



## **Meeting of the Transportation District Commission of Hampton Roads**

Thursday, September 26, 2019 • 1:00 p.m.

2nd Floor Board Room • 3400 Victoria Boulevard, Hampton, VA

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A meeting of the Transportation District Commission of Hampton Roads will be held on Thursday, September 26, 2019 at 1:00 p.m. at 3400 Victoria Boulevard, Hampton, 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, September 26, 2019 • 1:00 p.m.

2nd Floor Board Room • 3400 Victoria Boulevard, Hampton VA.

1. Call to Order & Roll Call
2. Public Comments
3. Approval of August 22, 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
    - August 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: 19-00030 – Fence and Railing Maintenance Repair Services**  
**Recommending Commission Approval:** Award of 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**  
**Recommending Commission Approval:** Award of a of a contract to ADP, LLC to provide healthcare reporting services in the not-to-exceed amount of \$157,100 over a five-year period.

- **Purchase Order No: 81512 Light Rail Vehicle Guiding Rods and Overhauled Traction Link Assembly Kits**

**Recommending Commission Approval:** Award of a of 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.

- **Purchase Order No: 81583 Light Rail Overhead Catenary System**

**Recommending Commission Approval:** 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: 19-0006R – Medical Surveillance Program Management Services (Renewal)**

**Recommending Commission Approval:** 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: 19-00023 Provision of Bulk Fluids**

**Recommending Commission Approval:** Award of a of 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**

**Recommending Commission Approval:** Award of a of a contract to Proterra, Inc. to procure six (6) 40' electric buses in the total amount of \$5,753,736.00

- **Contract No: 19-00018 Towing and Flat Tire Replacement Services (Renewal)**

**Recommending Commission Approval:** Award of a of 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.

- D. Planning/New Starts Development Committee – Commissioner Ross-Hammond
  - E. External/Legislative Advisory Committee - Commissioner Kanoyton
  - F. Smart Cities & Innovation Committee – Commissioner McClellan/  
Alesia Cain, Chief Information/Technology Officer
  - G. Paratransit Advisory Subcommittee – Chair Paul Atkinson Jr./Keith  
Johnson, Manager of Paratransit
  - H. Transit Ridership Advisory Sub-Committee – Ms. Doris Johnson, Chair
- 6. Old and New Business
    - Resolution 02 – 2019 Title VI Equity Analyses for Proposed Major Service  
Changes – October 2019
  - 7. Comments by Commission Members
  - 8. Closed Session (as necessary)
  - 9. Adjournment

**The next meeting will be held on Thursday, October 24, 2019 at 1:00  
p.m. at 504 E. 18<sup>th</sup> Street, Norfolk, VA.**



# Meeting Minutes of the Transportation District Commission of Hampton Roads

Thursday, August 22, 2019 • 1:00 p.m.  
509 E. 18<sup>th</sup> Street, Norfolk, VA

## **Call to order**

A quorum was attained, and Chairman Hunter called the meeting to order at 1:01 p.m.

## **Commissioners in attendance:**

Commissioner Hunter, Portsmouth  
Commissioner Gray, Hampton  
Commissioner Fuller, Chesapeake  
Commissioner Hamell, Chesapeake  
Commissioner Mitchell, VDRPT  
Commissioner Kanoyton, Hampton  
Commissioner Woodbury, Newport News  
Alt. Commissioner Cipriano, Newport News  
Commissioner McClellan, Norfolk  
Commissioner Parnell, Norfolk  
Commissioner Rowe, Portsmouth  
Alt. Commissioner Reel, Virginia Beach  
Commissioner Rouse, 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, Executive Assistant  
Conner Burns, Chief Financial Officer  
David Burton, General Counsel, Williams Mullen  
Alesia Cain, Chief Technology Officer  
Gene Cavasos, Director of Marketing & Communications  
Angela Glass, Director of Budget & Financial Analysis  
William Harrell, President and CEO  
Tom Holden, Media Relations Specialist  
Keith Johnson, Manager of Paratransit  
Rick Justice, Manager of Security  
Shanti Mullen, Internal Auditor I  
Sibyl Pappas, Chief Engineering & Facilities Officer  
Jim Price, Chief Transit Operations Officer  
Luis Ramos, Sr. Executive Assistant/Commission Secretary  
Benjamin Simms, Director of Transportation  
Robert Travers, Corporate Counsel  
Kim Wolcott, Sr. Manager of Human Resources

**Others in attendance:**

Judith Brown, League of Women Voters

J. Cossaboon, Advantis

Jessica Dennis, Norfolk

Josh Diamond, Foursquare ITP

Andrew Ennis, VDPRT

Bob Geis, City of Chesapeake

Carl Jackson, City of Portsmouth

Ron Jordan, Advantis

Ina Kreps, Partransit User

Tim McCarthy, Resident, Virginia Beach

P. Page, Advantis

Jeff Raliski, HRTPO

Cindy Rohf, City Manager, Newport News

Evandro C. Santos, Dept. Transit City of Norfolk

Constantinos Velissarios, City of Newport News

Jerry Wilson, Newport News

Mark Geduldig-Yatrofsky, ATLANTISHR.US

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

Mr. William Harrell welcomed everyone to the meeting.

**Public Comments**

Judith Brown with the League of Women Voters provided an update on the cleanliness issues at the Downtown Norfolk Transit Center that were reported at a previous meeting. Ms. Brown stated that the cleanliness issues have improved. Ms. Brown also stated that the League of Women Voters has pledged to model good behavior and that they are willing to discuss with others about helping to keep it clean.

Mr. Tim McCarthy who serves as chair of the Virginia Beach Housing Advisory Committee stated that he is a strong proponent of transportation. Mr. McCarthy would like to discuss issues with bus driver and maintenance employee compensation and benefits. Mr. McCarthy commended HRT's commitment to the public.

**Public Comments**

A motion to close the Public Comments was made by Commissioner Woodbury and properly seconded by Commissioner Parnell. A roll call vote resulted as follows:

Ayes: Commissioners Hunter, Gray, Fuller, Hamel, Mitchell, Kanoyton, Woodbury, Cipriano, McClellan, Parnell, Rowe, Rouse and Reel.

Nays: None

Abstain: None

### **Approval of the July 2019 TDCHR Meeting Minutes**

A request was made to amend the meeting minutes removing Constantinos Velissarios, City of Newport News, as he was not in attendance.

A motion to approve the July 2019 meeting minutes, as amended, was made by Commissioner Woodbury and properly seconded by Commissioner Parnell. A roll call vote resulted as follows:

Ayes: Commissioners Hunter, Gray, Fuller, Hamel, Mitchell, Kanoyton, Woodbury, Cipriano, McClellan, Parnell, Rowe, Rouse and Reel.

Nays: None

Abstain: None

### **President's Monthly Report**

Mr. William Harrell welcomed everyone to the meeting.

Mr. Harrell requested, in response to Mr. McCarthy during Public Comment, that Jim Price follow-up regarding employee compensation.

Mr. Harrell stated that in the meeting package there is a Technology Milestone Update.

Mr. Harrell stated that he appreciated the work of Commissioner McClellan and the Smart Cities Committee related to technology. Some of the Committee's initiatives include:

- Real time bus information;
- New financial system which will come on-line in October; and
- Mobile ticketing.

Mr. Harrell stated that the social media analytics are also in the package and added that the agency Key Performance Indicator (KPI) reports are on the website.

Mr. Harrell stated the Audit and Budget Committee and the Management and Financial Committee (MFAC) raises questions regarding missed trips. It was stated that the data is shared in detail at the Operations and Oversight Committee meeting and a high-level overview will be given to the Board.

There was some discussion regarding on time performance.

Ms. Kim Ackerman gave a presentation regarding operator acquisition and retention as included in these minutes.

There was some discussion regarding the expansion of the Drive Now Program that is currently with Tidewater Community College.

There was discussion regarding the number of new hires expected over the next few months.

Mr. Harrel expressed his appreciation for the service of Ms. Ackerman and informed the Board that she would be leaving HRT and taking a new position in San Francisco.

## **COMMITTEE REPORTS**

### **Audit and Budget Review Committee**

Chairman Gray stated that the Audit and Budget Committee met and requested that Mr. Conner Burns present the July financials.

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

Ridership was discussed. There was a request for HRT to help identify what localities can do to assist in growing ridership. It was stated that Newport News has a newsletter that they can add information related to riding public transportation.

The next Audit and Budget Meeting will be held on September 19<sup>th</sup>.

### **Operations and Oversight Committee**

Commissioner Rowe stated that the Operations and Oversight Committee met on August 8th in Norfolk

Commissioner Rowe stated that the Committee received a detailed briefing on personnel shortage.

No contracts were presented to the Board.

### **Management Finance Advisory Committee (MFAC)**

Alt. Commissioner Cipriano stated that MFAC developed a list with numerous items that will be discussed over the next year which includes route structure, understanding the Capital Improvement Plan (CIP) process, and cost allocations agreement.

### **Planning and New Starts Development Committee**

It was stated that the Planning and New Starts Development Committee will be meeting in September.

### **External Legislative Advisory Committee (ELAC)**

Commissioner Kanoyton reported on the recent ELAC meeting at which there was an overview and discussion of government relations and lobbying efforts performed by staff and with contracted support.

Commissioner Kanoyton stated that the State Legislative Agenda draft was discussed.

The Governor's Transportation Conference will be held in November. ELAC members would like to attend that meeting in addition to meeting with lawmakers in Washington, D.C.

The next ELAC meeting will be on September 18th in Hampton.

### **Smart Cities & Innovation Committee**

Commissioner McClellan stated that the Smart Cities & Innovation Committee met on August 7<sup>th</sup> in Norfolk.

Commissioner McClellan provided an update on the committee initiatives to include potential grants, an integrated journey plan, art in transit and interactions with scooters.

The next Smart Cities and Innovation Committee meeting will be held on September 26<sup>th</sup>.

### **Paratransit Advisory Sub-Committee (PAC)**

Ms. Taylor stated that the PAC met last month in which a new chair for the committee was elected.

Ms. Taylor introduced the new chair, Paul Atkinson, Jr.

### **Transit Ridership Advisory Committee (TRAC)**

Mr. Rodney Davis, Customer Relations Director, stated that the committee did not meet in October and no report was given.

### **Old and New Business**

There was discussion regarding alternates and their ability to attend closed sessions.

Commissioner Rowe made a motion table the discussion and to have Board's counsel reach out to the Attorney General's office to obtain an opinion on Commissioner alternates attendance in a closed

session of any board meeting when they are not the primary member. Commissioner Fuller seconded the motion. A roll call resulted as follows:

Ayes: Commissioners Hunter, Gray, Fuller, Hamel, Mitchell, Kanoyton, Woodbury, Cipriano, McClellan, Parnell, Rowe, Rouse and Reel.

Nays: None

Abstain: None

### **Comments by Commissioners**

Commissioner Jackson shared concerns regarding the operator shortages experienced by HRT and trips that are being missed. Mr. Jackson shared his experience of a missed trip as a transit user.

Mr. Jim Price provided an update regarding operators and the morning pull out process.

Commissioner Rouse shared concerns regarding the ban on scooters in Virginia Beach due to public safety. It was stated that Commissioners should keep themselves up to date regarding regulations in their cities as it pertains to scooter use.

Commissioner Rouse stated that more work needs to be done in Virginia Beach.

### **Closed Session**

Commissioner Rowe motioned to go into closed meeting pursuant to Virginia Code Section 2.2-3712 (A) to discuss: The performance of specific public officers, appointees or employees of the Commission, as per paragraph (1) and consultation with legal counsel regarding specific legal matters requiring the provision of legal advice, as per paragraph (7). Commissioner Fuller seconded the motion. A roll call vote resulted as follows:

Ayes: Commissioners Hunter, Gray, Fuller, Hamel, Mitchell, Kanoyton, Woodbury, Cipriano, McClellan, Parnell, Rowe, Rouse and Reel.

Nays: None

Abstain: None

**NOTE:** There was a request for alternates of the cities of Newport News, Norfolk, and Portsmouth to stay for the closed session.

The Closed Session concluded at 3:09 p.m. Commissioner Rowe motioned that the Board reconvene and attested that only certain personnel matters involving the assignment, appointment, promotion, performance, or salaries, of specific public officers, appointees, or employees of HRT as provided by paragraph 1 of Virginia Code Section 2.2-3711(A). Commissioner Fuller seconded the motion.

A roll call vote resulted as follows:

Ayes: Commissioners Hunter, Gray, Fuller, Hamel, Mitchell, Kanoyton, Woodbury, Cipriano, McClellan, Parnell, Rowe, Rouse and Reel  
Nays: None  
Abstain: None

Commissioner Parnell moved that based on his FY19 evaluations, William E. Harrell will be given adjustments to compensation, 2.85% increase, retro-active to July 1, 2019. Commissioner Mitchell properly seconded. A roll call vote resulted as follows:

Ayes: Commissioners Hunter, Gray, Fuller, Hamel, Mitchell, Kanoyton, Woodbury, Cipriano, McClellan, Parnell, Rowe, Rouse and Reel  
Nays: None  
Abstain: None

**Adjournment**

The meeting adjourned at 3:11 p.m.

**TRANSPORTATION DISTRICT COMMISSION  
OF HAMPTON ROADS**

**ATTEST:**

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**Brad Hunter**  
**Chair**

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**Luis Ramos**  
**Commission Secretary**  
**August 22, 2019**



# TDCHR Board Meeting

## August 22, 2019

[gohrt.com](http://gohrt.com)



HAMPTON ROADS  
TRANSIT

# Operator Talent Acquisition & Retention

August 2019

[gohrt.com](http://gohrt.com)

# Staffing Metrics - Bus Operator Hires/Separations



# Staffing Metrics

## FT Operator Separations

Trending FT Operator Separations					
	Involuntary	Voluntary	Retirements	Total	Monthly Avg
2019 (as of 21 August)	19	38	7	64	9
2018	28	59	24	111*	9
2017	26	53	15	94	8
2016	23	37	13	73	6
2015	27	29	11	67	6
Grand Total	123	216	70	405	7
<i>Number does not include deaths experienced in 2018 and 2019*</i>					
FT Operator Turn-over Rate	2015	2016	2017	2018	2019
	14%	15%	20%	23%	13%

# Current Bus Operator Staffing Levels (as of 21 Aug 2018)

(479 October 2018 Board)	# Active	# Available	Delta (based on active)
FT Operators	392	387	87
Operator Trainees	27		
DriveNOW Trainees	9		
VB FT Operators (transfers Sept/Oct)	19		
<b>Grand Total Needed (after training &amp; VB transfers)</b>			<b>32</b>
<i>Pending FT Operator candidates (26 August, 9 Sept, &amp; 23 Sept classes)</i>			<i>17</i>
<i>Retirees</i>			<i>3</i>

# Points of Departure Voluntary Separations – FT Operator

FT Operator Voluntary Separation (1 Jan 2017 – 8 August 2019)		
Tenure	# of separations	%
> 3 months	12	8%
3 months – 6 months	29	20%
6 months – 1 year	32	22%
1 years – 2 years	18	12%
2 years – 3 years	15	10%
3 years – 5 years	14	10%
5+ years	25	17%
Grand Total	145	

**50%**  
Left within  
1 year

# Operator Talent Acquisition & Retention

Talent Acquisition	Retention
<ul style="list-style-type: none"> <li>• <b>ATS, increased onsite Career Fairs &amp; Training Classes</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Coaching and Mentoring Designee</b></li> </ul>
<ul style="list-style-type: none"> <li>• <b>Headways – Hiring Now!</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Extending LCFWA</b></li> </ul>
<ul style="list-style-type: none"> <li>• <b>Bus Wraps</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Attendance Incentive Program</b></li> </ul>
<ul style="list-style-type: none"> <li>• <b>Begin evaluating recruitment for seasonal service</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Operator Appreciation Efforts</b></li> </ul>
<ul style="list-style-type: none"> <li>• <b>Boomerang Hires – Retirees/School Bus/Eligible Rehires</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Staggered Bonuses</b></li> </ul>
<ul style="list-style-type: none"> <li>• <b>Workforce Development- DriveNOW Training Program</b></li> </ul>	
<ul style="list-style-type: none"> <li>• <b>Amend policies and criteria as necessary</b> <ul style="list-style-type: none"> <li>• <b>Administrative CDL Holders</b></li> </ul> </li> </ul>	

# Operations Operator Retention Strategies

Operations has taken a holistic approach to retaining our workforce. Some initiatives include:

- Coaching before discipline
- Supervisor teams
- Proactive approach to keeping operators informed of current policies and procedures
- Targeted Training
- Monthly perfect attendance program
- Activity based events for operators
- Rule of the week
- Revision of discipline code and attendance policy



# Operations Operator Retention Strategies (continued)

- Management and Union partnership
- Management and HR partnership
- New Hire presentations
- Management and Training partnership
- Last Chance Final Warning Agreement (LCFWA)
- Increased On the Job Training (OJT) from 2 to 3 weeks
- Ride checks for recent graduates
- Training department regularly offers refresher training on routes and equipment
- Training department offers additional training in lieu of termination when applicable
- Allow operators in training to request division they prefer and accommodated if possible
- Try to keep road training classes to 5 trainees or less so that the trainees can receive a more personalized instruction





# TDCHR Board Meeting

## August 22, 2019

[gohrt.com](http://gohrt.com)



## A NEW 10-YEAR TRANSIT STRATEGIC PLAN

Summer is fading and significant activities are on the horizon for Hampton Roads Transit. We're gearing up for the last quarter of 2019.

Through the Transit Transformation Project and other efforts over the past year, there has been extensive engagement with employees, customers, and community stakeholders about building a better HRT.

We've heard clearly about the most desired improvements and, with the help of funding through the Virginia Department of Rail and Public Transportation, we're excited to develop a new 10-year Transit Strategic Plan for improving services across the region.

As we prepare for HRT's Board to adopt a new 10-year plan in December, it's a fitting time to cast a fresh vision and mission for Hampton Roads Transit. October marks the agency's 20th anniversary, and we'll also be taking this milestone opportunity to reaffirm our core values and the goals that will guide HRT's work in the coming years.

These are exciting times! We're following through on all the Transit Transformation Project goals that were defined with input from stakeholders, including the project's Regional Advisory Panel, and HRT's Board:

- Having a truly regional, cross-boundary analysis of service needs based on current travel demand, demographics, land uses, and new service design in comparison to current system performance.
- Being open to hard conversations on service trade-offs such as frequency vs. coverage, on system inefficiencies, and on planning and funding while explaining the steps necessary to implement service changes.
- Thinking outside the box to propose solutions to operational, service provision, and financial issues, including consideration for testing and revisiting new service/service changes, pilots for new technologies and mobilities, different service patterns for different areas, etc.
- Describing and promoting the value of transit as a critical regional need for supporting economic growth and access to jobs in the region, as well as transit branding, including vehicles.
- Presenting clear, new options of service models for transit in Hampton Roads including high-frequency service and on-demand service, while considering local needs.
- Developing a final cost-neutral plan with recommendations for service, cost allocation and funding strategy (if different from current model), and customer-oriented improvements, which shall be adopted by HRT's governing board and endorsed by the Hampton Roads Metropolitan Planning Organization as required by the Commonwealth of Virginia.
- Developing additional options for targeted capital and operating investments for the cities and the region, including improvements to reduce trip time and appropriate vehicle investments and amenities.
- Communicating broadly, spread the enthusiasm, and engage the cities, regional stakeholders, the HRT governing board, and the general public, including current users, in decision-making at all stages of the project.

It's important to stay focused and follow through. Here are several activities being scheduled for the remainder of the year:

### **Early October -**

- Draft Transportation Service Plan letters transmitted to each City Manager for FY2021
- Review of recommended Paratransit service contract award



# President's Report

## September 2019

### **Mid-Late October -**

- Review Transit Strategic Plan (Cost Neutral) details, including costs, cost allocation options, ridership modeling results, and other performance characteristics
- Paratransit services contract award

**November** - Review Transit Strategic Plan and Draft FY21-FY26 Capital Improvement Plan (CIP).

**December** - Proposed adoption of Transit Strategic Plan and six-year CIP.

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

### July 1 – July 31, 2019

HRT's Facebook @hrtfan  
 Total fans: 12,799  
 Total posts: 10  
 Impressions: 65,859  
 Engagements: 857  
 Clicks: 1,156  
 People engaged: 59% female, 41% male  
 Women between 35-44 most active users

### August 1 – August 31, 2019

HRT's Facebook @hrtfan  
 Total fans: 12,817  
 Total posts: 16  
 Impressions: 162,826  
 Engagements: 3,957  
 Clicks: 2,575  
 People engaged: 59% female, 41% male  
 Women between 35-44 most active users

## FACEBOOK TOP POSTS



### Hampton Roads Tr...

Thu 8/8/2019 5:30 am PDT

New to transit in Hampton Roads?  
 Check out this **#HowToRide** video  
 for some useful tips.



Total Engagements	592
Reactions	189
Comments	55
Shares	23
Message Clicks	325



### Hampton Roads Tr...

Mon 8/19/2019 12:49 pm PDT

Happy 8th Birthday to The Tide! 🎂  
 Throwback to opening day, August  
 19, 2011. Were you there? 🕒



Total Engagements	461
Reactions	157
Comments	69
Shares	12
Message Clicks	223



### Hampton Roads Tr...

Tue 8/20/2019 12:34 pm PDT

In honor of The Tide's birthday  
 yesterday, we wanted to share this  
**#HowToRide** video for anyone w



Total Engagements	241
Reactions	60
Comments	23
Shares	21
Message Clicks	137

## TWITTER STATS

### July 1 – July 31, 2019

HRT's Twitter @gohrt\_com  
 Total followers: 6,781  
 Tweets sent: 105  
 Retweets: 79  
 Mentions received: 136  
 Impressions: 92,619  
 Engagements: 686  
 Clicks: 46  
 People engaged: 55% male, 45% female  
 Men between 35-44 most active users

### August 1 – August 31, 2019

HRT's Twitter @gohrt\_com  
 Total followers: 6,799  
 Tweets sent: 117  
 Retweets: 119  
 Mentions received: 172  
 Impressions: 120,412  
 Engagements: 1,373  
 Clicks: 79  
 People engaged: 55% male, 45% female  
 Men between 35-44 most active users

## TWITTER TOP POSTS

Tweet	Potential Reach	Responses	Clicks	Retweets
<p><b>gohrt_com</b>   On Labor Day, HRT Bus and Light Rail services will operate on a Saturday schedule. The Ferry will operate on its Summer weekday schedule. For more information, visit: <a href="https://t.co/F1SToGWaEt">https://t.co/F1SToGWaEt</a> @NorfolkVA @CityofVaBeach @AboutChesapeake @CityofNN @cityofPortsVA @cityofhampton <a href="https://t.co/bmsV1X8KcB">https://t.co/bmsV1X8KcB</a></p> <p>(Tweet) August 26, 2019 10:54 am</p>	124,220	10	0	10
<p><b>gohrt_com</b>   Ride the Ferry or Tide to Harbor Park, Aug 19, for the @NorfolkTides vs. the Gwinnett Stripers. Tonight is "Turn Back the Clock Night", where select food items are at 50 cents, and "Discount Military Mondays". For more info: <a href="https://t.co/F1SToGWaEt">https://t.co/F1SToGWaEt</a> @sevenvenues @VisitNorfolkVA <a href="https://t.co/eohZLpYdVs">https://t.co/eohZLpYdVs</a></p> <p>(Tweet) August 19, 2019 7:43 am</p>	60,776	5	0	5
<p><b>gohrt_com</b>   The @CityofVaBeach will be hosting the Rock 'n' Roll Half Marathon, Sun, Sept 1, 5:30AM – 12:00PM. This will cause road closures at the VB Oceanfront. Routes 30, 31, 33, and 35 will detour. For more info: <a href="https://t.co/L87nYMHA9r">https://t.co/L87nYMHA9r</a> @VisitVaBch @KatieCollettTV @Marielena_TV <a href="https://t.co/2weoxBhgVU">https://t.co/2weoxBhgVU</a></p> <p>(Tweet) August 29, 2019 8:10 am</p>	94,877	4	0	4
<p><b>gohrt_com</b>   Routes 6, 12, &amp; 13 will see delays due to a train crossing at Liberty &amp; Wilson. @ChesapeakeRoads</p> <p>(Tweet) August 28, 2019 9:13 am</p>	12,566	4	0	3
<p><b>gohrt_com</b>   Ride the Tide to the Scope, Aug 23-24, for the Norfolk Jazz Festival. Enjoy the smooth sounds of jazz and R&amp;B while escaping this weekend's inclement weather. For more info, visit: <a href="https://t.co/HySh8ZKnds">https://t.co/HySh8ZKnds</a> @VisitNorfolkVA @sevenvenues @Festevents @NorfolkVA @NorfolkDowntown <a href="https://t.co/k7Wxmbb68D">https://t.co/k7Wxmbb68D</a></p> <p>(Tweet) August 23, 2019 7:26 am</p>	31,858	4	0	4



## GOHRT.COM - August 2018

### OVERVIEW

Sessions	76,489
Users	128,190
Pageviews	184,428

### DEVICE USAGE:

mobile	72.82%
desktop	23.55%
tablet	3.63%

### TRAFFIC SOURCE PER SESSION

Organic Search	67.12%
Direct	22.45%
Referral	9.92%
Email	0.20%
(Other)	0.18%
Social	0.13%

### PAGEVIEWS BY PAGE (TOP 10)

/index.html	17.35%
/route/norfolk/index.html	7.72%
/route/index.html	6.91%
/fares/index.html	6.46%
/route/virginia-beach/index.html	5.41%
/services/the-tide/index.html	3.87%
/route/newport-news/index.html	3.85%
/services/vb-wave/index.html	3.79%
/services/ferry/index.html	3.35%
/route/hampton/index.html	2.16%

## GOHRT.COM - August 2019

### OVERVIEW

Sessions	173,275
Users	252,791
Pageviews	430,806

### DEVICE USAGE:

mobile	86.51%
desktop	11.39%
tablet	2.09%

### TRAFFIC SOURCE PER SESSION

Organic Search	76.28%
Direct	17.90%
Referral	3.51%
Email	0.66%
(Other)	1.48%
Social	0.16%
Display	0.02%

### PAGEVIEWS BY PAGE (TOP 10)

/index.html	10.608%
/routes/norfolk/index.html	5.968%
/route/20/index.html	4.432%
/routes/newport-news/index.html	4.205%
/routes/index.html	3.521%
/routes/virginia-beach/index.html	3.510%
/route/1/index.html	2.862%
/route/3/index.html	2.480%
/route/15/index.html	2.224%
/routes/light-rail/index.html	2.212%

### 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	August	1,143,078	954,797	119,334	35,786	33,161
2018	August	1,301,540	1,086,487	142,334	39,713	33,006

### 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	Aug	3,570
2018	Sept	2,997

### 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.



### 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	Aug	0.17	0.16
2018	Sep	0.20	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	Aug	74%	16%	6%	5%
2018	Aug	79%	13%	5%	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

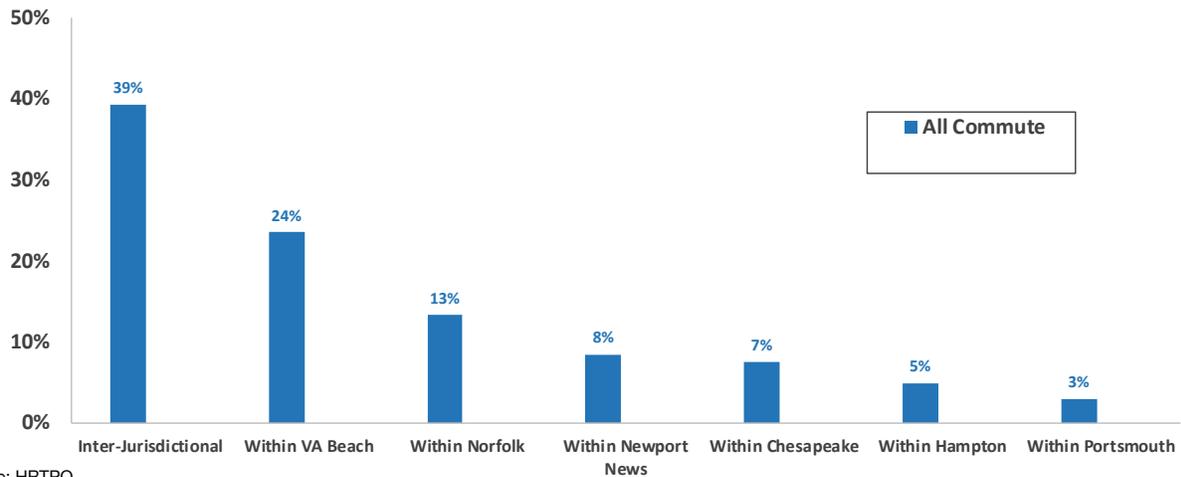


# HRT Performance: Regional Snapshot and Peer Agency Comparisons

Regional travel data: HRTPO; Comparisons among ten mid-sized bus transit agencies: National Transit Database (FY17). Analysis by WSP for Transit Transformation Project (2019).

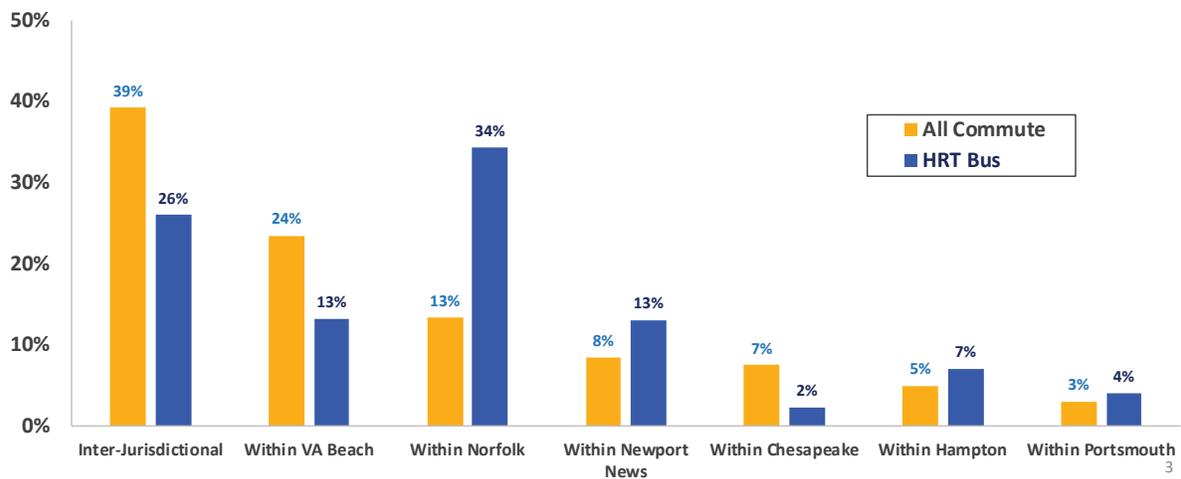
## Local vs. regional travel

Inter-jurisdictional travel is largest portion of commute trips



Source: HRTPO

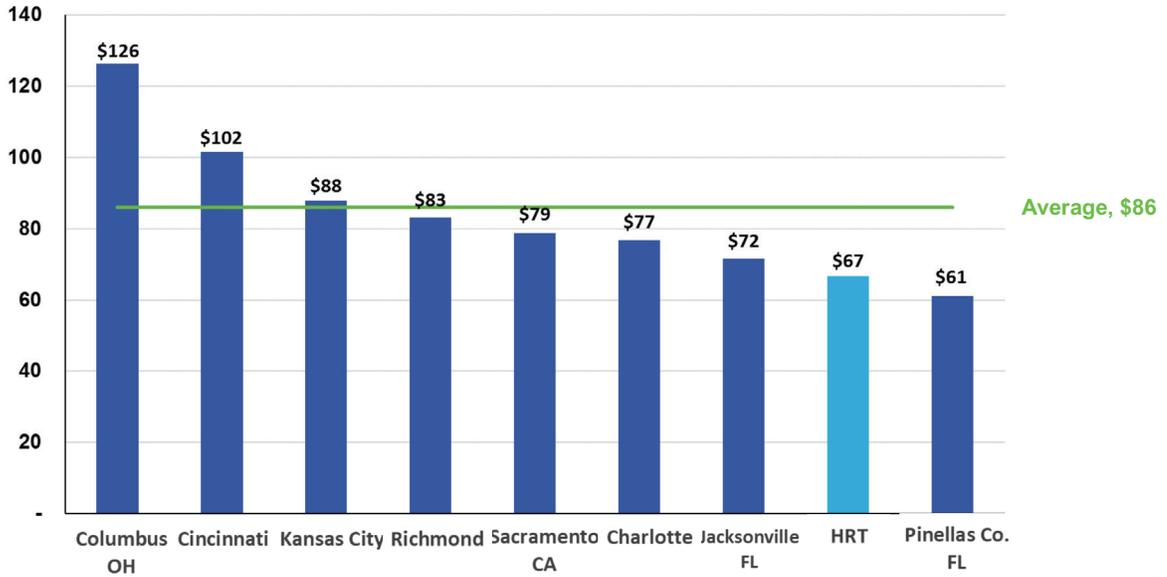
Inter-jurisdictional travel currently less well-served by bus system



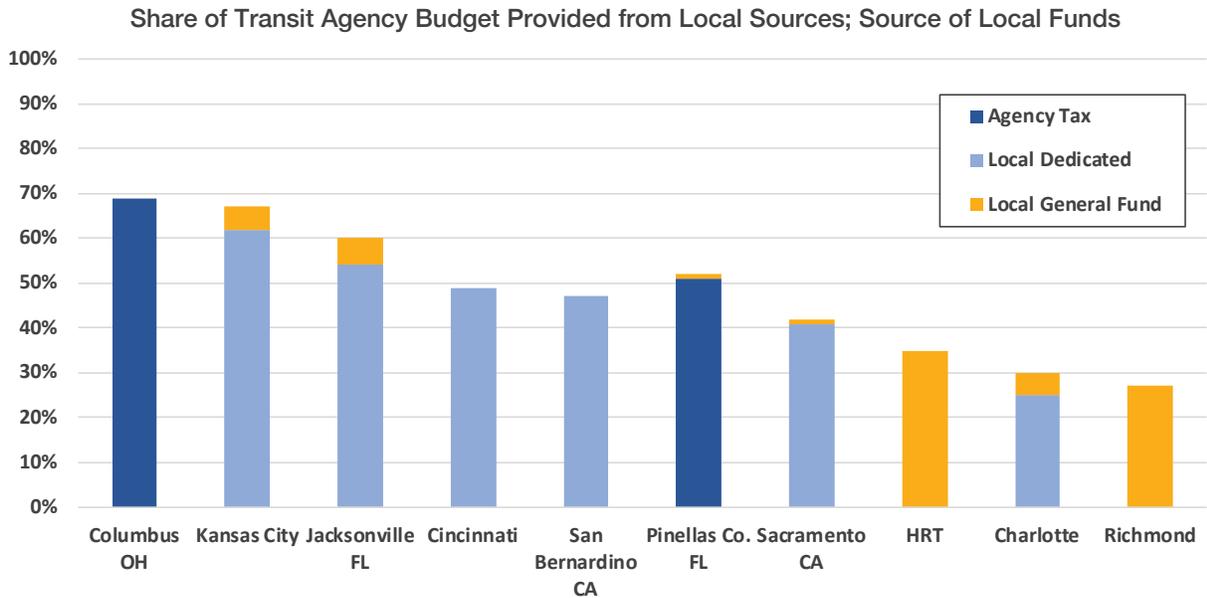
## Benchmarking HRT performance

- Lowest operating costs among 10 peers (20% below avg)
- Highest bus service offered per rider (25% above peer avg)
- Low fare realized per mile (25% below average)
- Farebox recovery slightly below average – 17% vs. 18%
- Ridership down 15% in 10 years; peers down 20%
- Older bus fleet prone to more breakdowns than peer average

# Low bus spending per capita vs. peers



# Peer regions fund transit with dedicated taxes



# Room for improvement

- Services not optimized for regional trips
- Spending per capita below average
- Reliance on local general funds
- Fragmented decision making
- Noticeable low-yield service
- New state performance standards will not reward poor service outcomes

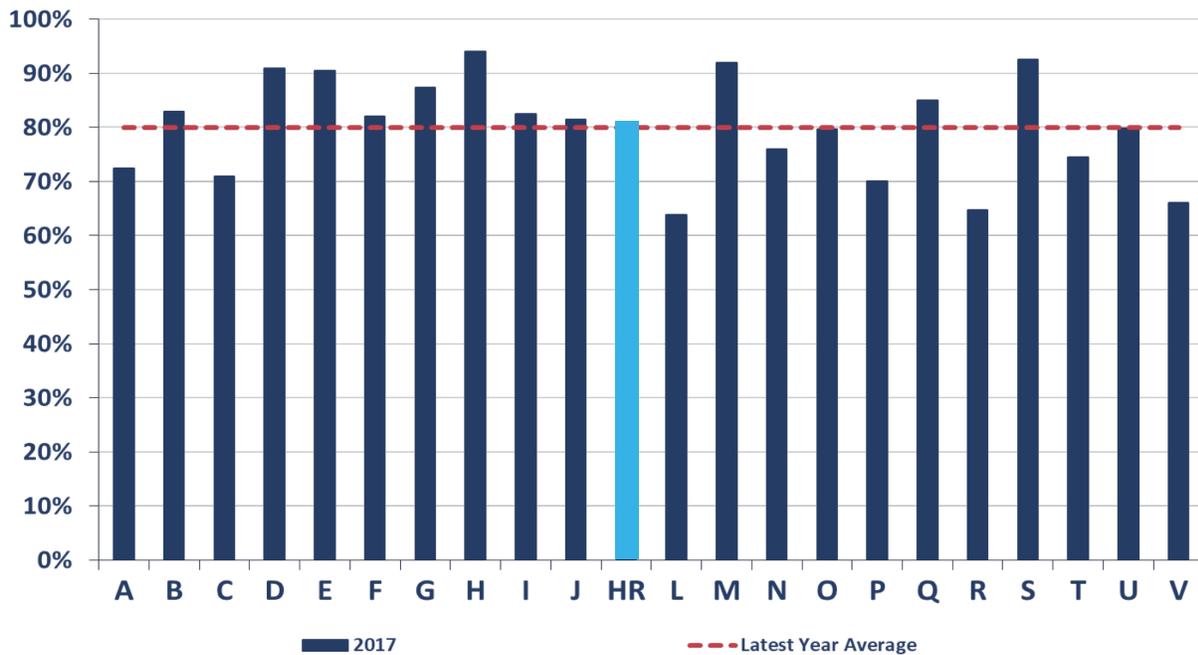


# Peer Comparisons

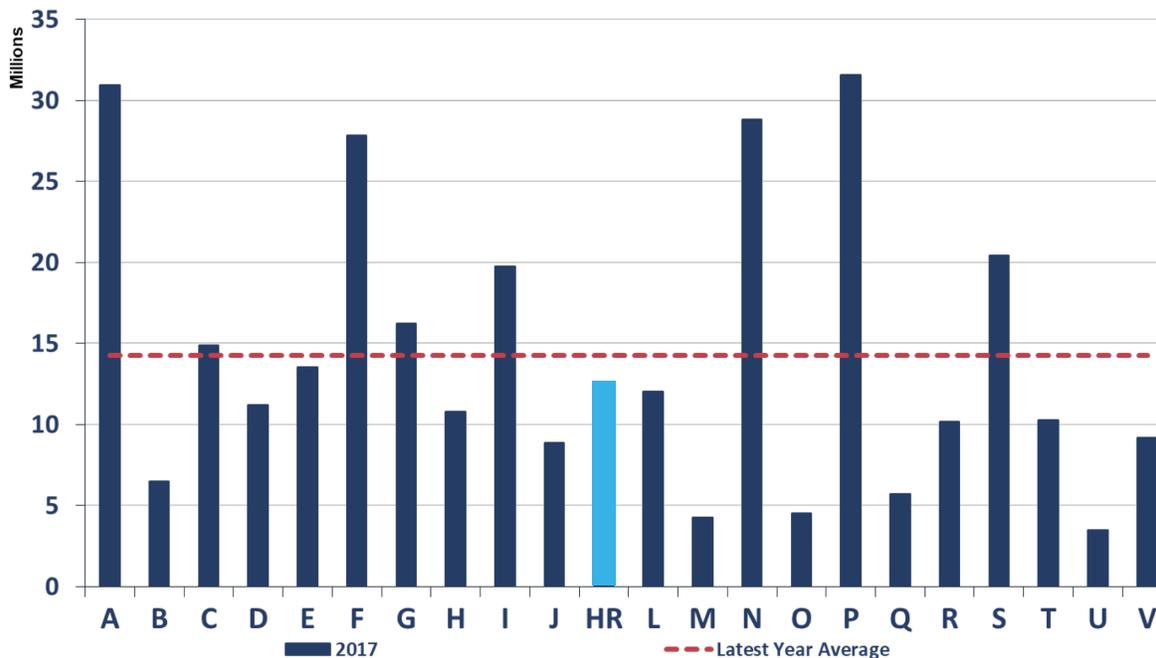
## American Bus Benchmarking Group

The following charts show KPI comparisons of HRT with other transit agencies in the American Bus Benchmarking Group (ABBG). ABBG provides a confidential forum for mid-sized bus organizations in America to learn from each other by comparing performance, sharing experiences, and identifying best practices. Agencies other than HRT remain anonymous for the purposes of this reporting. The ABBG is administered and facilitated by the Railway and Transport Strategy Centre (RTSC) at Imperial College London, a world leader in public transport benchmarking.

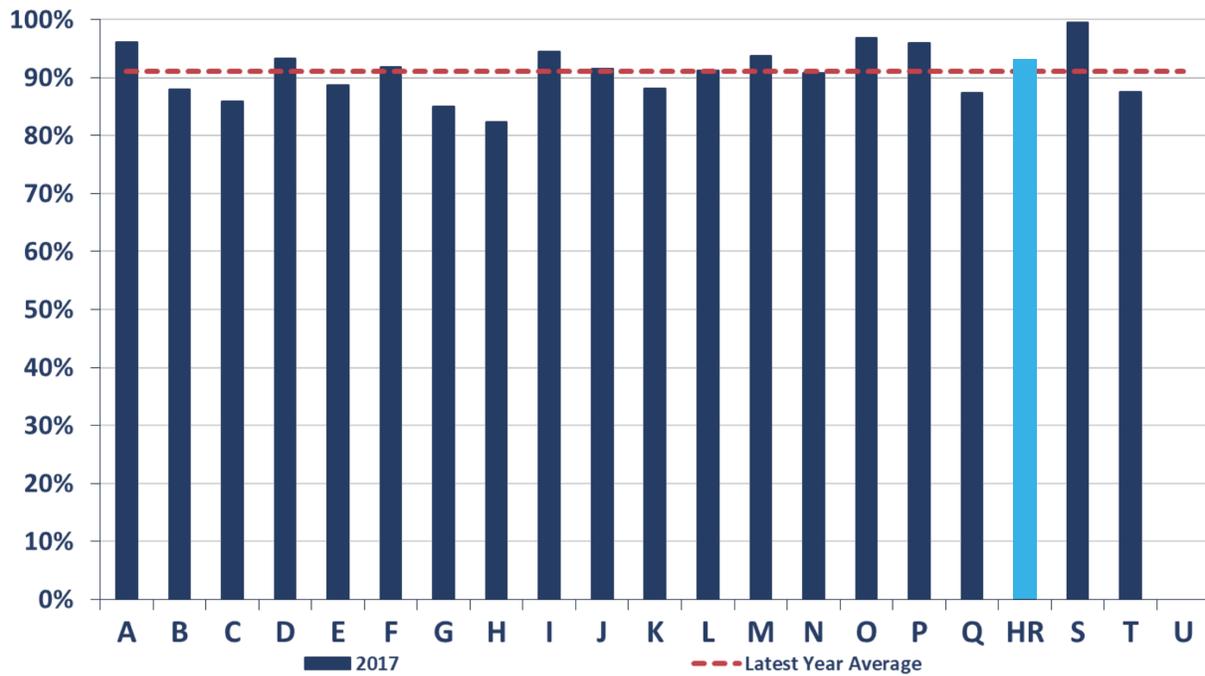
### ABBG-FY17 Bus On-Time Performance



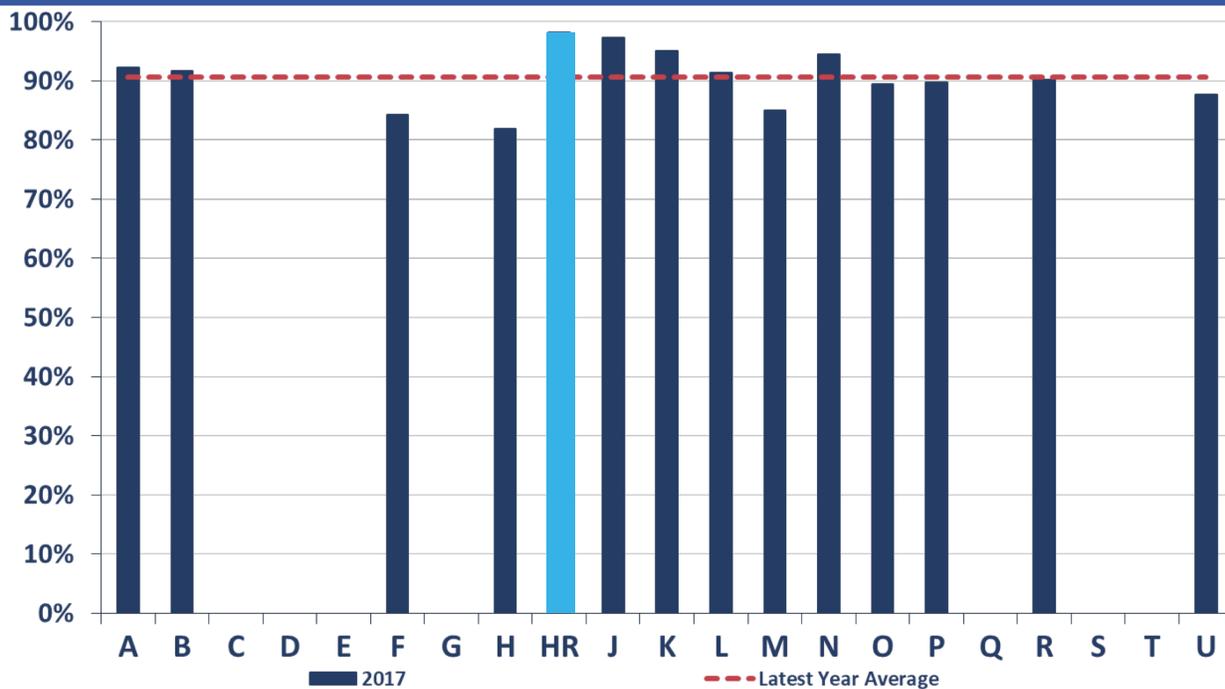
### ABBG-FY17 Bus Total Passenger Boardings



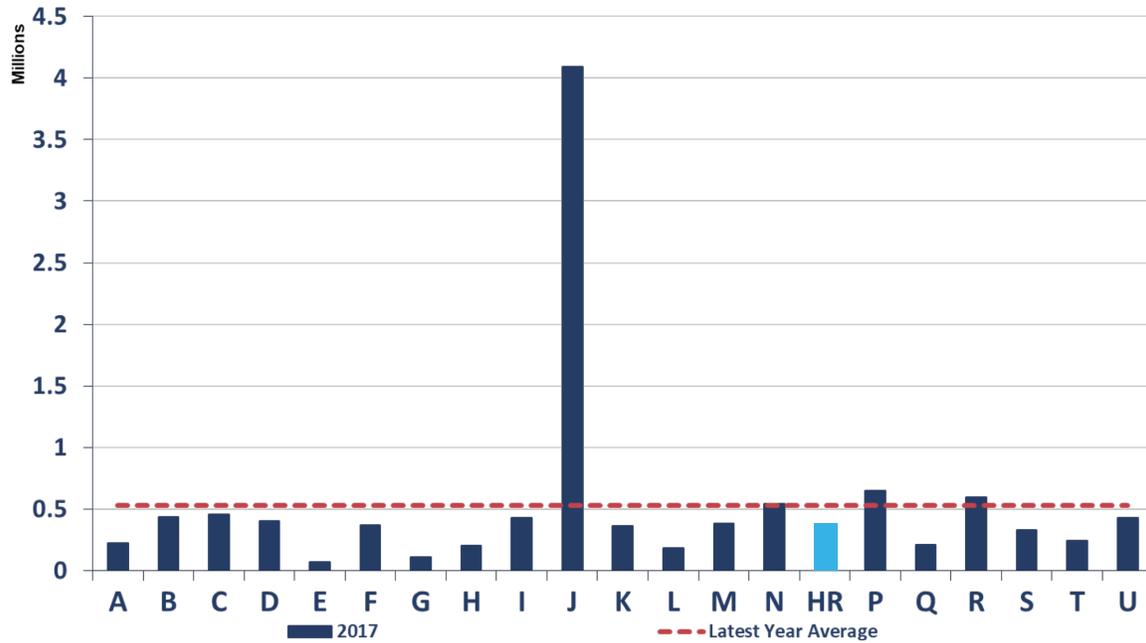
## ABBG-FY18 Paratransit On-Time Performance: Pick-Up



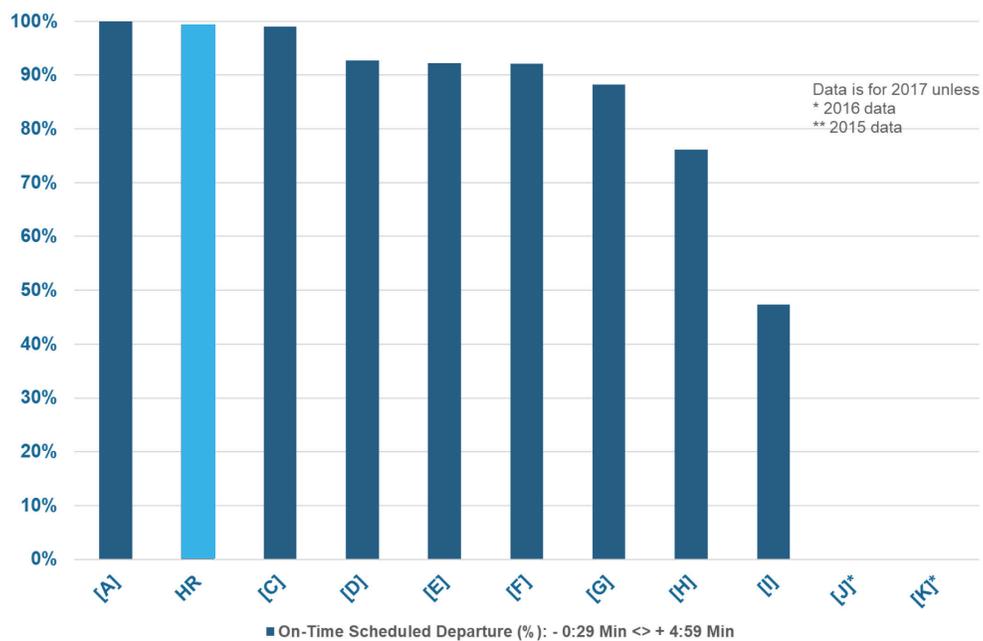
## ABBG-FY18 Paratransit On-Time Performance: Drop Off



# ABBG- FY18 Paratransit Total Passenger Boardings



# GOAL-FY18 Light Rail On-Time Performance





HAMPTON ROADS  
TRANSIT

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AUGUST 2019  
FISCAL YEAR 2020  
FINANCIAL REPORT

[gohrt.com](http://gohrt.com)

# OPERATING FINANCIAL STATEMENTS

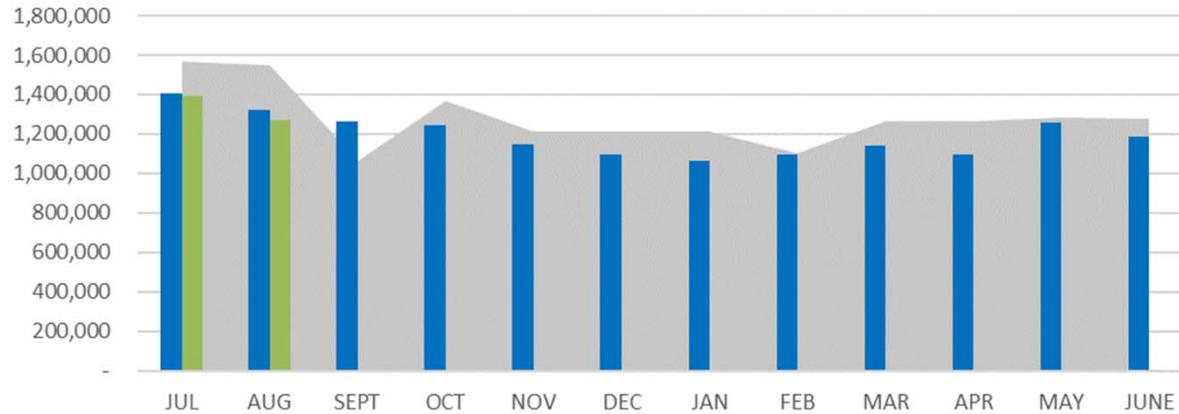
## AUGUST 2019

FISCAL YEAR 2020 Dollars in Thousands	Annual		Month to Date			Year to Date			
	Budget	Budget	Actual	Variance		Budget	Actual	Variance	
<b>Operating Revenue</b>									
Passenger Revenue	\$ 14,312.0	\$ 1,320.4	\$ 1,268.0	\$ (52.4)	(4.0) %	\$ 2,727.9	\$ 2,659.4	\$ (68.5)	(2.5) %
Advertising Revenue	1,075.0	89.6	40.8	(48.8)	(54.5) %	179.2	92.0	(87.2)	(48.7) %
Other Transportation Revenue	2,088.6	174.0	192.0	17.9	10.3 %	348.1	380.9	32.8	9.4 %
Non-Transportation Revenue	60.0	5.0	25.8	20.8	416.1 %	10.0	44.6	34.6	345.5 %
<b>Total Operating Revenue</b>	<b>17,535.5</b>	<b>1,589.0</b>	<b>1,526.5</b>	<b>(62.5)</b>	<b>(3.9) %</b>	<b>3,265.1</b>	<b>3,176.8</b>	<b>(88.4)</b>	<b>(2.7) %</b>
<b>Non-Operating Revenue</b>									
Federal Funding <sup>(1)</sup>	18,316.9	1,529.2	1,420.0	(109.2)	(7.1) %	2,945.5	2,610.1	(335.4)	(11.4) %
State Funding	19,969.8	1,664.2	1,655.4	(8.8)	(0.5) %	3,328.3	3,310.7	(17.6)	(0.5) %
Local Funding	44,696.1	3,724.7	3,724.7	(0.0)	(0.0) %	7,449.4	7,449.4	(0.0)	(0.0) %
<b>Total Non-Operating Revenue</b>	<b>82,982.8</b>	<b>6,918.0</b>	<b>6,800.0</b>	<b>(118.0)</b>	<b>(1.7) %</b>	<b>13,723.2</b>	<b>13,370.2</b>	<b>(353.0)</b>	<b>(2.6) %</b>
<b>TOTAL REVENUE</b>	<b>\$ 100,518.4</b>	<b>\$ 8,507.0</b>	<b>\$ 8,326.5</b>	<b>\$ (180.5)</b>		<b>\$ 16,988.3</b>	<b>\$ 16,547.0</b>	<b>\$ (441.4)</b>	
<b>Personnel Services</b>	<b>\$ 63,859.1</b>	<b>\$ 5,424.5</b>	<b>\$ 5,041.0</b>	<b>\$ 383.5</b>	<b>7.1 %</b>	<b>\$ 10,859.0</b>	<b>\$ 10,312.6</b>	<b>\$ 546.5</b>	<b>5.0 %</b>
Contract Services	9,243.6	653.3	399.0	254.4	38.9 %	1,374.0	826.0	547.9	39.9 %
Materials & Supplies <sup>(2)</sup>	10,570.7	887.5	1,058.6	(171.1)	(19.3) %	1,780.8	1,985.3	(204.5)	(11.5) %
Utilities	1,249.4	91.7	62.5	29.2	31.8 %	183.7	159.6	24.2	13.2 %
Casualties & Liabilities	4,024.0	335.3	340.4	(5.1)	(1.5) %	670.7	683.3	(12.6)	(1.9) %
Purchased Transportation	9,836.8	819.7	753.4	66.3	8.1 %	1,639.5	1,502.3	137.2	8.4 %
Other Miscellaneous Expenses	1,734.9	294.9	146.6	148.3	50.3 %	480.6	353.3	127.3	26.5 %
<b>TOTAL EXPENSE</b>	<b>\$ 100,518.4</b>	<b>\$ 8,507.0</b>	<b>\$ 7,801.6</b>	<b>\$ 705.5</b>		<b>\$ 16,988.3</b>	<b>\$ 15,822.3</b>	<b>\$ 1,166.0</b>	
<b>SURPLUS (DEFICIT)</b>			<b>525.0</b>				<b>724.6</b>		

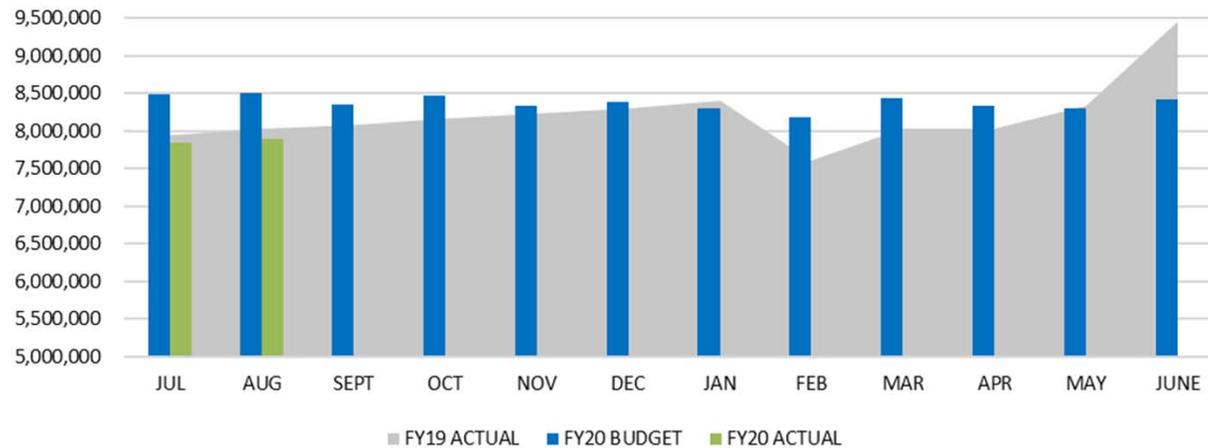
1. Year to date federal 5307 funding reduced by \$50,000 and 5337 by \$200,000.



## Farebox Revenue



## Total Expenses



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# LOCALITY CROSSWALK

# AUGUST 2019

AS OF AUGUST 31, 2019					
	Budget	Locality	Non-Locality	Consolidated	Variance + / (-)
<b>REVENUE</b>					
Passenger Revenue	\$ 2,727,883	\$ 2,497,211	\$ 162,153	\$ 2,659,364	\$ (68,519)
Advertising Revenue	\$ 179,166	\$ 86,907	\$ 5,071	\$ 91,978	\$ (87,188)
Other Transportation Revenue	\$ 348,098	\$ -	\$ 380,891	\$ 380,891	\$ 32,793
Non-Transportation Revenue	\$ 10,000	\$ 10,632	\$ 33,919	\$ 44,551	\$ 34,551
Federal Funding (PM 5307 & 5337)	\$ 2,687,142	\$ 2,189,638	\$ 247,504	\$ 2,437,142	\$ (250,000)
Project Salary Reimbursement	\$ 258,396	\$ 163,434	\$ 9,536	\$ 172,970	\$ (85,426)
State Funding	\$ 3,328,306	\$ 3,078,994	\$ 231,752	\$ 3,310,746	\$ (17,560)
Local Funding	\$ 7,449,351	\$ 7,449,351	\$ (0)	\$ 7,449,351	\$ (0)
<b>TOTAL REVENUE:</b>	<b>\$ 16,988,342</b>	<b>\$ 15,476,167</b>	<b>\$ 1,070,826</b>	<b>\$ 16,546,993</b>	<b>\$ (441,349)</b>
<b>EXPENSE</b>					
Personnel Services	\$ 10,859,037	\$ 9,707,248	\$ 605,316	\$ 10,312,564	\$ 546,473
Services	\$ 1,373,996	\$ 777,561	\$ 48,487	\$ 826,048	\$ 547,948
Materials & Supplies	\$ 1,780,815	\$ 1,868,772	\$ 116,531	\$ 1,985,303	\$ (204,488)
Utilities	\$ 183,743	\$ 150,205	\$ 9,366	\$ 159,571	\$ 24,172
Casualties & Liabilities	\$ 670,660	\$ 643,188	\$ 40,108	\$ 683,296	\$ (12,636)
Purchased Transportation	\$ 1,639,462	\$ 1,414,088	\$ 88,178	\$ 1,502,266	\$ 137,196
Other Miscellaneous Expenses	\$ 480,629	\$ 332,560	\$ 20,737	\$ 353,297	\$ 127,332
<b>TOTAL EXPENSES:</b>	<b>\$ 16,988,342</b>	<b>\$ 14,893,622</b>	<b>\$ 928,723</b>	<b>\$ 15,822,345</b>	<b>\$ 1,165,997</b>
<b>BUDGET STATUS TO DATE:</b>		<b>\$ 582,545</b>	<b>\$ 142,103</b>	<b>\$ 724,647</b>	<b>\$ 724,647</b>

Draft Financial Statement

# LOCALITY RECONCILIATION

## AUGUST 2019

FISCAL YEAR 2020 (Dollars in Thousands)	Total Local			
	Annual Budget	YTD AUGUST 2019		
		Budget	Actual	Variance
Locality Operating Share	\$ 44,696.1	\$ 7,449.4	\$ 7,449.4	\$ -
Plus: Local Farebox	\$ 13,431.7	\$ 2,560.1	\$ 2,497.2	\$ (62.9)
Locality Share - Sub-Total	\$ 58,127.8	\$ 10,009.5	\$ 9,946.6	\$ (62.9)
Plus: Federal Aid	\$ 14,948.4	\$ 2,384.8	\$ 2,189.6	\$ (195.2)
State Aid	\$ 18,777.0	\$ 3,129.5	\$ 3,079.0	\$ (50.5)
Total Revenue Contribution	\$ 91,853.2	\$ 15,523.8	\$ 15,215.2	\$ (308.6)
Operating Expenses	\$ 91,853.2	\$ 15,523.8	\$ 14,632.6	\$ (891.2)
<b>Budget Status to Date:</b>				<b>\$ 582.6</b>

### KPI's

Farebox Recovery	16.5%	17.1%
------------------	-------	-------

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HAMPTON ROADS TRANSIT

# LOCALITY RECONCILIATION - *Chesapeake*

## AUGUST 2019

FISCAL YEAR 2020 (Dollars in Thousands)	Chesapeake			
	Annual Budget	YTD AUGUST 2019		
		Budget	Actual	Variance
Locality Operating Share	\$ 2,691.4	\$ 448.6	\$ 448.6	\$ -
Plus: Local Farebox	\$ 723.5	\$ 137.9	\$ 117.6	\$ (20.3)
Locality Share - Sub-Total	\$ 3,414.9	\$ 586.5	\$ 566.2	\$ (20.3)
Plus: Federal Aid	\$ 913.5	\$ 147.5	\$ 135.6	\$ (11.9)
State Aid	\$ 1,079.8	\$ 180.0	\$ 165.6	\$ (14.4)
Total Revenue Contribution	\$ 5,408.2	\$ 914.0	\$ 867.4	\$ (46.6)
Operating Expenses	\$ 5,408.2	\$ 914.0	\$ 809.6	\$ (104.4)
<b>Budget Status to Date:</b>				<b>\$ 57.8</b>

### KPI's

Farebox Recovery	15.1%	14.5%
------------------	-------	-------



# LOCALITY RECONCILIATION – Newport News AUGUST 2019

FISCAL YEAR 2020 (Dollars in Thousands)	Newport News			
	Annual Budget	YTD AUGUST 2019		
		Budget	Actual	Variance
Locality Operating Share	\$ 7,373.8	\$ 1,228.9	\$ 1,228.9	\$ -
Plus: Local Farebox	\$ 2,244.9	\$ 427.9	\$ 408.0	\$ (19.9)
Locality Share - Sub-Total	\$ 9,618.7	\$ 1,656.8	\$ 1,636.9	\$ (19.9)
Plus: Federal Aid	\$ 2,709.0	\$ 434.1	\$ 401.7	\$ (32.4)
State Aid	\$ 3,168.2	\$ 528.0	\$ 497.6	\$ (30.4)
Total Revenue Contribution	\$ 15,495.9	\$ 2,618.9	\$ 2,536.2	\$ (82.7)
Operating Expenses	\$ 15,495.9	\$ 2,618.9	\$ 2,365.8	\$ (253.1)
<b>Budget Status to Date:</b>				<b>\$ 170.4</b>

## KPI's

Farebox Recovery	16.3%	17.2%
------------------	-------	-------



# LOCALITY RECONCILIATION – *Hampton*

## AUGUST 2019

FISCAL YEAR 2020 (Dollars in Thousands)	Hampton			
	Annual Budget	YTD AUGUST 2019		
		Budget	Actual	Variance
Locality Operating Share	\$ 4,657.6	\$ 776.3	\$ 776.3	\$ -
Plus: Local Farebox	\$ 1,255.4	\$ 239.3	\$ 227.4	\$ (11.9)
Locality Share - Sub-Total	\$ 5,913.0	\$ 1,015.6	\$ 1,003.7	\$ (11.9)
Plus: Federal Aid	\$ 1,628.0	\$ 263.3	\$ 255.2	\$ (8.1)
State Aid	\$ 1,918.6	\$ 319.8	\$ 312.1	\$ (7.7)
Total Revenue Contribution	\$ 9,459.6	\$ 1,598.7	\$ 1,571.0	\$ (27.7)
Operating Expenses	\$ 9,459.6	\$ 1,598.7	\$ 1,496.0	\$ (102.7)
<b>Budget Status to Date:</b>				<b>\$ 75.0</b>

### KPI's

Farebox Recovery	15.0%	15.2%
------------------	-------	-------

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# LOCALITY RECONCILIATION – *Norfolk*

## AUGUST 2019

FISCAL YEAR 2020 (Dollars in Thousands)	Norfolk			
	Annual Budget	YTD AUGUST 2019		
		Budget	Actual	Variance
Locality Operating Share	\$ 19,386.5	\$ 3,231.1	\$ 3,231.1	\$ -
Plus: Local Farebox	\$ 6,343.1	\$ 1,209.0	\$ 1,115.3	\$ (93.7)
Locality Share - Sub-Total	\$ 25,729.6	\$ 4,440.1	\$ 4,346.4	\$ (93.7)
Plus: Federal Aid	\$ 5,768.9	\$ 902.5	\$ 740.8	\$ (161.7)
State Aid	\$ 8,173.2	\$ 1,362.2	\$ 1,274.3	\$ (87.9)
Total Revenue Contribution	\$ 39,671.7	\$ 6,704.8	\$ 6,361.5	\$ (343.3)
Operating Expenses	\$ 39,671.7	\$ 6,704.8	\$ 6,006.7	\$ (698.1)
<b>Budget Status to Date:</b>				<b>\$ 354.8</b>

### KPI's

Farebox Recovery	18.0%	18.6%
------------------	-------	-------



# LOCALITY RECONCILIATION – *Portsmouth*

## AUGUST 2019

FISCAL YEAR 2020 (Dollars in Thousands)	Portsmouth			
	Annual Budget	YTD AUGUST 2019		
		Budget	Actual	Variance
Locality Operating Share	\$ 2,837.3	\$ 472.9	\$ 472.9	\$ -
Plus: Local Farebox	\$ 850.4	\$ 162.1	\$ 160.4	\$ (1.7)
Locality Share - Sub-Total	\$ 3,687.7	\$ 635.0	\$ 633.3	\$ (1.7)
Plus: Federal Aid	\$ 1,204.6	\$ 194.7	\$ 143.5	\$ (51.2)
State Aid	\$ 1,227.0	\$ 204.5	\$ 195.0	\$ (9.5)
Total Revenue Contribution	\$ 6,119.3	\$ 1,034.2	\$ 971.8	\$ (62.4)
Operating Expenses	\$ 6,119.3	\$ 1,034.2	\$ 947.2	\$ (87.0)
<b>Budget Status to Date:</b>				<b>\$ 24.6</b>

### KPI's

Farebox Recovery	15.7%	16.9%
------------------	-------	-------

Draft Financial Statement



HAMPTON ROADS TRANSIT

# LOCALITY RECONCILIATION – *Virginia Beach* AUGUST 2019

FISCAL YEAR 2020 (Dollars in Thousands)	Virginia Beach			
	Annual Budget	YTD AUGUST 2019		
		Budget	Actual	Variance
Locality Operating Share	\$ 7,749.5	\$ 1,291.6	\$ 1,291.6	\$ -
Plus: Local Farebox	\$ 2,014.4	\$ 383.9	\$ 468.5	\$ 84.6
Locality Share - Sub-Total	\$ 9,763.9	\$ 1,675.5	\$ 1,760.1	\$ 84.6
Plus: Federal Aid	\$ 2,724.4	\$ 442.7	\$ 512.8	\$ 70.1
State Aid	\$ 3,210.2	\$ 535.0	\$ 634.4	\$ 99.4
Total Revenue Contribution	\$ 15,698.5	\$ 2,653.2	\$ 2,907.3	\$ 254.1
Operating Expenses	\$ 15,698.5	\$ 2,653.2	\$ 3,007.3	\$ 354.1
<b>Budget Status to Date:</b>				<b>\$ (100.0)</b>

## KPI's

Farebox Recovery	14.5%	15.6%
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<b>Contract No:</b>	19-00030	<b>Title:</b>	Fence and Railing Maintenance and Repair Services	<b>Base Years' Price: Option Year Pricing:</b>	\$471,800 \$223,700 w/1-1 yr. option
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**Acquisition Description:** Enter into a contract with a qualified Contractor to perform a variety of repair and maintenance work of the fencing systems and gates at various locations within the Hampton Roads Transit (HRT) service area on a Task Order (TO) basis.

**Background:** HRT requires the services of a Class "A" General Contractor to perform general fence and railing maintenance and repair services. Under the terms of this agreement, the Contractor will provide repairs and maintenance to pedestrian and safety/security fencing and to damaged railing along the light rail alignment. Additionally, the Contractor may provide repairs and maintenance to other equipment related to fencing systems, gates and gate systems including new installation of fencing/railing systems and gates and gate systems at any new or existing HRT facilities.

**Contract Approach:** An Invitation for Bids was issued on July 15, 2019. One (1) bid was received on August 20, 2019 from Hercules Fence Company, Inc. (Hercules) in the total amount of \$695,500. This amount includes \$450,000 (\$150,000/year) for miscellaneous services not currently specified in the Scope of Work that HRT may request during the Contract term. A post-bid survey of vendors solicited concluded that most were not interested in submitting a bid due to prior existing workloads and not performing the type of work required. There was no indication that a re-solicitation to pursue more competition would have resulted in greater participation.

After an evaluation of the bid received, HRT staff determined that Hercules was a responsive (in compliance with submittal requirements) and responsible (capable to perform) bidder; and, is therefore eligible for award.

Based on a price analysis performed utilizing the independent cost estimate, Hercules' bid is deemed fair and reasonable. A contractor responsibility review confirmed that Hercules is technically and financially capable to perform the work.

Hercules is located in Norfolk, VA has provided similar services to Old Dominion University in Norfolk, VA; Clancy and Theys in Newport News, VA; RGI General Contractors in Virginia Beach, VA; and Pisces Construction in Virginia Beach, VA.

The period of performance for this Contract is two (2) base years, with one (1) additional one-year option.

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

<b>Contract No:</b>	19-00030	<b>Title:</b>	Fence and Railing Maintenance and Repair Services	<b>Base Years' Price: Option Year Pricing:</b>	\$471,800 \$223,700 w/1-1 yr. option
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**Cost/Funding:** This Contract will be funded with Operating Funds.

**Project Manager:** Don Lint, Construction Projects Coordinator

**Contracting Officer:** Jason Petruska, Contract Specialist

**Recommendation:** It is respectfully recommended that the Commission approve the award of 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.

### SOLICITATION RESULTS

<b>Hercules Fence Company, Inc.</b>			
<b>Base Year 1</b>	<b>Base Year 2</b>	<b>Option Year 1</b>	<b>Total</b>
\$235,900	\$235,900	\$223,700	\$695,500

<b>Contract No:</b>	18-78382R	<b>Title:</b>	Healthcare Reporting Services	<b>Base Years' Price:</b> <b>Four Option Years' Pricing:</b>	\$35,420 \$121,680
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**Acquisition Description:** Enter into a contract with a qualified Contractor to provide a full-service solution to support compliance with healthcare annual reporting, referred to as the Affordable Care Act (ACA).

**Background:** Hampton Roads Transit (HRT) has a requirement to partner with a Contractor to provide a solution that is fully integrated with HRT's Oracle PeopleSoft Human Capital Management (HCM) system for ACA reporting compliance. Under the terms of this agreement, the Contractor shall provide the following:

- Pre-developed programs or comparable interfaces that integrate with PeopleSoft HCM 9.1 to extract all relevant Human Resource, Payroll, Time and Labor, Benefit Health Enrollments and any other needed eligibility data for HRT's employees, including retirees, Consolidated Omnibus Budget Reconciliation Act (COBRA) beneficiaries, and others as applicable.
- Analyze extracted data to accurately calculate employee's eligibility status to assign and track ACA reporting codes based on ACA reporting regulations, including the administration based on HRT's measurement periods, administrative and stability periods and track eligibility status for new and current employees.
- Full-Service Filing
  - Prepare, complete and file required forms to individuals eligible for employer sponsored coverage in accordance with the ACA's Employer Mandate and related regulations (IRS Forms 1094-C and 1095-C)
  - Prepare, complete and submit electronically to the IRS, as required per regulations, information on all individuals eligible for employer sponsored coverage in accordance with the ACA's Employer Mandate and related regulations.
- Deliver services which provide HRT the ability to monitor and receive notifications and reports regarding responsibilities for compliance under ACA.

**Contract Approach:** A Request for Proposals was issued March 15, 2019. One (1) proposal was received on May 15, 2019 from ADP, LLC (ADP) in the amount of \$181,280. A post-solicitation survey of vendors solicited concluded that most did not have requisite experience with Oracle PeopleSoft HCM or with employee health systems. There was no indication that a re-solicitation to pursue more competition would have resulted in greater participation.

In order to obtain more favorable pricing, a decision was made to conduct negotiations with ADP. Negotiations focused on clarifying the 2019 reporting process and timeline; and, reducing unit and total proposed pricing. At the conclusion of negotiations, a Best and Final Offer (BAFO) was requested.

<b>Contract No:</b>	18-78382R	<b>Title:</b>	Healthcare Reporting Services	<b>Base Years' Price: Four Option Years' Pricing:</b>	\$35,420 \$121,680
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After an analysis of the BAFO received, HRT Staff determined that ADP provided the best value to HRT based on a combination of technical capability and price. ADP's pricing decreased by \$24,180, or 15.39%. Based on the results of the negotiations and a price analysis performed utilizing historical data, ADP's BAFO is deemed fair and reasonable. A contractor responsibility review confirmed that ADP is technically and financially capable to perform the work.

ADP, headquartered in Roseland, NJ, with a local office in Norfolk, VA and has provided similar services to Dallas Area Rapid Transit (DART) in Dallas, TX; and Tulane University in New Orleans, LA.

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

No DBE Goal was assigned for this solicitation.

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

**Project Manager:** Glenda Dixon, Director of ERP Services

**Contracting Officer:** Jason Petruska, Contract Specialist

**Recommendation:** It is respectfully recommended that the Commission approve the award of a contract to ADP, LLC to provide healthcare reporting services in the not-to-exceed amount of \$157,100 over a five-year period.

### SOLICITATION RESULTS

ADP, LLC					
Base Year	Option Year 1	Option Year 2	Option Year 3	Option Year 4	Total
\$35,420	\$30,420	\$30,420	\$30,420	\$30,420	\$157,100

<b>Purchase Order No.:</b>	81512	<b>Title:</b>	Light Rail Vehicle Guiding Rods and Overhauled Traction Link Assembly Kits	<b>Price:</b>	\$183,456
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**Acquisition Description:** Award a Purchase Order (PO) for a vendor to provide guiding rods and overhauled traction link assembly kits for HRT’s Light Rail Vehicle (LRV) trucks.

**Background:** HRT currently owns and operates nine (9) LRVs, including twenty (20) powered and ten (10) unpowered trucks. Each powered truck is equipped with traction link rods that interconnect the bolster to the truck frame, while the unpowered trucks are fitted with guiding rods that stabilize the axle movement within the truck frame. Each traction link rod contains rubber bushings at both ends to isolate the bolster from the truck frame. The traction link rods help to transmit acceleration and braking forces from the bolster to the truck frame and thus to the primary suspension. The unpowered truck guiding rods mount between brackets on the truck frame and the guiding rod bracket on the axle hub flange. Each guiding rod contains rubber bushings at both ends to buffer axle vibrations. The LRV’s have all surpassed 300,000 miles and are over eight (8) years old. The guiding rods and traction links currently fitted on the LRVs require overhaul to maintain a State of Good Repair.

**Contract Approach:** A Request for Quote (RFQ) was issued on August 6, 2019. One (1) quote was received on August 7, 2019 from Siemens Industry, Inc. (Siemens).

After review and evaluation of the quote received, HRT staff determined that Siemens is responsive (in compliance with submittal requirements) and responsible (capable to perform) and eligible for award. Additionally, Siemens is the only known source for the required parts and the Original Equipment Manufacturer (OEM) of the LRVs.

Based on a price analysis performed, Siemens’ quote is deemed fair and reasonable. A contractor responsibility review performed confirmed that Siemens is technically and financially capable to provide the requested items.

Siemens is headquartered in Munich, Germany and has been a provider for rail and transit authorities for over one hundred seventy-one (171) years. Siemens also provides numerous parts to HRT satisfactorily.

**Cost/Funding:** This Purchase Order will be funded by grant funds.

**Project Manager:** Wayne Groover, Senior Manager of Rail Vehicle Maintenance

**Contracting Officer:** Fevrier Valmond, Senior Contract Specialist

**Recommendation:** It is respectfully recommended that the Commission approve the award of 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.

<b>Purchase Order No.:</b>	81583	<b>Title:</b>	Light Rail Overhead Catenary System	<b>Price:</b>	\$164,436.52
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**Acquisition Description:** Award a Purchase Order (PO) to AFL Global to provide materials for the upgrade of the existing Overhead Catenary System (OCS) on The Tide Light Rail alignment.

**Background:** Hampton Roads Transit (HRT) has a requirement to perform an upgrade of the existing OCS on The Tide Light Rail alignment, from Fixed Termination to Auto Tension. AFL Global (AFL) is the original equipment manufacturer of the equipment currently installed and utilized on the Catenary.

**Contract Approach:** In an effort to obtain competitive pricing, a Request for Quote (RFQ) was issued on August 21, 2019 to AFL and four (4) of AFL's recognized distributors (Accu-Tech, Graybar Services, Inc., Mayer Electric Supply and Wesco International, Inc.). AFL was the sole responder and provided a quote on August 23, 2019 in the amount of \$164,436.52. The equipment being purchased is specialized equipment in which the distributors were unable to obtain.

After review and evaluation of the quote received, HRT staff determined that AFL Global was responsive (in compliance with submittal requirements) and responsible (capable to perform) and therefore eligible for award. AFL's pricing is deemed fair and reasonable based a price analysis performed utilizing the independent cost estimate. A Contractor responsibility review performed confirmed that AFL is both technically and financially capable to provide the requested materials.

Headquartered in Duncan, SC, AFL produces a complete portfolio of optical cable, components and accessories for the transportation industry. AFL has also provided similar materials to HRT satisfactorily.

**Cost/Funding:** This Purchase Order will be funded by grant funds.

**Project Manager:** Keith LeLache, Light Rail Systems Manager

**Contracting Officer:** Saidat Salaam, Buyer II

**Recommendation:** It is respectfully recommended that the Commission approve the award 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.

<b>Contract No:</b>	19-00006R	<b>Title:</b>	Medical Surveillance Program Management Services (Renewal)	<b>Base Three Years' Price:</b> <b>Two Option Years' Price:</b>	\$297,793.75 \$213,231.25
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**Acquisition Description:** Enter into a renewal contract with a qualified Contractor to provide medical surveillance Program Management Services to Hampton Roads Transit.

**Background:** Hampton Roads Transit (HRT) requires a qualified firm or individual to provide Medical Surveillance Program (MSP) management services. HRT currently employs approximately 1,000 employees in various full-time and part-time administrative and collectively bargaining positions throughout the Agency. The purpose of this MSP is to ensure and reinforce the importance of hiring and maintaining a qualified workforce which involves, not only focusing on the professional and technical competency of employees, but also ensuring that employees are able to perform their duties in a manner that provides a safe service and environment for HRT's customers. Under the terms of the agreement, the Contractor shall work with appropriate and designated HRT staff to implement and manage occupational health and safety services such as Department of Transportation (DOT) physicals for Commercial Driver's License (CDL) holder employees, Fitness for Duty, Drug/Alcohol Testing Coordination, Worker's Compensation Coordination and other medical surveillance areas. HRT will maintain the authority to obtain drug/alcohol testing services through other qualified facilities, as needed.

**Contract Approach:** A Request for Proposals (RFP) was issued on May 1, 2019. Four (4) proposals were received on May 30, 2019 from the following firms:

- Hampton Roads Urgent Care
- I&O Medical Centers
- NowCare/Bon Secours AccuMed (NowCare)
- Taylor Made Diagnostics, Inc. (Taylor Made)

In response to the RFP, proposers were required to provide unit pricing for various services described in the Scope of Work (SOW). Shortly after receipt of proposals, Hampton Roads Urgent Care withdrew their proposal due to the fact that they were closing down their business.

Upon review and evaluation of the technical proposals received from the remaining three (3) firms, NowCare and Taylor Made were deemed qualified to meet the requirements of the SOW. The incumbent, I&O Medical Centers, was deemed not capable of meeting the requirements of the SOW. NowCare and Taylor Made were subsequently invited to discuss their proposals and provide technical clarifications on their approach to the SOW.

At the conclusion of discussions, it was determined that Taylor Made will save HRT employees and applicants a tremendous amount of time by reporting DOT physicals directly to the DMV. Currently, employees and applicants are responsible for taking their completed physicals to the DMV. Employees and applicants will no longer have to utilize unpaid time to go to the DMV to

<b>Contract No:</b>	19-00006R	<b>Title:</b>	Medical Surveillance Program Management Services (Renewal)	<b>Base Three Years' Price:</b> <b>Two Option Years' Price:</b>	\$297,793.75 \$213,231.25
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submit their completed physical. This practice will save HRT employees and applicants between 3,500 to 4,000 hours each year. NowCare does not provide this service.

In an effort to obtain more favorable pricing, negotiations were held with Taylor Made for the purpose of possible award. Negotiations focused on clarifying assumptions made in establishing pricing and reducing the proposed unit prices. At the conclusion of negotiations, a Best and Final Offer (BAFO) was requested.

As a result of negotiations, HRT achieved an average reduction of approximately 18% in the originally proposed unit prices.

After a review and analysis of the BAFO received, HRT staff determined that Taylor Made provided the best value to HRT based on a combination of technical capability and price. Taylor Made's pricing is deemed fair and reasonable based on the results of the negotiations, a price analysis performed, and the fact that the pricing was obtained in a competitive environment. A contractor responsibility review performed confirmed that Taylor Made is both technically and financially capable to perform the work.

Taylor Made, located in Chesapeake, VA has provided similar services for the Virginia Department of Labor and Industry in Richmond, VA; Virginia Department of Military Affairs in Blackstone, VA; and, the City of Portsmouth.

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

No DBE goal was established for this solicitation.

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

**Project Manager:** Danielle Hill, Human Resources Compliance Manager

**Contracting Officer:** Fevrier Valmond, Senior Contract Specialist

**Recommendation:** It is respectfully recommended that the Commission approve the award of a contract to Taylor Made Diagnostics, Inc. to provide medical surveillance program management services in the not-to-exceed amount of \$511,025 over five (5) years.

<b>Contract No:</b>	19-00006R	<b>Title:</b>	Medical Surveillance Program Management Services (Renewal)	<b>Base Three Years' Price:</b> <b>Two Option Years' Price:</b>	\$297,793.75 \$213,231.25
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**SOLICITATION RESULTS**

<b>OFFEROR</b>	<b>ORIGINAL OFFER</b>	<b>BEST AND FINAL OFFER</b>
NowCare/Bon Secours AccuMed	\$543,000	N/A
<b>Taylor Made Diagnostics, Inc.</b>	<b>\$625,950</b>	<b>\$511,025</b>
I & O Medical Centers	\$752,000	N/A

**TAYLOR MADE DIAGNOSTICS, INC.'S SUMMARY**

<b>Base Year 1</b>	<b>Base Year 2</b>	<b>Base Year 3</b>	<b>Option Year 1</b>	<b>Option Year 2</b>	<b>Total</b>
\$97,900.00	\$97,900.00	\$101,993.75	\$105,075.00	\$108,156.25	\$511,025.00

<b>Contract No:</b>	19-00023	<b>Title:</b>	Provision of Bulk Fluids	<b>Base Year Price:</b>	\$232,634.72
				<b>Option Year Pricing:</b>	\$947,503.88 w/4-1 yr. options

**Acquisition Description:** Enter into a contract with a qualified Contractor to provide and deliver branded automotive and industrial lubricants to Hampton Roads Transit (HRT) locations.

**Background:** HRT, in an effort to consolidate the purchases of automotive and industrial lubricants, has a requirement for a Contractor to provide diesel exhaust fluid, automatic transmission fluid, antifreeze, and motor oil. Under the terms of this agreement, the Contractor shall provide and deliver the automotive lubricants to both the Northside and Southside facilities and provide material safety data sheets (MSDS) for each product supplied. HRT reserves the right to have product samples randomly collected and tested during the duration of the contract.

**Contract Approach:** An Invitation for Bids was issued July 15, 2019. Five (5) bids were received on August 21, 2019 from the following firms:

- Northeast Lubricants, Ltd.
- Pugh Lubricants
- Cummins Sales and Service, Inc.
- PAPCO, Inc. (PAPCO)
- Petrocon Corporation

Bidders were required to provide unit prices per gallon for each type of lubricant. After an evaluation of the bids received, HRT staff determined that PAPCO was the lowest responsive (in compliance with submittal requirements) and responsible (capable to perform) bidder; and, is therefore eligible for award.

PAPCO's bid price, in the amount of \$1,180,138.60 is deemed fair and reasonable based on a price analysis performed utilizing the independent cost estimate, and the fact that the pricing was obtained in a competitive environment. A contractor responsibility review confirmed that PAPCO is technically and financially capable to perform the work

PAPCO is located in Virginia Beach, VA and provides similar services for the City of Chesapeake and the City of Virginia Beach. PAPCO has also performed these services in the past 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 assigned for this solicitation.

<b>Contract No:</b>	19-00023	<b>Title:</b>	Provision of Bulk Fluids	<b>Base Year Price:</b>	\$232,634.72
				<b>Option Year Pricing:</b>	\$947,503.88 w/4-1 yr. options

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

**Project Manager:** Wayne Groover, Senior Manager of Rail Vehicle Maintenance and Rail Materials

**Contracting Officer:** Jason Petruska, Contract Specialist

**Recommendation:** It is respectfully recommended that the Commission approve the award of 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.

### SOLICITATION RESULTS

FIRM	TOTAL BID PRICE
<b>PAPCO, Inc.</b>	<b>\$1,180,138.60</b>
Pugh Lubricants	\$1,240,686.30
Cummins Sales and Service, Inc.	\$1,307,967.70
Northeast Lubricants, Ltd.	\$1,464,189.62
Petrocon Corporation	\$1,707,376.50

PAPCO, Inc. Bid Summary					
Base Year	Option Year 1	Option Year 2	Option Year 3	Option Year 4	Total
\$232,634.72	\$232,634.72	\$232,634.72	\$241,117.22	\$241,117.22	\$1,180,138.60

<b>Contract No:</b>	19-00043	<b>Title:</b>	Purchase of Six (6) 40' Electric Buses	<b>Price:</b>	\$5,753,736
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**Acquisition Description:** Join on an existing Commonwealth of Virginia, Division of Purchases and Supply (DPS) Contract No. E194-81688 MA6465 to procure six (6) 40' Electric Buses (State Contract).

**Background:** Using the competitive procurement process, in July 2019, the Commonwealth of Virginia awarded Contract No. E194-81688 MA6465 to Proterra, Inc. (Proterra) to purchase a number of different style electric buses 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 Proterra contract to purchase six (6) 40' electric buses for use in HRT's operations. 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 buses pursuant to this agreement.

**Contract Approach:** The original State Contract was competitively procured with a base unit price of \$669,757 for a standard 40' electric bus. Unit prices for additional features/options were also established at the time of award of the State Contract. Proterra's unit price to HRT, including HRT selected options, is \$958,956. HRT's options include driver's protective barrier, Trapeze Intelligent Transportation System, Trapeze Radio Communication System, Trapeze Automatic Passenger Counter, Genfare FastFare fareboxes, Apollo video surveillance systems, destination signs, bike racks, two (2) Qpod wheelchair restraints, 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, Proterra's unit price of \$958,956 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 a Low or No Emission Vehicle Program Grant and administered by the Virginia Department of Environmental Quality and the Virginia Department of Rail and Public Transportation.

**Project Manager:** Michael Perez, Operations Project and Contract Administrator

**Contracting Officer:** Sonya Luther, Director of Procurement

<b>Contract No:</b>	19-00043	<b>Title:</b>	Purchase of Six (6) 40' Electric Buses	<b>Price:</b>	\$5,753,736
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**Recommendation:** It is respectfully recommended that the Commission approve the award of a contract to Proterra, Inc. to procure six (6) 40' electric buses in the total amount of \$5,753,736.

<b>Contract No:</b>	19-00018	<b>Title:</b>	Towing and Flat Tire Replacement Services (Renewal)	<b>Base Year Price:</b> <b>Option Years'</b> <b>Pricing:</b>	\$71,790  \$287,160 w/4-1 yr. options
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**Acquisition Description:** Enter into a renewal contract with a qualified Contractor to provide towing and flat tire replacement services.

**Background:** Hampton Roads Transit (HRT) requires towing and flat tire replacement services for all revenue and non-revenue vehicles. Under the terms of this agreement, the Contractor shall provide towing services due to accidents, mechanical breakdowns, fires and/or to remove privately owned vehicles from HRT's property. The Contractor's towing procedures must meet or exceed the motor vehicle original manufacturers' and HRT's towing requirements. Flat tire replacement services shall be provided for buses only.

**Contract Approach:** An Invitation for Bids was issued June 14, 2019. Four (4) bids were received on August 22, 2019 from the following firms:

- Brinkley's Wrecker Service, LLC
- Finks, Inc.
- Tidewater Express, Inc.
- GB's Towing and Auto Repair, Inc.

Bidders were required to provide unit prices for the towing of each vehicle type, as well as for flat tire replacement services. After an evaluation of the bids received, HRT staff determined that Finks, Inc. was the lowest responsive (in compliance with submittal requirements) and responsible (capable to perform) bidder; and, is therefore eligible for award.

Finks, Inc.'s bid price, in the amount of \$358,950 is deemed fair and reasonable based on a price analysis performed utilizing historical pricing, and the fact that the pricing was obtained in a competitive environment. A contractor responsibility review confirmed that Finks, Inc. is technically and financially capable to perform the work.

Finks, Inc. is located in Portsmouth, VA and provides similar services for Domestic Fuels in Chesapeake, VA; The Port of Virginia in Norfolk, VA; and the City of Suffolk's Police Department.

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

No DBE Goal was assigned for this solicitation.



**TRAC Report  
September, 2019**

HRT's Transit Riders Advisory Committee (TRAC) met on September 4, 2019, in Hampton.

Antoinette White, Manager of Service Planning, provided a presentation on the October Service Board schedule and route changes. In addition to providing an update on Hurricane Dorian preparation and the Transform Transit Project, Rodney Davis, Director of Customer Relations, responded to previous complaints and concerns lodged by TRAC members.

During the roundtable, Hampton TRAC representative Tondalaya Thomas expressed her concern about the upkeep of some of the bus shelters in Newport News. It was later determined that the shelters in question were not HRT property. Norfolk TRAC representative Sandra Williams expressed her concern about activities at Evelyn Butts, and asked about the process for replacing operators who became incapacitated. Mr. Davis informed the committee that he would look into all matters.

The next TRAC meeting will be held in Norfolk on November 6, 2019.



**Resolution 02– 2019**

**Title VI Equity Analyses for Proposed Major Service Changes – October 2019**

A Resolution of the Transportation District Commission of Hampton Roads approving the *Title VI Equity Analyses for Proposed Major Service Changes in October 2019*.

**WHEREAS**, the Transportation District Commission of Hampton Roads adopted the *Hampton Roads Transit (HRT) 2017 Title VI Program* through Resolution 01-2017 on the 26<sup>th</sup> day of January, 2017, in compliance with Federal Law and FTA Policy; and

**WHEREAS**, the adopted *HRT 2017 Title VI Program* requires that the Commission demonstrate the consideration, awareness, and approval of the Title VI Equity Analysis results for each proposed Major Service or Fare Change prior to approval or implementation of the proposed change; and

**WHEREAS**, Hampton Roads Transit has proposed Major Service Changes to the Routes 24, 44 and MAX Routes 967, 973, 974; and

**WHEREAS**, Hampton Roads Transit has determined that public involvement is warranted because these changes would reduce, eliminate, and/or increase service; and

**WHEREAS**, Hampton Roads Transit has received comments from the public and stakeholders; and

**WHEREAS**, Hampton Roads Transit has completed a Title VI Equity Analysis on the proposed changes and reported the results of the analyses to the Commission for full consideration; and

**WHEREAS**, the Title VI Equity Analyses included a full discussion of any potential disparate or disproportionate impacts with regards to race, color, national origin, or income; and

**WHEREAS**, Hampton Roads Transit has shown a substantial legitimate justification for the proposed actions:

**NOW, THEREFORE, BE IT RESOLVED** that the Transportation District Commission of Hampton Roads has given full consideration of, is aware of, and approves the equity analyses for the proposed October 2019 Major Service Changes.

**APPROVED** by the Transportation District Commission of Hampton Roads at its meeting on the 26<sup>th</sup> day of September, 2019.

**TRANSPORTATION DISTRICT COMMISSION  
OF HAMPTON ROADS**

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Chairman

**ATTEST:**

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Luis R. Ramos, Commission Secretary