



Meeting of the Transportation District Commission of Hampton Roads

Thursday, August 25, 2016 • 1:00 p.m.
2nd Floor Board Room • 509 E. 18th Street, Norfolk, VA

A meeting of the Transportation District Commission of Hampton Roads will be held on Thursday, August 25, 2016 at 1:00 p.m. in the 2nd Floor Board Room, at 509 E. 18th Street, Norfolk, VA.

The meeting is open to the public and in accordance with the Board's operating procedures and in compliance with the Virginia Freedom of Information Act, there will be an opportunity for public comment at the beginning of the meeting.

The agenda and supporting materials are included in this package for your review.



Meeting of the Transportation District Commission of Hampton Roads

Thursday, August 25, 2016 • 1:00 p.m.
2nd Floor Board Room • 509 E. 18th Street, Norfolk, VA

1. Call to Order & Roll Call
2. Public Comments
3. Approval of Minutes – July 28, 2016
4. President’s Monthly Report - William Harrell
 - A. Board Updates
5. Committee Reports
 - A. July 2016 Financial Reports – Commissioner Woodbury/
Brandon Singleton, Chief Financial Officer
 - B. Operations & Oversight Committee - Commissioner Moffett
 - Contract No. 16 – 72048, Information Technology Research and Advisory Services

Recommending Commission Approval: Award of a sole source contract to Gartner, Inc. to provide information technology research and advisory service for the not-to-exceed amount of \$75,763
 - Contract NO. 16-72036, Safety and Security Support Services.

Recommending Commission Approval: Award of a contract to STV Group, Inc. to provide technical safety and security support services. The cumulative amount of all task orders issued under this contract will not exceed \$450,000 over the three-year period to meet federal and state mandates.
 - C. Planning and New Starts Development Committee – Chairman West
 - D. Paratransit Advisory Subcommittee – Ms. Linda Gurley, Chair

E. Transit Ridership Advisory Sub-Committee (TRAC) – Mr. Jamie Battle

6. Old and New Business
7. Comments by Commission Members
8. Closed Session (as necessary)
9. Adjournment

The next meeting will be held on Thursday, September 22, 2016 at 1:00 p.m. in the 2nd Floor Board Room at 509 E. 18th Street, Norfolk, VA



Meeting Minutes of the Transportation District Commission of Hampton Roads

Thursday, July 28, 2016 • 1:00 p.m.
2nd Floor Board Room • 509 E. 18th Street, Norfolk, VA

Call to order

A quorum was attained and Chairman Wood of Virginia Beach called the meeting to order at 1:02 p.m.

Commissioners in attendance:

Chairman Wood, Virginia Beach
Commissioner Fuller, Chesapeake
Commissioner Froncillo, Chesapeake
Commissioner Openshaw, VDRPT
Commissioner Moffett, Hampton
Commissioner Coleman, Newport News
Commissioner Woodbury, Newport News
Commissioner Parnell, Norfolk
Commissioner Patton, Portsmouth
Commissioner Hunter, Portsmouth
Commissioner Riddick, Norfolk
Commissioner Ross-Hammond, Virginia Beach

Hampton Roads Transit Staff in attendance:

Kim Ackerman, Chief of Human Resources
Ray Amoruso, Chief Planning and Development Officer
Keisha Branch, Grants Administration Officer
Amy Braziel, Executive Assistant
David Burton, Williams Mullen
Gene Cavazos, Director of Marketing and Communications
William Harrell, President and CEO
Ron Hodges, Director of Business Development
Sonya Luther, Assistant Director of Procurement
Sibyl Pappas, Chief Engineering and Facilities Officer
Jim Price, Chief Transit Operations Officer
Luis R. Ramos, Executive Assistant/Commission Secretary
Dyanne Sampson, Director of Procurement
Brandon Singleton, Chief Financial Officer
Velvet Smiley, Interim Chief Safety & Security Officer
Robert Travers, Counsel
Erick Wilkes, DBE Program Manager

Others in attendance:

Judith Brown, HRPTA
Linda Gurley, Chair, Paratransit Advisory Committee
Jamie Battle, Chair, TRAC
Seth Schipinski, HRTPO
Allen Tanner, Newport News
Bob Harper, Hampton
Dr. James Toscano, Past Chair
Jeff Raliski, City of Norfolk
Porter Stevens, City of Hampton

The July TDCHR meeting package was distributed electronically to all Commissioners and the media in advance of the meeting. The meeting package consisted of:

- Agenda
- July Meeting Minutes
- Monthly Management Report
- Committee Reports

Public Comment

Ms. Judith Brown, Citizen of the City of Norfolk, commented on the way public comments are disbursed to members of the board.

A motion was made by Commissioner Fuller and was properly seconded by Commissioner Moffett to close the Public Comment portion of the meeting. A roll call vote resulted as follows:

Ayes: Commissioners Wood, Woodbury, Fuller, Froncillo, Openshaw, Moffett, Coleman, Riddick, Parnell, Hunter, Patton and Ross-Hammond

Nays: None

Abstain: None

Approval of the June 23, 2016 TDCR Meeting Minutes

A motion to approve the June 23, 2016 TDCHR Meeting Minutes was made by Dr. Woodbury and it was properly seconded by Mr. Fuller. A roll call vote resulted as follows:

Ayes: Commissioners Wood, Woodbury, Fuller, Froncillo, Openshaw, Moffett, Hunter, and Patton

Nays: None

Abstain: Coleman, Riddick, Parnell and Ross-Hammond

Chairman Wood welcomed and introduced the newly appointed Commissioners for the new fiscal year.

Commissioners Tanner, Harper and Chairman Toscano were recognized for their service to the Board.

Presidents Monthly Report

William Harrell, President and CEO, welcomed everyone to the meeting.

Mr. Harrell gave an update on the strategic direction of the agency. Mr. Harrell gave Hampton Roads Transit's Vision and Mission.

Mr. Harrell also stated Hampton Roads Transit's core values and the agency goals.

Mr. Harrell provided additional updates to the Board regarding:

- Commissioner Orientation
- Rail Rodeo winners

COMMITTEE REPORTS

Commissioner Wood reviewed committee assignments with Commissioners for FY 2016.

Audit and Budget

Mr. Brandon Singleton, Chief Financial Officer, presented the July 2016 Financial Report as enclosed in the Commission Package.

There was discussion regarding the miscellaneous expenses category.

There was discussion regarding the 2 ride pass for ferry and farebox recovery.

Operations and Oversight Committee

Ms. Dyanne Sampson presented the following item for approval:

- Contract 16-72028, Oil and Fluid Analysis Services

A motion to approve Contract 16-72028, to Ana Laboratories, Inc. to provide oil and fluid analysis services in the not-to-exceed amount of \$142,890.00 over a five (5) year period, was made by the Operations and Oversight Committee and was properly seconded by Dr. Woodbury.

A roll call vote resulted as follows:

Ayes: Commissioners Wood, Woodbury, Fuller, Froncillo, Openshaw, Moffett, Coleman Riddick, Parnell, Patton, Ross-Hammond

Nays: None

Abstain: None

Planning and New Starts Development Committee

Vice Chair Wood stated that there was a Planning and New Starts Development Committee Meeting just prior to the full Commission Meeting.

It was stated that the Virginia Beach Transit Extension Study, Peninsula Study and Norfolk Corridor Study were discussed.

Paratransit Advisory Sub-Committee

Ms. Gurley provided a brief update on the Paratransit Advisory Committee.

Ms. Gurley stated that no meeting was held in July but there will be one on Wednesday, August 10 at 1:00 PM in Hampton.

Transit Ridership Advisory Committee (TRAC)

Mr. Jamie Battle provided a brief update on the TRAC.

Old and New Business

Ray Amoruso gave a presentation regarding upcoming service changes and Title VI Equity Analysis.

David Burton of Williams Mullen read Resolution 04-2016 Title VI Equity Analysis for Proposed Major Service Changes in July 2016. A motion to approve the Resolution was made by Commissioner Woodbury and seconded by Commissioner Coleman. A roll call vote resulted as follows:

Ayes: Commissioners Wood, Woodbury, Fuller, Froncillo, Openshaw, Moffett, Coleman
Riddick, Parnell, Patton, and Ross-Hammond

Nays: None

Abstain: None

Comments by Commissioners

There were no additional comments by Commissioners.

Adjournment

The meeting adjourned at 2:03 p.m.

TRANSPORTATION DISTRICT COMMISSION OF HAMPTON ROADS

James L. Wood
Chairman

ATTEST:

Luis Ramos, Commission Secretary
August 28, 2016



CELEBRATING FIVE YEARS OF SUCCESS

Hampton Roads Transit and the City of Norfolk celebrated The Tide's Fifth Anniversary on August 19, 2016 with an exciting celebration at MacArthur Square Station. Hundreds gathered in support of light rail and to celebrate the economic impact it has had on the City of Norfolk. Remarks were provided our Secretary of Transportation Aubrey Layne, Norfolk Mayor Kenny Alexander and Virginia Beach Mayor William Sessoms. Bob Batcher, from the City of Norfolk served as our gracious emcee.

Norfolk has welcomed more than half a billion dollars in commercial investments along The Tide alignment since it opened in 2011. It is one of the safest light rail systems in the country, having no pedestrian, bike or car crashes with injuries or derailments involving injury. Norfolk has experienced a 72% increase in the number of residential housing units downtown, from 2,050 in 2010 to 3,527 in 2016. People aged 20 to 34 living downtown increased by 24.9% in just four years – the largest overall percentage increase of any age category.

While we celebrate five years of success with The Tide, our focus is on the future of Hampton Roads. As we study regions that have been successful in recruiting and retaining jobs in a diverse economy, attracting millennials, and vibrant lifestyle, there has been a common denominator, and that is the development of multi-modal transportation opportunities have been an integral part of the calculus. The bottom line is simple – a viable transportation network is essential for commerce and quality of life.

As Hampton Roads uses regional funds to improve its roads, bridges, and tunnels. We need a similar regional funding mechanism that supports public transportation, which will enable us to maximize the full capacity of the transportation investments. Public transportation is not in opposition to our road network, it supports and is a central part of the comprehensive transportation system. An emerging initiative entitled Connect Hampton Roads has the potential to significantly improve how we connect people and places across our region.

So, as we celebrate The Tide's fifth anniversary, remember this is only the beginning of a regional vision of a multi-modal system for our children and grandchildren.



President's Report

August 2016

The Tide's 7.4 miles is only a starter line. With the potential of a 3.5 mile extension to the Virginia Beach Town Center. We are currently studying extensions of The Tide to the region's largest employer, Naval Station Norfolk. We are identifying corridors for high capacity transit such as Bus Rapid Transit to serve Hampton and Newport News that will support Harbor connections to the Southside. With recent economic development announcements in the Greenbrier area of Chesapeake, there is a burgeoning demand for transit. This represents the beginning of a framework of a regional system.

Imagine a future with residents and visitors having a variety of options for getting around and enjoying all that Hampton Roads has to offer. No region has ever paved its way out of traffic congestion. It takes a plan that works for everyone with more and better transit services including express buses, more frequent buses that serve growth areas, fast ferries, bicycle and pedestrian pathways, attractive shelters with customer amenities including smart technology, and more park and rides to serve suburban and rural areas.

These improvements will transform today's commuting experience. This is a multi-year plan for not just our future, but the next generation.

Public Transit supports all of us by reducing the growth of congestion and by supporting a cleaner environment. HRT services remove over 45,000 vehicle trips from the roads each weekday. With just over \$100 million in annual transit operating & maintenance investments, Hampton Roads Transit services today support over 20,300 regional jobs and 1.5 billion dollars annually in regional economic output.

From the Registered Nurse that rides The Tide to the Medical complex or the barista that makes your favorite cup of coffee, transit supports the region's workforce and families. For some citizens, transit is an economic lifeline providing ladders of opportunity and while you may choose to never use Hampton Roads Transit, chances are you depend on someone who does. And that is something for all of us to reflect on and to be thankful for.

Help us Connect Hampton Roads!

Sincerely,

William E. Harrell

President and CEO

Hampton Roads Transit

Definition

CAF: Customer Assistance Form. The CAF # is the reference #. Patrons may contact Customer Service to obtain information regarding the comment. All customer suggestions, comments, commendations and complaints are entered into a database called the Customer Assistance System, (CAS). CAS generates the CAF #.

Public Comments Summary

Submission Date: 7/5/2016

Response Date: 7/6/2016

CAF # 41129

Name: Jennifer Hicks

City: Virginia Beach

Contact preference: Phone

Comment: **“Honk twice”.**

Reply: Good afternoon. It was a pleasure speaking with you this afternoon. As discussed, please feel free to contact me directly with any issues or concerns you may have regarding the public comment online function. I am more than happy to assist you. Please enjoy your day.

Summary: Customer wanted to submit an online complaint that Paratransit driver did not honk for her when picking her up. However, she was able to speak with someone in customer service who took her information.

Submission Date: 7/8/2016

Response Date: 7/8/2016

CAF # 40477

Name: J. Choudhari

City: Hampton

Contact Preference: Email

Comment: ***“At Queen St. and LaSalle the first stop coming inbound to station is a problem area that the city needs to address by weed eating the side walk area and keep area safe for citizens using that stop. This morning area was busy with unloading materials for construction site and the heavy rain pour from last nite created a scenario that landed me bracing myself inside the door of your bus face down with legs on the street. There are rocks and weir brush that is a hazard. Your driver did not do anything wrong. The city should be aware of the situation and the contractors should know what they do affects people using the sidewalk.”***

Reply: Good afternoon, thank you for your public comment. My name is Felicia Harris. I am the Director of Customer Relations. I left a voice message for you but wanted to follow up with you via email, as well. I'm sorry that you had such an un-nerving experience disembarking the bus. Your request was forwarded to our Facilities department as well as with the City of Hampton. If you have any other concerns, please feel free to reach out to me directly. Your reference # is 40477.

Submission Date: 7/11/2016

Response Date: 7/11/2016

CAF # 40523

Name: Elizabeth Baxter

City: Norfolk

Contact Preference: Email

Comment: ***"I ride the bus daily. It has a tendency to come 5 minutes earlier than scheduled which causes many riders to miss it. This morning I made sure to be waiting 10 minutes early so I would not miss it. I was by the HRT sign, in clear view of the driver and the bus just blew past me. It did not slow, hesitate, or brake. I am now an hour late for work and will be docked pay due to your driver not paying attention and not caring"***

Reply: Good afternoon Ms. Baxter. Thank you for your public comment. My name is Felicia Harris. I am the Director of Customer Relations. So that we can address your concern, on what day and time were you traveling, what route were you attempting to take and at which stop were you using? We have a process in place to address this concern but need this information to investigate and follow through accordingly. Your reference number is 40523. Thank you.

Summary: ****Customer provided @ 7:15 am Route 1. I was unable to verify if Operator passed by patron. Director assigned personnel to monitor this route on weekdays for the next 7 days.****

Submission Date: 7/21/2016
 Response Date: 7/21/2016
 CAF # 40877
 Name: Judith Brown
 City: Norfolk
 Contact Preference: Email
 Comment: ***“Please look at the top four lines of this form, which probably should not be there at all. The next two lines are 46 years out of date.....”***
 Reply: Good afternoon Mrs. Brown. I apologize for not responding to you sooner. However, Mr. Ramos informed me that he spoke with you regarding this issue and it has since been resolved. We have a formal database in which all comments are documented. Your reference number is 40877.

Submission Date: 7/29/2016
 Response Date: 7/29/2016 and 8/6/2016
 CAF # 41118
 Name: RK Chari
 City: Portsmouth
 Contact Preference: Email
 Comment: ***“I am 91 yrs. old and mi wife 87 yrs. old. I have a Handcapped license plate IF I chose to completely give up driving, HOW can I use HRT services to go (i) WalMart (chesp.Squr), (2) Doctor Office (mryview) Dentist (Volvo Prk wy) as and when needed, What kind of a FARE should I pay, How much advance should I call you to get a HRT bus. PLEASE reply by email ONLY-- I am hard of hearing.”***
 Response: 7/29/16 Good morning. Thank you for your inquiry and thank you for choosing Hampton Roads Transit. My name is Felicia Harris and I am the Director of Relations. We are thrilled to assist you with your transportation needs. However, I don’t believe an email would provide the level of attention or detail you would require when planning your trip.

If you like, I can arrange a meeting with you and provide travel training. We can walk you through our services, routes and fares. Please feel free to respond via this email or contact me directly at 757-222-6069. **No response from patron. Customer Service emailed a detailed reply outlining service from Chesapeake mall, mentioned Paratransit services and fares.**

8/5/2016- No response from patron. Director assigned personnel to give details based on Google search.

8/6/2016 To Whom It May Concern, I was referred to you by our Director of Customer Service, Felicia Harris, to see if you still needed additional assistance. We do offer travel training classes that can educate you in all of these areas in person if you would like to do so. Feel free to call us (757-222-6100), and we can set you up with the proper class. As far as the information you requested, I will go over each topic individually should you decide to stop driving and use our bus system. I have also attached several route files for bus schedules you may be commonly using.

Another Option: Paratransit

One option I am not sure if anyone discussed with you is our Paratransit service. This service has the ability to go anywhere within $\frac{3}{4}$ of a mile of an active bus stop. So, it may be possible for this service to come directly to your home, pick you up, and take you wherever you need to go. Rate for Paratransit is \$3.00 per trip one way, no matter the difference in distance. For Example: it will be \$3.00 whether you go from your house to around the corner or from your house to Newport News or Virginia Beach Oceanfront, 20 miles away. Paratransit services all seven cities. All of the smaller Paratransit buses are accessible with wheelchair lifts on them. You are also allowed to have a PCA with you for free as long as you put them on your registration form during the application process. Personal Care Attendants (PCAs) are for the personal assistance of a disabled passenger. Passengers traveling with a PCA are not required to travel with the same PCA for every trip taken. A PCA needs no formal certification or identification to be recognized for free ridership in order to assist a disabled passenger, but their info does need to be on your Paratransit file.

You must be certified in order to use Hampton Roads Transit Paratransit. A complete application is required for new applicants and those needing to apply for recertification. A minimum of one medical, rehabilitative and/or healthcare professional must be listed as a reference on your application. Applicants have two ways to apply:

- Apply online <https://www.adaride.com/Default.aspx> or
- Call 877-ADA-RIDE -877-232-7433, (11 am – 8 pm EST) to start the application process and have the necessary forms mailed to you.
- TDD Customers call (310)410-0985

Fares

Being that you and your wife are both over 65, you would both pay the senior rate as long as you had a proper photo ID with your birth date. (Driver's License)

One-way : \$.75 cents per person (this is if you are just riding the bus once, one way. You would put the money in but no ticket issued)

1 day pass: \$ 2.00 per person (This pass can be purchased on the bus from the driver and can be used for the bus, ferry, and light rail)

These passes cannot be purchased on bus. Closest retail outlet that sells them is Kroger Marketplace 1301 Frederick Blvd Portsmouth, VA

5-pack 1-day passes: \$9.50 (This is a pack of five individual 1 day passes. They can be used on non consecutive days)

30 day pass: \$35.00 (this is 30 consecutive days, meaning the day it is activated , you have 30 days from that date to use it before it expires)

How Far Should I Call In Advance for Information?

This is entirely up to you. We advise calling at least 2+ hours in advance if you have to be somewhere by a certain time, but if you are just going to a location and are not restricted to a time schedule, you can call us close when you are ready to leave. Customers often call us as far ahead as the day before or a few days before to plan their trips.

Customer Service (757)-222-6100

Hours: M-F 5:00AM-7:00PM

Sat 7:00AM-7:00PM

Sun 9:00AM-5:00PM

Using the Bus

All of our busses are equipped with handicap accessible ramps if needed. Just ask the driver to please lower it when boarding. If you are wheelchair bound, the driver will assist you in embarking and disembarking the bus. There is a yellow cord on each side of the bus by the windows you pull when you are ready to get off at your stop. Our buses only accept cash & coins in the farebox, exact change only.

In the final section, we will cover getting to the locations you requested in your letter. Since you did not include a home address, I can only assume you live somewhere along Portsmouth Blvd. close to Chesapeake Sq. Mall as you requested this Walmart and not the other one along Turnpike Rd. I will base any information I give off of this.

Getting to Chesapeake SQ.(Wal-Mart)

The Route 44 runs along Portsmouth Blvd to Chesapeake Sq. Mall, and this is the main bus you would be utilizing. Main stops along Portsmouth Blvd. going to the mall are Portsmouth Blvd & City Park and Portsmouth & Elmhurst Ln. (Food Lion). The Route 44 is hourly and comes the same time in this area going towards the mall each hour starting at 7:34AM, then 8:34AM, 9:34AM,10:34AM and so on. The stop in front of the Chesapeake Sq. Mall is at the Bank of Hampton Roads next to Toys'R'us. You unfortunately would have to walk from there to the Wal-Mart behind Chesapeake Sq. **Trip time : 15 min**

Getting to Maryview

Your starting bus for this would be route 44 again but going in a different direction. The bus would be going back towards Victory Crossing & Norfolk General Hospital, which is what it will say on the top of the bus instead of Chesapeake Sq. The time frame for the bus is once an hour, every :10 min after the hour. Example: 7:10AM, 8:10AM, 9:10AM. You would ride this bus till you get to a transfer point at the intersection of High St & Florida Ave. The transfer point has three glass bus shelters on this side street, and multiple buses will be there when route 44 pulls up. You will get off here and switch to route 47 that reads going to Village & Academy / Churchland. The route 44 meets up with the route 47 that leaves at :48 min after each hour. The route 47 stop at Maryview Hospital is just 5-8 min around the corner so you will not be on the second bus that long. There are two stops at the hospital, the first is at the main building and the second is at the specialist offices. **Trip time: 40 min**

Getting to Dentist (Volvo Pkwy)

This is one I would need more information for as there are many Dentists on Volvo Pkwy in Chesapeake & Va Beach. There are some areas of Volvo we do not service. Ideally, the first part of your trip would begin again with the route 44 going back towards Victory Crossing. This time you will get off at the Victory Crossing (behind Farm Fresh) lineup with the other buses and transfer to the route 57 going to Robert Hall Blvd that leaves at :33min after each hour. You ride the route 57 all the way to the end of the line which is Robert Hall transfer area. It is located at the intersection of South Military Highway & Battlefield Blvd. in Chesapeake. Here is where I need the extra information because you could be going one of two ways. The route 57 meets both of the possible buses you could take from Robert Hall, but they go in completely different directions. Option 1: Route 14 leaves Robert Hall every :22 min after the hour going straight down Battlefield Blvd in Chesapeake and would drop you off at the intersection of Battlefield & Volvo Pkwy. Option 2: Route 15 leaves Robert Hall every :30 min after the hour going straight up Military Highway. This way would be more complicated for two reasons. One, you would have to ride the route 15 up to Military Hghwy. & Old Greenbrier Rd, get off the bus, cross Military Hghwy to the bus stop in front of Priority Chevrolet, and catch the route 15 going down towards Greenbrier Mall. Second reason, it will only take you as far as Greenbrier Mall. You would have to walk down to the intersection of Greenbrier & Volvo Pkwy. These problems will be alleviated on 8/28/16 when we create the new Route 55 , which will take you from Robert Hall to Greenbrier & Volvo Pkwy.



Social Media Analytics

July 20, 2016 – August 20, 2016

Facebook One Month Assessment

We have netted 736 additional followers in the past month.

July 20, 2016 – 8,155-followers | August 20, 2016 – 8,891 followers

Facebook Impressions

256K impressions over this 32 day period

Twitter Follower Growth

Our current follower audience size is 5,358

30 Tweets/60 Retweets/53 link clicks during this period

Twitter Impressions

Tweets earned **27K impressions** over this 32 day period



HAMPTON ROADS
TRANSIT

TDCHR Board Meeting

July 28, 2016

gohrt.com



HAMPTON ROADS

TRANSIT

Strategic Direction

gohrt.com

Agency Vision and Mission

- **Vision**

Our vision is to be the most efficient and customer driven public transit agency in Virginia.

- **Our mission – “Connect Hampton Roads®”**

Our mission is to serve the community through high quality, safe, efficient and sustainable regional transportation services.

HRT Core Values

- Customer Service
- Quality
- Innovation
- Integrity
- Financial Health
- Workforce Success
- Safety



Agency Goals

Goal 1

- Advance the Connect Hampton Roads® initiative to optimize transit connectivity and support economic vitality within and across jurisdictions, collaborating with local governments, business, and community stakeholders to formulate and pursue an actionable set of targeted investments, implementation, and funding scenarios.

Agency Goals (Continued)

Goal 2

- Define specific objectives for ridership growth and engage in near-, mid- and long-term programs and tactics to stabilize, sustain, and grow ridership on bus, ferry, light rail, and Transportation Demand Management services.

Agency Goals (Continued)

Goal 3

- Execute strategies to complete studies to advance potential high capacity transit improvements in Northside and Southside communities, congruent with local strategic growth priorities and supportive public policy at local, regional, state and federal levels.

Board Updates

- **Planning to Schedule Orientation**





HAMPTON ROADS
TRANSIT

JULY FY 2017 FINANCIAL REPORT

gohrt.com

Draft Financial Statement

REVENUE & RIDERSHIP KPI's

JULY FY17

KPI	FISCAL YEAR-TO-DATE RESULTS		
	Target	Actual	Variance
Average Fare per Rider	\$1.00	\$1.27	\$0.27
Average Fare per GoPass365 Rider	\$1.00	\$1.20	\$0.20
Average Cost per Rider	\$6.14	\$6.07	\$0.07
Local Investment per Rider	\$2.64	\$2.35	\$0.29
Farebox Recovery Ratio	20%	20%	0%

Average fare per rider is better than budget by 26.7%, and average fare per GoPass365 rider is better than budget by 19.8%.

Local investment per rider is under budget by 11.0%, and average cost per rider is under budget by 1.1%.

The cost recovery ratio is total farebox revenue divided by operating expense and is currently on target.

OPERATING FINANCIAL STATEMENTS

JULY FY17

Monthly				FISCAL YEAR 2017 Dollars in Thousands	Year to Date			
Current Year					Current Year			
Budget	Actual	Variance			Budget	Actual	Variance	
\$ 1,735.8	\$ 1,644.9	\$ (90.9)	-5.2%	Passenger Revenue	\$ 1,735.8	\$ 1,644.9	\$ (90.9)	-5.2%
110.4	56.1	(54.3)	-49.1%	Advertising Revenue	110.4	56.1	(54.3)	-49.1%
179.1	179.1	(0.0)	0.0%	Other Transportation Revenue	179.1	179.1	(0.0)	0.0%
5.0	7.4	2.4	48.3%	Other Non-Transportation Revenue	5.0	7.4	2.4	48.3%
\$ 2,030.3	\$ 1,887.5	\$ (142.7)	-7.0%	TOTAL REVENUE	\$ 2,030.3	\$ 1,887.5	\$ (142.7)	-7.0%
\$ 5,385.6	\$ 5,321.2	\$ 64.4	1.2%	Personnel Services	\$ 5,385.6	\$ 5,321.2	\$ 64.4	1.2%
819.3	439.9	379.4	46.3%	Services	819.3	439.9	379.4	46.3%
967.1	1,028.1	(61.0)	-6.3%	Materials & Supplies	967.1	1,028.1	(61.0)	-6.3%
101.1	93.6	7.5	7.4%	Utilities	101.1	93.6	7.5	7.4%
414.8	366.9	47.8	11.5%	Casualties & Liabilities	414.8	366.9	47.8	11.5%
704.3	735.2	(30.9)	-4.4%	Purchased Transportation	704.3	735.2	(30.9)	-4.4%
235.5	134.5	100.9	42.9%	Other Miscellaneous Expenses	235.5	134.5	100.9	42.9%
\$ 8,627.6	\$ 8,119.5	\$ 508.1	5.9%	TOTAL EXPENSE	\$ 8,627.6	\$ 8,119.5	\$ 508.1	5.9%
\$ 6,597.3	\$ 6,231.9	\$ 365.4	5.5%	SUBSIDY	\$ 6,597.3	\$ 6,231.9	\$ 365.4	5.5%

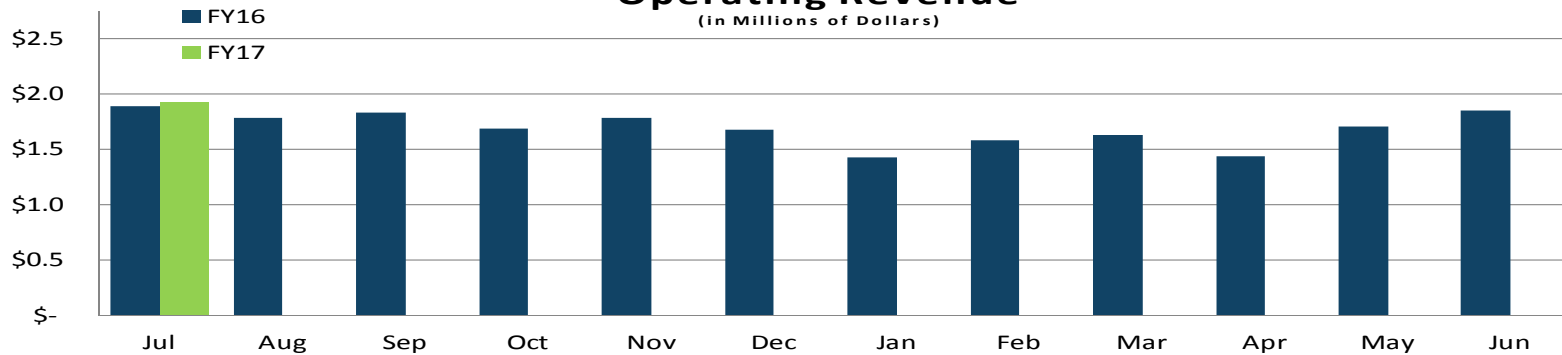
For the month of July, operating revenues and expenses vary with projections by 7.0% and 5.9%, respectively.

OPERATING FINANCIALS (cont.)

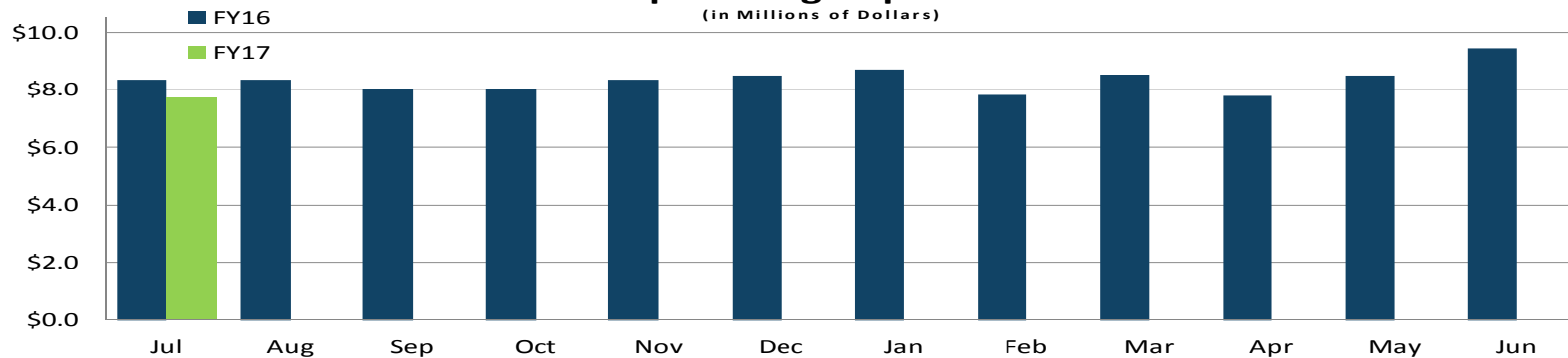
JULY FY17

MONTHLY RESULTS				FISCAL YEAR 2017 Dollars in Thousands	YEAR-TO-DATE RESULTS			
July-FY17		Variance FY17			FY17		Variance FY17	
Budget	Actual	\$	%		Budget	Actual	\$	%
\$ 2,030.3	\$ 1,887.5	\$ (142.7)	-7.0%	REVENUE	\$ 2,030.3	\$ 1,887.5	\$ (142.7)	-7.0%
\$ 8,627.6	\$ 8,119.5	\$ 508.1	5.9%	EXPENSE	\$ 8,627.6	\$ 8,119.5	\$ 508.1	5.9%
\$ 6,597.3	\$ 6,231.9	\$ 365.4	5.5%	SUBSIDY	\$ 6,597.3	\$ 6,231.9	\$ 365.4	5.5%
20%	20%			FAREBOX RECOVERY	20%	20%		

Operating Revenue
(in Millions of Dollars)



Operating Expenses
(in Millions of Dollars)



RIDERSHIP STATS

JULY FY17

MONTHLY RESULTS				YEAR TO DATE RESULTS		
July FY17				FY17		
Target	Actual	Variance	MODE	Target	Actual	Variance
1,180,100	1,092,328	(87,772)	BUS TRANSIT	1,180,100	1,092,328	(87,772)
118,502	109,128	(9,374)	LRT	118,502	109,128	(9,374)
23,959	31,496	7,537	FERRY	23,959	31,496	7,537
27,443	28,432	989	PARATRANSIT	27,443	28,432	989
1,350,004	1,261,384	(88,620)	SYSTEM TOTAL	1,350,004	1,261,384	(88,620)

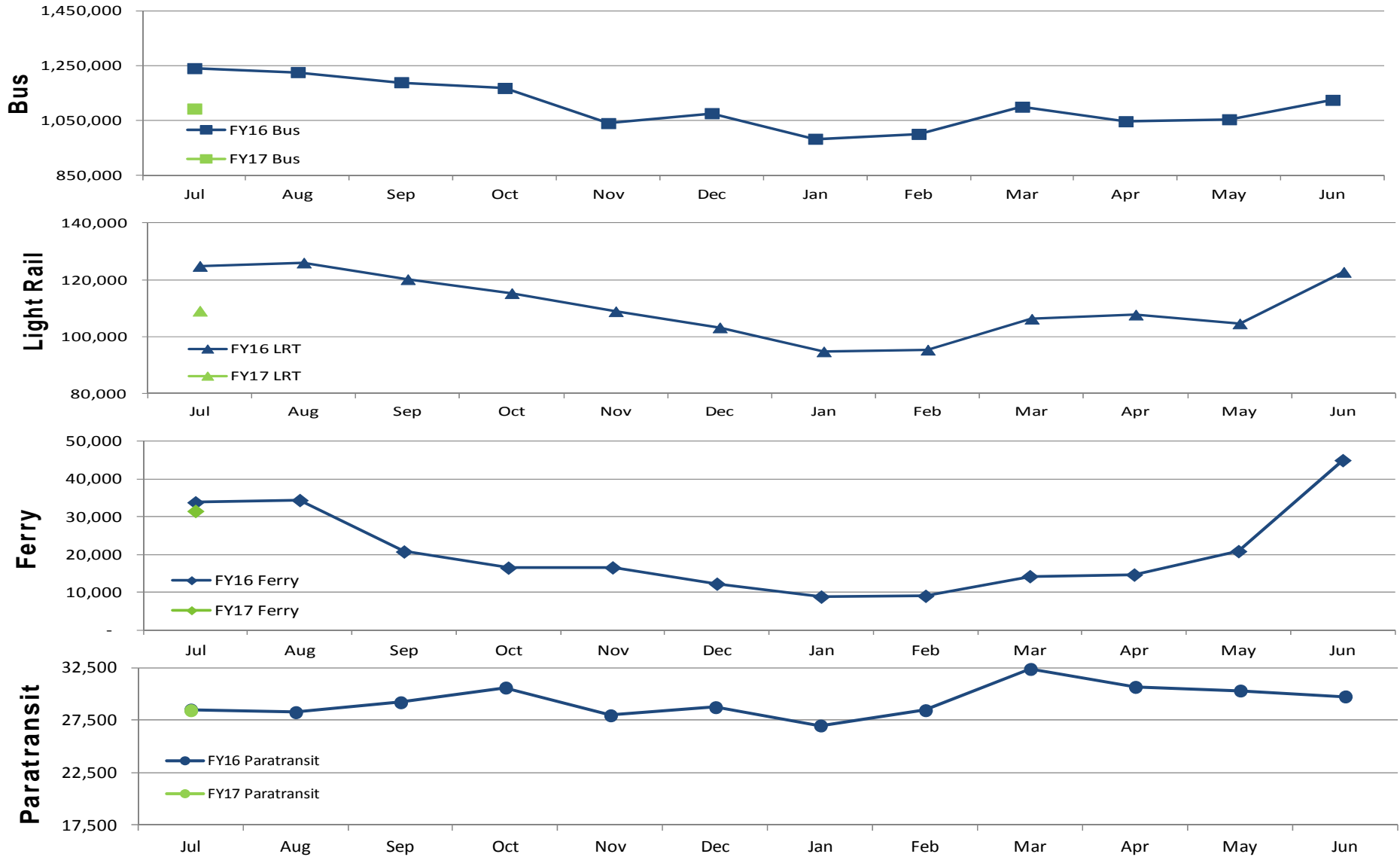
For the month of July, ridership came in 7.0% under target. July ridership this year is 7.0% lower, overall, than last year but 3.5% higher for paratransit.

MONTHLY RESULTS				YEAR TO DATE RESULTS		
July-FY16	July-FY17		MODE	FY16	FY17	
Actual	Actual	Variance	MODE	Actual	Actual	Variance
1,239,740	1,092,328	(147,412)	BUS TRANSIT	1,239,740	1,092,328	(147,412)
122,774	109,128	(13,646)	LRT	124,867	109,128	(15,739)
44,917	31,496	(13,421)	FERRY	33,770	31,496	(2,274)
28,137	28,432	295	PARATRANSIT	28,490	28,432	(58)
1,435,568	1,261,384	(174,184)	SYSTEM TOTAL	1,426,867	1,261,384	(165,483)

July 2016 ridership is 13.8% below target. Ridership this time last year was 13.1% higher, overall.

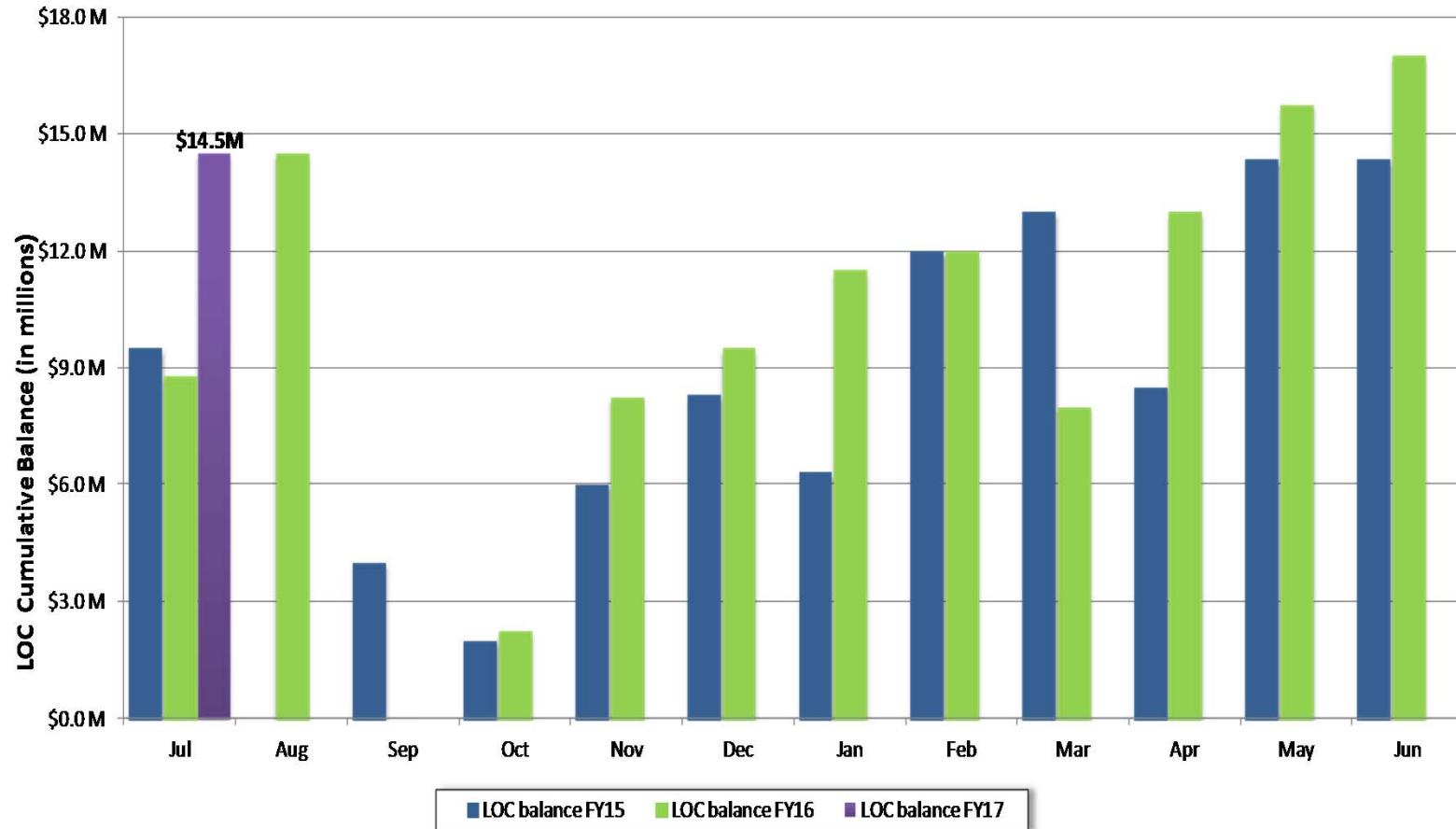
RIDERSHIP GRAPHS

JULY FY17



LINE OF CREDIT

JULY FY17



The line of credit balance as of July 31st is \$14.5M.

Procurement Actions Between \$50K - \$100K

JULY FY17

Contract Number	Contract Description	Cost Center	Funding Source	RFP / IFB	Award Amount	Award Date	Awarded Vendor	Performance Period
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No procurement actions between \$50K and \$100K to report for the month of July.

Contract No:	16-72048	Title:	Information Technology Research and Advisory Services	Price: Term:	\$75,763 One (1) Year.
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Acquisition Description: Enter into a sole source professional services contract with Gartner, Inc. to provide information technology research and advisory services.

Background: Hampton Roads Transit's (HRT) Information Technology staff requires the services of a research and advisory firm to provide technical assistance to drive HRT's technology related mission and vision. Additionally, HRT requires services to improve performance and reduce associated risks. With HRT's limited technical staffing resources, Gartner has proven to be a definitive and cost-effective method for HRT Technology Management to provide both strategic expertise and timely insight into all the agency's key technology initiatives. Under the terms of this agreement, Gartner will provide technical assistance to HRT's Technology Department to drive HRT's technology related mission and vision.

Contract Approach: FTA and Virginia Public Procurement Act guidelines allow non-competitive procurements when only one source is practicably available and the award of a contract is infeasible under small purchase procedures, sealed bids, or competitive proposals. Due to the specific requirements of this solicitation, full and open competition was not a feasible method of Procurement. Sole Source procurements are accomplished through solicitation and acceptance of a proposal from only one source.

A solicitation was issued on July 29, 2016 and Gartner, Inc. provided a responsive proposal on August 4, 2016 which included a monthly cost of approximately \$6,425 to provide these services.

- Gartner, Inc.

Based on the result of a price analysis performed using historical data and the existing Commonwealth of Virginia's Information Technologies Agency (VITA) Contract No. VA-120501-GARG with Gartner, Inc., the proposed pricing is deemed fair and reasonable.

Gartner, Inc. is headquartered in Stamford, CT and has provided these services for municipalities throughout the Commonwealth of Virginia and HRT satisfactorily.

Comments & Special Circumstances: *Subsequent to the Operations and Oversight Committee's meeting on August 12, 2016, further negotiations were held with Gartner in an effort to obtain more favorable pricing. As a result of the negotiations, Gartner offered a final price of \$75,763, which is \$1,337 or 1.7% below its original offer of \$77,100. The annual cost is also in line with VITA pricing.*

The Contract period of performance is one (1) year.

No DBE goal was established for this solicitation.

Cost/Funding: This contract will be funded from operating funds.

Project Manager: Alesia Cain, Chief Technology Officer

Contracting Officer: Jason Petruska, Contracts Manager

Contract No:	16-72048	Title:	Information Technology Research and Advisory Services	Price: Term:	\$75,763 One (1) Year.
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Recommendation: It is respectfully recommended that the Commission approve the award of a sole source contract to Gartner, Inc. to provide information technology research and advisory service for the not-to-exceed amount of \$75,763.

Contract No:	16-72036	Title:	Safety and Security Support Services	Price: Term:	\$450,000 3 Yrs.
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Acquisition Description: Enter into a contract with a qualified Contractor to provide technical safety and security support services on a Task Order (TO) basis.

Background: Under the new MAP-21/FAST Act Safety Related Rulemaking, operators of public transportation systems that receive Federal financial assistance will be required to develop and implement Public Transportation Agency Safety Plans based on the Safety Management System approach. Transit agencies will have one (1) year to develop and implement these plans from the date the new rule goes into effect, which is expected to take effect at the end of 2016. Under the new rule for State Safety Oversight Agencies 49 CFR Part 673, the FTA has also strengthened the oversight of Rail Transit Agencies (RTA) which will require HRT to meet additional oversight directives from the Virginia Department of Rail and Public Transportation.

As a result, Hampton Roads Transit (HRT) requires the services of a consulting firm to provide technical safety/security expertise and assistance. These contracted services will make it possible for HRT to meet state and federal requirements related to these new rulings within the mandatory timeframes allowed, while ensuring that the Agency is able to continue meeting its obligations under the current regulations.

Contract Approach: A Request for Proposal (RFP) was issued on May 18, 2016. Three (3) proposals were received on June 22, 2016 from the following firms:

- STV, Inc. dba STV Group, Inc. (STV)
- ADS System Safety Consulting, LLC (ADS)
- Innovative Emergency Management, Inc. (IEM)

In response to the RFP, Proposers were required to provide a technical proposal and a Price Proposal that includes labor rates for the services described in the Scope of Work (SOW). The proposed labor rates will be utilized when establishing pricing for TOs.

Upon review and evaluation of the technical proposals, STV was rated best to meet the requirements of the SOW based on information provided in regards to their overall project approach and experience. As a result, discussions and negotiations were conducted with STV on July 29, 2016. Discussions and Negotiations focused on clarifying assumptions made in establishing pricing and reducing labor rates proposed. At the conclusion of negotiations, a Best and Final Offer (BAFO) was requested.

Due to price concessions made in their BAFO, HRT staff determined that STV also provided the best value to HRT. STV's labor rates are deemed fair and reasonable based on a price analysis performed using historical data and the fact that the pricing was obtained in a competitive environment. A contractor responsibility review confirmed that STV is technically and financially capable to perform the work.

STV is headquartered in Douglassville, PA, but operates a local office in Virginia Beach, VA. STV has provided similar services to the Maryland Transit Administration in Baltimore, MD; the Port Authority of New York and New Jersey; and, the Federal Transit Administration in Washington, DC.

Contract No:	16-72036	Title:	Safety and Security Support Services	Price: Term:	\$450,000 3 Yrs.
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The Contract period of performance is three (3) years.

No DBE goal was assigned for the overall solicitation. HRT's DBE Manager will review the scope of each proposed Task Order to identify opportunities for DBE participation and establish a task based goal accordingly.

Cost/Funding: This contract will be funded from operating funds.

Project Manager: Velvet Smiley, Interim Chief Safety and Security Officer

Contracting Officer: Sonya Luther, Assistant Director of Procurement

Recommendation: It is respectfully recommended that the Commission approve the award of a contract to STV Group, Inc. to provide technical safety and security support services. The cumulative amount of all TOs issued under this contract will not exceed \$450,000 over the three-year period.

Hampton Roads Transit Advisory Committee for Persons with Disabilities Meeting Minutes
3400 Victoria Blvd. Hampton, Va. 23661
1st Floor Training Room
Wednesday, August 10, 2016
1:00 PM – 3:00 PM

Call to order:

Linda D. Gurley, Chairperson called the meeting to order at 1:00 pm and introductions were made.

Approval of minutes:

A motion to approve the June Meeting minutes with corrections was made by Mrs. Debra Vaughan and was properly seconded by Mrs. Patricia Brown.

The June meeting minutes were approved.

Public Comments:

Ms. Nina Frost, Consumer from Chesapeake. Stated she had just recently moved from Norfolk to Chesapeake. She expressed her concern that she wasn't able to attend church because Handi ride would not pick her up. She wanted to know why Handi ride provides services in one City but not the other.

Mr. Keith Johnson with HRT initially explained that Para Transit services are provided in an area where the fixed route /public bus service is provided. He did state that services to the Chesapeake area are more limited than Norfolk, but with a new route being added (55) service is expanding. However it still may not be in her service area. He suggested going to her City Council and advocating for needed bus services.

Ms. Harris with HRT Customer Services explained the New Route 55. She also asked Ms. Frost to call her to express her concerns; so that they could be looked at individually. She provided her with her phone number 757 -22-6100. She also is willing to speak with her after the meeting. She also advised her to go to her City Council and express and advocate the need for services.

Ms. Ellen Graves a Consumer from Chesapeake wanted to know why some drivers waited longer than five minutes for consumers. She was asked if she could provide a specific date or time when this occurred so that maybe she could be provided with an answer for that particular situation and she could not. Several general reasons were provided. It is Policy that Drivers wait five minutes for consumers when they arrive within their window. When drivers arrive early they may sit and wait for the consumer; sometimes if they go to pick up someone from Dialysis and they have a medical issue and will be ready in 10 minutes rather than 5 minutes they may wait. It may just depend upon the drivers schedule that day.

Chairman's Report:

Ms. Gurley stated she attended the Transportation District Commission of Hampton Roads Meeting on Thursday, July 28, 2016 in Norfolk, Va.

The Commission recognized Board Members for their service. Dr. Toscano received a plaque.

Major Service changes will take place in August and a Resolution was read regarding the changes.

Hampton Roads Transit Advisory Committee for Persons with Disabilities Meeting Minutes

Mr. Brandon Singleton gave an overview of the budget and explained the impact it'll have on Paratransit services.

Mr. Price told us about the Rail Maintenance Department winning a 2nd Place Award at the International Rodeo .

SUBCOMMITTEE REPORTS:

Service Quality Reports:

It was noted that some of the Drivers are having issues with the Security Guard at Wal-Mart Coliseum located in Hampton, Va. They are being asked not to pick up or drop off Consumers in front of the store. Mr. Johnson will speak with the General Manager at the store to resolve this issue.

Some Drivers have experienced difficulty dropping consumers off who use power wheelchairs in some areas of Newport News. The area has a curb cut but no markings and individuals have parked in the space. The powered chairs can't get up on the sidewalk. Mr. Mark Stemple and Mr. Johnson with HRT have asked the drivers and consumers to provide them with the name of the Cities and the Apartment Complex. This committee would like to have the name of the Apartment Complex and have the consumer contact us. They may need assistance with advocacy.

Ms. Kimberly Gianos, First Transit is still working on the issues with the tablets and the drivers. She is still communicating to consumers that the drivers can't make changes to the manifest and that they must call the dispatcher for any changes to be made.

Sensitivity Training will be provided to the new drivers by Mrs. Patricia Brown (date to be decided) because of some long standing issues i.e. Drivers not identifying themselves, not knowing how to effectively approach individuals with multiple/varied disabilities & drivers not getting out of their seats.

Policy:

Mr. Keith Johnson indicated that due to FTA some Policies are being updated and a mass mailing will be done and distribution will occur to everyone.

On line booking for a reservation can't calculate time for travel to get to a destination on time and customers have to call into reservations to schedule any trips by a requested arrival time.

Hampton Roads Transit Advisory Committee for Persons with Disabilities Meeting Minutes
(Continued Page 2) August 10, 2016

Membership:

The following openings exist:

City of Chesapeake – Provider and Consumer
Newport News - Provider and Consumer
Portsmouth - Provider and Consumer
Norfolk - Consumer

PARATRANSIT OPERATIONS REPORTS:

Mr. Keith Johnson presented the Paratransit Performance that combined the Operations, Call Center and Hampton Roads Transit Certification Reports for June & July 2016. See Attached.

OLD BUSINESS:

Mary LaFontaine - ADA Programs. Stated she would be in Richmond, VA next week attending Train the Trainer classes. (Tuesday 7 Thursdays). Awaiting updates.

Nationally - WMATA has started services with Uber. Paratransit – Metro access for D.C. area.

Brandon Singleton – 2017 Fiscal Budget

Fare increase to \$3.50 for Para Transit will be effective early to mid October. Free access to bus, ferry and light rail system will require consumers to use their Para transit card. HRT will develop a pictured I.D. card for ParaTransit.

NEW BUSINESS

Marie Arnt- The 5th Anniversary of the Tide will be celebrated on Friday, August 19, 2016 until Sunday, August 21, 2016. 12noon – 2:00 pm at the McArthur Station. Speeches begin at 12:15 pm. Free Rides. The address is 301 E. City Hall Ave.

David Gonzales, Executive Director Portco

Stated the CTAV convention will be in Virginia Beach next week. They still had scholarships and were accepting applications. It cost \$125.00 to join.

They had funds and grants if Individuals/organizations needed vehicles. They had scholarships if individuals needed assistance attending. He stated to contact him. He provided his information.

ADJOURNMENT;

Meeting adjourned at 2:20 pm.

UPCOMING MEETINGS:

The next regular meeting of the Hampton Roads Advisory Committee for Persons with Disabilities will be held on Wednesday, October 12, 2016 at 1:00 p.m. in the 2nd Floor Board Room at 509 East 18th Street, Norfolk, Va. The remainder of our meetings will be held in Norfolk, Va. ,until further notice. The Hampton location will be undergoing remodeling and will not be available.