



Meeting of the Transportation District Commission of Hampton Roads

Thursday, October 24, 2019 • 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, October 24, 2019 at 1:00 p.m. 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, October 24, 2019 • 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 September 26, 2019 Meeting Minutes
4. President's Monthly Report - William Harrell
 - A. Board Updates
5. Committee Reports
 - A. Audit & Budget Review Committee - Commissioner Gray/
Conner Burns, Chief Financial Officer
 - September 2019 Financial Reports
 - B. Management/Financial Advisory Committee – Commissioner Cipriano/
Conner Burns, Chief Financial Officer
 - C. Operations & Oversight Committee - Commissioner Rowe/
Sonya Luther, Director of Procurement
 - **Contract No: 19-00019 Bus Power Services**

Recommending Commission Approval: Award of a contract to Midwest Bus Corporation to provide bus power services for fourteen (14) heavy-duty buses, in the not-to-exceed amount of \$1,521,915.00.
 - **Contract No: 19-00035 General Environmental Services (Renewal)**

Recommending Commission Approval: Award of a contract to PetroChem to provide general environmental services in the not-to-exceed amount of \$651,066 over five years.

- **Contract No: 19-00028 Managed Print Services – Maintenance and Support for Multi-Function Devices**

Recommending Commission Approval: Award of a contract Electronic Systems, Inc. to provide managed print services, including Maintenance and Support for Multi-Function Devices in the amount of \$307,931.40.

- **Contract No: 19-00048 Purchase of Twenty (20) High Roof Ford Transit Vans**

Recommending Commission Approval: Award of a contract to Sonny Merryman, Inc. to procure twenty (20) high roof Ford transit vans, for use on Hampton Roads Transit's Paratransit Services contract, in the total amount of \$1,445,140.00.

- **Contract No: 19-00049 Purchase of Forty-Five (45) 15-Passenger Body on Chassis Paratransit Vans**

Recommending Commission Approval: Award of a contract to Sonny Merryman, Inc. to procure forty-five (45) 15-passenger Body on Chassis paratransit vans, for use on Hampton Roads Transit Paratransit Services contract, in the total amount of \$3,166,065.00

- **Contract No: 19-00031 Paratransit Services (Renewal)**

Recommending Commission Approval: Award of a contract to River North Transit, LLC to provide Paratransit Services not-to-exceed amount of \$39,570,388.00 over a five (5) year period.

- D. Planning/New Starts Development Committee – Commissioner Ross-Hammond/
Ray Amoruso, Chief Development and Planning Officer
- E. External/Legislative Advisory Committee - Commissioner Kanoyton/
Joe Dillard, Government Relations Liaison
- F. Smart Cities & Innovation Committee – Commissioner McClellan/
Erin Glenn, Interim Chief Information/Technology Officer
- G. Paratransit Advisory Subcommittee – Chair Paul Atkinson Jr./
Keith Johnson, Manager of Paratransit
- H. Transit Ridership Advisory Sub-Committee – Ms. Denise Johnson, Chair/
Rodney Davis, Director of Customer Relations

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, November 14, 2019 at 1:00 p.m. at 3400 Victoria Boulevard, Hampton, VA.



Meeting Minutes of the Transportation District Commission of Hampton Roads

Thursday, September 26, 2019 • 1:00 p.m.
3400 Victoria Blvd., Hampton, VA

Call to order

A quorum was attained, and Chairman Hunter called the meeting to order at 1:09 p.m.

Commissioners in attendance:

Commissioner Hunter, Portsmouth
Commissioner Gray, Hampton
Commissioner Hamel, Chesapeake
Alt. Commissioner Sorey, Chesapeake
Commissioner Pittard, VDRPT
Commissioner Kanoyton, Hampton
Commissioner Woodbury, Newport News
Alt. Commissioner Cipriano, Newport News
Alt. Commissioner Inman, City of Norfolk
Commissioner McClellan, Norfolk
Commissioner Parnell, Norfolk
Commissioner Rowe, Portsmouth
Alt. Commissioner Reel, Virginia Beach
Commissioner Ross-Hammond, Virginia Beach

Hampton Roads Transit Staff in attendance:

Ray Amoruso, Chief Planning and Development Officer
Debbie Ball, Director of Finance
Amy Braziel, Manager of Operations Administration
Conner Burns, Chief Financial Officer
David Burton, General Counsel, Williams Mullen
Alesia Cain, Chief Technology Officer
Gene Cavazos, Director of Marketing & Communications
Jennifer Dove, DBE and Grants Coordinator
Angela Glass, Director of Budget & Financial Analysis
William Harrell, President and CEO
Danielle Hill, Human Resource Compliance Manager
Tom Holden, Media Relations Specialist
Keith Johnson, Paratransit Services Contract Administrator
Rick Justice, Manager of Security
Larry Kirk, Assistant Director of Finance
Shanti Mullen, Internal Auditor I
Sibyl Pappas, Chief Engineering & Facilities Officer
Michael Perez, Operations Contract Administrator
Jim Price, Chief Transit Operations Officer
Luis Ramos, Sr. Executive Assistant/Commission Secretary

Sam Sink, Principle Transit Planner
Benjamin Simms, Director of Transportation & Security
Adrian Tate, Staff Accountant
Robert Travers, Corporate Counsel
Kim Wolcott, Chief Human Resource Officer

Others in attendance:

Carl Jackson, City of Portsmouth
Denise Johnson, TRAC Chair
Ina Kreps, Paratransit User
Kristy Lockhart, League of Women Voters
Ms. Janice Taylor (PAC)

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

Public Comments

There were no public comments.

Approval of the August 2019 TDCHR Meeting Minutes

A motion to approve the August 2019 meeting minutes, was made by Commissioner Ross-Hammond and properly seconded by Commissioner Parnell. A roll call vote resulted as follows:

Ayes: Commissioners Hunter, Gray, Hamel, Sorey, Pittard, Kanoyton, Woodbury, Cipriano, Inman, Parnell, Rowe, Ross-Hammond and Reel.

Nays: None

Abstain: None

President's Monthly Report

Mr. William Harrell welcomed everyone to the meeting.

Mr. Jim Price stated that HRT had new buses coming and that one of the new buses was available for the Commissioners to tour.

Mr. Harrell stated that HRT is focused on the 10-year strategic plan.

Mr. Harrell thanked the State for funding the Strategic Plan and stated that HRT is now focused on how regional service needs can be met.

Mr. Harrell shared the importance of making changes by looking at a regional model.

Mr. Harrell stated that HRT is a member of the American Benchmarking Group (ABBG). A few Performance Indicators were shared.

Mr. Harrell gave a presentation regarding the Transit Transformation Project. Mr. Harrell shared examples of the support that HRT/public transportation provides and the benefits of same.

Mr. Harrell stated that the Social Media Analytics and the Performance Indicators are included in the Presidents Report.

Mr. Harrell stated that Ms. Alesia Cain will be leaving HRT and presented her with an appreciation plaque.

Ms. Cain shared her appreciation to the agency and Board.

COMMITTEE REPORTS

Audit and Budget Review Committee

Chairman Gray stated that the Audit and Budget Committee met prior to the Commission meeting and that there was discussion regarding reserve accounts.

Mr. Conner Burns stated that staff was tasked with creating language on what to do with reserve funding.

Mr. Burns shared the new language regarding the new verbiage:

With Board approval, the CEO, in consultation with the CFO will utilize/allocate any surplus funds for immediate, critical, or essential operational needs or cash capital match for grants that may include technology, facilities, or operations. These funds will be placed in the Advance Capital Contribution account and considered as reserves. A motion to approve the new language was made by Commissioner Rowe and properly seconded by Commissioner Parnell. A roll call vote resulted as follows:

Ayes: Commissioners Hunter, Gray, Hamel, Sorey, Pittard, Kanoyton, Woodbury, Cipriano, Inman, Parnell, Rowe, Ross-Hammond and Reel.

Nays: None

Abstain: None

Mr. Conner Burns presented the August Financial Report as enclosed in the meeting package to the Board.

It was stated that the next Audit and Budget Meeting will be on December 12th.

Management Finance Advisory Committee (MFAC)

Alt. Commissioner Cipriano stated that the MFAC met on September 23rd in Hampton.

Ms. Cipriano stated that the past 2 months, HRT has been lagging behind in projected ridership.

Ms. Cipriano spoke on the necessity of increasing ridership and how the localities could create partnerships with HRT to share ways to increase the ridership.

Ms. Cipriano stated that there was discussion regarding possible free fare days, financials, and how to enhance projections.

It was also stated that MFAC discussed how to align calendars better to accommodate budget times for the 6 cities and it was noted that 2021 will be a transition year.

Ms. Cipriano stated that the fleet status in the current Capital Improvement Plan (CIP) was also discussed and a report will be produced in the near future.

Ms. Cipriano stated that the committee had a discussion regarding the ridership report and missed trip report and that a discussion regarding electric scooters will be held next month.

Capital needs of HRT and how cash flow needs can be addressed were also discussed.

Operations and Oversight Committee

Commissioner Rowe stated that the Operations and Oversight Committee met on September 12th in Hampton.

Commissioner Rowe requested that Ms. Sonya Luther present contracts for approval.

Purchase Order No: 81583 Light Rail Overhead Catenary System was recommended for Commission approval to award of a of a purchase order to AFL Global to provide materials for the upgrade of the overhead catenary system on The Tide Light Rail alignment in the total amount of \$164,436.52.

Contract No: 19-00006R: Medical Surveillance Program Management Services was recommended for Commission approval to award of a of a contract to Taylor Made Diagnostics, Inc. to provide medical surveillance program management services in the not-to-exceed amount of \$511,025.00 over five (5) years.

Contract No: 19-00018: Towing and Flat Tire Replacement Services was recommended for Commission approval to award a renewal contract to Finks, Inc. for the provision of towing and flat tire replacement services in the not-to-exceed amount of \$358,950.00 over a five-year period.

A motion to approve Purchase Order 81583, Light Rail Overhead Catenary System, Contract 19-00006R, Medical Surveillance Program Management Services and Contract 19-00018, Towing and Flat Tire Replacement Services was made by Operations and Oversight Committee and properly seconded by Commissioner Parnell. A roll call vote resulted as follows:

Ayes: Commissioners Gray, Hamel, Sorey, Kanoyton, Woodbury, Cipriano, Inman, Parnell, Rowe, Ross-Hammond and Reel.

Nays: None

Abstain: Hunter and Pittard

Contract No: 19-00030: Fence and Railing Maintenance Repair Services was recommended for Commission approval to award a contract to Hercules Fence Company, Inc. to perform a variety of general fence and railing maintenance and repair work in the not-to-exceed amount of \$695,500 over a three-year period.

Contract No: 18-78382R: Healthcare Reporting Services was recommended for Commission approval to award a contract to ADP, LLC to provide healthcare reporting services in the not-to-exceed amount of \$157,100 over a five-year period. Woodbury objected to this contract.

Purchase Order No: 81512 Light Rail Vehicle Guiding Rods and Overhauled Traction Link Assembly Kits was recommended for Commission approval to award a purchase order to Siemens Industry, Inc. to provide guiding rods and overhauled traction link assembly kits for the State of Good Repair maintenance of HRT's LRVs in the total amount of \$183,456.

Contract No: 19-00023 Provision of Bulk Fluids was recommended for Commission approval to award a contract to PAPCO, Inc. for the provision of bulk fluids in the not-to-exceed amount of \$1,180,138.60 over a five-year period.

Contract No: 19-00043 Purchase of Six (6) 40' Electric Buses was recommended for Commission approval to award a contract to Proterra, Inc. to procure six (6) 40' electric buses in the total amount of \$5,753,736.00.

A motion to approve Contract 19-00030, Fence and Railing Maintenance Repair Services, Contract 18-78381R, Healthcare Reporting Services, Purchase Order 81512, Light Rail Vehicle Guiding Rods, Contract 19-00023, Provision of Bulk Fluids and Contract 19-00043, Purchase of Six (6) 40' Electric Buses was made by the Operations and Oversight Committee and properly seconded by Commissioner Gray. A roll call vote resulted as follows:

Ayes: Commissioners Hunter, Gray, Hamel, Sorey, Kanoyton, Woodbury, Cipriano, Inman, Parnell, Pittard, Rowe, Ross-Hammond and Reel.

Nays: None

Abstain: None

Planning and New Starts Development Committee

Commissioner Ross-Hammond stated that the Committee met prior to the Commission meeting.

Commissioner Ross-Hammond stated that several items were brought before the committee to include a Transit Study to Naval Station Norfolk and Chesapeake and potential ferry dock updates.

External Legislative Advisory Committee (ELAC)

Commissioner Kanoyton stated that the Committee met this week.

Commissioner Kanoyton stated that the committee is working with the census. It was noted that a bus will be wrapped and will have interior rack cards regarding the census. Commissioner Kanoyton stated that it would be beneficial if the cities would help promote the census. Additionally, it was noted that a live televised town hall meeting will be held and WHRO will be televising the event on Nov. 14.

Commissioner Kanoyton stated that in the packet are draft legislative priorities and there are 30 days to review and offer comments.

The Governor's Transportation Conference is being held November 19-22, that will take place in Northern Virginia. There will also be a lobbying effort in Washington DC in November that will coincide with this.

Smart Cities & Innovation Committee

The Smart Cities & Innovation Committee will be meeting following the Commission meeting.

Paratransit Advisory Sub-Committee (PAC)

Ms. Taylor provided updates on public comments that were made during the meeting.

Commissioner McClellan arrived at 2:04PM replacing Alternate Commissioner Inman.

Ms. Taylor provided information on sub-committee findings and issues that are being addressed by the committee.

Ms. Taylor shared the roles and responsibilities of the committee to the Board.

Ms. Taylor shared some of her issues with riding paratransit service and standards that should be addressed.

Commissioner Parnell requested that HRT report back to the board on the issues that were identified by Ms. Taylor.

Policy issues regarding same day trips were also shared.

There was an update on upcoming events that the PAC will be involved in and dates will be shared with the Board.

Transit Ridership Advisory Committee (TRAC)

Ms. Denise Johnson gave a report on the September meeting.

Ms. Johnson stated that service planning provided an update to the committee and hurricane preparations were also shared.

Ms. Johnson stated that complaints and concerns were addressed.

Old and New Business

Resolution 02-2019, Title VI Equity Analyses for Proposed Major Services Changes-October 2019 was presented by Jamie Jackson.

Resolution was read in its entirety by Mr. David Burton.

A motion to adopt Resolution 02-2019, Title VI Equity Analyses for Proposed Major Services Changes-October 2019 was made by the Commissioner Rowe and properly seconded by Commissioner Woodbury. A roll call vote resulted as follows:

Ayes: Commissioners Hunter, Gray, Sorey, Hamel, Kanoyton, Woodbury, Cipriano, McClellan, Parnell, Pittard, Rowe, Ross-Hammond and Reel.

Nays: None

Abstain: None

Comments by Commissioners

Commissioner Kanoyton stated that the date for lobbying in Washington DC is November 18th and part of 19th.

Commissioner McClellan stated that she wants to make sure service is being addressed for storm service and Commissioner Woodbury seconded that request. Dr. Smith will be pulling a response together.

Commissioner Woodbury thanked staff for attending a meeting with Virginia Organizing.

It was stated that HRT is not the only agency with operator shortages; schools are having the same issue.

Commissioner Rowe stated that an update was given on Student Freedom Pass.

A cost for census bus wraps was requested by Commissioner Gray as there may be interest in doing additional buses.

Closed Session

The Board convened into closed session for consultation with legal counsel regarding specific legal matters requiring the provision of legal advice and briefings by staff members or consultants as provided by paragraph 7 of Virginia Code Section 2.2-3711(A).

Commissioner Ross Hammond left at 3:15 prior to the closed session.

Adjournment

The meeting adjourned at 3:20 p.m.

TRANSPORTATION DISTRICT COMMISSION OF HAMPTON ROADS

ATTEST:

Brad Hunter
Chair

Luis Ramos
Commission Secretary
October 24, 2019



TDCHR Board Meeting

September 26, 2019



Current bus services provide significant value to the region.

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

MORE THAN 60% OF TRIPS ARE TAKEN BY PEOPLE GOING TO AND FROM WORK OR SCHOOL.



 HAMPTON ROADS TRANSIT



Bus transit will continue playing a key role in regional mobility.



**Delivering access
throughout the region**



**Providing
affordable
transportation**



**Reducing
congestion**



**Providing a
mobility option**



**Using roadway
space efficiently**



**Reducing
emissions**

Current Approach to HRT Bus System



- Independent annual service plans funded mostly by Local General Funds (45%)
- No Regional Standards to support consistency across City boundaries



Creating a Better Regional Bus System





BETTER RELIABILITY



FASTER COMMUTES



NEW CONNECTIONS



Valuable Input

- Customers & Employees
- City Managers and staff
- Private & Non-profit sector stakeholders
- Public-at-Large
- HRTPO, HRTAC staff
- HRT Board



Regional Survey – Top 6 Priorities



More reliable service



**More frequent service
during rush hours**



**Real-time bus
arrival information**



Safety and security



Mobile ticketing



**More sheltered stops
in my city**

Important Step: New Regional Standards



Service Times will start and end the same



Span of Service



Frequency of Service



New Classifications



Regional Backbone Routes

15 minute service routes



Local Priority Routes

30 minute service routes



Coverage Routes

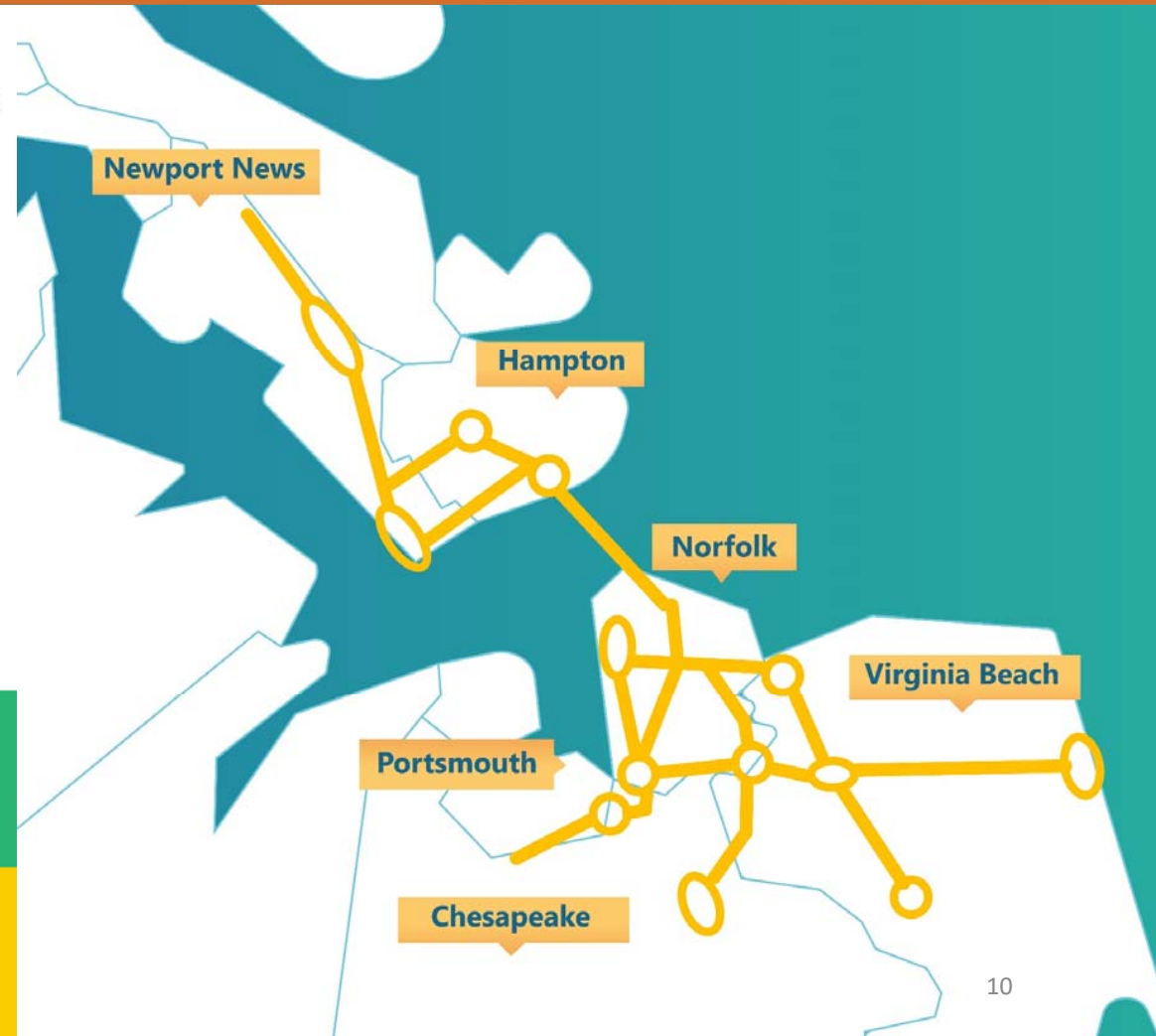
60 minute service routes



Limited or Express Routes



On-Demand Service



The Bottom Line

- **Apply consistent service standards regionally**
- **Improve Overall Efficiency**
 - Trim low-performing routes
 - Operate fewer routes
 - Make routes more direct
- **Re-Allocate savings to provide new service**
 - Regional Backbone on high-yield corridors to better serve everyone
 - Big increases in population and jobs with access to 15-min service
 - Introduce on-demand zones in low-yield areas

OCTOBER

- DRAFT FY2021 Transportation Service Plan letters to city managers.
- Operations & Oversight Committee – review recommended Paratransit contract
- Board Work Session and Monthly Meeting –
 - Review details of Cost-Neutral Transit Strategic Plan services, including costs, cost allocation options, ridership modeling.
 - Consider Paratransit Service contract award
- Regional Advisory Panel Meeting
- Joint City Managers / Technical Work Group Meeting

NOVEMBER

- Review Transit Strategic Plan and Draft FY21-26 Capital Improvement Plan (CIP)

DECEMBER

- Board considers Transit Strategic Plan and six-year CIP adoption.



THANK YOU!





TDCHR Board Meeting

September 26, 2019



President's Report

October 2019

REFLECTING ON THE PAST – RE-VISIONING OUR FUTURE

October 1, 2019 marked the 20th anniversary of Hampton Roads Transit.

The voluntary merger of Peninsula Transit and Tidewater Regional Transit was a national first that allowed the two smaller providers to build a larger, more financially resourceful agency to serve the growing Southeastern Virginia.

In HRT's October edition of The Link, you'll see just how much progress we've made. It's quite impressive.

As we celebrate HRT's platinum anniversary, in tandem with activities of the Transit Transformation Project, what better time is there to revisit our organizational vision, mission, and values. We want to ensure that these core statements reflect who we are and where we're headed moving forward.

HRT will have a new Transit Strategic Plan later this year. Additionally, the agency's overall Goals and Objectives are incorporated in the Transit Strategic Plan.

Please review them here:

Mission

To connect Hampton Roads with transportation solutions that are reliable, safe, efficient, and sustainable.

Vision

A progressive mobility agency that promotes prosperity across Hampton Roads through collaboration and teamwork.

Values

Safety

We strive for safety excellence across all areas of our business.

Customer Service

We're committed to professional, courteous and dependable service.

Workforce Success

We're committed to effective hiring, training, and ongoing success of every team member.

Fiscal Responsibility

We're dedicated to diligent stewardship that is accountable, transparent, and delivers the most value for our customers and funding partners.

Goals & Objectives

Provide a high-quality service that is easy to use and enhances people's lives.

- Provide reliable and desirable service, amenities, and information.
- Serve people where and when they need to travel.
- Offer a safe and secure transportation service for all customers.
- Achieve and maintain a high rate of customer satisfaction.

Foster regional quality of life and economic vitality.

- Contribute to congestion mitigation and improved mobility.
- Maximize access for residents, employees, and visitors to and between regional activity centers, job centers, and workforce development opportunities.
- Contribute to regional air quality and pollution reduction goals.
- Build community trust as a valuable partner in a thriving region.



President's Report

October 2019

Ensure financial stewardship and cost-effective operations.

- Provide cost-efficient transit service that leverages all available resources to offer the best value for the investment.
- Perform asset management that achieves and maintains a state of good repair and sustainability and maximizes investment impacts.
- Effectively align and manage resources and processes to maximize workplace productivity and achieve agency goals.
- Demonstrate safe and sustainable business practices to ensure long-term viability.

Build a culture for innovation and workforce success to ensure HRT remains relevant to the dynamic needs of the region.

- Continue to change and innovate collaboratively with our partners and stakeholders to improve service to customers.
- Support an empowered workforce to strengthen core competencies and generate efficiencies and innovation within Hampton Roads Transit.
- Be an employer of choice within the region and in the industry.
- Inspire and invest in our workforce and develop future leaders.

Please reflect on these statements, which communicate our intentions as an agency. They will guide our organizational culture and day-to-day business activities as we build on successes of HRT's past and continue the mission of connecting Hampton Roads with transportation solutions that are reliable, safe, efficient, and sustainable.

Sincerely,

A handwritten signature in black ink, appearing to read "W. Harrell", with a large, sweeping flourish extending to the right.

William E. Harrell

President and CEO

Hampton Roads Transit

FACEBOOK STATS


September 1 – September 30, 2018


HRT's Facebook @hrtfan
 Total fans: 12,676
 Total posts: 15
 Impressions: 112,698
 Engagements: 10,173
 Clicks: 153
 People engaged: 59% female, 41% male
 Women between 25-34 most active users

September 1 – September 30, 2019

HRT's Facebook @hrtfan
 Total fans: 12,878
 Total posts: 20
 Impressions: 157,035
 Engagements: 3,115
 Clicks: 850
 People engaged: 59% female, 41% male
 Women between 35-44 most active users

FACEBOOK TOP POSTS






Hampton Road...

Thu 9/5/2019 12:41 pm PDT

Hampton Roads Transit will suspend bus, ferry, light rail, and paratransit services all day Friday



Total Engagements

552

Reactions

72

Comments


37


Shares

77

Message Clicks

366





Hampton Road...

Fri 9/27/2019 12:55 pm PDT

HRT announces project to...

The newly-launched Naval Station Norfolk Transit Corridor Project w

Total Engagements

150

Reactions

42

Comments


22


Shares

6

Message Clicks

80





Hampton Road...

Tue 9/10/2019 2:25 pm PDT

Public Meeting for October...

Mark your calendars for next Wednesday, September 18 from 4

Total Engagements

126

Reactions

13

Comments

9

Shares

7

Message Clicks

97

TWITTER STATS






September 1 - September 30, 2018

HRT's Twitter @gohrt_com
 Total followers: 6,389
 Tweets sent: 48
 Retweets: 129
 Mentions received: 95
 Impressions: 78,744
 Engagements: 686
 Clicks: 107
 People engaged: 54% male, 46% female
 Men between 35-44 most active users

September 1 – September 30, 2019

HRT's Twitter @gohrt_com
 Total followers: 6,869
 Tweets sent: 82
 Retweets: 102
 Mentions received: 184
 Impressions: 112,083
 Engagements: 1,039
 Clicks: 81
 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 Service Update: Hurricane Dorian. For the latest information on HRT, please visit: https://t.co/F1SToGWaEt or call 757-222-6100 @NorfolkVA @CityofVaBeach @AboutChesapeake @cityofPortsVA @cityofhampton @CityofNN @virginianpilot @KatieCollettTV @LexGrayWAVY @Marielena_TV https://t.co/yzop8lva0z (Tweet) September 5, 2019 6:01 am</p>	120,264	14	0	14
 <p>gohrt_com HRT will suspend bus, ferry, light rail, & paratransit Friday due to #HurricaneDorian. Bus, light rail, and paratransit will continue operating all day today. Though we realize this is an inconvenience for our community, the safety of our operators & customers is our top priority https://t.co/ONijEYMsgy (Tweet) September 5, 2019 3:56 pm</p>	191,952	13	0	11
 <p>gohrt_com Regular transit service resumes on Saturday. Thank you all for your patience. Hope everyone fared the storm OK. Please expect some detours and minor delays tomorrow due to residual flooding and debris. #HurricaneDorian2019 https://t.co/GPhbzqTOAP https://t.co/gxDKjedGUU (Tweet) September 6, 2019 3:19 pm</p>	254,578	12	0	12
 <p>gohrt_com Ferry service will cease operations at 4 p.m. today in accordance with U.S. Coast Guard guidance. There will be a bus bridge from 4-6 p.m. transporting passengers between Norfolk and Portsmouth. It will pick up in front of Waterside District and both Portsmouth ferry docks. https://t.co/FXPtCAJ6d4 (Tweet) September 5, 2019 3:52 pm</p>	27,954	9	0	7
 <p>gohrt_com Due to the @NeptuneFestival events on Atlantic Avenue, Sat, Sept 28th, 6:30AM-1:00PM, Route 35 will detour. Routes 30 and 31, during this time, will not begin service on Sat until 2:00PM. For more info, visit: https://t.co/UHXioj0yT4 @VisitVaBch @CityofVaBeach @WAVY_News https://t.co/pbOJrt1xZG (Tweet) September 27, 2019 10:52 am</p>	229,449	6	0	6

GOHRT.COM - September 2018

OVERVIEW

Sessions	82,260
Users	136,059
Pageviews	195,532

DEVICE USAGE:

mobile	74.71%
desktop	21.69%
tablet	3.60%

TRAFFIC SOURCE PER SESSION

Organic Search	68.51%
Direct	21.44%
Referral	8.60%
Email	0.56%
(Other)	0.70%
Social	0.18%

PAGEVIEWS BY PAGE (TOP 10)

/index.html	21.81%
/route/norfolk/index.html	7.01%
/route/index.html	6.92%
/route/virginia-beach/index.html	4.70%
/fares/index.html	4.42%
/route/newport-news/index.html	3.67%
/customer-alerts/index.html	2.62%
/services/the-tide/index.html	2.60%
/services/vb-wave/index.html	2.37%
/services/paratransit/index.html	2.12%

GOHRT.COM - September 2019

OVERVIEW

Sessions	162,620
Users	232,470
Pageviews	388,438

DEVICE USAGE:

mobile	86.98%
desktop	11.01%
tablet	2.01%

TRAFFIC SOURCE PER SESSION

Organic Search	77.35%
Direct	17.03%
Referral	3.21%
Email	0.58%
(Other)	1.46%
Social	0.10%
Display	0.26%

PAGEVIEWS BY PAGE (TOP 10)

/index.html	11.604%
/routes/norfolk/index.html	6.304%
/route/20/index.html	4.551%
/routes/newport-news/index.html	3.807%
/routes/virginia-beach/index.html	3.448%
/routes/index.html	3.331%
/route/1/index.html	2.935%
/route/3/index.html	2.761%
/route/15/index.html	2.381%
/routes/light-rail/index.html	2.117%

Ridership

Number of passenger boardings (i.e. unlinked trips). Each time a passenger gets on a bus counts as one boarding. Note: This is different from a passenger journey or linked trip, which can be defined as a passenger boarding one or more buses in order to complete a journey or trip from initial origin to final destination.

		Total	Transit Bus	Light Rail	Ferry	Paratransit
2019	September	1,020,779	850,992	113,730	25,409	30,648
2018	September	991,483	839,531	103,467	22,198	26,287

Mean Distance Between Service Interruptions

Mean Distance Between Service Interruptions is the average distance (in miles) that transit vehicles have traveled before being removed from service to address reported issues. A higher number is better, which indicates vehicles are more available to provide consistent, safe, and reliable service. HRT's current target is 3,500 miles.

2019	Sept	3,681
2018	Oct	3,039

Complaints per 100,000 Passenger Trips

Customer feedback is incredibly important. Every complaint is assigned a case number and investigated. When appropriate, corrective actions are taken in support of HRT's continuous focus on improving services. This metric is the number of customer complaints received for every 100,000 passenger trips.

2019	<div></div>	41
2018	<div></div>	41

Operating Costs Covered by Farebox Revenue

This metric is the percentage of operating expenses paid for by farebox revenues. HRT sells a variety of fare cards and also accepts cash fares on the bus. This measure is sometimes referred to as Farebox Recovery Ratio. Agencies like HRT typically recover between 15 and 22 percent of operating costs through farebox revenue. HRT's goal for the current fiscal year (ending June 30, 2019) is 16.2 percent.

		Actual	Target
2019	Sept	0.16	0.16
2018	Oct	0.18	0.18

Average Cost per Customer Trip

Average Cost per Customer Trip is the cost to provide transit service per customer trip. When more trips occur, the average cost goes down. Each year, more customer trips typically occur during summer months and over the course of year when service is not interrupted by inclement weather. HRT's target for this metric in the current fiscal year (ending June 30, 2019) is \$6.28.



Preventable Accidents per 100,000 Miles

This metric is the number of accidents per 100,000 miles deemed preventable by the Agency's Accident Investigation Committee involving revenue buses.



On-Time Performance (Bus)

HRT's goal is to arrive on-time for every scheduled trip, while providing over 35,000 miles of service every weekday. HRT's fleet of more than 270 buses provides over three-quarters of a million hours of service annually. HRT follows industry standards when tracking on-time performance (OTP). A bus is rated on-time when it arrives within 5 minutes at the scheduled time point. It is rated late if it arrives beyond 5 minutes, and early if it leaves prior to the scheduled time

		Ontime	Early	Late	Missing
2019	Sept	75%	6%	16%	5%
2018	Sept	78%	4%	14%	3%

On Time: Bus departs 0 minute early from a time point, or bus arrives 5 minutes late to a time point

Early: Bus departs 0 minute early from a time point

Late: Bus arrives 5 minutes late to a time point

Missing: System fails to record a time point for any reason



Draft Financial Statement

SEPTEMBER 2019 FISCAL YEAR 2020 FINANCIAL REPORT

gohrt.com

OPERATING FINANCIAL STATEMENTS

SEPTEMBER 2019

FISCAL YEAR 2020 Dollars in Thousands	Annual		Month to Date			Year to Date			
	Budget	Budget	Actual	Variance		Budget	Actual	Variance	
Operating Revenue									
Passenger Revenue	\$ 14,312.0	\$ 1,260.9	\$ 1,101.5	\$ (159.5)	(12.6) %	\$ 3,988.8	\$ 3,854.5	\$ (134.3)	(3.4) %
Advertising Revenue	1,075.0	89.6	34.2	(55.4)	(61.8) %	268.7	126.2	(142.6)	(53.1) %
Other Transportation Revenue	2,088.6	174.0	192.0	17.9	10.3 %	522.1	572.8	50.7	9.7 %
Non-Transportation Revenue	60.0	5.0	22.8	17.8	356.7 %	15.0	68.2	53.2	354.4 %
Total Operating Revenue	17,535.5	1,529.6	1,350.4	(179.1)	(11.7) %	4,794.7	4,621.7	(173.1)	(3.6) %
Non-Operating Revenue									
Federal Funding ⁽¹⁾	18,316.9	1,439.3	1,335.2	(104.1)	(7.2) %	4,384.8	3,945.3	(439.5)	(10.0) %
State Funding	19,969.8	1,664.2	1,655.4	(8.8)	(0.5) %	4,992.5	4,966.1	(26.3)	(0.5) %
Local Funding	44,696.1	3,724.7	3,724.7	(0.0)	(0.0) %	11,174.0	11,174.0	(0.0)	(0.0) %
Total Non-Operating Revenue	82,982.8	6,828.1	6,715.2	(112.9)	(1.7) %	20,551.3	20,085.4	(465.9)	(2.3) %
TOTAL REVENUE	\$ 100,518.4	\$ 8,357.7	\$ 8,065.6	\$ (292.0)		\$ 25,346.0	\$ 24,707.1	\$ (638.9)	
Personnel Services	\$ 63,859.1	\$ 5,298.7	\$ 5,132.7	\$ 166.0	3.1 %	\$ 16,157.7	\$ 15,445.2	\$ 712.5	4.4 %
Contract Services	\$ 9,233.0	776.4	517.0	259.3	33.4 %	2,150.4	1,392.1	758.3	35.3 %
Materials & Supplies	\$ 10,570.7	893.3	784.3	109.0	12.2 %	2,674.1	2,769.6	(95.5)	(3.6) %
Utilities	\$ 1,249.4	98.2	96.9	1.3	1.3 %	282.0	256.5	25.5	9.0 %
Casualties & Liabilities	\$ 4,024.0	335.3	340.4	(5.1)	(1.5) %	1,006.0	1,023.7	(17.7)	(1.8) %
Purchased Transportation	\$ 9,836.8	819.7	754.8	65.0	7.9 %	2,459.2	2,257.0	202.2	8.2 %
Other Miscellaneous Expenses	\$ 1,745.5	136.0	203.8	(67.8)	(49.8) %	616.7	568.4	48.2	7.8 %
TOTAL EXPENSE	\$ 100,518.4	\$ 8,357.7	\$ 7,829.9	\$ 527.7		\$ 25,346.0	\$ 23,712.6	\$ 1,633.4	
SURPLUS (DEFICIT)			235.7				994.4		

1. Year to date federal 5307 funding reduced by \$100,000 and 5337 by \$200,000.

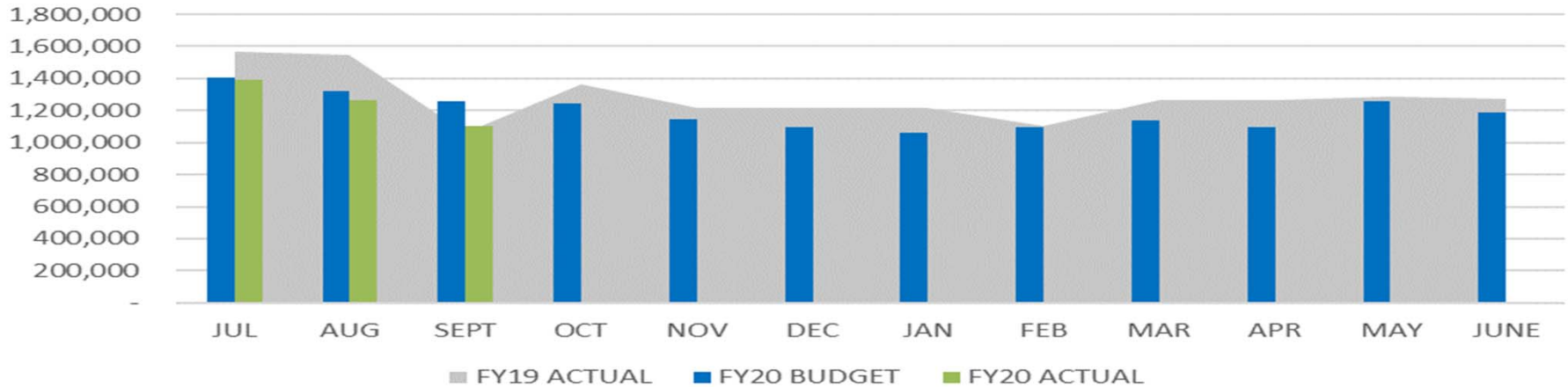


HAMPTON ROADS TRANSIT

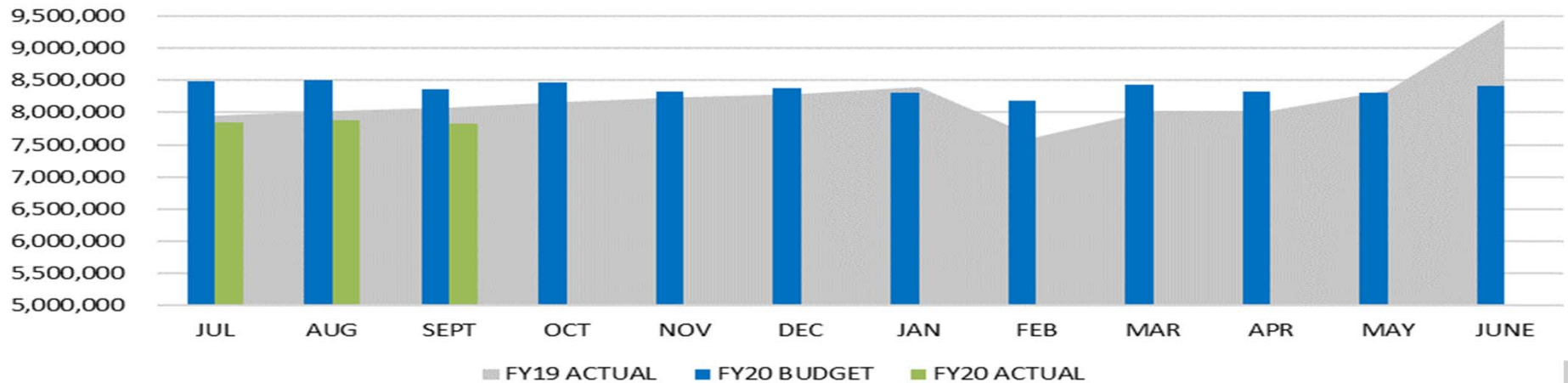
Draft Financial Statement

OPERATING FINANCIAL STATEMENTS SEPTEMBER 2019

Farebox Revenue



Total Expenses



LOCALITY CROSSWALK

SEPTEMBER 2019

YTD SEPTEMBER 30, 2019					
	Budget	Locality	Non-Locality	Consolidated	Variance + / (-)
REVENUE					
Passenger Revenue	\$ 3,988,814	\$ 3,602,939	\$ 251,546	\$ 3,854,485	\$ (134,329)
Advertising Revenue	\$ 268,749	\$ 119,180	\$ 6,981	\$ 126,161	\$ (142,588)
Other Transportation Revenue	\$ 522,147	\$ -	\$ 572,848	\$ 572,848	\$ 50,701
Non-Transportation Revenue	\$ 15,000	\$ 17,417	\$ 50,740	\$ 68,157	\$ 53,157
Federal Funding (PM 5307 & 5337)	\$ 3,997,216	\$ 3,334,592	\$ 362,624	\$ 3,697,216	\$ (300,000)
Project Salary Reimbursement	\$ 387,594	\$ 234,329	\$ 13,727	\$ 248,056	\$ (139,538)
State Funding	\$ 4,992,459	\$ 4,618,491	\$ 347,628	\$ 4,966,119	\$ (26,340)
Local Funding	\$ 11,174,028	\$ 11,174,026	\$ (0)	\$ 11,174,026	\$ (2)
TOTAL REVENUE:	\$ 25,346,007	\$ 23,100,974	\$ 1,606,095	\$ 24,707,069	\$ (638,938)
EXPENSE					
Personnel Services	\$ 16,157,736	\$ 14,532,614	\$ 912,624	\$ 15,445,238	\$ 712,498
Services	\$ 2,150,354	\$ 1,309,809	\$ 82,254	\$ 1,392,063	\$ 758,291
Materials & Supplies	\$ 2,674,119	\$ 2,605,979	\$ 163,651	\$ 2,769,630	\$ (95,511)
Utilities	\$ 281,962	\$ 241,352	\$ 15,157	\$ 256,509	\$ 25,453
Casualties & Liabilities	\$ 1,005,992	\$ 963,223	\$ 60,489	\$ 1,023,712	\$ (17,720)
Purchased Transportation	\$ 2,459,193	\$ 2,123,662	\$ 133,362	\$ 2,257,024	\$ 202,169
Other Miscellaneous Expenses	\$ 616,651	\$ 534,862	\$ 33,588	\$ 568,450	\$ 48,201
TOTAL EXPENSES:	\$ 25,346,007	\$ 22,311,501	\$ 1,401,124	\$ 23,712,625	\$ 1,633,382
BUDGET STATUS TO DATE:		\$ 789,473	\$ 204,971	\$ 994,444	\$ 994,444



HAMPTON ROADS TRANSIT

Draft Financial Statement

LOCALITY RECONCILIATION

SEPTEMBER 2019

FISCAL YEAR 2020 (Dollars in Thousands)	Total Local			
	Annual	YTD SEPTEMBER 2019		
	Budget	Budget	Actual	Variance
Locality Operating Share	\$ 44,696.1	\$ 11,174.1	\$ 11,174.1	\$ -
Plus: Local Farebox	\$ 13,431.7	\$ 3,743.5	\$ 3,602.9	\$ (140.6)
Locality Share - Sub-Total	\$ 58,127.8	\$ 14,917.6	\$ 14,777.0	\$ (140.6)
Plus: Federal Aid	\$ 14,948.4	\$ 3,548.9	\$ 3,334.6	\$ (214.3)
State Aid	\$ 18,777.0	\$ 4,694.5	\$ 4,618.5	\$ (76.0)
Total Revenue Contribution	\$ 91,853.2	\$ 23,161.0	\$ 22,730.1	\$ (430.9)
Operating Expenses	\$ 91,853.2	\$ 23,161.0	\$ 21,940.6	\$ (1,220.4)
Budget Status to Date:	\$ 789.5			

KPI's

Farebox Recovery	16.2%	16.4%
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Draft Financial Statement

HAMPTON ROADS TRANSIT

LOCALITY RECONCILIATION-*Newport News*

SEPT. 2019

FISCAL YEAR 2020 (Dollars in Thousands)	Newport News			
	Annual Budget	YTD SEPTEMBER 2019		
		Budget	Actual	Variance
Locality Operating Share	\$ 7,373.8	\$ 1,843.5	\$ 1,843.5	\$ -
Plus: Local Farebox	\$ 2,244.9	\$ 625.7	\$ 599.7	\$ (26.0)
Locality Share - Sub-Total	\$ 9,618.7	\$ 2,469.2	\$ 2,443.2	\$ (26.0)
Plus: Federal Aid	\$ 2,709.0	\$ 646.0	\$ 606.1	\$ (39.9)
State Aid	\$ 3,168.2	\$ 792.1	\$ 762.5	\$ (29.6)
Total Revenue Contribution	\$ 15,495.9	\$ 3,907.3	\$ 3,811.8	\$ (95.5)
Operating Expenses	\$ 15,495.9	\$ 3,907.3	\$ 3,623.0	\$ (284.3)
Budget Status to Date:	\$ 188.8			

KPI's

Farebox Recovery	16.0%	16.6%
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Draft Financial Statement

HAMPTON ROADS TRANSIT

LOCALITY RECONCILIATION-*Chesapeake*

SEPT. 2019

FISCAL YEAR 2020 (Dollars in Thousands)	Chesapeake			
	Annual Budget	YTD SEPTEMBER 2019		
		Budget	Actual	Variance
Locality Operating Share	\$ 2,691.4	\$ 672.9	\$ 672.9	\$ -
Plus: Local Farebox	\$ 723.5	\$ 201.6	\$ 172.5	\$ (29.1)
Locality Share - Sub-Total	\$ 3,414.9	\$ 874.5	\$ 845.4	\$ (29.1)
Plus: Federal Aid	\$ 913.5	\$ 219.2	\$ 198.5	\$ (20.7)
State Aid	\$ 1,079.8	\$ 270.0	\$ 247.6	\$ (22.4)
Total Revenue Contribution	\$ 5,408.2	\$ 1,363.7	\$ 1,291.5	\$ (72.2)
Operating Expenses	\$ 5,408.2	\$ 1,363.7	\$ 1,205.2	\$ (158.5)
Budget Status to Date:	\$ 86.3			

KPI's

Farebox Recovery	14.8%	14.3%
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HAMPTON ROADS TRANSIT

Draft Financial Statement

LOCALITY RECONCILIATION-*Hampton*

SEPT. 2019

FISCAL YEAR 2020 (Dollars in Thousands)	Hampton			
	Annual Budget	YTD SEPTEMBER 2019		
		Budget	Actual	Variance
Locality Operating Share	\$ 4,657.6	\$ 1,164.4	\$ 1,164.4	\$ -
Plus: Local Farebox	\$ 1,255.4	\$ 349.9	\$ 335.6	\$ (14.3)
Locality Share - Sub-Total	\$ 5,913.0	\$ 1,514.3	\$ 1,500.0	\$ (14.3)
Plus: Federal Aid	\$ 1,628.0	\$ 391.3	\$ 381.5	\$ (9.8)
State Aid	\$ 1,918.6	\$ 479.7	\$ 475.9	\$ (3.8)
Total Revenue Contribution	\$ 9,459.6	\$ 2,385.3	\$ 2,357.4	\$ (27.9)
Operating Expenses	\$ 9,459.6	\$ 2,385.3	\$ 2,277.2	\$ (108.1)
Budget Status to Date:	\$ 80.2			

KPI's

Farebox Recovery	14.7%	14.7%
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HAMPTON ROADS TRANSIT

Draft Financial Statement

LOCALITY RECONCILIATION-Norfolk

SEPT. 2019

FISCAL YEAR 2020 (Dollars in Thousands)	Norfolk			
	Annual Budget	YTD SEPTEMBER 2019		
		Budget	Actual	Variance
Locality Operating Share	\$ 19,386.5	\$ 4,846.6	\$ 4,846.6	\$ -
Plus: Local Farebox	\$ 6,343.1	\$ 1,767.9	\$ 1,624.4	\$ (143.5)
Locality Share - Sub-Total	\$ 25,729.6	\$ 6,614.5	\$ 6,471.0	\$ (143.5)
Plus: Federal Aid	\$ 5,768.9	\$ 1,345.5	\$ 1,161.2	\$ (184.3)
State Aid	\$ 8,173.2	\$ 2,043.3	\$ 1,922.5	\$ (120.8)
Total Revenue Contribution	\$ 39,671.7	\$ 10,003.3	\$ 9,554.7	\$ (448.6)
Operating Expenses	\$ 39,671.7	\$ 10,003.3	\$ 9,068.8	\$ (934.5)
Budget Status to Date:	\$ 485.9			

KPI's

Farebox Recovery	17.7%	17.9%
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HAMPTON ROADS TRANSIT

Draft Financial Statement

LOCALITY RECONCILIATION-*Portsmouth*

SEPT. 2019

FISCAL YEAR 2020 (Dollars in Thousands)	Portsmouth			
	Annual Budget	YTD SEPTEMBER 2019		
		Budget	Actual	Variance
Locality Operating Share	\$ 2,837.3	\$ 709.3	\$ 709.3	\$ -
Plus: Local Farebox	\$ 850.4	\$ 237.0	\$ 231.6	\$ (5.4)
Locality Share - Sub-Total	\$ 3,687.7	\$ 946.3	\$ 940.9	\$ (5.4)
Plus: Federal Aid	\$ 1,204.6	\$ 289.9	\$ 263.2	\$ (26.7)
State Aid	\$ 1,227.0	\$ 306.8	\$ 300.5	\$ (6.3)
Total Revenue Contribution	\$ 6,119.3	\$ 1,543.0	\$ 1,504.6	\$ (38.4)
Operating Expenses	\$ 6,119.3	\$ 1,543.0	\$ 1,453.9	\$ (89.1)
Budget Status to Date:	\$ 50.7			

KPI's

Farebox Recovery	15.4%	15.9%
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HAMPTON ROADS TRANSIT

Draft Financial Statement

LOCALITY RECONCILIATION-*Virginia Beach*

SEPT. 2019

FISCAL YEAR 2020 (Dollars in Thousands)	Virginia Beach			
	Annual Budget	YTD SEPTEMBER 2019		
		Budget	Actual	Variance
Locality Operating Share	\$ 7,749.5	\$ 1,937.4	\$ 1,937.4	\$ -
Plus: Local Farebox	\$ 2,014.4	\$ 561.4	\$ 639.1	\$ 77.7
Locality Share - Sub-Total	\$ 9,763.9	\$ 2,498.8	\$ 2,576.5	\$ 77.7
Plus: Federal Aid	\$ 2,724.4	\$ 657.0	\$ 724.1	\$ 67.1
State Aid	\$ 3,210.2	\$ 802.6	\$ 909.5	\$ 106.9
Total Revenue Contribution	\$ 15,698.5	\$ 3,958.4	\$ 4,210.1	\$ 251.7
Operating Expenses	\$ 15,698.5	\$ 3,958.4	\$ 4,312.5	\$ 354.1
Budget Status to Date:	\$ (102.4)			

KPI's

Farebox Recovery	14.2%	14.8%
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HAMPTON ROADS TRANSIT

Draft Financial Statement

Contract No:	19-00019	Title:	Bus Repower Services	Total Price:	\$1,521,915
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Acquisition Description: Enter into a contract with a qualified firm to repower fourteen (14) existing Hampton Roads Transit (HRT) buses for restoration to revenue service by September 30, 2020.

Background: HRT has a requirement for reliably maintaining a minimum operating bus fleet. To that end, the successful Contractor is required to repower up to fourteen (14) existing buses. A bus repower includes the midlife replacement of drive line components including, but not limited to engine, transmission, emission systems, electrical wiring and upgrade of engine cooling systems to restore vehicle reliability and fuel efficiency for the remainder of the vehicle's useful life. The Contractor shall complete all repowered bus work in like-new condition, incorporate updated safety and convenience features, restore excellent reliability and fuel efficiency, and driving experience to OEM specifications.

Contract Approach: A Request for Proposals (RFP) was issued on June 3, 2019. Four (4) proposals were received on July 23, 2019 from the following firms:

- ABC Bus, Inc. (ABC)
- Cummins Sales and Service (Cummins)
- Midwest Bus Corporation (Midwest)
- MTB Transit Solutions (MTB)

Upon review of the technical proposals received, two (2) firms, Midwest and MTB, were deemed technically qualified to meet the Scope of Work (SOW) requirements; and were subsequently invited to discuss their proposals and provide technical clarifications on their approach to the SOW.

At the conclusion of discussions, negotiations were held with Midwest for the purpose of a possible award. Negotiations focused on clarifying the warranty requirements and other SOW items and reducing the proposed price for repowering each bus. At the conclusion of discussions and negotiations, a Best and Final Offer (BAFO) was requested.

After review and analysis of the BAFO received, HRT staff determined that Midwest provided the best value to HRT based on a combination of technical capability and price. As a result of the discussions and negotiation, Midwest's total proposed price decreased by \$118,485 or approximately 7%. Midwest's final offer is 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 Midwest is technically and financially capable to perform the work.

Contract No:	19-00019	Title:	Bus Repower Services	Total Price:	\$1,521,915
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Midwest, located in Owosso, MI has provided similar services for Mass Transportation Authority (MTA) in Flint, MI; Massachusetts Bay Transportation Authority (MBTA) in Boston, MA; and, Suburban Mobility Authority for Regional Transportation (SMART) in Troy, MI. Midwest has also provided similar services to HRT satisfactorily.

The period of performance for this Contract is five (5) months for the first six (6) buses, plus six (6) months for the remaining eight (8) buses.

No DBE goal was established for this solicitation.

Cost/Funding: This Contract will be funded by grant funds.

Project Manager: Mike Perez, Operations Project and Contract Administrator

Contracting Officer: Fevrier Valmond, Senior Contract Specialist

Recommendation: It is respectfully recommended that the Commission approve the award of a contract to Midwest Bus Corporation to provide bus repower services for fourteen (14) heavy-duty buses, in the not-to-exceed amount of \$1,521,915.

SOLICITATION RESULTS

OFFEROR	ORIGINAL OFFER	BEST AND FINAL OFFER
Midwest Bus Corporation	\$1,640,400.00	\$1,521,915.00
ABC Bus, Inc.	\$1,794,298.32	N/A
MTB Transit Solutions	\$2,091,710.23	N/A
Cummins Sales and Service	\$2,214,028.14	N/A

Contract No:	19-00035	Title:	General Environmental Services (Renewal)	Base Year Price: Four Option Years' Price:	\$128,344 \$522,722
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Acquisition Description: Enter into a renewal contract with a qualified Contractor to perform a variety of general environmental services.

Background: Hampton Roads Transit requires a Contractor to provide the necessary personnel, equipment, materials and supplies to perform various general environmental services as required, or upon request, in compliance with all applicable federal, state and local laws and regulations, including, but not limited to, those promulgated under the Resource Conservation and Recovery Act (RCRA), the Toxic Substances Control Act, the Occupational Safety and Health Act (OSHA), the Hazardous Materials Transportation Act, and all applicable U.S. Department of Transportation (DOT), U.S. Environmental Protection Agency (EPA) and Virginia Department of Environmental Quality (DEQ) regulations. Services to be performed include waste tank vacuum services; emergency spill response and environmental remediation services; hazardous, toxic and biohazard materials/waste testing and disposal; non-hazardous waste removal; and, bulk used oil materials removal services.

Contract Approach: An Invitation for Bids (IFB) was issued on August 28, 2019. Three (3) bids were received on September 30, 2019 from the following firms:

- Bay Environmental, Inc. (Bay)
- PetroChem, A Hepaco Company (PetroChem)
- Safety-Kleen Systems (Safety-Kleen)

In response to the IFB, bidders were required to provide unit pricing for various scheduled environmental services described in the Scope of Work (SOW); as well as unit rates for unscheduled and other services that may be requested by HRT.

After evaluation of the bids received, HRT staff determined that the apparent lowest bidder, Safety-Kleen, was non-responsive (not in compliance with submittal requirements). Safety-Kleen took exceptions to the IFB Price Schedule and did not submit the required name of each transporter they intend to use to transport hazardous, toxic or biohazard property and identification of each treatment, storage and disposal facility to be utilized under the contract. The second lowest bidder, PetroChem was deemed responsive (in compliance with submittal requirements) and responsible (capable to perform), therefore eligible for award.

PetroChem's total bid price of \$651,066 includes \$250,000 (\$50,000/yr.) for unscheduled or requested services not currently reflected in the Scope of Work that HRT may request during the Contract term. Based on a price analysis performed using historical data and the fact that pricing was obtained in a competitive environment, PetroChem's bid is deemed fair and reasonable.

Contract No:	19-00035	Title:	General Environmental Services (Renewal)	Base Year Price: Four Option Years' Price:	\$128,344 \$522,722
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PetroChem is located in Norfolk, VA and has performed similar services for the City of Norfolk; Old Dominion Freight Lines in Thomasville, NC; Newport News Public Schools; and, the City of Hampton. PetroChem also currently performs these services for HRT satisfactorily.

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

No DBE goal was established for this solicitation.

Cost/Funding: This Contract will be funded by operating funds.

Project Manager: Scott Demharter, Director of Facilities Maintenance

Contracting Officer: Fevrier Valmond, Senior Contract Specialist

Recommendation: It is respectfully recommended that the Commission approve the award of a contract to PetroChem to provide general environmental services in the not-to-exceed amount of \$651,066 over five (5) years.

SOLICITATION RESULTS

OFFEROR	ORIGINAL OFFER
Safety-Kleen Systems	\$645,315.00
PetroChem, A Hepaco Company	\$651,066.00
Bay Environmental, Inc.	\$668,382.50

PETROCHEM'S SUMMARY

Base Year	Option Year 1	Option Year 2	Option Year 3	Option Year 4	Total
\$128,344.00	\$128,344.00	\$130,930.50	\$130,930.50	\$132,517.00	\$651,066.00

Contract No:	19-00028	Title:	Managed Print Services - Maintenance and Support for Multi-Function Devices	Base Year Price: Four Option Years' Price:	\$60,123.00 \$247,808.40
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Acquisition Description: Enter into a contract with a qualified Contractor to provide managed print services at various HRT locations.

Background: HRT requires the services of a qualified Contractor to provide managed print services at its various locations throughout Hampton Roads. Under the terms of this agreement, the Contractor shall provide support for HRT's fleet of printers and high-performance Multi-Function Devices (MFDs) with all-inclusive consumables and device maintenance based on a monthly print volume. Additionally, the Contractor shall provide support services for HRT's existing PaperCut MF Authentication, Authorization, and Accounting secure print solution; and, on an as needed basis, furnish HRT with high performance MFDs on a trade-in or upfront purchase basis.

Contract Approach: A Request for Proposals (RFP) was issued on July 17, 2019. One (1) proposal was received on August 27, 2019 from Electronic Systems, Inc. (ESI) in the total amount of \$282,864.36. This amount includes a total Device Replacement Allowance of \$100,000 (\$20,000 annually), established by HRT over the five (5) year period. A post-solicitation survey conducted concluded that the other firms solicited did not possess the capability and/or were not authorized to perform work on, or supply parts and consumables for HRT's current fleet of Xerox machines, as required in the Scope of Work. After review and evaluation of the proposal, HRT staff determined that the proposal was responsive, and ESI is technically qualified to perform the required services.

Since there was no indication that a re-solicitation to pursue more competition would have resulted in greater participation, a decision was made to enter into price negotiation with ESI. Negotiations focused on clarifying assumptions made in establishing pricing and reducing the proposed printing rates for MFDs and desktop printers. At the conclusion of negotiations, a Best and Final Offer (BAFO) was requested.

ESI's BAFO increased by \$25,067.04 or approximately 9% over the originally proposed pricing, from \$282,864.36 to \$307,931.40. This increase represents the inclusion of pricing for the support and maintenance of the desktop printers not originally included in the Price Schedule. ESI's BAFO pricing is deemed fair and reasonable based a price analysis performed utilizing historical data and the independent cost estimate. A contractor responsibility review performed confirmed that ESI is both technically and financially capable to perform the work.

ESI is located in Virginia Beach, VA and provides similar services to Virginia Beach City Public Schools in Virginia Beach, VA; Suffolk Public Schools, in Suffolk, VA; and the City of Chesapeake, VA. ESI also provides these services to HRT satisfactorily.

Contract No:	19-00028	Title:	Managed Print Services - Maintenance and Support for Multi-Function Devices	Base Year Price: Four Option Years' Price:	\$60,123.00 \$247,808.40
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The period of performance for this contract is one (1) base years with four (4) additional one-year options.

No DBE goal was established for this solicitation.

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

Project Manager: Alex Touzov, Director of Technology Services

Contracting Officer: Fevrier, Senior Contract Specialist

Recommendation: It is respectfully recommended that the Commission approve the award of a contract to Electronic Systems, Inc. to provide managed print services, including Maintenance and Support for Multi-Function Devices in the amount of \$307,931.40.

SOLICITATION RESULTS

ORIGINAL OFFER	BEST AND FINAL OFFER
\$282,864.36	\$307,931.40

BASE YEAR 1	BASE YEAR 2	BASE YEAR 3	OPTION YEAR 1	OPTION YEAR 2	TOTAL
\$60,123.00	\$60,837.00	\$61,551.00	\$62,323.80	\$63,096.60	\$307,931.40

Contract No:	19-00048	Title:	Purchase of Twenty (20) High Roof Ford Transit Vans	Price:	\$1,445,140
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Acquisition Description: Join on an existing Commonwealth of Virginia, Division of Purchases and Supply (DPS) Contract No. E194-76061 MA2233 to procure twenty (20) high roof Ford Transit vans (State Contract) for use on Hampton Roads Transit's Paratransit Services contract.

Background: Using the competitive procurement process, in November 2018, the Commonwealth of Virginia awarded Contract No. E194-76061 MA2233 to Sonny Merryman, Inc. (Sonny Merryman) to purchase high roof wheelchair vans during a base term of one (1) year with three (3) additional one-year options. Under the terms of the Contract, as a Virginia state agency, the Transportation District Commission of Hampton Roads dba Hampton Roads Transit (HRT) is considered an additional user. This procurement is to utilize the Sonny Merryman contract to purchase twenty (20) high roof Ford transit vans for use in HRT's Paratransit Services contract. It should be noted that HRT is often precluded from "piggybacking" on existing state contracts as those agreements often do not include all of the contractual terms mandated by the Federal Transit Administration (FTA). DPS, however, included the mandated federal terms in the State Contract thus allowing HRT to order vehicles pursuant to this agreement.

Contract Approach: The original State Contract was competitively procured with a base unit price of \$55,412 for a high roof wheelchair van. Unit prices for additional features/options were also established at the time of award of the State Contract. Sonny Merryman's unit price to HRT, including HRT selected options, is \$72,257. HRT's options include an Angel Trax surveillance system, upgraded flooring and lift, additional quick release seats, HRT vinyl graphics and lettering, and a number of other additional upgrades.

Based on a price analysis conducted by DPS at the time of award of the State Contract, and the fact that the pricing was obtained in a competitive environment, Sonny Merryman's unit price of \$72,257 is deemed fair and reasonable.

All FTA required pre-award audits and certifications confirming Buy America, final assembly and motor vehicle safety standards have been received and verified.

Cost/Funding: This contract will be funded by grant funds.

Project Manager: Michael Perez, Operations Project and Contract Administrator

Contracting Officer: Sonya Luther, Director of Procurement

Recommendation: It is respectfully recommended that the Commission approve the award of a contract to Sonny Merryman, Inc. to procure twenty (20) high roof Ford transit vans, for use on Hampton Roads Transit's Paratransit Services contract, in the total amount of \$1,445,140.

Contract No:	19-00049	Title:	Purchase of Forty-Five (45) 15-Passenger Body on Chassis Paratransit Vans	Price:	\$3,166,065
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Acquisition Description: Join on an existing Commonwealth of Virginia, Division of Purchases and Supply (DPS) Contract No. E194-79495 MA4468 to procure forty-five (45) 15-passenger Body on Chassis (BOC) paratransit vans (State Contract) for use on Hampton Roads Transit's (HRT's) Paratransit Services contract.

Background: Using the competitive procurement process, in July 2018, the Commonwealth of Virginia awarded Contract No. E194-79495 MA4468 to Sonny Merryman, Inc. (Sonny Merryman) to purchase various ADA passenger transit buses with wheelchair lifts during a base term of two (2) years with three (3) additional one-year options. Under the terms of the Contract, as a Virginia state agency, the Transportation District Commission of Hampton Roads dba Hampton Roads Transit (HRT) is considered an additional user. This procurement is to utilize the Sonny Merryman contract to purchase forty-five (45) 15-passenger BOC paratransit vans for use in HRT's Paratransit Services contract. It should be noted that HRT is often precluded from "piggybacking" on existing state contracts as those agreements often do not include all of the contractual terms mandated by the Federal Transit Administration (FTA). DPS, however, included the mandated federal terms in the State Contract thus allowing HRT to order vehicles pursuant to this agreement.

Contract Approach: The original State Contract was competitively procured with a base unit price of \$52,353 for a 15-passenger BOC/wheelchair lift van. Unit prices for additional features/options were also established at the time of award of the State Contract. Sonny Merryman's unit price to HRT, including HRT selected options, is \$70,357. HRT's options include an Angel Trax surveillance system, addition of foldaway seats, upgraded wheelchair lifts, and a number of other additional upgrades.

Based on a price analysis conducted by DPS at the time of award of the State Contract, and the fact that the pricing was obtained in a competitive environment, Sonny Merryman's unit price of \$70,357 is deemed fair and reasonable.

All FTA required pre-award audits and certifications confirming Buy America, final assembly and motor vehicle safety standards have been received and verified.

Cost/Funding: This contract will be funded by grant funds.

Project Manager: Michael Perez, Operations Project and Contract Administrator

Contracting Officer: Sonya Luther, Director of Procurement

Contract No:	19-00049	Title:	Purchase of Forty-Five (45) 15-Passenger Body on Chassis Paratransit Vans	Price:	\$3,166,065
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Recommendation: It is respectfully recommended that the Commission approve the award of a contract to Sonny Merryman, Inc. to procure forty-five (45) 15-passenger Body on Chassis paratransit vans, for use on Hampton Roads Transit's Paratransit Services contract, in the total amount of \$3,166,065.

Contract No:	19-00031	Title:	Paratransit Services (Renewal)	Three Base Years' Price: Two Option Years' Price:	\$23,530,955 \$16,039,433
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Acquisition Description: Enter into a renewal contract with a qualified Contractor to provide Paratransit Services.

Background: HRT provides Paratransit service in accordance with the federally mandated Americans with Disabilities Act level of service as required by 49 CFR Parts 27, 37, and 38. This service is provided to individuals who, because of their disability, are unable to access or navigate local fixed route bus service. The three (3) primary service areas addressed under the terms of this agreement are Paratransit Van Services (Van), Paratransit Sedan Services (Sedan) and Paratransit Call Center Service (Call Center).

Contract Approach: A Request for Proposals (RFP) was issued on July 1, 2019. Proposers were required to submit proposals for each Paratransit service area. Contractors had the ability to propose on one (1) service area, all three (3) service areas, or provide an alternate proposal. Additionally, Contractors were required to provide unit prices based on an estimated number of trips and estimated number of revenue hours. As part of the RFP, Proposers were notified that if a Contractor was awarded Vans only or Sedans only, the same Contractor would not be awarded the Call Center. Seven proposals were received on August 9, 2019 from the following firms:

- First Transit, Inc. (First Transit)
- Hampton Roads Transportation, Inc. (HRTI)
- Maruti Fleet and Management (Maruti)
- National Express Transit Corporation (NEXT)
- RATP Dev USA (RATP Dev)
- River North Transit LLC (a wholly owned subsidiary of Via Transportation, Inc.) (River North)
- Uber Technologies, Inc. (Uber)

The proposers submitted proposals for the following service areas:

Paratransit Service Areas	First Transit	HRTI	Maruti	NEXT	RATP Dev	River North	Uber
Van Service	X		X	X	X	X	
Sedan Service	X	X		X		X	X
Call Center Service	X			X		X	
<u>Alternate Proposals</u>							
All Service Areas	X						
Van & Sedan Services	X						
Option 1						X	
Option 1a						X	

Contract No:	19-00031	Title:	Paratransit Services (Renewal)	Three Base Years' Price: Two Option Years' Price:	\$23,530,955 \$16,039,433
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Upon review and evaluation of the technical proposals, the top five (5) firms in terms of technical scores, First Transit, HRTI, NEXT, RATP Dev and River North, were invited to discuss their proposals and provide technical clarifications on their approach to the SOW. Pricing had not been reviewed at this stage of the procurement.

At the conclusion of the discussions, the panel determined that three (3) firms, First Transit, NEXT and River North, were the most technically proficient and capable of meeting the Scope of Work (SOW) requirements. First Transit, NEXT and River North all proposed to provide Sedan, Van and Call Center services. Pricing was revealed and negotiations were held with First Transit, NEXT and River North for the purpose of a possible award. Negotiations focused on reducing their proposed per trip/hour pricing and clarifying scope items. At the conclusion of negotiations, Best and Final Offers (BAFOs) were requested from all three (3) firms.

After a review and analysis of the BAFOs received, a decision was made to award a contract, based on per trip pricing, to the most responsive and responsible Proposer, River North. River North provided the best value based on a combination of technical capability and price. River North will provide all three (3) services, to include Van, Sedan and Call Center services.

In order to take advantage of a significant price discount, the decision was made to accept one (1) of River North's four (4) alternate proposals. Two (2) of the alternate proposals were unacceptable as they did not fully meet the Scope of Work. The remaining two (2) alternate proposals are outlined as follows:

- Option 1
 - Fully pre-scheduled service for paratransit-eligible customers only, delivered primary by HRT's fleet of paratransit vans, with sedans contracted as needed through local providers.
 - Delivers a cost-effective service while offering the additional value of scheduling technology.
 - Overall increased ride capacity due to more ride sharing and more efficient vehicle utilization.
- Option 1a
 - Equivalent to Option 1 except for scheduling.
 - In addition to offering pre-schedule rides, paratransit customers will have the option to book rides fully on-demand (at no additional cost to HRT).
 - The resulting operational efficiencies make it more cost-effective than Option 1.

HRT accepted Option 1a based on the advantages offered to both HRT and its paratransit customers.

Contract No:	19-00031	Title:	Paratransit Services (Renewal)	Three Base Years' Price: Two Option Years' Price:	\$23,530,955 \$16,039,433
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River North provided pricing 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 performed confirmed that River North is both technically and financially capable to perform the work.

River North is headquartered in New York, NY; but the firm intends to establish facilities in the Hampton Roads area as required under the terms of this Contract. River North provides similar services for The Rapid Interurban Transit Partnership in Grand Rapids, MI; the City of Newton in Newton MA; and, the City of West Sacramento, in Sacramento, CA.

The period of performance for this contract is three (3) base year with two (2) additional one-year options.

A DBE goal of 4% was established for this solicitation. River North has committed to a minimum of 4.1% DBE participation.

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

Project Manager: Keith Johnson, Paratransit Services Contract Administrator

Contracting Officer: Sonya Luther, Director of Procurement

Recommendation: It is respectfully recommended that the Commission approve the award of a contract to River North Transit, LLC to provide Paratransit services not-to-exceed amount of \$39,570,388 over a five (5) year period.

Contract No:	19-00031	Title:	Paratransit Services (Renewal)	Three Base Years' Price: Two Option Years' Price:	\$23,530,955 \$16,039,433
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SOLICITATION RESULTS

Original Proposals

Paratransit Service Areas	First Transit	HRTI	Maruti	NEXT	RATP Dev	River North	Uber
Van Service	\$46,706,484.97		\$38,219,293.00	\$32,649,020.50	\$42,592,352.62	\$29,137,445.78	
Sedan Service	\$28,038,984.04	\$21,968,902.00		\$21,766,050.60		\$15,340,498.38	\$10,529,425.20
Call Center Service	\$ 5,491,611.00			\$ 5,033,685.00		\$ 5,289,662.96	
Alternate Proposals							
All Service Areas	\$71,412,257.01						
Van & Sedan Services	\$68,765,168.42						
Option 1						\$43,374,802.00	
Option 1a						\$39,570,388.00	

Best and Final Offers

Paratransit Service Areas	River North	NEXT	First Transit
Van Service	\$29,825,648.00	\$31,623,092.00	\$44,383,177.00
Sedan Service	\$15,796,660.00	\$21,082,049.00	\$26,544,657.00
Call Center Service	\$3,207,789.00	\$4,831,771.00	\$5,324,387.00
Alternate Proposals			
All Service Areas			\$66,893,071.00
Van & Sedan Services			\$65,199,983.00
Option 1	\$43,374,802.00		
Option 1a	\$39,570,388.00		

- Note:**
1. Solicitation results reflect cumulative totals for the entirety of the Contract inclusive of options; i.e., a five-year Contract term.
 2. Pricing for Van and Sedan Services are based on per trip charges.

Contract No:	19-00031	Title:	Paratransit Services (Renewal)	Three Base Years' Price: Two Option Years' Price:	\$23,530,955 \$16,039,433
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RIVER NORTH TRANSIT LLC'S PRICING SUMMARY						
Paratransit Service Areas	Base Year 1	Base Year 2	Base Year 3	Option Year 1	Option Year 2	Total Price
Van Service	\$5,736,990	\$5,846,062	\$6,089,965	\$6,239,770	\$6,391,346	\$30,304,133
Sedan Service	\$1,445,999	\$1,276,703	\$1,210,562	\$1,112,553	\$1,012,648	\$6,058,465
Call Center Service	\$641,558	\$641,558	\$641,558	\$641,558	\$641,558	\$3,207,789
Total	\$7,824,547	\$7,764,323	\$7,942,085	\$7,993,881	\$8,045,552	\$39,570,388