



Meeting of the Transportation District Commission of Hampton Roads

Thursday, April 27, 2017 • 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, April 27, 2017 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, April 27, 2017 • 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 – March 23, 2017
4. President's Monthly Report - William Harrell
 - A. Board Updates
5. Committee Reports
 - A. Audit & Budget Review Committee — Vice-Chair Woodbury/
Brandon Singleton, Chief Financial Officer
 - March 2017 Financial Report
 - B. Operations & Oversight Committee - Commissioner Moffett/
Dyanne Sampson, Director of Procurement
 - **Contract No: 16 – 73946 – Heating, Ventilation, Air Conditioning, Refrigeration & Plumbing Maintenance Services**

Recommending Commission Approval: Award of a contract to Warwick Plumbing and Heating for HVAC/R and plumbing maintenance services in the not-to-exceed amount of \$375,602 over a five-year period.
 - 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, May 25, 2017 at 1:00 p.m. in the 2nd Floor Board Room at 3400 Victoria Boulevard, Hampton, VA



Meeting Minutes of the Transportation District Commission of Hampton Roads

Thursday, March 23, 2017 • 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 1:00 p.m.

Commissioners in attendance:

Chairman Wood, Virginia Beach
Commissioner Woodbury, Newport News
Commissioner Fuller, Chesapeake
Commissioner West, Chesapeake
Commissioner Mitchell, VDRPT
Commissioner Moffett, Hampton
Commissioner Kanoyton, Hampton
Commissioner Coleman, Newport News
Commissioner Riddick, Norfolk
Commissioner Parnell, Norfolk
Commissioner Jones, Portsmouth
Commissioner Ross-Hammond, Virginia Beach

Hampton Roads Transit Staff in attendance:

Amy Braziel, Executive Assistant
David Burton, General Counsel, Williams Mullen
Alesia Cain, Chief Information Technology Officer
Gene Cavasos, Director of Marketing & Communications
Alisa Crider, Public Relations & Social Media Coordinator
William Harrell, President and CEO
Ron Hodges, Director of Business Development
Sonya Luther, Assistant Director of Procurement
Sibyl Pappas, Chief Engineering & Facilities Officer
Michael Perez, Director of Rolling Stock
Jim Price, Chief of Transit Operations
Luis R. Ramos, Executive Assistant/Commission Secretary
Dyanne Sampson, Director of Procurement
Brandon Singleton, Chief Financial Officer
Samantha Sink, Transit Development Planner
Mark Stemple, Director of Technical Services

Robert Travers, Corporate Counsel

Others in attendance:

Brian Solis, City of Virginia Beach
Linda Gurley, Paratransit Chair
Angelo Jones, Citizen, Norfolk
Angela Hopkins, Department of Planning, City of Hampton
Ina Kreps, Paratransit Rider
Emmanuel Harris, ATU-1177
Renee Browder, ATU-1177
Kiesha Cooper, ATU-1177
Armenta Roberts, ATU-1177
Amanda Malone, ATU-1177, President
Robert Williams, ATU-1177
Edward Carroll, ATU-1177
Lyndon Remias, City of Virginia Beach
Chris Ford, City of Virginia Beach
Cindy Rohlf, Interim City Manager of Newport News
Lisa Cipriano, City of Newport News
Dave Ross, Daily Press
Donnie Tuck, Mayor, City of Hampton
Mary Bunting, Hampton, City Manager
Johnna Cassaboom, Advantus
Ron Jordan, Advantus
Steve Pittard, DRPT
Deanna LeBlanc, WAVY-TV
Greg Gaddbury, WAVY-TV
Eric Nelson, HDR
Megan Reilly, HDR
Frank Azzalina, HRTI
Jamie Battle, Chair, Transit Rider Advisory Committee
Jeffery Raliski, City of Norfolk
Mark Geduldig-Yatrofsky, Portsmouthcitywatch.org
Ms. Mathena, Paratransit Rider
Steve Froncillo, City of Chesapeake
Susan Wilson, City of Portsmouth

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

- Agenda
- March Meeting Minutes
- March President's Report Presentation
- March Public Comments and Social Media Analytics
- March President's Report
- Committee Reports

Public Comment

Mr. Angelo Jones spoke regarding the “no hold” policy for the buses on routes, drivers not giving him time him to sit down before pulling off, and the poor customer service skills of some of the drivers.

A motion to close the March 23, 2017 Public Comments was made by Commissioner Woodbury and properly seconded by Commissioner Moffett. A roll call vote resulted as follows:

Ayes: Commissioners Wood, Woodbury, Fuller, West, Mitchell, Moffett, Kanoyton, Coleman Riddick, Parnell, Hunter, Ross-Hammond, Jones

Nays: None

Abstain: None

Approval of the February 23, 2017 TDCHR Meeting Minutes

A motion to approve the February 23, 2017 TDCHR Meeting Minutes was made by Commissioner Ross-Hammond and was properly seconded by Commissioner Moffett. A roll call vote resulted as follows:

Ayes: Commissioners Wood, Woodbury, Fuller, West, Mitchell, Moffett, Kanoyton, Coleman Riddick, Parnell, Hunter, Ross-Hammond, and Jones

Nays: None

Abstain: None

President's Monthly Report

Mr. William Harrell, President and CEO, welcomed everyone to the meeting. The President's Monthly Report is attached to the meeting minutes for reference.

Mr. Harrell stated that HRT has hired a new Chief of Safety and Security, Mr. Derrick Snowden. Mr. Harrell stated that Mr. Snowden is currently transitioning from the rail department and that HRT is pleased to fill that key vacancy.

Mr. Brian Smith shared a legislative update. Mr. Smith stated that a letter recently went out to the current Administration that was signed by over 200 transportation agencies to advocate for bus and bus facility funding.

Mr. Smith noted that in the current budget, there would be a 13% reduction in funding to the USDOT and is a concern for transportation.

Mr. Smith stated that HRT would be coordinating with staff later April to schedule meetings with legislators.

Mr. Smith stated that some issues with funding are long standing and need to be addressed. Mr. Smith referenced Tab 7 and Tab 8 in the work session binders that were passed out to

Commissioners during the work session. Mr. Smith also mentioned the Revenue Advisory Committee on page 2 of the binder and there are currently 2 levels being considered by legislation, Statewide and regional funding scenarios.

Mr. Smith also mentioned that at a previous meeting discussions were held regarding reestablishing the External Legislative Affairs Committee.

COMMITTEE REPORTS

Audit and Budget

Mr. Brandon Singleton, Chief Financial Officer, presented the February Financial Report as enclosed in the package.

There was a discussion regarding wrapping of buses/advertising revenue and farebox recovery.

There was a discussion regarding how much revenue loss was caused by the inclement weather.

There was some discussion regarding including inclement weather days into the annual budget. There was discussion as to the current budget vs. actual days missed for inclement weather in FY17. It was noted by staff that the target is a byproduct of what has happened in previous years.

There was a discussion regarding the delta between budget and actual for financials at this point in time and the anticipated FY17 true up balance.

A suggestion was made by Commissioner West to include a PowerPoint slide for each City in the monthly financial report showing the current budget to actual spend and the resulting impact on any anticipated refund or true up payment for the City at the end of the fiscal year.

Operations and Oversight Committee

Ms. Dyanne Sampson presented the following items for approval:

- **Contract No: 15-70162 Financial Management System Software Implementation Service**
Recommending Commission Approval: Award of a contract to Crowe Horwath, LLP to provide financial management system software implementation services in the estimated amount of \$2,891,360.

A motion was made by the Operations and Oversight Committee and was properly seconded by Commissioner Fuller.

There was a discussion regarding how the solicitation was received and the RFP process.

There was a substitute motion to defer the contract by Commissioner Parnell which was properly seconded by Commissioner Fuller.

HRT staff stated that if this contract were to be deferred, the grant funding availability cannot be guaranteed. It was noted that the funding will not be favorable if the contract is delayed any further as the grant deadline is coming due. It was also noted that this system replacement was part of an earlier Financial Management Oversight review.

Commissioner Parnell stated that there was to be follow-up information from the attorney regarding canceling the solicitation and questioned why the information has not been disseminated. Mr. Travers addressed this issue.

There was additional discussion regarding the solicitation and lack of a platform.

A representative of Plante Moran gave a presentation that included additional information pertaining to the project.

There was a discussion regarding the contract approach.

The substitute motion failed as Commissioner Fuller withdrew his second.

Thereafter, the Operations and Oversight Committee motion was properly seconded by Commissioner Fuller to approve contract 15-70162, Financial Management System Software Implementation Service.

A roll call vote resulted as follows:

Ayes: Commissioners Wood, Woodbury, Fuller, West, Mitchell, Moffett, Kanoyton, Coleman, Riddick, Hunter, Ross-Hammond, and Jones

Nays: None

Abstain: Commissioner Parnell

- **Contract No: 16-73944 – Fuel Products (Ultra Low Sulfur Diesel and Gasoline)**

Recommending Commission Approval: Award of a contract to James River Solutions to provide fuel products in the estimated amount of \$5.7M.

A motion was made by the Operations and Oversight Committee and was properly seconded by Commissioner Woodbury to approve contract 16-73944, Fuel Products.

A roll call vote resulted as follows:

Ayes: Commissioners Wood, Woodbury, Fuller, West, Mitchell, Moffett, Kanoyton, Coleman, Riddick, Parnell, Hunter, Ross-Hammond, and Jones

Nays: None

Abstain: None

- **Contract No: 16-73953 – Bus Diagnostic and Repair Services**

Recommending Commission Approval: Award of a contract to Cummins Sales and Service to provide bus diagnostic and repair services in the not-to-exceed amount of \$363,830 over a two-year period

A motion was made by the Operations and Oversight Committee and was properly seconded by Commissioner Ross-Hammond to approve Contract 16-73953 – Bus Diagnostic and Repair Services

A roll call vote resulted as follows:

Ayes: Commissioners Wood, Woodbury, Fuller, West, Mitchell, Moffett, Kanoyton, Coleman, Riddick, Parnell, Hunter, Ross-Hammond, and Jones

Nays: None

Abstain: None

- **Contract No: 16- 74637 – West Corridor Alternative Analysis for Naval Station Norfolk High Capacity Transit Extension**

Recommending Commission Approval: Award of a contract to HDR to evaluate and identify a reasonable alternate to implement high capacity transit on the west side of the City of Norfolk to Naval Station Norfolk in the not-to-exceed amount of \$1,385,664.78

A motion was made by the Operations and Oversight Committee and was properly seconded by Commissioner Coleman to approve Contract 16-74637. A roll call vote resulted as follows:

Ayes: Commissioners Woodbury, Fuller, West, Mitchell, Moffett, Kanoyton, Coleman, Riddick, Parnell, Hunter, Ross-Hammond, and Jones

Nays: None

Abstain: Wood

Planning and New Starts Development Committee

Commissioner West stated that there was no meeting held this month.

Paratransit Advisory Sub-Committee (PAC)

Ms. Gurley stated that there was not meeting this month.

Transit Ridership Advisory Committee (TRAC)

Mr. Jamie Battle mentioned that the committee met on Feb 17, 2017 and provided an update to the Board. Mr. Battle's report is attached to the minutes.

Old and New Business

Chairman Wood assigned Commissioner Kanoyton as Chair of the External / Legislative Affairs Committee. Chairman Wood stated that if any Commissioner is interested in being part of the committee to speak with Commissioner Kanoyton.

Adjournment

The meeting adjourned at 1:51p.m.

TRANSPORTATION DISTRICT COMMISSION OF HAMPTON ROADS

James L. Wood
Chairman

ATTEST:

Luis R. Ramos, Commission Secretary
April 27, 2017



TDCHR Board Meeting

March 23, 2017

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Board Update

- **Chief Safety and Security Officer vacancy filled**
- **State Safety Oversight (DRPT) Audit by FTA – March 28-30**
- **Legislative Update**



Board Update

- **Transit Development Plan**

A ten-year plan required by the DRPT that outlines existing transit service, plans for service enhancements/future service, and anticipated cost and benefit impacts of the TDP recommendations.



Board Update

Upcoming TDP Public Engagement Activities

Locations	Date and Time
Downtown Norfolk Transit Center (DNTC)	Tuesday, March 28, 2017 6:00am-9:00am and 3:00pm-6:00pm
Newport News Transit Center	Wednesday, March 29, 2017 6:00am-9:00am and 3:00pm-6:00pm
Hampton Transit Center	Thursday, March 30, 2017 6:00am-9:00am and 3:00pm-6:00pm
Newtown Road Light Rail Station	Friday, March 31, 2017 6:00am-9:00am and 3:00pm-6:00pm
County Street and Court Street	Tuesday, April 4, 2017 6:00am-9:00am and 3:00pm-6:00pm
Robert Hall	Wednesday, April 5, 2017 6:00am-9:00am and 3:00pm-6:00pm
Tidewater Community College (TCC Virginia Beach)	Thursday, April 6, 2017 6:00am-9:00am and 3:00pm-6:00pm
MacArthur Square Light Rail Station	Saturday, April 8, 2017 10:00am – 4:00pm



TDCHR Board Meeting

March 23, 2017

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Twitter Profiles Report

for **gohrt_com**

Mar 01, 2017 - Mar 31, 2017

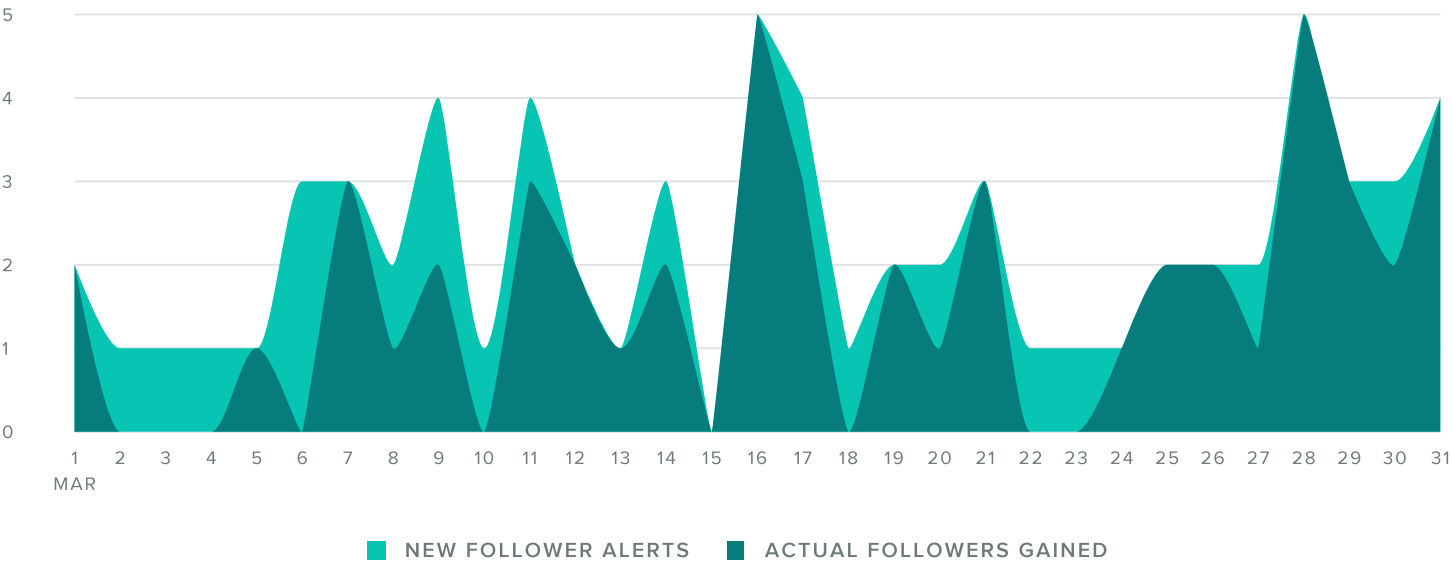
The Twitter Profiles Report gives you insight on all social activity across your Twitter accounts using a blend of Twitter's metrics and proprietary metrics of our own.

Twitter Activity Overview

<div></div> <div><div>28,936</div><div>Organic Impressions</div></div>	<div></div> <div><div>334</div><div>Total Engagements</div></div>	<div></div> <div><div>41</div><div>Link Clicks</div></div>
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Audience Growth

AUDIENCE GROWTH, BY DAY



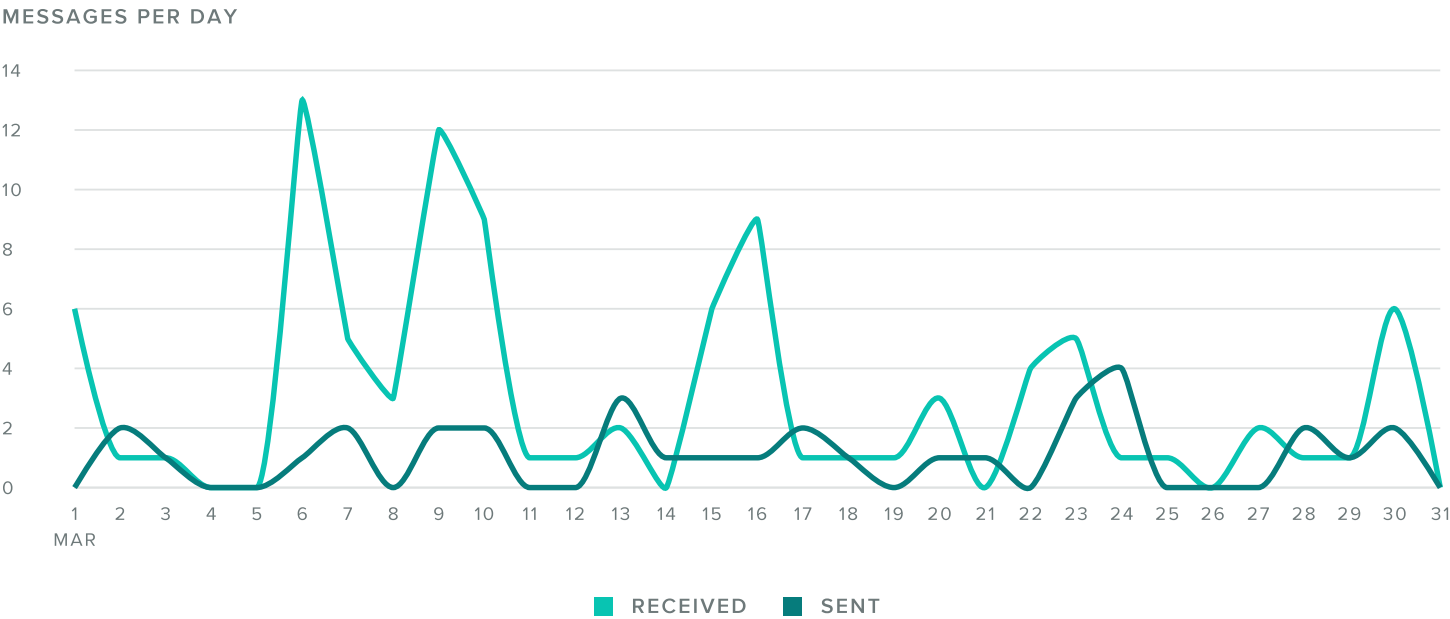
FOLLOWER METRICS	TOTALS
Total Followers	5,727
New Follower alerts	64
Actual Followers gained	46
People that you followed	4

Total followers increased by

▲ 0.8%

since previous month

Posts & Conversations



SENT/RECEIVED METRICS		TOTALS
Tweets sent		33
Direct Messages sent		–
Total Sent		33
Mentions received		95
Direct Messages received		1
Total Received		96

The number of messages you sent increased by

▲ 17.9%

since previous month

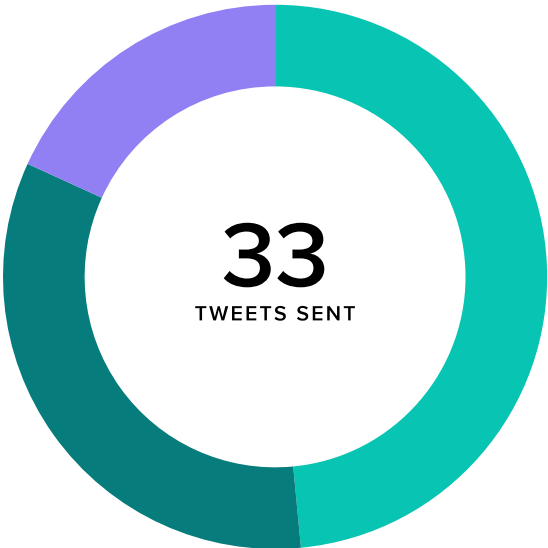
The number of messages you received increased by

▲ 26.3%

since previous month

Your Content & Engagement Habits

SENT MESSAGE CONTENT



16
PLAIN TEXT

11
PAGE LINKS

6
PHOTO LINKS

YOUR TWEETING BEHAVIOR



36%
CONVERSATION

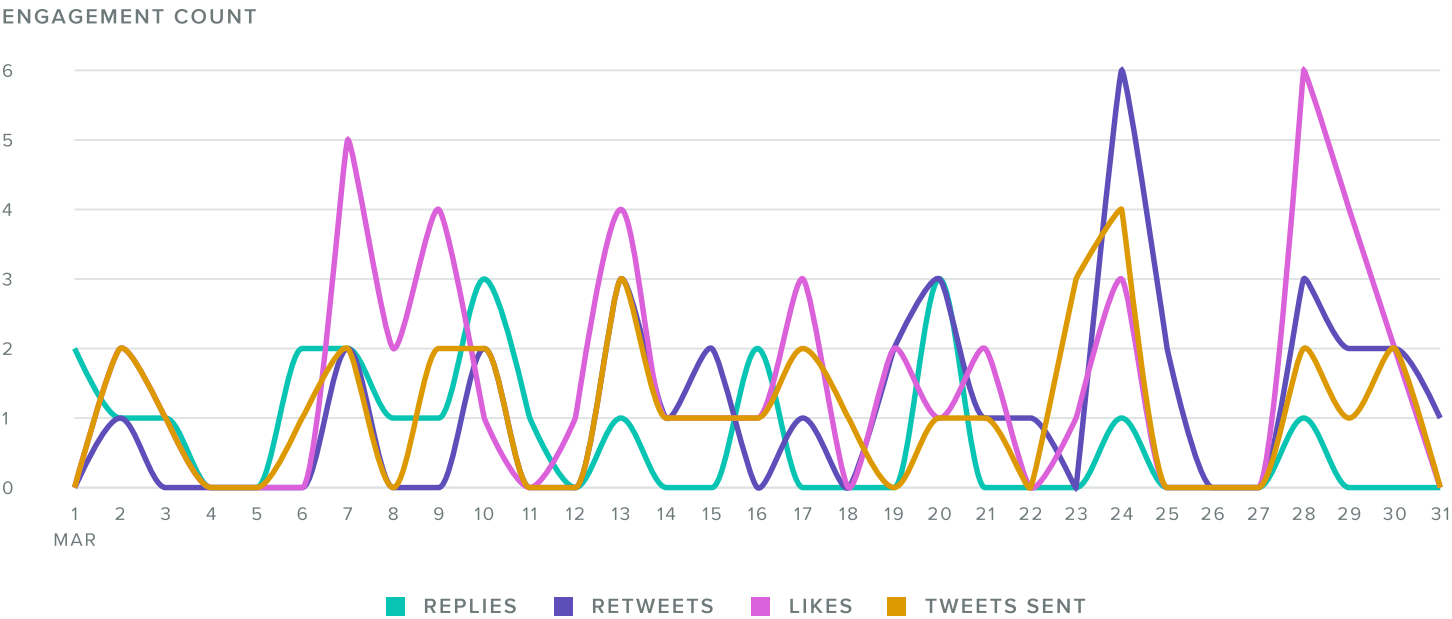
64%
UPDATES



60%
NEW CONTACTS

40%
EXISTING CONTACTS

Audience Engagement



ENGAGEMENT METRICS	TOTALS
Replies	22
Retweets	35
Retweets with Comments	8
Likes	47
Engagements per Follower	0.1
Impressions per Follower	5.1
Engagements per Tweet	10.1
Impressions per Tweet	876.8
Engagements per Impression	1.2%

The number of engagements decreased by

- 21.2%






since previous month

The number of impressions per Tweet decreased by

- 6.7%

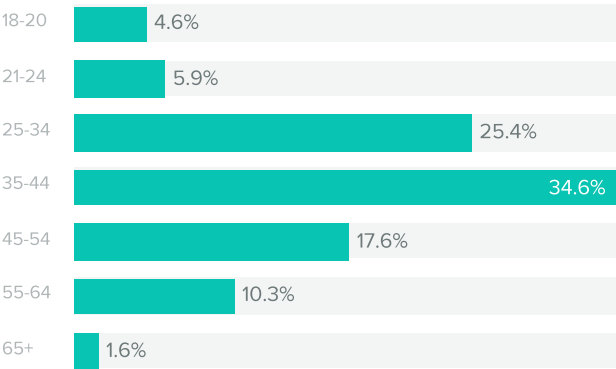
since previous month

Top Tweets, by Responses

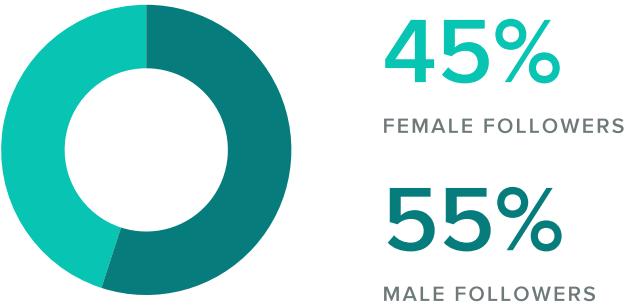
Tweet	Reach	Responses ▼	Clicks	Retweets
 goHRT_com CUSTOMER ALERT: The stop at Waterside Dr. & Commercial Pl. will not be serviced. Patrons may board/disembark at Cit... (Retweet with Comment) March 24, 2017 7:01 am	271,983	7	—	7
 goHRT_com #DidYouKnow Using public transportation saves the U.S. 4.2 billion gallons of gasoline annually. #TransitTuesday (Tweet) by Alisa C. March 28, 2017 11:30 am	14,368	4	—	3
 goHRT_com https://t.co/cpxdS0t4ks (Tweet) March 13, 2017 9:58 am	8,208	3	—	3
 goHRT_com Thanks @Daily_Press for the @CityofNN @OneCityMarathon footage. We appreciate our operators who worked this race! https://t.co/9cvVD7umB5 (Tweet) March 13, 2017 9:11 am	7,000	3	3	2
 goHRT_com HRT buses are nearly 10 yrs old. They're expensive to fix. All cities share the duty. We'll work closely w cities to identify new solutions. (Tweet) March 07, 2017 1:30 pm	6,946	3	—	1

Audience Demographics

FOLLOWERS BY AGE




FOLLOWERS BY GENDER



Men between ages of 35-44 appear to be the leading force among your recent followers.

Twitter Stats by Profile

Twitter Profile		Total Followers	Follower Increase	Tweets Sent	Impressions	Impressions per Follower	Engagements	Engagements per Follower	Retweets	Clicks
	@gohrt_com	5,727	0.8%	33	28,936	5.05	334	0.06	35	41






Facebook Pages Report for **Hampton Roads Transit**

Mar 01, 2017 - Mar 31, 2017

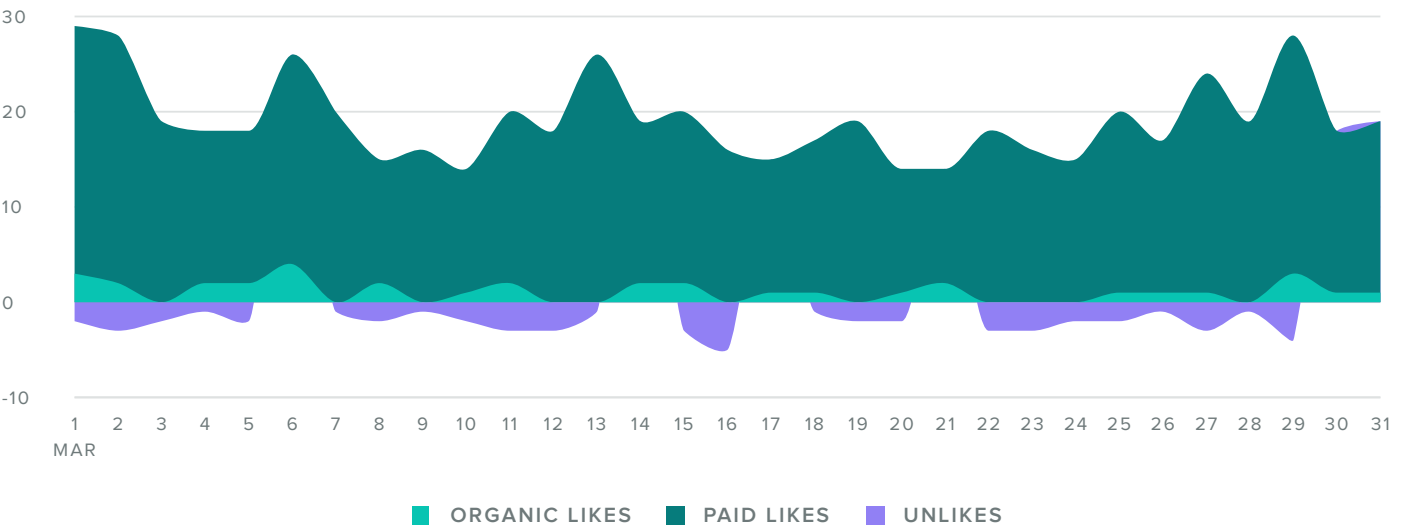
The Facebook Report gives you insight on all social activity across your Facebook accounts using a blend of Facebook Insights and proprietary metrics of our own.

Facebook Activity Overview

 174,832 Impressions	 712 Post Engagements	 184 Link Clicks
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Audience Growth

LIKES BREAKDOWN, BY DAY

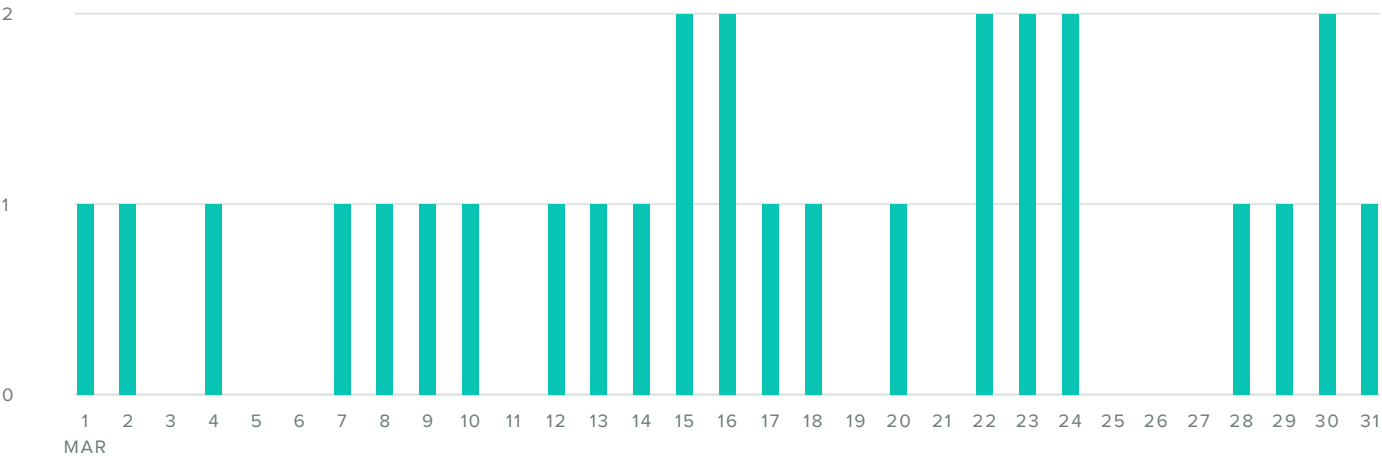


AUDIENCE GROWTH METRICS	TOTALS
Total Fans	10,595
Paid Likes	560
Organic Likes	35
Unlikes	55
Net Likes	540

Total fans increased by
5.4%
since previous month

Publishing Behavior

POSTS, BY DAY



POSTS SENT





PUBLISHING METRICS	TOTALS
Photos	12
Videos	3
Posts	13
Total Posts	28

The number of posts you sent increased by

▲ 40.0%

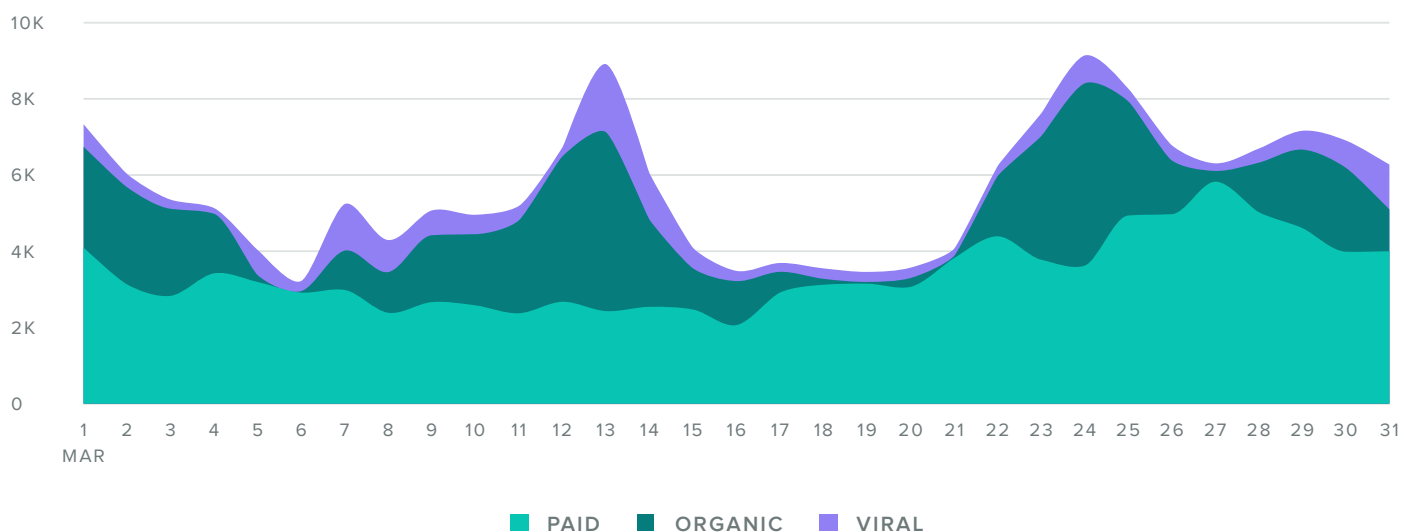
since previous month

Top Posts, by Engagement

Post	Reactions	Comments	Engagement ▼	Reach
<p>Hampton Roads Transit</p> <p>Many of you may have seen HRT in the Pilot today. The headline was a little rough. We would love to explain. HRT does not have a dedicated revenue source for capital and/or operating funds. It relies on four sources of income: federal grants, state money, fare box revenue and contracts with six independent cities. Each participating city will have final determination on the type, amount and location of public transportation service provided within its borders. At the end of the year, a "true-up" occurs where we reconcile additional costs that are owed. This year it was slightly higher than normal due to lower than projected ridership, high staff turnover and overtime costs, and higher maintenance costs for an aging bus fleet. HRT has no "rainy day" fund or ability to address budgetary shortfalls. It begins each fiscal year with \$0 and ends each year with \$0. If it were up to us we would set money aside each year to handle a situation like this but our funding is different from most of the country's transit systems. We will be working closely with the cities to identify new solutions.</p> <p>(Post) March 07, 2017 1:08 pm</p>	36	15	15.3%	1,811
<p>Hampton Roads Transit</p> <p> Norfolk International Airport</p> <p>(Post) March 31, 2017 11:56 am</p>	7	2	9.5%	264
<p>Hampton Roads Transit</p> <p>Very successful #APTAmaking17 conference in sunny Tampa! Bringing back plenty of fresh ideas and initiatives to incorporate at HRT.</p>  <p>(Post) March 01, 2017 12:01 pm</p>	18	1	9.3%	507
<p>Hampton Roads Transit</p>  <p>(Post) March 08, 2017 9:44 am</p>	4	—	8.7%	184
<p>Hampton Roads Transit</p> <p> HRT to study light rail expansion in Norfolk</p> <p>(Post) March 13, 2017 9:50 am</p>	125	26	8.6%	3,504

Page Impressions

PAGE IMPRESSIONS, BY DAY



IMPRESSIONS METRICS

TOTALS

Organic Impressions	52,457
Viral Impressions	16,431
Paid Impressions	105,944
Total Impressions	174,832
Users Reached	138,927

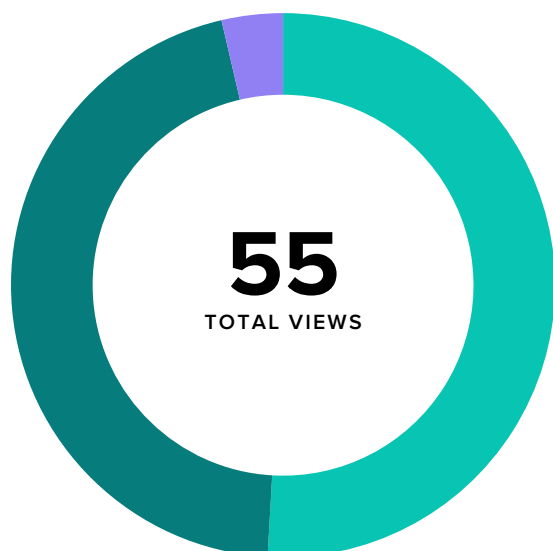
Total Impressions increased by

▲ **42.7%**

since previous month

Video Performance

VIEW METRICS



28

ORGANIC FULL

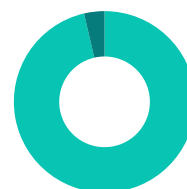
25

ORGANIC PARTIAL

2

PAID FULL

VIEWING BREAKDOWN

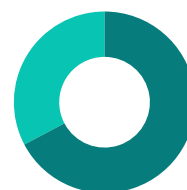


96%

ORGANIC VIEWS

4%

PAID VIEWS



33%

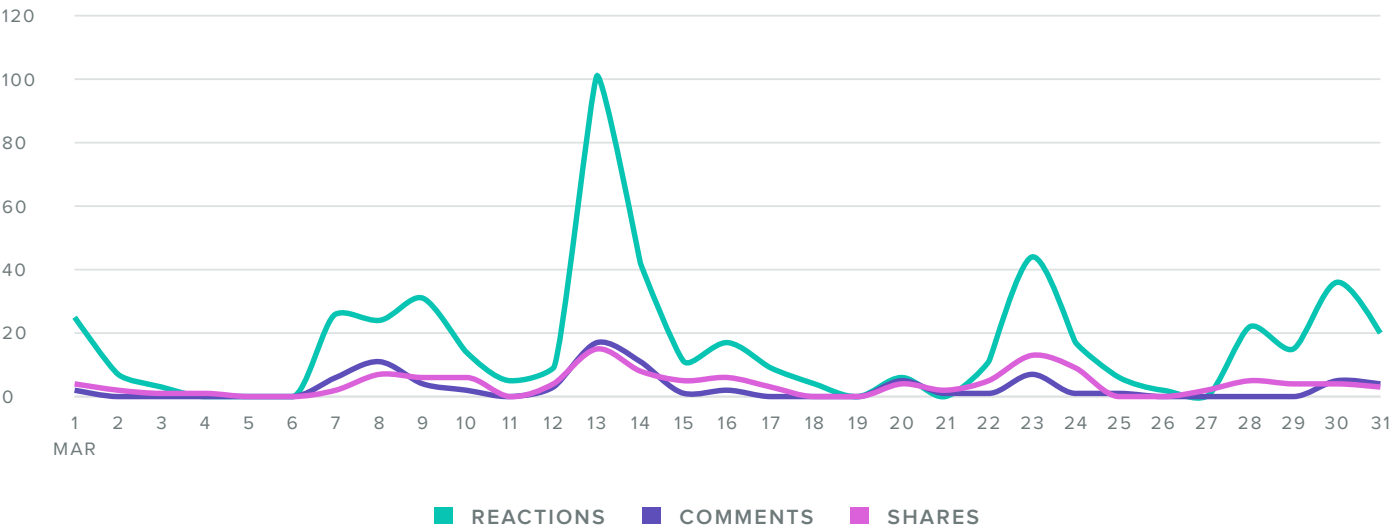
CLICK PLAYS

67%

AUTO PLAYS

Audience Engagement

AUDIENCE ENGAGEMENT, BY DAY



ACTION METRICS	TOTALS
Reactions	507
Comments	84
Shares	121
Total Engagements	712

Total Engagements decreased by

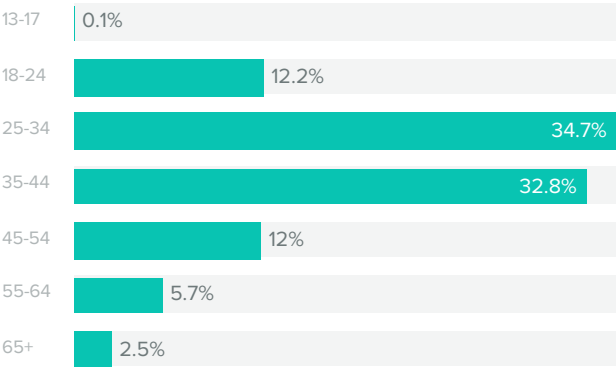
▼ **4.9%**

since previous month

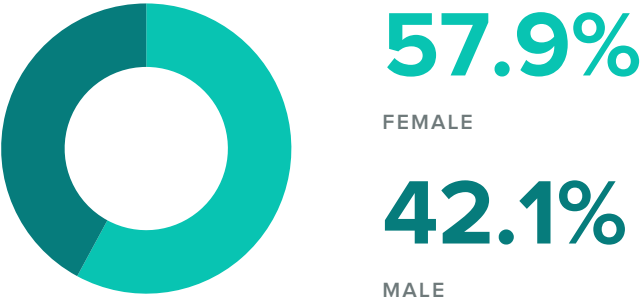
Demographics

- PAGE FANS
- PEOPLE REACHED
- PEOPLE ENGAGED

BY AGE



BY GENDER



Women between the ages of 25-34 appear to be the leading force among your fans.


TOP COUNTRIES

	United States	10,385
	Philippines	16
	Japan	15
	Canada	11
	Germany	11

TOP CITIES

Norfolk, VA	2,614
Virginia Beach, VA	2,316
Chesapeake, VA	1,008
Hampton, VA	760
Newport News, VA	689

Facebook Stats by Page

Facebook Page		Total Fans	Fan Increase	Posts Sent	Impressions	Impressions per Post	Engagements	Engagements per Post	Link Clicks
	Hampton Roads Transit	10,595	5.39%	28	174,832	6,244	712	25.4	184



President's Report

April 2017

BUILDING OUR RIDERSHIP

Hampton Roads Transit, with the expertise of ETC Institute, recently completed its 2016 Regional Origin and Destination Study. The survey began in August 2016 and was completed in February 2017. The on-board survey was completed for bus, rail, and ferry riders in HRT's six-city service area; including Chesapeake, Hampton, Newport News, Norfolk, Portsmouth and Virginia Beach. The purpose of this project was to gather updated travel information and behavior data from HRT riders.

The data and information collected, and as presented in the 2016 Regional Origin and Destination Study, demonstrate that HRT is truly a regional transit system with a customer base who live, work, and play not only within their city of origin, but throughout the region. The Study also shows the diversity in how our customers travel and interact with HRT as a regional transit system. A presentation will be provided for TDCHR at the April 27 board meeting. It will provide an overview of the Study; including, identifying who are riders are, how they use the system, highlight the customer attitudinal survey, and provide maps on demographics and trip making patterns. We are excited to reveal this invaluable information that will help bring our agency to the next level.

I would like you to save the date for Friday, May 19 at 11 a.m. An invitation will be delivered to you soon for a Ribbon Cutting for our newly renovated bus exhibit at the Children's Museum of Virginia in Portsmouth. Educating our youth on the importance of public transit is an important investment in the future of our agency. This early exposure makes them more comfortable with choosing transit as a reliable transportation choice or even a potential workforce choice. We hope you all can attend and encourage you to take the 10:15 a.m. ferry to the Portsmouth High Street Ferry Dock, where the museum's just a short walk away.

Sincerely,

A handwritten signature in black ink, appearing to read "W. Harrell", with a long, sweeping horizontal line extending from the end of the signature.

William E. Harrell

President and CEO

Hampton Roads Transit



MARCH FY 2017 FINANCIAL REPORT

gohrt.com

REVENUE & RIDERSHIP KPI's

MARCH FY17

KPI	Target	Actual	Variance
Average Fare per Rider	\$1.00	\$1.07	\$0.07
Average Fare per GoPass365 Rider	\$1.00	\$1.07	\$0.07
Average Cost per Rider	\$6.14	\$6.50	(\$0.36)
Local Investment per Rider	\$2.64	\$2.46	\$0.18
Farebox Recovery Ratio	20%	16%	-4%

Average fare per rider is better than budget by 6.5%, and average fare per GoPass365 rider is better than budget by 6.9%.

Local investment per rider is under budget by 6.8%, and average cost per rider exceeds projections by 5.9%.

The cost recovery ratio is total farebox revenue divided by operating expense and is currently under target by 3.6%.

OPERATING FINANCIAL STATEMENTS

MARCH FY17

Monthly					FISCAL YEAR 2017	Year to Date								
Current Year						Dollars in Thousands	Current Year							
Budget	Actual	Variance					Budget	Actual	Variance					
\$	1,493.6	\$	1,302.5	\$	(191.1)	-12.8%	Passenger Revenue	\$	13,988.4	\$	11,760.3	\$	(2,228.1)	-15.9%
	110.4		41.6		(68.8)	-62.3%	Advertising Revenue		993.8		533.1		(460.6)	-46.4%
	182.7		179.1		(3.6)	-2.0%	Other Transportation Revenue		1,633.5		1,612.0		(21.5)	-1.3%
	5.0		6.7		1.7	33.4%	Other Non-Transportation Revenue		45.0		75.7		30.7	68.2%
\$	1,791.7	\$	1,529.9	\$	(261.8)	-14.6%	TOTAL REVENUE	\$	16,660.6	\$	13,981.1	\$	(2,679.5)	-16.1%
\$	4,887.4	\$	4,979.6	\$	(92.2)	-1.9%	Personnel Services	\$	46,214.4	\$	47,604.0	\$	(1,389.6)	-3.0%
	738.4		566.5		171.9	23.3%	Services		7,217.9		6,129.4		1,088.5	15.1%
	1,012.7		923.4		89.3	8.8%	Materials & Supplies		8,438.2		8,327.0		111.2	1.3%
	115.4		121.8		(6.4)	-5.6%	Utilities		1,052.3		982.2		70.1	6.7%
	414.8		354.6		60.1	14.5%	Casualties & Liabilities		3,732.5		3,189.1		543.4	14.6%
	704.3		707.4		(3.1)	-0.4%	Purchased Transportation		6,338.7		6,234.0		104.7	1.7%
	237.4		184.6		52.8	22.2%	Other Miscellaneous Expenses		2,093.8		2,053.8		40.0	1.9%
\$	8,110.4	\$	7,837.9	\$	272.5	3.4%	TOTAL EXPENSE	\$	75,087.7	\$	74,519.5	\$	568.2	0.8%
\$	6,318.7	\$	6,308.0	\$	10.6	0.2%	SUBSIDY	\$	58,427.1	\$	60,538.4	\$	(2,111.3)	-3.6%

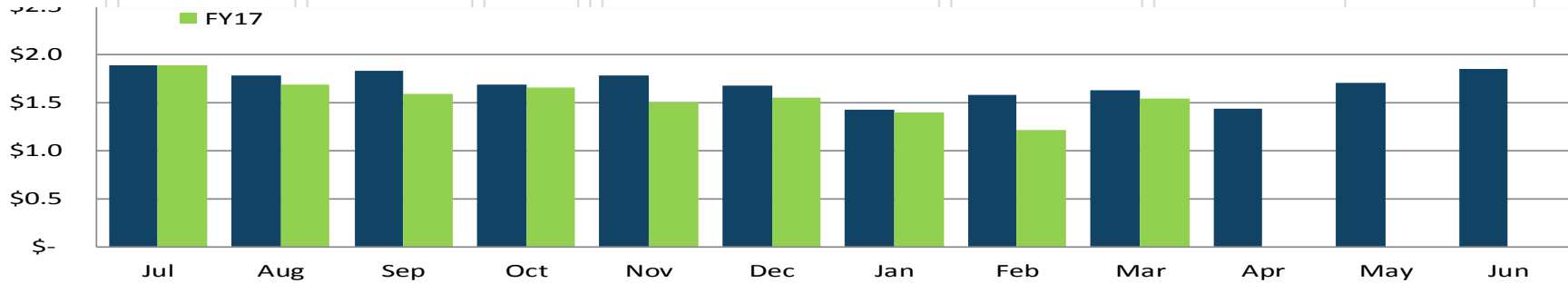
For the month of March, operating revenues and expenses vary with projections by 14.6% and 4.0%, respectively.

Fiscal year-to-date operating revenues fall below expectations by 16.1%; however, operating expenses are under budget by 0.8%.

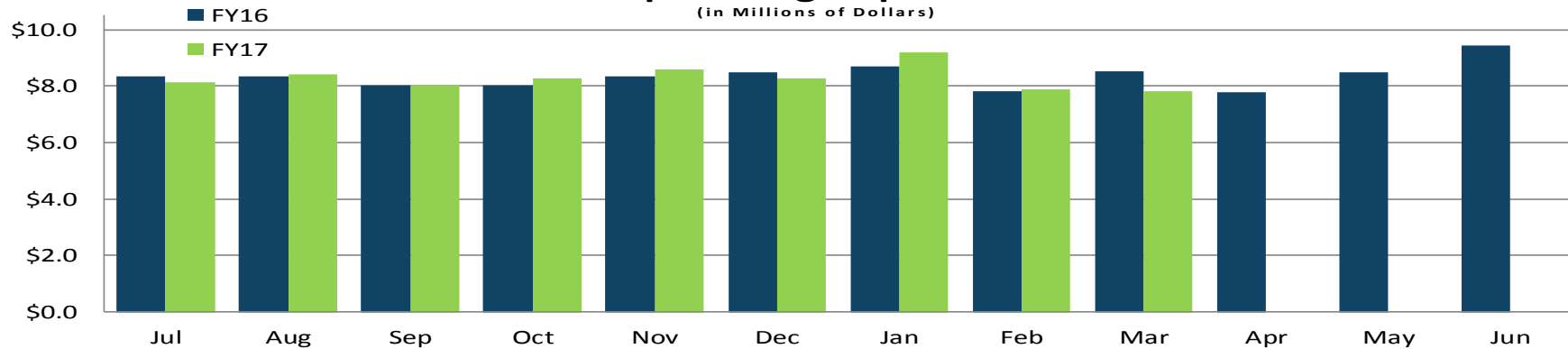
OPERATING FINANCIALS (cont.)

MARCH FY17

MONTHLY RESULTS				FISCAL YEAR 2017 Dollars in Thousands	YEAR-TO-DATE RESULTS			
Mar-FY17		Variance FY17			FY17		Variance FY17	
Budget	Actual	\$	%		Budget	Actual	\$	%
\$ 1,791.7	\$ 1,529.9	\$ (261.8)	-14.6%	REVENUE EXPENSE SUBSIDY FAREBOX RECOVERY	\$ 16,660.6	\$ 13,981.1	\$ (2,679.5)	-16.1%
\$ 8,110.4	\$ 7,837.9	\$ 272.5	3.4%		\$ 75,087.7	\$ 74,519.5	\$ 568.2	0.8%
\$ 6,318.7	\$ 6,308.0	\$ 10.6	0.2%		\$ 58,427.1	\$ 60,538.4	\$ (2,111.3)	-3.6%
20%	17%				20%	16%		



Operating Expenses
(in Millions of Dollars)



OPERATING FINANCIALS (cont.)

MARCH FY17

YEAR-TO-DATE RESULTS			
FY17		Variance FY17	
Budget	Actual	\$	%

\$ 16,660.6	\$ 13,981.1	\$ (2,679.5)	-16.1%
\$ 75,087.7	\$ 74,519.5	\$ 568.2	0.8%
\$ 58,427.1	\$ 60,538.4	\$ 2,111.3	3.6%

\$ 13,087.1	\$ 15,737.3	\$ 2,650.2	20.3%
\$ 13,037.5	\$ 12,007.3	\$ (1,030.2)	-7.9%

\$ 1,964.8	\$ 1,897.1	\$ (67.7)	-3.4%
\$ 5,421.6	\$ 5,674.8	\$ 253.2	4.7%
\$ 3,374.2	\$ 3,504.1	\$ 129.9	3.8%
\$ 14,355.1	\$ 14,482.3	\$ 127.2	0.9%
\$ 2,125.4	\$ 2,247.1	\$ 121.7	5.7%
\$ 5,061.4	\$ 4,988.4	\$ (73.0)	-1.4%
\$ 58,427.1	\$ 60,538.4	\$ 2,111.3	3.6%

FISCAL YEAR 2017
Dollars in Thousands

REVENUE
EXPENSE
SUBSIDY

SUBSIDY FUNDING

STATE
FEDERAL
LOCAL:
CHESAPEAKE
NEWPORT NEWS
HAMPTON
NORFOLK
PORTSMOUTH
VIRGINIA BEACH

TOTAL SUBSIDY

YEAR-END PROJECTIONS			
FY17		Variance FY17	
Budget	Actual	\$	%

\$ 22,327.7	\$ 18,536.5	\$ (3,791.2)	-17.0%
\$ 99,480.0	\$ 98,401.3	\$ 1,078.7	1.1%
\$ 77,152.3	\$ 79,864.8	\$ 2,712.5	3.5%

\$ 17,338.5	\$ 20,849.6	\$ 3,511.1	20.3%
\$ 18,100.4	\$ 18,403.7	\$ 303.3	1.7%

\$ 2,532.2	\$ 2,348.0	\$ (184.2)	-7.3%
\$ 6,960.9	\$ 6,995.9	\$ 35.0	0.5%
\$ 4,332.5	\$ 4,265.4	\$ (67.1)	-1.5%
\$ 18,652.7	\$ 17,907.6	\$ (745.1)	-4.0%
\$ 2,742.5	\$ 2,758.0	\$ 15.5	0.6%
\$ 6,492.3	\$ 6,336.5	\$ (155.8)	-2.4%
\$ 77,152.3	\$ 79,864.8	\$ 2,712.7	3.5%

- Fiscal year-to-date, operating revenues are below expectations by 16.1%; however, operating expenses are favorable to the budget projections by just under 1%.
- Local Subsidies are unfavorable by \$491K due to farebox revenue falling below projections.
- Projected cost savings and projected additional revenues will mitigate the unfavorable Local Subsidy position.
 - Security staffing adjustments
 - Facility maintenance adjustments
 - General operating savings
 - Delayed capital projects

RIDERSHIP STATS

MARCH FY17

MONTHLY RESULTS				YEAR TO DATE RESULTS		
March FY17				FY17		
Target	Actual	Variance	MODE	Target	Actual	Variance
1,180,100	1,038,755	(141,345)	BUS TRANSIT	10,620,896	9,461,577	(1,159,319)
118,502	105,587	(12,915)	LRT	1,066,517	974,347	(92,170)
23,959	11,417	(12,542)	FERRY	215,633	157,386	(58,247)
27,443	33,264	5,821	PARATRANSIT	246,989	271,286	24,298
1,350,004	1,189,023	(160,981)	SYSTEM TOTAL	12,150,034	10,864,596	(1,285,438)

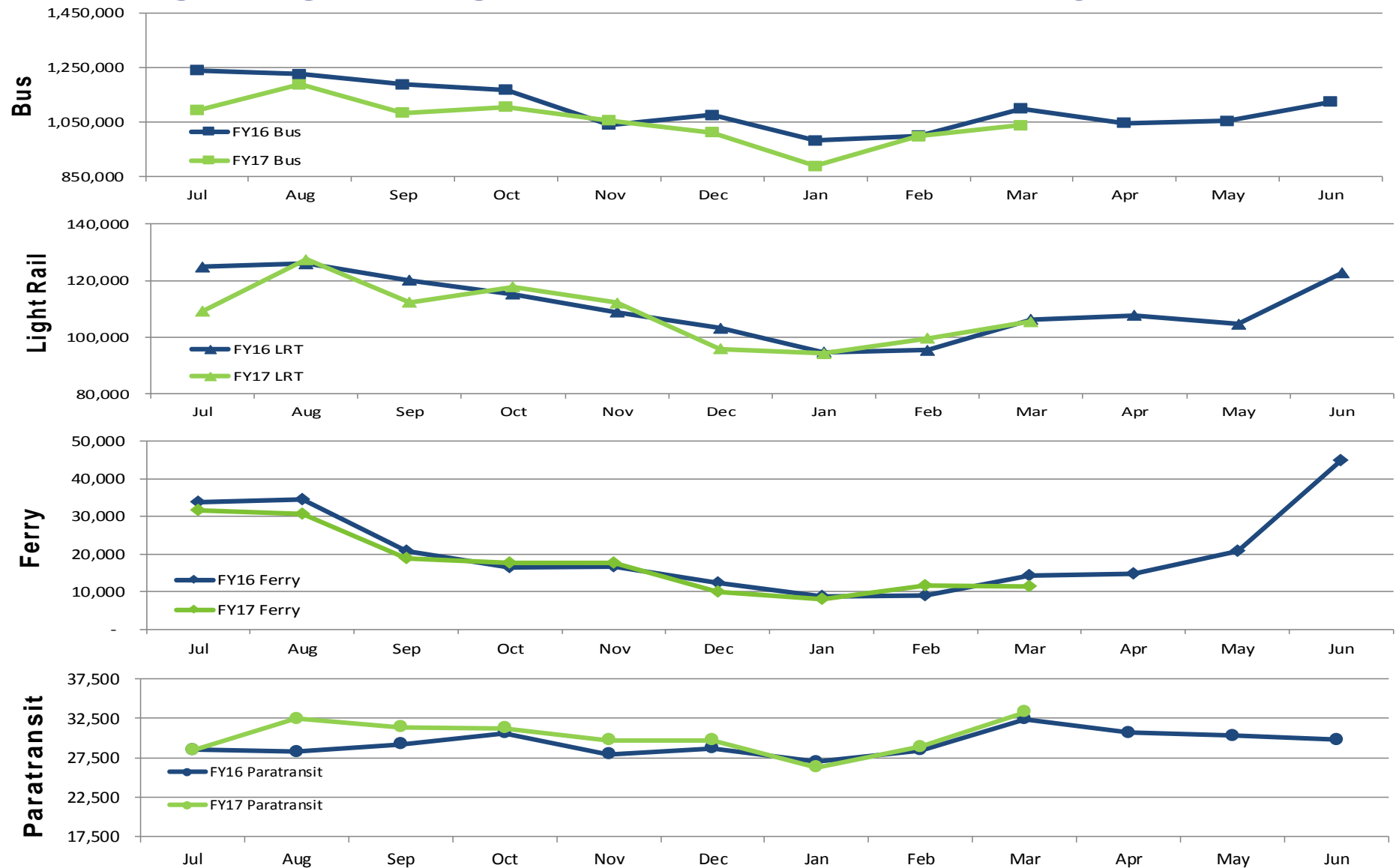
For the month of March, ridership came in 13.5% under target. March ridership this year is 11.8% lower, overall, than last year but 9.0% higher for paratransit.

MONTHLY RESULTS				YEAR TO DATE RESULTS		
Mar-FY16	Mar-FY17			FY16	FY17	
Actual	Actual	Variance	MODE	Actual	Actual	Variance
1,099,262	1,038,755	(60,507)	BUS TRANSIT	10,017,690	9,461,577	(556,113)
106,301	105,587	(714)	LRT	995,180	974,347	(20,833)
14,250	11,417	(2,833)	FERRY	166,454	157,386	(9,068)
32,362	33,264	902	PARATRANSIT	260,950	271,286	10,336
1,252,175	1,189,023	(63,152)	SYSTEM TOTAL	11,440,274	10,864,596	(575,678)

Year to date ridership is 5.3% below target. Ridership this time last year was 5.3% higher, overall.

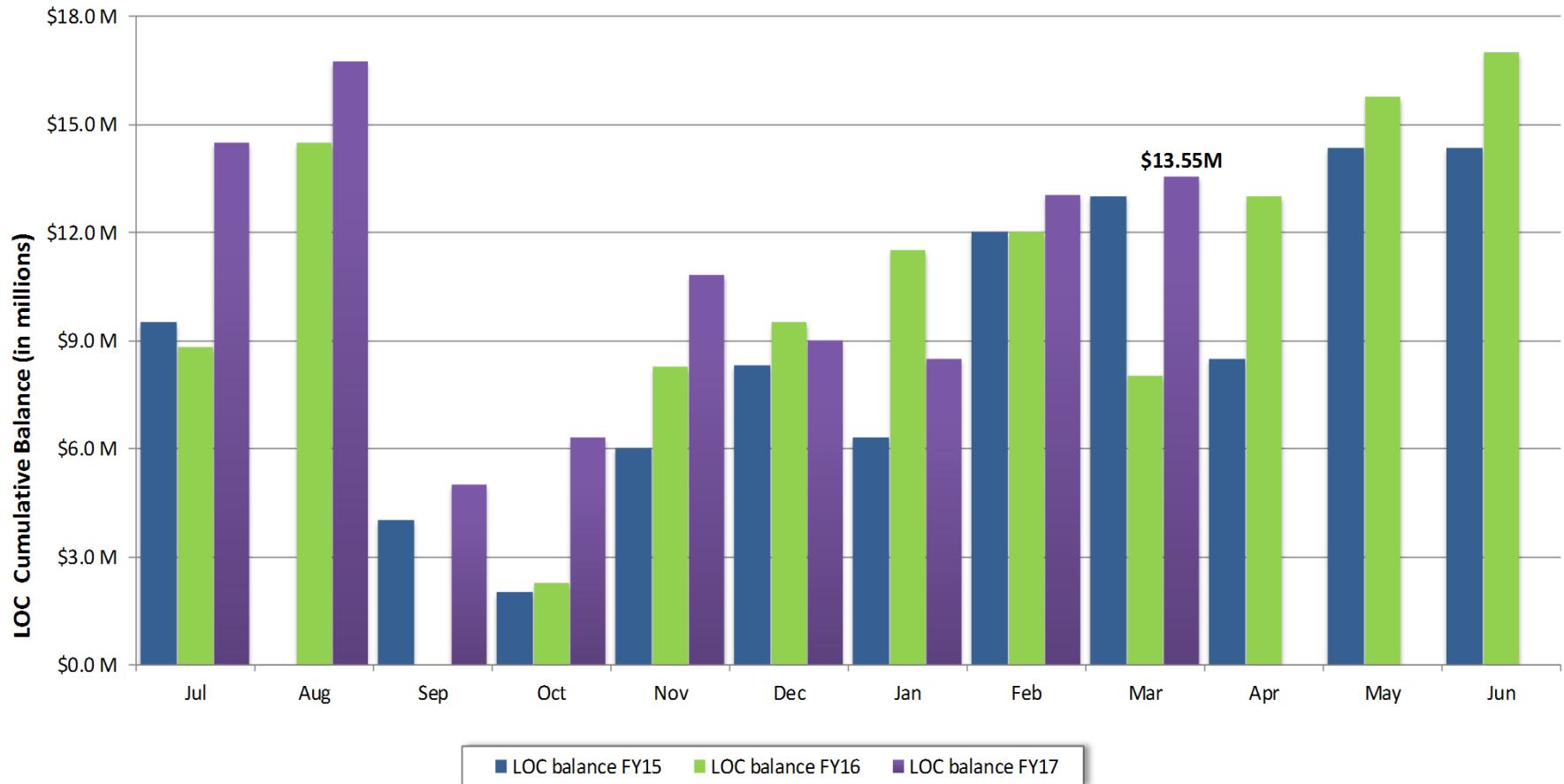
RIDERSHIP GRAPHS

MARCH FY17



LINE OF CREDIT

MARCH FY17



The line of credit balance as of March 31st is \$13.55M.

PROCUREMENTS BETWEEN \$50K-\$100K MARCH FY17

March 2017

<u>Contract Number</u>	<u>Contract Description</u>	<u>Cost Center</u>	<u>Funding Source</u>	<u>Method of Procurement</u>	<u>Award Amount</u>	<u>Award Date</u>	<u>Awarded Vendor</u>	<u>Performance Period</u>
17-74644	Structured Cabling	Technology	Operating	RFQ	\$50,000.00	3/23/2017	Bazon-Cox and Associates, Inc.	2 years



HAMPTON ROADS TRANSIT

Contract No:	16-73946	Title:	Heating, Ventilation, Air Conditioning, Refrigeration and Plumbing Maintenance Services	Price: Term:	\$375,602 1 Yr. w/4-1 yr option
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Acquisition Description: Enter into a contract with a qualified contractor to provide Preventative Maintenance (PM) and repair services for Hampton Roads Transit's (HRT's) heating, ventilation, air conditioning/refrigeration (HVAC/R) and plumbing equipment.

Background: HRT owns or occupies twenty-eight (28) facilities located throughout the region, and recognizes that an adequate HVAC/R and plumbing operation, in a state of good repair is essential to the safety and comfort of its patrons and employees alike. Under the terms of this agreement, the successful Contractor shall provide PM and repair services for its HVAC/R and plumbing equipment. The Contractor shall also provide work outside of the PM program on an On-call basis.

Contract Approach: An Invitation for Bids was issued December 8, 2016. Three (3) bids were received on March 15, 2017 from the following firms:

- Comfort Systems of Virginia, Inc. (Comfort)
- Executive Management Services (Executive)
- Warwick Plumbing and Heating (Warwick)

After an evaluation of the bids received, HRT staff determined that the apparent lowest bidder, Executive, was non-responsive (not in compliance with submittal requirements) and non-responsible (not capable of performing). Executive did not submit the required Class "A" HVAC license or Certificate of Insurance along with their Bid; and, the firm is not licensed to perform mechanical and plumbing services. The second lowest bidder, Warwick, was deemed responsive and responsible, and therefore eligible for award.

Warwick's bid price, in the amount of \$375,602 is also deemed fair and reasonable based on a price analysis performed, and the fact that the pricing was obtained in a competitive environment. A contractor responsibility review confirmed that Warwick is technically and financially capable to perform the work.

Warwick is located in Newport News, VA and provides similar services for Hampton Roads Sanitation District, NATO Supreme Allied Command and Bon Secours Health Systems. Warwick has also provided these services for HRT satisfactorily.

The period of performance for this contract is one (1) base year, with four (4) additional one-year options.

A DBE goal of 4% was established for this solicitation and Warwick has committed to 4% DBE participation.

Cost/Funding: This contract will be funded with Operating Funds.

Project Manager: William Collins, Facilities Maintenance Manager

TRAC Chair Report
April 2017

TRAC did not meet in April. TRAC's next meeting will be on Wednesday May 3rd at 6:00 pm at 509 E 18th Street in the boardroom. We will receive updates on the TDP, upcoming summer service changes, the new MAX buses and the new HOT Lanes. All are welcome to attend.