



Meeting of the Transportation District Commission of Hampton Roads

Thursday, April 26, 2018 • 1:00 p.m.

2nd Floor Board Room • 509 E18th Street, Norfolk, VA

A meeting of the Transportation District Commission of Hampton Roads will be held on Thursday, April 26, 2018 at 1:00 p.m., 2nd Floor Board Room, 509 E18th 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 26, 2018 • 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 22, 2018
4. President’s Monthly Report - William Harrell
 - A. Board Updates
5. Committee Reports
 - A. Audit & Budget Review Committee – Keith Parnell/
Conner Burns, Chief Financial Officer
 - March 2018 Financial Report
 - B. Operations & Oversight Committee - Commissioner Fuller/
Sonya Luther, Director of Procurement
 - **Contract No: 17- 76502 – Interactive Voice Response (IVR) System Implementation**
Recommending Commission Approval: Award of a contract to to DiRAD Technologies, Inc. for the implementation of a hosted IVR System in the not-to-exceed amount of \$1,175,500 over five (5) years.
 - **Contract No: 17- 76503R – Liberty Street Transfer Station Site Construction Services**
Recommending Commission Approval: Award of a contract to Conquest USA, Inc. to provide demolition and construction services of the Liberty Street Transfer Station in Chesapeake, Virginia in the not-to-exceed amount of \$318,565.75.
 - C. Planning and New Starts Development Committee – Commissioner Wood

- D. External/Legislative Advisory Committee – Commissioner Kanoyton
 - E. Management/Financial Advisory Committee – Steve Jenkins/
Conner Burns, Chief Financial Officer
 - F. Paratransit Advisory Subcommittee – Ms. Janice Taylor, Chair
 - G. 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 24, 2018 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 22, 2018 • 1:00 p.m.
2nd Floor Board Room • 3400 Victoria Blvd., Hampton, VA

Call to order

A quorum was attained, and Chairwoman Woodbury of Newport News called the meeting to order at 1:03 p.m.

Commissioners in attendance:

Chairwoman Woodbury, Newport News
Vice-Chairman Fuller, Chesapeake
Alt. Commissioner Sorey, Chesapeake
Past Chairman Wood, Virginia Beach
Alt. Commissioner Pittard, VDRPT
Commissioner Moffett, Hampton
Commissioner Kanoyton, Hampton
Commissioner Coleman, Newport News
Alt. Commissioner Raliski, Norfolk
Commissioner Parnell, Norfolk
Commissioner Hunter, Portsmouth
Commissioner Rowe, Portsmouth
Commissioner Ross-Hammond, Virginia Beach

Hampton Roads Transit Staff in attendance:

Kim Ackerman, Chief Human Resource Officer
Ray Amoruso, Chief Planning and Development Officer
Debbie Ball, Assistant Director of Finance
Amy Braziel, Sr. Executive Assistant
Conner Burns, Chief Financial Officer
David Burton, General Counsel, Williams Mullen
Gene Cavazos, Director Marketing & Communications
Alisa Crider, Public Relations & Social Media Coordinator
Rodney Davis, Director, Customer Relations
Margaret Denoncourt, Internal Auditor
Joe Dillard, Government Liaison
Angel Glass, Director of Budget and Financial Analysis
William Harrell, President and CEO
Ron Hodges, Director of Business Development
Keith Johnson, Manager of Paratransit

Sonya Luther, Director of Procurement
Shanti Mullen, Auditor I
Lee Roy Padgett, Director of Engineering
Sibyl Pappas, Chief Engineering & Facilities Officer
Jim Price, Chief Transit Operations Officer
Luis R. Ramos, Sr. Executive Assistant/Commission Secretary
Sylvia Shanahan, Director of Finance
Benjamin Simms, Director of Transportation
Brandon Singleton, Assistant Director of Budget
Brian Smith, Assistant to the President for Organizational Advancement
Derrick Snowden, Chief Safety & Security Officer
Mark Stemple, Director of Maintenance
Brittany Sumpter, DBE & Grants Coordinator
Robert Travers, Corporate Counsel

Others in attendance:

Jamie Battle, TRAC Chair
Ina Kreps, Paratransit Client
Steve Lambert, HRPTO
Shelia McAllister, Newport News
Jordan Pascale, The Virginian-Pilot
Jeff Raliski, City of Norfolk
Brian Solis, City of Virginia Beach
Janice Taylor, Chair, Paratransit Advisory Committee
Constantinos Velisserios, City of Newport News
Mark Geduldig-Yatrofsky, Portsmouthcitywatch.org

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
- February Meeting Minutes
- February President's Report Presentation
- March Social Media Analytics
- March President's Report
- Committee Reports

Public Comment

Mr. Geduldig-Yatrofsky spoke on the lack of availability of public transit following Portsmouth City Council meetings.

Mr. Geduldig-Yatrofsky requested that Commissioners serve as advocates for transit at their upcoming budget meetings.

Dr. Woodbury requested that the Transit Riders Advisory Committee (TRAC) assist in setting up rides for Commissioners on public transportation.

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

Ayes: Commissioners Woodbury, Fuller, Wood, Sorey, Pittard, Moffett, Kanoyton, Coleman, Parnell, Raliski, Rowe, Hunter and Ross-Hammond.

Nays: None

Abstain: None

Approval of the February 2018 TDCHR Meeting Minutes

A motion to approve the February meeting minutes, as amended, was made by Commissioner Ross-Hammond and properly seconded by Commissioner Moffett. A roll call vote resulted as follows:

Ayes: Commissioners Woodbury, Fuller, Wood, Sorey, Pittard, Moffett, Kanoyton, Coleman, Parnell, Raliski, Rowe, Hunter and Ross-Hammond.

Nays: None

Abstain: None

President's Monthly Report

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

Mr. Harrell recognized Brittney Sumpter for her efforts with HRT's Disadvantaged Business Enterprise (DBE) program and the recent forum that included Williamsburg and Suffolk.

Mr. Brian Smith gave an update on the following legislative items based on outcomes of the regular session of the Virginia General Assembly that adjourned March 10, 2018:

- \$154 million in new capital funding for Washington Metro Area Transit Authority (WMATA)
- \$15 million allocated to the Virginia Railway Express via a new "Commuter Rail Operating and Capital Fund"
- \$7.84 million in new funding for Potomac-Rappahannock Transportation Commission jurisdictions
- Transient Occupancy Tax to be collected in non-WMATA jurisdictions
- No new state transit capital funding to replace expiring Bonds; there are some unallocated balances from FY18 and other deposits expected in the Commonwealth Mass Transit Fund over next biennium, however after that a drop of more than 40% of funding is expected to occur unless replacement funding is identified
- Changes made to how state capital and operating assistance grants will be made

Commissioner Pittard provided additional details regarding State funding sources for WMATA noting that the Governor may come back to amend some of the funding sources in a reconvened session.

Mr. Smith noted that by July of 2019, the Commonwealth Transportation Board (CTB) must implement a new prioritization framework for allocating transit capital. Additionally, all future state operating grants will be based on service delivery factors related to efficiency and effectiveness.

Mr. Smith also shared the items that will be required in the new “urban agency strategic plans” which must be updated every 5 years. Mr. Smith stated that new regional transit planning will be done by HRT and other transit agencies in the region and there will also be some new coordinating responsibilities for the Hampton Roads Transportation Planning Organization (HRTPO) that will address:

- Identification and prioritization of projects;
- Establishment of performance benchmarks that incorporate state and federal requirements; and
- Development of a regional subsidy allocation model.

Mr. Gene Cavasos shared a new marketing campaign for Traffix. Mr. Ron Hodges provided an update on the Traffix Annual Report. Commissioners were encouraged to attend a TRAFFIX board meeting.

Mr. Harrell announced the promotion of Ms. Sonya Luther to the position of Director of Procurement.

COMMITTEE REPORTS

Audit and Budget Committee

Commissioner Parnell, Chair of Audit and Budget Committee, shared items that were discussed at the MFAC meeting.

Mr. Parnell called on Mr. Conner Burns to provide an update on the Financial Report.

There was some discussion regarding “YTD” versus “Actual” data included on the Financial Report.

Operations and Oversight Committee

Commissioner Fuller, Chair of the Operations and Oversight Committee, called on Ms. Sonya Luther, Director of Procurement, to give a report.

Ms. Luther presented the following contracts for approval:

Contract No: 17-76513, Smart/Scale Design Services was recommended for Commission approval to award of a contract to A. Morton Thomas and Associates, Inc. to provide an engineering design and plans for reconstruction and expansion of two (2) existing HRT bus transit centers and park-and-ride facilities in the not-to-exceed amount of \$585,733.

Contract No: 17-76507, Transit Asset Management Plan was recommended for Commission approval to award of a contract to CH2M Hill, Inc. to assist in the development of a Transit Asset Management Plan in the not-to-exceed amount of \$200,339.90.

A motion to approve Contracts No: 17-76513, Smart/Scale Design Services and Contract No: 17-76507, Transit Asset Management Plan was made by Commissioner Fuller on behalf of the Operations and Oversight Committee and properly seconded by Commissioner Wood. A roll call vote resulted as follows:

Ayes: Commissioners Woodbury, Fuller, Wood, Sorey, Pittard, Moffett, Kanoyton, Coleman, Parnell, Rowe, Hunter and Ross-Hammond.

Nays: None

Abstain: None

Note: Alt. Commissioner Raliski was not present when this vote was taken.

Planning and New Starts Development Committee

The Planning and New Starts Committee did not have a meeting this month and no report was given. It was noted that the Committee will hold a meeting next month.

External Legislative Advisory Committee (ELAC)

Commissioner Kanoyton called on Mr. Joe Dillard to provide updates from the ELAC.

Mr. Dillard provided information regarding the proposed bills that addressed board governance that were not advanced.

Mr. Dillard noted that there was an effort to get legislators on bus rides and a desire to form a Committee of Stakeholders to push the transportation agenda.

Management Finance Committee (MFAC)

Mr. Burns stated that the monthly MFAC meeting was held on Monday, March 20th and provided a summary of the same.

Paratransit Advisory Sub-Committee (PAC)

Ms. Janice Taylor stated that PAC did not meet and does not have anything to report. Ms. Taylor stated that the next meeting will be held on April 4th in Norfolk.

It was stated that the Committee needs representation from the City of Portsmouth.

Transit Ridership Advisory Committee (TRAC)

Mr. Jamie Battle provided an update on the TRAC. Mr. Battle stated that the next TRAC meeting will be held on May 2nd in Norfolk.

Old and New Business

There was no old or new business discussed.

Comments from Commissioners:

Commissioner Rowe stated that Opportunity Inc. met in Norfolk and a presentation was given by the President and CEO. He noted that the presentation was well received by the board.

CLOSED SESSION:

There was no Closed Session.

Adjournment

The meeting adjourned at 1:53 p.m.

**TRANSPORTATION DISTRICT COMMISSION
OF HAMPTON ROADS**

**Patricia P. Woodbury
Chairwoman**

ATTEST:

**Luis R. Ramos,
Commission Secretary
April 26, 2018**



HAMPTON ROADS
TRANSIT

TDCHR Board Meeting

March 22, 2018

gohrt.com

Board Update

- **DBE Workshop, including WATA and Suffolk Transit**



Board Update

- **Legislative update**
- **Marketing update**



HAMPTON ROADS
TRANSIT

2018 General Assembly – Regular Session Debrief March 22, 2018

gohrt.com

Schedule

- **Adjourned March 10**
- **Special Session convenes April 11**

Transit Policy and Funding

- **\$154 Million New WMATA Capital Funding**

- \$29.7m – 2% new transient occupancy tax revenues (NVTC jurisdictions)
- \$44.9m – .15/\$100 new grantor's tax (NVTC jurisdictions)
- \$30m – NOVA recordation tax revenues and 1% car rental tax
- \$27.1m – from 30% local share of existing NVRTA funding shifted to support WMATA
- \$22.3m – from increased revenue due to implementing price floor on regional gas tax

Transit Policy and Funding

- **\$15 Million for Virginia Railway Express in New “Commuter Rail Operating and Capital Fund”**
- **\$7.85 Million New funding for Potomac-Rappahannock Transportation Commission jurisdictions**
- **Transient Occupancy Tax collected in non-WMATA jurisdictions (Prince William, Manassas, Manassas Park) must be used for public transportation**

Transit Policy and Funding

- **No new funding to replace expiring Bonds**
- **Changes to Commonwealth Mass Transit Fund**
 - **53.5% off the top for WMATA capital and operating**
 - **Rest of State**
 - 31% - Operating Assistance
 - 12.5% - Capital Assistance
 - 3% - Special Programs

Transit Policy and Funding

- **By July 2019 (FY2020)**
 - **CTB must implement new prioritization framework for allocating transit capital**
 - **100% of future state operating grants will be based on service delivery factors related to efficiency and effectiveness**

Transit Policy and Funding

- **New “urban agency strategic plans” required every 5 years shall include:**
 - Assessment of State of Good Repair needs
 - Performance review of fixed-route bus services
 - Efficiency improvement opportunities
 - Opportunities to share services in cases of overlap
 - Improving service in underserved areas

Transit Policy and Funding

In Hampton Roads

- Transit systems shall develop a regional transit planning process, coordinated by the HRTPO, including:
 - Identification and prioritization of projects
 - Establishment of performance benchmarks that incorporate state and federal requirements
 - Development of a regional subsidy allocation model

Traffix Advertising Campaign



**2.8 MILLION VIRGINIANS
SUFFER FROM SOV.
ARE YOU AT RISK?**

VISIT GOTRAFFIX.COM

ADAMS

Traffix Advertising Campaign



Do You Suffer From SOV?

Single-Occupancy Vehicle (SOV) affects many commuters in many different ways. An SOV is a privately-owned vehicle whose only occupant is the driver. If you are constantly driving alone, it may be time to seek help. Review the symptoms to see how TRAFFIX can help you move towards a better commute.

Feeling Unappreciated

We want to reward you for your non-SOV commute. The **TRAFFIX Rewards** program provides discounts to area businesses when you log your trips. [Learn More.](#)

A Fear of Being Stranded

Being left behind is a common fear for people suffering from SOV. The **Guaranteed Ride Program** will help with those unexpected emergencies after



**YOU MAY NEVER RIDE
HAMPTON ROADS TRANSIT, BUT
CHANCES ARE YOU DEPEND ON
SOMEONE WHO DOES.**

73% OF OUR PASSENGERS ARE COMMUTING TO WORK.



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HAMPTON ROADS
TRANSIT

TDCHR Board Meeting

March 22, 2018

gohrt.com

SAFETY STARTS WITH EACH OF US

The Virginia Department of Rail and Public Transportation's State Safety Oversight (SSO) program achieved a significant milestone this month when the Federal Transit Administration formally certified its program for rail transit.

Strong safety programs help ensure the safety of transit workers and millions of rail transit passengers across the nation. To help strengthen these programs, federal law requires that states obtain new program certifications by April 15, 2019. Thirty states fall under this requirement. Well ahead of its deadline, Virginia joins seven other states where programs have been fully certified. Good job!

As it happens, The Tide light rail system is Virginia's only property that falls under the DRPT program. By any measure, I'm proud to report that we operate one of the safest light rail systems in the United States and around the world. We work very diligently in this area. Safety is a top priority for Hampton Roads Transit across all operations. We're constantly seeking to promote safety through our policies, procedures, training, operations and outreach.

Everyone has a part to play when it comes to safety. As we approach April 29th, Public Transportation Safety Day in Virginia, allow me to remind you that safety starts with you! For enjoying The Tide, here are a few safety tips to put into practice:

Safety on the Platform

- Use designated crosswalks and sidewalks to reach the station. Never walk in a traffic lane.
- Always stand behind the textured rumble strips on the platform.
- Don't stand on or near the tracks. Light rail trains overhang tracks by 3 feet on each side and the train can hit you if you are not a safe distance away.
- Hold small children's hands while waiting for the train.
- Emergency Call boxes are located on each platform: in the event of an emergency, press the red button and you will be directed to 911.

Safety when Boarding

- Allow others to exit before boarding.
- Keep children close and board together.
- Do not hold doors open when they start to close or place objects in a closing door.

Safety on the Train

- Use handrails when standing.
- Don't lean or press on the doors.
- Do not block doorways or emergency exits.
- Keep your feet on the floor and do not extend arms, legs or personal items into the aisle.
- The train will stop at every station. Do not try to exit at non-designated stops.
- Do not disturb the train operator when the train is in motion.
- Hold on to small children.
- Never try to get off of a temporarily stopped or disabled train; obey all crew instructions.
- Emergency call boxes are located on each train; in the event of an emergency, press the red button and you will be connected to the train operator.

Safety when Exiting

- Wait until the train has come to a complete stop before exiting.
- Exit through the door nearest you.
- Do not cross in front of the train; allow the train to pass before crossing the tracks.

Safety around The Tide

- Always look both ways before crossing the tracks and never cross or run in front of an approaching train or between two stopped trains.
- Only cross at designated crosswalks and cross quickly without stopping.
- Pay attention! Light rail trains are quiet and may travel on any track at any time.
- Always listen for warning bells and whistles and look for warning lights.
- Stay away from power lines.
- Use caution when sharing the road with trains. Pay attention to changing traffic patterns and follow the roadway.
- Trains always have the right-of-way.
- Never try to race a train to an intersection. Trains are closer and faster than they appear, and they can't stop quickly or swerve to avoid a collision.
- Finally, never drive around lowered crossing gates!

For more safety tips, visit www.gohrt.com. Happy Public Transportation Safety Day!

Sincerely,



William E. Harrell

President and CEO

Hampton Roads Transit



Web Site Analytics

Gohrt.com • February - March 2018

GOHRT.COM • FEBRUARY 2018

OVERVIEW

53,763 Sessions
29,812 Users
134,209 PageViews

DEVICE USAGE:

70.56% Mobile
25.77% Desktop
3.67% Tablet

PAGEVIEWS BY PAGE (TOP 10)

/ (home)	18.22%
/route/norfolk/	8.83%
/route/	8.25%
/fares/	5.09%
/route/virginia-beach/	4.54%
/route/newport-news/	4.36%
/services/the-tide/	3.07%
/services/paratransit/	2.69%
/route/hampton/	2.61%
/hrt-jobs/	2.49%

TRAFFIC SOURCE PER SESSION

Organic Search	67.6%
Direct	21.6%
Referral	10.1%
(Other)	0.31%
Email	0.23%
Social	0.08%

STUDENT FREEDOM PASS

Viewed Main Page	1,154
Viewed Application	637
Completed Application	515

OTHER

127 RFP Solicitation Information Requests
8,281 Trip Planner Submissions (Get Directions)

GOHRT.COM • MARCH 2018

OVERVIEW

61,943 Sessions
34,992 Users
152,724 PageViews

DEVICE USAGE:

68.58% Mobile
27.55% Desktop
3.87% Tablet

PAGEVIEWS BY PAGE (TOP 10)

/ (home)	17.82%
/route/norfolk/	8.53%
/route/	7.67%
/fares/	4.98%
/route/virginia-beach/	4.62%
/route/newport-news/	4.31%
/services/the-tide/	3.39%
/services/paratransit/	2.54%
/route/hampton/	2.45%
/hrt-jobs/	2.44%

TRAFFIC SOURCE PER SESSION

Organic Search	66.78%
Direct	22.19%
Referral	10.26%
(Other)	0.47%
Email	0.18%
Social	0.12%

STUDENT FREEDOM PASS

Viewed Main Page	1,237
Viewed Application	581
Completed Application	445

OTHER

188 RFP Solicitation Information Requests
9,445 Trip Planner Submissions (Get Directions)

FACEBOOK STATS








February 1 – February 28, 2018

HRT's Facebook @hrtfan
 Total fans: 12,497
 Total posts: 14
 Impressions: 14,537
 Engagements: 219
 Clicks: 47
 People engaged: 58% female, 42% male
 Women between 25-34 most active users

March 1 – March 31, 2018

HRT's Facebook @hrtfan
 Total fans: 12,496
 Total posts: 24
 Impressions: 46,983
 Engagements: 1,041
 Clicks: 833
 People engaged: 58% female, 42% male
 Women between 25-34 most active users

FACEBOOK TOP POSTS

Post	Reactions ▼	Comments	Engagement	Reach
<p>Hampton Roads Transit In case you missed the Hampton Roads Chamber's Norfolk State of the City, here's the highlights. City of Norfolk Government, Downtown Norfolk, TCC Norfolk Campus, Waterside District</p>  <p>🔗 Coming to Norfolk: new hotel, TCC center – and a ferris wheel. Leaving: Greenie's.</p> <p>(Post) March 09, 2018 3:28 pm</p>	173	41	11.3%	9,565
<p>Hampton Roads Transit Congratulations Charlotte Area Transit System (CATS)!</p>  <p>🔗 After a decade of planning, Charlotte's light-rail extension opens Friday</p> <p>(Post) March 16, 2018 12:03 pm</p>	108	16	12.2%	1,520
<p>Hampton Roads Transit Great news! Apple has integrated public transit data in its mapping service app and has included HRT bus stops, light rail stations and ferry docks. Learn more below.</p>  <p>🔗 Apple activates Transit directions in Virginia, expands in Missouri</p> <p>(Post) March 30, 2018 4:30 pm</p>	60	9	6.3%	2,147
<p>Hampton Roads Transit</p>   <p>(Post) March 26, 2018 2:10 pm</p>	54	3	7.1%	1,464
<p>Hampton Roads Transit Newtown Road Station Park and Ride is filling up quickly with excited baseball fans! 🏟️ 🚌 The Tide is the best way to travel to Norfolk Tides Harbor Park! #gohrt #trytransit</p>   <p>(Post) March 26, 2018 2:10 pm</p>	54	3	7.1%	1,464

TWITTER STATS








February 1 – February 28, 2018

HRT's Twitter @gohrt_com
 Total followers: 6,121
 Tweets sent: 41
 Retweets: 108
 Mentions received: 94
 Impressions: 97,603
 Engagements: 1,396
 Clicks: 195
 People engaged: 55% male, 45% female
 Men between 35-44 most active users

March 1 – March 31, 2018

HRT's Twitter @gohrt_com
 Total followers: 6,196
 Tweets sent: 33
 Retweets: 31
 Mentions received:
 Impressions: 25,634
 Engagements: 332
 Clicks: 40
 People engaged: 55% male, 45% female
 Men between 35-44 most active users

TWITTER TOP POSTS

Tweet	Potential Reach	Responses	Clicks	Retweets
<p>gohrt_com  Raise your hand if you're getting excited for the Baltimore Orioles and Norfolk Tides exhibition game this Monday, March 26 at Harbor Park? Join the fun with Hampton Roads Transit, by riding The Tide or Ferry to the game.   Learn more: https://t.co/AHjzjqABCb https://t.co/ycfQlsPu8s (Tweet) March 23, 2018 8:15 am</p>	24,217	7	38	6
<p>gohrt_com  Have you seen one of these HRT buses around Hampton Roads? No matter how much you travel around the area, switching to E-ZPass will always save you money on tolls! If you want to save gas too, hop on the route 44 or 45 or take the ferry over. #SoManyOptions #gohrt @DriveERT https://t.co/bKPH99hont (Tweet) by Alisa C. March 16, 2018 4:30 pm</p>	8,772	5	–	4
<p>gohrt_com  Glad you enjoyed touring the Norfolk Tide Facility, @moxtank3 🚌 What was the most interesting thing you learned? #gohrt (Retweet with Comment) March 07, 2018 9:58 pm</p>	190,698	5	–	3
<p>gohrt_com  Norfolk bike-share program to launch in April https://t.co/hCSXW36FKw (Tweet) March 15, 2018 2:55 pm</p>	7,945	4	–	4
<p>gohrt_com  Congratulations to @NCCUathletics for their big #meacbbt18 win! Don't fret @NSUSpartans - next year's tournament will come quick and we'll be ready to cheer you on! 🎉 Hope all our visitors enjoyed their visit to @NorfolkVA (Retweet with Comment) March 11, 2018 3:42 pm</p>	21,636	3	–	3



Outreach Report

March 2018

MARKETING AND COMMUNICATIONS OUTREACH TEAM PARTICIPATED IN THE FOLLOWING EVENTS DURING THE MONTH OF MARCH.

- 7th – Tour of Norfolk Tide Facility with 17 members of tHRive, the Hampton Roads Chamber young professional's group.
- 16th – Joint Forces Exceptional Family Member Forum at the Meyera Oberdorf Central Library in Virginia Beach. Event hosted by United States Navy Fleet and Family Services.
- 19th – Operator Appreciation Day
- 19th – Customer Outreach at Military Circle Mall Transfer Area
- 24th – Day for Disabilities at the Virginia Zoo hosted by the City of Norfolk's Parks and Recreation Department.
- 26th – Orioles Exhibition Game at Harbor Park
- 27th – Customer Outreach at Evelyn Butts Transfer Area



HAMPTON ROADS
TRANSIT

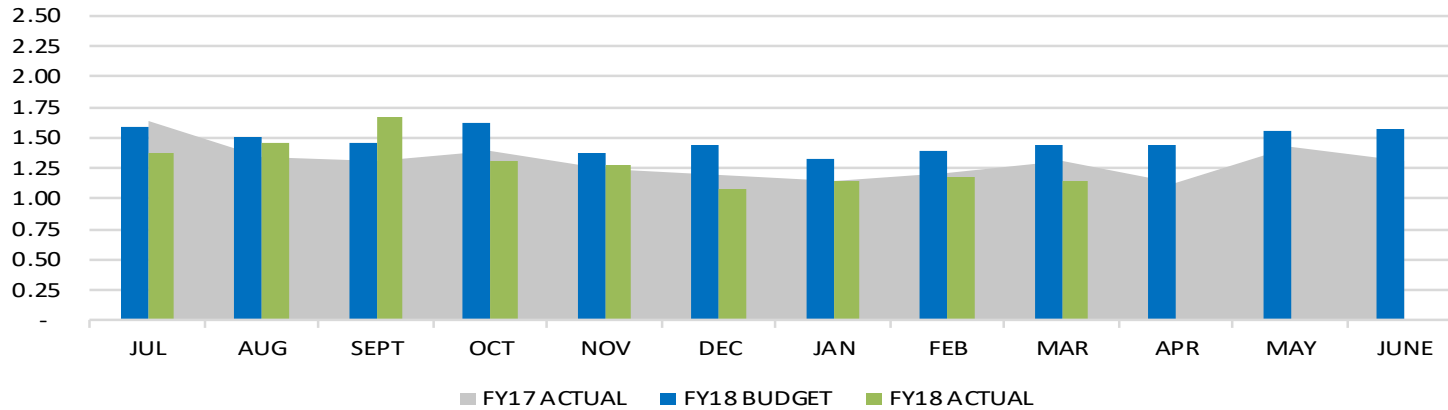
MARCH 2018
FISCAL YEAR 2018
FINANCIAL REPORT

gohrt.com

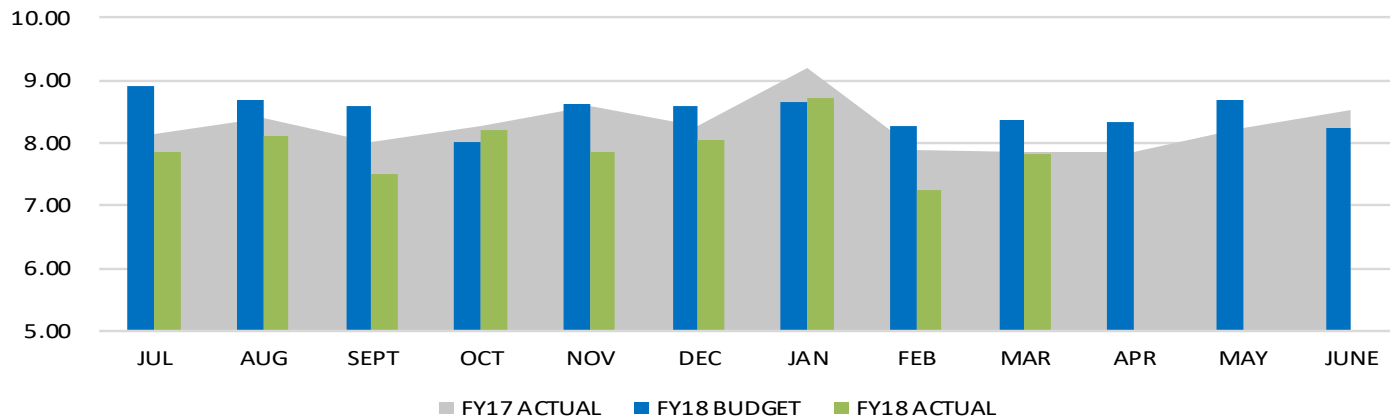
OPERATING FINANCIAL STATEMENTS MARCH 2018

Monthly				FISCAL YEAR 2018		Year to Date			
Budget	Actual	Variance		Dollars in Thousands		YTD Budget	YTD Actual	Variance	
Operating Revenue									
\$ 1,443.9	\$ 1,149.4	\$ (294.5)	-20.4%	Passenger Revenue	\$	13,126.4	\$ 11,633.9	\$ (1,492.5)	-11.4%
110.4	17.2	(93.2)	-84.4%	Advertising Revenue		993.8	588.3	(405.5)	-40.8%
186.3	183.6	(2.7)	-1.5%	Other Transportation Revenue		1,677.1	1,665.2	(11.9)	-0.7%
5.0	33.2	28.2	563.4%	Non-Transportation Revenue		45.0	256.8	211.8	470.7%
Non-Operating Revenue									
1,279.1	1,388.8	109.7	8.6%	Federal Funding		12,633.1	12,840.7	207.6	1.6%
1,669.7	1,625.5	(44.2)	-2.6%	State Funding		15,027.1	14,629.2	(397.9)	-2.6%
3,688.1	\$ 3,688.1	0.0	0.0%	Local Funding		33,192.5	33,192.5	0.0	0.0%
\$ 8,382.6	\$ 8,085.7			TOTAL REVENUE	\$	76,694.9	\$ 74,806.5		
\$ 5,286.7	\$ 5,063.6	\$ 223.1	4.2%	Personnel Services	\$	48,760.0	\$ 46,741.9	\$ 2,018.1	4.1%
672.6	561.3	111.3	16.5%	Contract Services		6,635.2	5,549.9	1,085.3	16.4%
974.3	841.9	132.4	13.6%	Materials & Supplies		8,853.7	7,537.7	1,316.1	14.9%
105.7	105.6	0.0	0.0%	Utilities		888.6	926.7	(38.1)	-4.3%
374.6	348.6	25.9	6.9%	Casualties & Liabilities		3,236.1	3,125.6	110.5	3.4%
725.5	708.0	17.5	2.4%	Purchased Transportation		6,529.8	6,213.1	316.7	4.9%
243.2	199.9	43.3	17.8%	Other Miscellaneous Expenses		1,791.6	1,301.6	490.0	27.4%
\$ 8,382.6	\$ 7,829.0			TOTAL EXPENSE	\$	76,694.9	\$ 71,396.4		
	256.8			OPERATING SURPLUS (DEFICIT)			3,410.1		

Farebox Revenue (in millions)



Total Expenses (in millions)



LOCAL FUNDING

MARCH 2018

FISCAL YEAR 2018 (Dollars in Thousands)	Annual Budget	Projected Actual	Variance*
Local Funding			
Chesapeake	\$ 2,547.6	\$ 2,590.8	\$ (43.2)
Newport News	7,280.2	7,421.4	(141.2)
Hampton	4,531.0	4,695.7	(164.7)
Norfolk	19,552.2	19,028.8	523.4 ***
Portsmouth	2,977.4	2,989.3	(11.9)
Virginia Beach	7,368.2	7,234.6	133.6
TOTAL LOCAL FUNDING	\$ 44,256.6	\$ 43,960.6	\$ 296.0
STATE FUNDING	\$ 20,036.2	\$ 19,466.7	\$ (569.5)
FEDERAL FUNDING**	\$ 15,071.0	\$ 15,071.0	\$ -

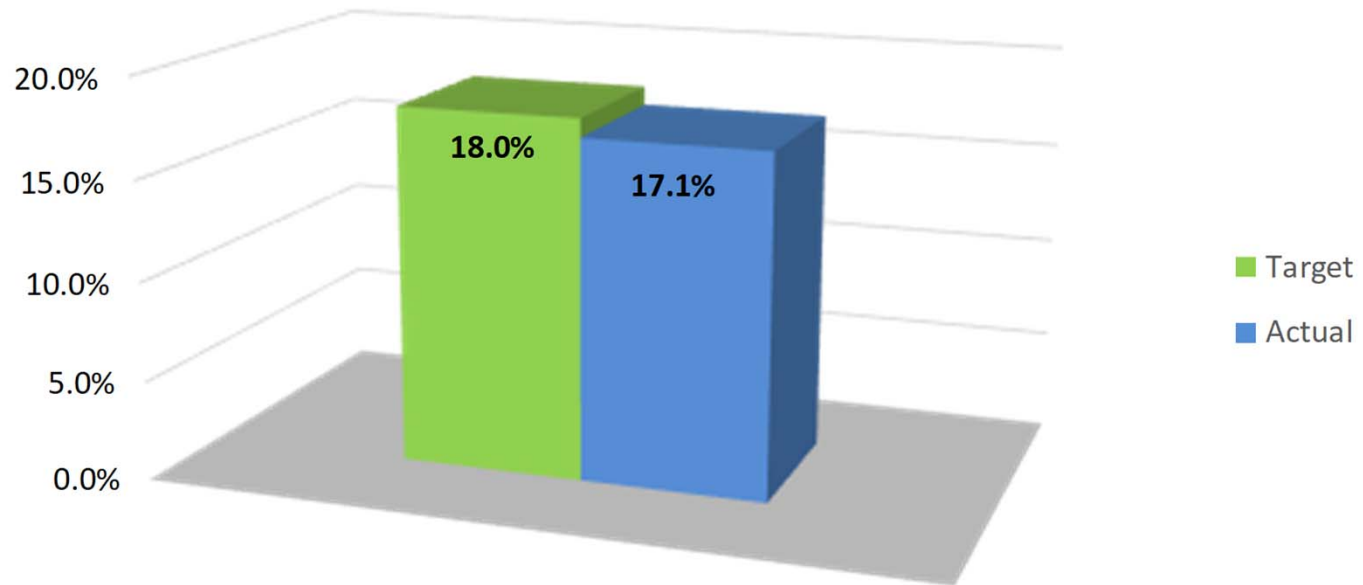
* Due to City / (Due from City)

** Federal 5307, 5309, 5337

*** LRT state of good repair projects will be partially funded via year end variance

Note: As requested by MFAC, the process for forecasting/reconciling end of year variances is under review.

Farebox Recovery Ratio



PROCUREMENTS BETWEEN \$50K-\$100K FEBRUARY 2018

Mar-18

<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>
17-75519R	Provision of Safety Shoes, High Visibility Jackets and High Visibility T-shirts	Operations	Operating	RFQ	\$ 82,650.00	3/28/2018	Virginia Shoe Clinic, LLC	1 base yr. w/2 one-yr. options

Contract No.:	17-76502	Title:	Interactive Voice Response (IVR) System Implementation	Price: Term:	\$1,175,500 1 Yr. w/4 1-yr. Options
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Acquisition Description: Enter into contract with a qualified firm to implement a hosted Interactive Voice Response (IVR) System to provide route, schedule, real-time and general customer service information.

Background: In July 2017, Hampton Roads Transit (HRT) requested, and received, approval from the Commission for a one-year contract with LogicTree to provide technical support and maintenance of the existing IVR System while HRT issues a solicitation to procure a more competitive IVR System. As stated previously, LogicTree will no longer be in business as of July 2018.

HRT has solicited the services of a qualified firm to design, configure, test, implement, maintain, monitor and support an automated IVR System which provides bus, rail and ferry schedule information via telephone. The IVR system has supported the Customer Service department in the management of high call volumes by providing automated route, schedule, and general customer service information to HRT customers. Under the terms of this agreement, the Contractor shall host the IVR System utilizing the Contractor's facilities, hardware and infrastructure. The Contractor shall provide this solution based on a Software-as-a-Service (SaaS) model to support HRT's Customer Service department. The Contractor shall also expand the call handling capacity of the IVR System as call volume grows, without a significant re-engineering or redesign effort.

Contract Approach: A Request for Proposal (RFP) was issued on October 24, 2017. Six (6) proposals were received on January 26, 2018 from the following firms:

- Aumtech, Inc.
- DiRAD Technologies, Inc. (DiRAD)
- Enghouse Transportation, LLC (Enghouse)
- Systems Integration, Inc.
- Trapeze Software Group, Inc.
- Voxai Solutions, Inc. (Voxai)

In response to the RFP, proposers were required to provide pricing for design and implementation of an IVR System hosted by the Contractor at the Contractor's facilities as described in the Scope of Work (SOW).

Upon review and evaluation of the technical proposals, DiRAD, Enghouse and Voxai were deemed the most technically qualified to meet the requirements of the SOW and were subsequently invited to discuss their proposals and provide technical clarifications on their approach to the SOW.

At the conclusion of discussions, and in an effort to obtain more favorable pricing, negotiations were held with DiRAD and Enghouse for the purpose of a possible award. Negotiations focused on clarifying assumptions made in establishing pricing and confirming the firms' approach to providing the services. At the conclusion of negotiations, Best and Final Offers (BAFOs) were requested from both firms.

After an in-depth review and analysis of the BAFOs received, HRT staff determined that DiRAD provided the best value based on a combination of technical capability and price. DiRAD's total pricing decreased by \$95,000, or approximately 7.5%, after reducing the Contractor assumed total call volume from 5 million minutes to 2.5 million minutes per year.

Contract No.:	17-76502	Title:	Interactive Voice Response (IVR) System Implementation	Price Term:	\$1,175,500 1 Yr. w/4 1-yr. Options
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DiRAD's pricing was 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 performed confirmed that DiRAD is technically and financially capable to perform the work.

DiRAD is located in Clifton Park, NY, and has provided similar services to Montachusett Regional Transportation Authority in Fitchburg, MA; New York Metropolitan Transportation Authority in New York, NY; and, New York City Administration Authority for Children in New York, NY.

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

No DBE goal was assigned for this solicitation.

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

Project Manager: Kamlesh Chowdhary, Director of ITS Services

Contracting Officer: Fevrier Valmond, Contract Specialist

Recommendation: It is respectfully recommended that the Commission approve the award of a contract to DiRAD Technologies, Inc. for the implementation of a hosted IVR System in the not-to-exceed amount of \$1,175,500 over five (5) years.

SOLICITATION RESULTS

OFFEROR	OFFER	BEST AND FINAL OFFER
Trapeze Software Group, Inc.	\$ 767,192.00	N/A
Aumtech, Inc.	\$ 875,500.00	N/A
DiRAD Technologies, Inc.	\$1,270,500.00	\$1,175,500.00
Systems Integration, Inc.	\$2,190,000.00	N/A
Enghouse Transportation, LLC	\$2,716,139.00	\$1,304,432.00
Voxai Solutions, Inc.	\$4,796,272.40	N/A

DiRAD Technologies, Inc. Summary					
Base Year	Option Year 1	Option Year 2	Option Year 3	Option Year 4	Total
\$385,500	\$198,000	\$198,000	\$198,000	\$198,000	\$1,175,500

Contract No:	17-76503R	Title:	Liberty Street Transfer Station Site Construction Services	Price: Term:	\$318,565.75 Two (2) Months
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Acquisition Description: Enter into a contract with a qualified contractor to provide demolition and construction services of the Liberty Street Transfer Station in Chesapeake, Virginia.

Background: Hampton Roads Transit (HRT) and the City of Chesapeake need to relocate the current bus transfer site on Seaboard Avenue and Liberty Street to make way for the new 22nd Street Bridge. Under the terms of this agreement, the Contractor shall provide all material, labor and equipment necessary for the demolition and construction of the Liberty Street Transfer Station in accordance with site plans prepared by the City of Chesapeake.

Contract Approach: An Invitation for Bids was issued January 31, 2018. Seven (7) bids were received on February 26, 2018 from the following firms:

- A&W Contractors, Inc.
- Conquest USA, Inc. (Conquest)
- Conrad Brothers of Virginia, Inc.
- Construction Development Services Inc.
- Gaston Brothers Utilities, LLC
- Hudgins Contracting Corporation (Hudgins)
- Tazewell Contracting (Tazewell)

After an evaluation of the bids received, HRT staff determined that the two (2) apparent lowest bidders, Tazewell and Hudgins, were deemed non-responsive (not in compliance with submittal requirements). Tazewell did not submit the required detailed qualification information and Hudgins did not submit the required Disadvantaged Business Enterprise (DBE) forms. The third lowest bidder, Conquest was deemed responsive (in compliance with submittal requirements) and responsible (capable to perform), and therefore eligible for award.

Conquest's bid price, in the amount of \$318,565.75 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 Conquest is technically and financially capable to perform the work.

Conquest is located in Virginia Beach, VA and has provided similar services for the City of Virginia Beach, the City of Norfolk and the City of Chesapeake.

The period of performance for this contract is two (2) months.

A DBE goal of 13% was established for this solicitation. Conquest has committed to 9.73% DBE participation and provided acceptable documentation to demonstrate a good faith effort for the remaining 3.27%.

Contract No:	17-76503R	Title:	Liberty Street Transfer Station Site Construction Services	Price: Term:	\$318,565.75 Two (2) Months
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Cost/Funding: This contract will be funded with Grant Funds.

Project Manager: Don Lint, Director of Construction

Contracting Officer: Jason Petruska, Contract Specialist

Recommendation: It is respectfully recommended that the Commission approve the award of a contract to Conquest USA, Inc. to provide demolition and construction services of the Liberty Street Transfer Station in Chesapeake, Virginia in the not-to-exceed amount of \$318,565.75.

SOLICITATION RESULTS

Firm	Total Bid Price
Tazewell Contracting	\$293,570.80
Hudgins Contracting Corporation	\$299,785.88
Conquest USA, Inc.	\$318,565.75
Gaston Brothers Utilities, LLC	\$325,939.00
Conrad Brothers of Virginia, Inc.	\$344,296.79
Construction Development Services, Inc.	\$399,323.18
A&W Contractors, Inc.	\$424,552.41