 1992, the RMA helped meet changing parking demands by converting the Second Street Parking Deck to an honor park system. The cost-cutting decision was based on the reduced transient parking needs for area businesses.

On Aug. 17, 1992, the RMA closed the Boulevard Bridge for extensive renovations. The \$8.3 million project included replacing the concrete deck, which allowed the RMA to widen the lanes and the single walkway. Throughout the renovation, particular attention was given to maintaining the historic look of the bridge and the toll plaza building. The bridge reopened on Oct. 30, 1993.

On June 1, 1994, the RMA, in conjunction with the Virginia Department of Transportation (VDOT), distributed more than 22,000 surveys to drivers on the Downtown Expressway, the Powhite Parkway and the Powhite Parkway Extension. The survey asked if customers would support an Electronic Toll Collection (ETC) system in the Richmond metropolitan area.

Based on the survey results, the RMA began to research what was available in the new technology, and an extensive study was launched to explore the feasibility of adapting the current expressway system to an ETC system.

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

RMA and VDOT toll facilities. RMA customers embraced the technology, recording 25 million transactions in only two years. By spring 2003, Smart Tag transactions outnumbered all other transactions at the RMA's mainline toll plazas during the weekday rush hours.

In early 2007, VDOT retired the Smart Tag name in favor of the E-ZPass in an effort to



better define transponder capabilities for customers.

The 2006-2007 fiscal year marked the beginning of the final phase of the RMA's largest project to date -- the Powhite Parkway expansion and addition of Open Road Toll (ORT) lanes.

Nearly 10 years ago, the RMA began to look more closely at increasing capacity along the Powhite Parkway due to the growing volume of traffic. As a result of the study, a long-range plan to ease congestion on both sides of the toll plaza was developed. Included in this plan was the expansion of both the northbound and southbound toll plazas by splitting the two.

The RMA Today

While the northbound collection point will remain in its current location, the southbound collection point will be repositioned several hundred yards away from the existing plaza. The northbound and southbound plan also incorporates implementation of three ORT lanes, which will allow patrons to travel at highway speeds through the toll plazas using their E-ZPass. Cash lane patrons will continue to stop at the toll booths to pay.

The first phase of this strategic plan, completed two years ago, was to relocate the Powhite Creek to the west and the box culverts under the parkway.

The next phase encompassed construction of a new southbound toll plaza, three ORT lanes and a new plaza tunnel.

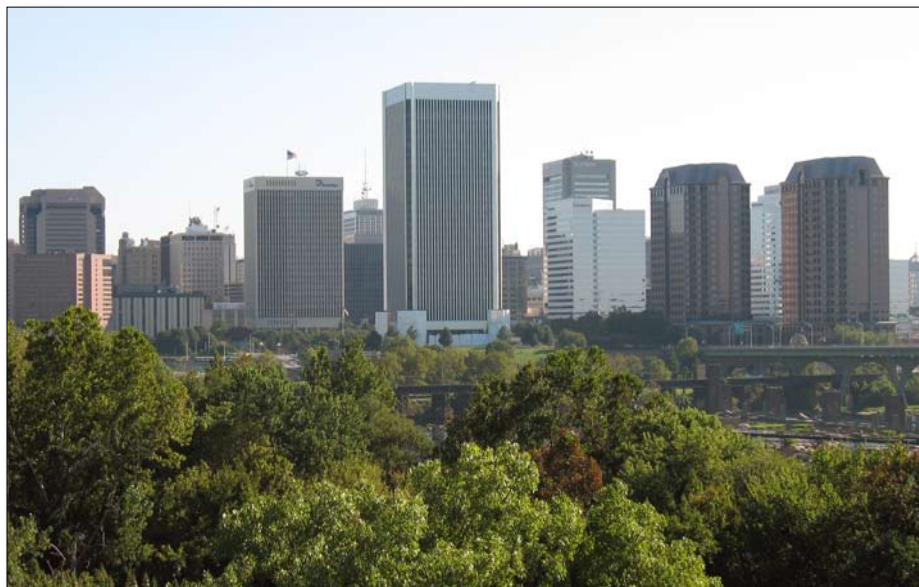
In 2006, the ORT southbound lanes were paved, while construction on the plaza building began.

Once completed in fall 2008, The “fully-functional” split plaza design will include

video violation monitoring, a new revenue collection system, signage and E-ZPass transponders.

The Richmond Metropolitan Authority continues to operate three toll roads, four parking decks, Main Street Station and The Diamond. The success of these projects is a direct result of regional cooperation among the City of Richmond and Henrico and Chesterfield Counties.

We truly value our customers who utilize RMA facilities, as they journey around the central Virginia region. And to our government partners -- we take pride in the trust you have placed in us.



RMA Timeline

The RMA is created by an act of the Virginia General Assembly (1966)

The RMA purchases the Boulevard Bridge (1969)

Connecting ramps to and final portions of I-95 completed (1977)

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

Tolls increased on Powhite Parkway from 20 cents to 25 cents, Downtown Expressway from 15 cents to 25 cents (1978)

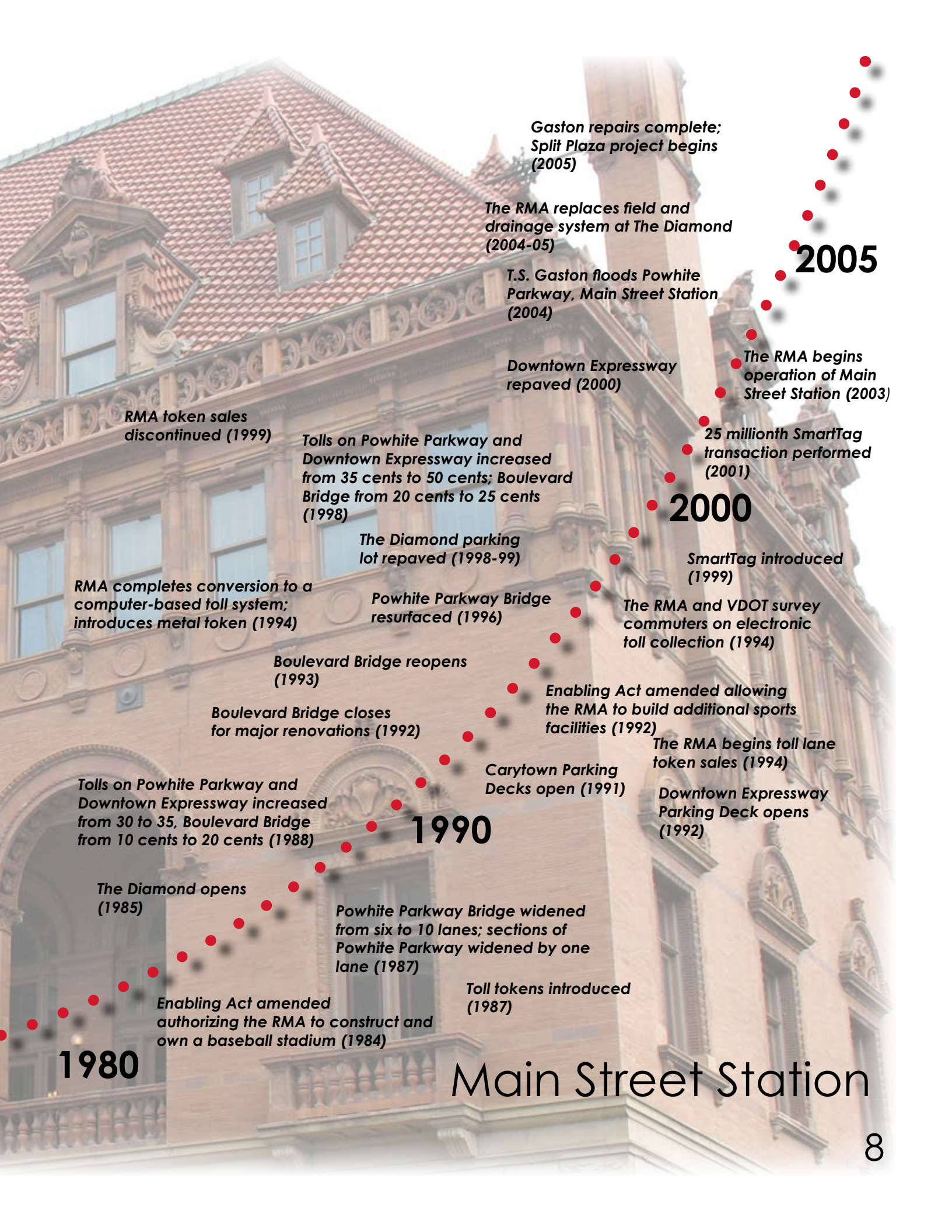
1966

1970

Powhite Parkway opens to Cary Street (1973)

Second Street Parking Deck opens (1975)

Downtown Expressway opens to Seventh Street (1976)



1980

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

The Diamond opens (1985)

Tolls on Powhite Parkway and Downtown Expressway increased from 30 to 35, Boulevard Bridge from 10 cents to 20 cents (1988)

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

Toll tokens introduced (1987)

1990

Boulevard Bridge closes for major renovations (1992)

Boulevard Bridge reopens (1993)

Powhite Parkway Bridge resurfaced (1996)

The Diamond parking lot repaved (1998-99)

Tolls on Powhite Parkway and Downtown Expressway increased from 35 cents to 50 cents; Boulevard Bridge from 20 cents to 25 cents (1998)

RMA token sales discontinued (1999)

Enabling Act amended allowing the RMA to build additional sports facilities (1992)

Carytown Parking Decks open (1991)

The RMA begins toll lane token sales (1994)

Downtown Expressway Parking Deck opens (1992)

2000

SmartTag introduced (1999)

The RMA and VDOT survey commuters on electronic toll collection (1994)

25 millionth SmartTag transaction performed (2001)

The RMA begins operation of Main Street Station (2003)

Downtown Expressway repaved (2000)

T.S. Gaston floods Powhite Parkway, Main Street Station (2004)

The RMA replaces field and drainage system at The Diamond (2004-05)

Gaston repairs complete; Split Plaza project begins (2005)

2005

Main Street Station

Powwhite Parkway

The Powwhite Parkway opened to traffic on Jan. 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.

The Powwhite Parkway toll plaza was widened in September 1975 to accommodate increased traffic, and 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.



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 93,000 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.

Currently, the Powwhite Parkway is undergoing an extensive construction project to widen the northbound and southbound lanes. The entire project is scheduled to be completed by fall 2008.



Also in November 1988, VDOT opened the Powwhite Extension which connects the RMA's Powwhite Parkway to western Chesterfield County.

Downtown Expressway

The Downtown Expressway opened to traffic from Interstate 195 (near Byrd Park) eastward to 7th Street on Feb. 3, 1976. The northbound connections to the former Richmond-Petersburg Turnpike (I-95) opened in August 1976, and the southbound connections were completed on Sept. 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 56,000 vehicles utilize the Downtown Expressway each day.

Boulevard Bridge

The Boulevard Bridge, opened in 1925, was built by the Boulevard Bridge Corporation to make the Westover Hills residential community south of the James River more accessible for development.

In November 1969, the RMA purchased the 2,030-foot bridge. The toll was a dime then and remained so until 1988, when it increased to 20 cents.

Many native Richmonders still call the Boulevard Bridge "The Nickel Bridge"

because of its initial five-cent toll before the RMA purchase. In January 1998, almost 10 years later, the toll rate increased five cents to 25 cents.

The steel-truss bridge was closed on Aug. 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 peak traffic from either direction. The bridge re-opened on Oct. 30, 1993.



Parking Decks



The Expressway Parking Deck officially opened for business on Feb. 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 from various ramps to the adjacent street network. 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.

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The Second Street Parking Deck opened on Nov. 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., Monday through Friday. Today, the majority of the deck's spaces are occupied by monthly renters, but a significant number of spaces remain available for transient parkers.



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In January 1991, the Crenshaw Avenue Parking Deck in Carytown opened, followed by the Colonial Avenue Parking Deck just three months later. Before construction began, special care was taken in the deck design to ensure a smooth transition between residential and commercial areas. The two parking structures are virtually identical, each accommodating up to 110 vehicles. According to officials, since opening, these parking decks have played a significant role in bringing increased business to the Carytown area. Parking at both decks is free of charge.

The Diamond

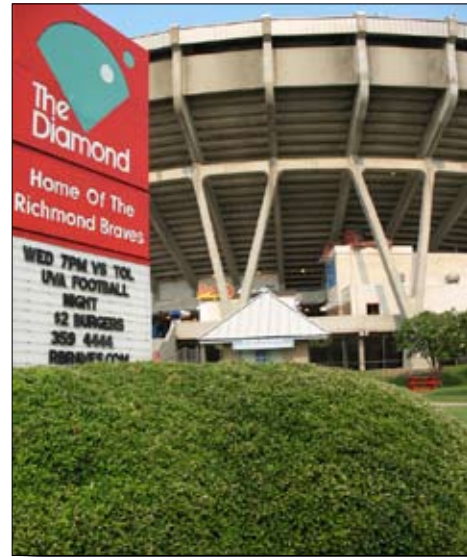
The Diamond baseball stadium was constructed between the 1984 and 1985 baseball seasons to replace its predecessor, the aging Parker Field. Prior to construction, the City of Richmond and the neighboring counties of Chesterfield and Henrico agreed to absorb any shortfall in operating revenue and debt repayment. The remaining funds were raised through private sector donations and lease of the facility's Superboxes.

The Diamond officially opened its gates on April 17, 1985. Currently, The Diamond operates primarily as a baseball facility for the Richmond Braves, the AAA minor league team of the Atlanta Braves. In addition, it is a venue for a number of special events, including 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, available for lease

by area corporations for employees and social events.

Over the years, The Diamond has undergone a number of improvements and upgrades such as new lighting, a drainage system, upgraded playing field and new fencing and gates.



Main Street Station



With the prospects of multi-modal transportation in Richmond's future, the City renovated and reopened Main Street Station to Amtrak service in 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 parking facilities in the vicinity. In 2004, despite protection by the City's floodwall, Main Street Station was flooded by Tropical Storm Gaston.

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 decline 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 any future it had, a fire damaged the building in 1976.

The station saw a hint of renewal in 1985 when a shopping mall opened in the train shed behind it. Flooding and economic hard times befell this venture, as well, and the mall ceased operations two years later. In the early 1990s, the shed became home to state health offices for 650 employees.



Operations Division

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.

TOLL OPERATIONS AND MAINTENANCE

Toll operations and toll maintenance continued to work with the toll equipment supplier and its consulting engineers on the Powhite Parkway expansion and express lane projects, in addition to assistance with the design, construction and acceptance phases of the new Powhite south plaza building project. Staff training was conducted with both classroom training and one-on-one training for supervisors. The department also continued to pursue streamlining and cost savings measures, where possible, to control expenses.

Toll operations and toll maintenance worked closely with Richmond Police Department, State Police and VDOT on a variety of common issues. During the year, the department supported the Central Virginia Food Bank, Richmond Sports Backers, Maymont and other local organizations on a variety of projects and events. The RMA's Special Police Officers again this year received all necessary training to maintain their state certified status as Armed Conservators of the Peace.

PARKING

This fiscal year was a good one for RMA parking decks. Monthly parking in the Expressway Deck increased, and it served as the parking venue for events such as Fridays at Sunset, the National Folk Festival and the Grand Illumination. The parking department also arranged for the use of the parking lot at The Diamond for organizations such as the Richmond Ambulance Authority, Richmond Police Training Academy, and numerous Ashe Center events. The group also handled all of the rentals for the RMA Diamond Superbox during the Richmond Braves baseball season.

SAFETY COMMITTEE

The safety committee created new robbery awareness books, which were attached in each toll booth, parking deck booth and at Main Street Station. Blank robbery forms were put in Robbery Response Packets and sent to each supervisor. The committee also conducted safety inspections at the toll plazas and other locations that meet the requirements of Virginia Municipal League. RMA Police Officer Mike Rollston conducted Robbery Awareness training using updated information and Power Point slides that



featured RMA facilities and employees. An overview of upcoming construction plans and related work-site safety issues was conducted by Operations Director Jim Kennedy. Booth I.D. stickers with emergency directions were developed and posted in the Robbery Awareness handbooks at each lane location and parking decks to better communicate the “specific location” for faster police and emergency medical response. Training was also conducted in First Aid and defibrillator Use.

MAIN STREET STATION

The RMA is contractually responsible for the operations of Main Street Station and its maintenance. Owned by the City of Richmond, the Station continues to be a popular venue for special events such as corporate parties and wedding receptions. Due to its increased popularity, an assistant facility coordinator was added to the staff in November 2006 to oversee the numerous evening events. In addition, this fiscal year, the Station saw the start of construction on the new adjacent parking lot in Shockoe Bottom. While the lot is the property of the City, the RMA is responsible for its maintenance. Finally, RightMinds, a marketing communication and advertising agency, moved into the newly renovated office space on the building's upper three floors.

PUBLIC RELATIONS

The public relations department continued to positively promote the RMA throughout the Richmond region, in addition to responding to media calls and engaging in pro-active and reactive public relations. The RMA website provided timely information to its customers regarding construction alerts and available job opportunities. The department also helped plan and coordinate a number of Board events, including a special Independence Day Celebration at The Diamond, the annual Christmas event and the Board retreat.

ENGINEERING

The engineering department continued to coordinate the construction of the Powhite Split Plaza project. This fiscal year, construction began on the new Powhite south building, along with the new toll plaza canopy. At The Diamond, all concrete surface repairs were made prior to opening day in areas identified during the exterior inspection. And finally, the department closely monitored and updated the capital and maintenance program to ensure that it met the high expectations of RMA customers.



Finance Division

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.

BONDS & DEBT SERVICE

Ten million dollars in Expressway Revenue Bonds were issued on June 30, 2006. Funds from these bonds, together with funds from the Expressway Repair & Contingency Fund will be used in financing the construction of the more than \$21 million Powhite Split Plaza Project. Planning is underway to issue another \$10 million for this project early in the spring of 2008.

During fiscal year 2006-2007, several efforts were made in an attempt to solve the debt service at the Second Street Parking Facility. A plan was recommended and submitted to the City of Richmond and culminated in successful payment of the debt for this facility.

Installation and testing of Phase IV of the toll equipment for the Downtown Expressway, Forest Hills, Boulevard Bridge and the outlying ramps continued throughout the year with installation of final hardware in June 2007. Some software applications are still being reviewed and tested.

Implementation of GASB Statement No. 45 – Accounting and Financial Reporting by Employers for Post-employment Benefits Other Than Pensions began and culminated in a presentation at the Board of Directors Retreat in October 2006. Several alternatives were presented for consideration to the Board of Directors and a policy was developed for presentation to the Personnel Committee in spring 2007.

Responsibility for management of the information systems department was moved to the Finance Department in July 2006. This provided a more integrated approach within the organization and streamlined operations.



AWARDS

The Finance Division received the Certificate of Achievement for Excellence in Financial Reporting for the 12th consecutive year for the period ending June 30, 2006. This is the highest award for published financial reports given by the Government Finance Officers Association.

INFORMATION SYSTEMS

Staff completed the upgrade of the time and attendance system, which will provide supervisors better tools for managing and monitoring manpower usage. Additionally, a major upgrade to the accounting system was completed during the year.

Information systems quarterly meetings were initiated with members from all divisions to ensure that technical requirements were identified and met throughout the year. These meetings also provided important feedback to the IS Staff for the next budget year.

IS staff is also developing a disaster recovery failover site to be used to restore electronic functionality throughout the organization in the event of any type of catastrophic event.



Administration Division

The mission of the Administration Division is to provide support services necessary to the daily operation of the RMA, as well as to the accomplishment of both short-term and long-term plans. Support services include human resources, training and development and administrative support sections.

The human resources section supports the RMA by maintaining a productive and highly-skilled workforce through recruitment, employment, compensation, benefits, employee relations and health/safety programs, and by monitoring RMA's 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 programs and events, and assists with various employee relations events. Customer service skills are reinforced through training, the Mystery Driver program and Customer Service Week activities. The organization believes that the focus on customer service will 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.

BENEFITS

During this fiscal year there were no major changes to the medical plan, and the favorable loss ratio resulted in no increase in premiums. Human resources mailed an informative personalized benefit package to all full-time RMA employees. This mailing included a personalized benefit statement, VRS member benefit profile and revised medical benefit updates for the employee's benefit reference folder. Exempt employees received information on the new long-term disability plan and traveler's assistance with insurance provider Unum. This plan was also renewed at no increase in premium.

The match to the Deferred Compensation 457 plan was increased to match the State of Virginia's program. The match went from \$10 to \$20 per pay period effective July 1, 2006. Meetings were held to encourage enrollment and to encourage an increase in savings. Enrollment increased by 10 percent July 1, which brought enrollment up to 70 percent. An informative and well-attended "Lunch and Learn" was held for plan members in January 2007 to further educate members in investment options and performance of investments.

GASB 45 plans are still being studied. The RMA Board of Directors reviewed options at the fall retreat. The Personnel Committee is currently revising the retiree medical benefit plan. A full plan will be in place for a July 1, 2008 implementation date.

EMPLOYMENT

The human resources department was successful in implementing a nationwide background check program. This was done at a minimal increase in cost with a local vendor. The department also increased services with the Department of Motor Vehicles with their driver monitoring program.

CUSTOMER SERVICE WEEK

"Building Bridges to our Customers" was the theme of the 2006 Customer Service Week Celebration. RMA employees completed puzzles, brain teasers to win prizes. "Most Wanted" posters appeared on the bulletin board recognizing staff that received the coveted Mystery Driver award. The mystery drivers made a few extra trips during the week-long celebration and four additional awards were received. The week ended with a drawing of all winners for a lunch with the general manager. Employees received themed cards at home, lunch and a keepsake pen to commemorate the week.

EMPLOYEE RELATIONS PROGRAMS

The RMA held its annual employee service recognition luncheon at the Bull and Bear Club. Sixteen employees were recognized for their service with the RMA. Other employee relations efforts included: "Beat the Heat" – distribution of water, sports drinks and ice on days with 100+ degree temperatures. The Mystery Driver program continued to recognize employees who are using the customer service initiative: smile, greet and thank-you.

The bi-annual Attendance Recognition program continued to honor employees who achieved and maintained a solid attendance record. Twenty-four employees were recognized in December 2006, while 30 employees were honored in June 2007.

SAFETY

The CPR training conducted in the past has been upgraded now to include Automatic External Defibrillator (AED) training. This will certify staff to operate the AED's at RMA facilities. It is the department's goal to have supervisory staff certified at all locations. A mandatory safety meeting was held to review worksite construction safety to prepare for the plaza renovation at the Downtown Expressway and upcoming work at the Powhite. The safety committee continued to promote the annual robbery awareness training. Human resources staff supported this by creating a custom PowerPoint presentation.

WELLNESS

Two wellness events were scheduled for the fiscal year. The fall 2006 event focused on flu and pneumonia vaccines, while in late May, a Stroke Awareness event was held. This event incorporated the screenings of the annual Spring Health Fair along with personalized training on how to conduct and read blood pressure checks. The coordinator continued to promote the "Motion for Health" campaign and The Wellness Contract program.

TRAINING

One-on-one training was conducted with staff at Forest Hill, the Boulevard Bridge, the Downtown Expressway and the downtown ramps in the operation of the manual lane terminal software. Reference manuals and training material were also updated to reflect the new software and reporting capability.



RMA Board of Directors

On July 1, 1966, a Board of Directors was formed to govern the RMA. The Board consists of 11 members. Six are appointed by the mayor of the City of Richmond, with the approval of the Richmond City Council. The Boards of Supervisors of Chesterfield and Henrico Counties each appoint two members, and one ex-officio member is appointed by the Commonwealth of Virginia Transportation Board. In addition to the 11 board members, the RMA is assisted by a Secretary and General Counsel who takes the minutes of the meetings and provides legal assistance as needed.



James L. Jenkins
Chairman
Henrico County
Term expires: June, 2010



Herman L. Carter, Jr.
Vice Chairman
City of Richmond
Term expires: June, 2008



Charles Breckenridge
Arrington, Jr.
City of Richmond
Term expires: June, 2010



A. Peter Brodell
City of Richmond
Term expires: June, 2008



Jacqueline G. Epps
City of Richmond
Term expires: June, 2010



Charles H. Foster, Jr.
Chesterfield County
Term expires: Sept., 2008



Gerald P. McCarthy
Commonwealth
Transportation Board



Jennifer L. McClellan
City of Richmond
Term expires: June, 2008



Reginald H. Nelson, IV
Henrico County
Term expires: June, 2008



Corey Nicholson
City of Richmond
Term expires: June, 2010



Charles Richard White
Chesterfield County
Term expires: June, 2010



Eric Ballou
Secretary and General
Counsel
Partner, Christian & Barton

RMA Executive Staff



Robert M. Berry
General Manager



James B. Kennedy
Director of Operations



Roland K. Kooch
Director of Finance



Paulette S. Cook
Director of Administration

The 2006-2007 Annual Report is dedicated in memory of Roland M. Kooch, Sr., RMA director of finance.

Roland joined the RMA as director of finance and chief financial officer in April 1992, overseeing all financial aspects of the organization, including accounting, the organization's annual budget, risk management and debt issuance. He was also responsible for managing the information technology department.

Throughout his career with our organization, Roland was the consummate professional, eager to share his knowledge and financial wisdom with all whom he mentored. He will be sorely missed.

