



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

Thursday, January 28, 2021 • 1:00 p.m. via Zoom

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A meeting of the Transportation District Commission of Hampton Roads will be held on Thursday, January 28, 2021, at 1:00 p.m. via Zoom Meeting.

Pursuant to the declared state of emergency in the Commonwealth of Virginia in response to the COVID-19 pandemic and to protect the public health and safety of the Board members, staff, and the general public, the TDCHR meeting will be held electronically via zoom.

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



## Meeting of the Transportation District Commission of Hampton Roads

Thursday, January 28, 2021 • 1:00 p.m. Via Zoom

### **Revised Agenda**

1. Call to Order & Roll Call
2. Public Comments
3. Approval of December 10, 2020, 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
    - November 2020 – FY 2021 Financial Report (emailed to Commission on December 23, 2020)
    - December 2020 - FY 2021 Financial Report
  - B. Management/Financial Advisory Committee – Commissioner Inman/  
Conner Burns, Chief Financial Officer
  - C. Operations & Oversight Committee - Commissioner Hamel/  
Sonya Luther, Director of Procurement
    - **Contract No: 20 – 00097 – Ferry Repair Services (Renewal)**  
  
**Recommending Commission Approval:** Award of a contract to Fairlead Boatworks, Inc. and Lyon Shipyard, Inc. to perform scheduled and emergency repairs for the ferry boat fleet. The cumulative amount of all TOs issued under these Contracts will not exceed \$925,000.

- **Contract No: 20 – 00072 General Financial Consulting Services (Renewal)**

**Recommending Commission Approval:** Award of a contract to WSP USA, Inc. to provide general financial consulting services. The cumulative amount of all TOs issued under this contract shall not exceed \$370,000 over the three-year period.

- D. Planning/New Starts Development Committee – Commissioner Ross-Hammond/  
Ray Amoruso, Chief Planning & Development Officer
  - E. External/Legislative Advisory Committee - Commissioner Kanoyton/  
Joe Dillard, Organizational Advancement Officer
  - F. Smart Cities & Innovation Committee – Commissioner McClellan/  
Michael Price, 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
    - Follow-up on GoPass365 Internal Audit – Observation #4
    - FY21-31 CIP Amendment (Recommended for Commission Approval at January 25, 2021 Audit and Budget Committee Meeting)
    - Preliminary Title VI Report on Norfolk's Proposed Redesign
  - 7. Comments by Commission Members
  - 8. Closed Session (as necessary)
  - 9. Adjournment

**The next meeting will be held on Thursday, February 25, 2021 at 1:00 p.m., location to be determined.**



# Meeting Minutes of the Transportation District Commission of Hampton Roads

Thursday, December 10, 2020 • 3:00 p.m. via Zoom Meeting

## **Call to order**

A quorum was attained, and Chairman Gray called the meeting to order at 3:00 p.m.

Pursuant to the declared state of emergency in the Commonwealth of Virginia in response to the COVID-19 pandemic and to protect the public health and safety of the Board members, staff, and the general public, the TDCHR meeting will be held electronically via zoom.

## **Commissioners in attendance via ZOOM/Phone:**

Chairman Gray, Hampton  
Vice-Chair McClellan, Norfolk  
Past Chair Hunter, Portsmouth  
Commissioner Fuller, Chesapeake  
Commissioner Hamel, Chesapeake  
Commissioner Pittard, VDRPT  
Commissioner Kanoyton, Hampton  
Commissioner Woodbury, Newport News  
Commissioner Bullock, Newport News  
Commissioner Rowe, Portsmouth  
Commissioner Ross-Hammond, Virginia Beach  
Commissioner Rouse, Virginia Beach

## **Hampton Roads Transit Staff in attendance:**

Ray Amoruso, Chief Planning and Development Officer  
Debbie Ball, Director of Finance  
Keisha Branch, Director of the Office of Program and Project Excellence  
Amy Braziel, Manager of Operations Administration  
Conner Burns, Chief Financial Officer  
Danielle Burton, Operations Support Technician  
David Burton, General Counsel, Williams Mullen  
Gene Cavazos, Director of Marketing & Communications  
William Collins, Facilities Maintenance Manager  
Rodney Davis, Director of Customer Relations  
Joe Dillard, Organizational Advancement Officer  
Sheri Dixon, Director of Treasury  
Jennifer Dove, Grants and Civil Rights Coordinator  
Bobby Edwards, Sr. Manager Bus Transportation  
Angela Glass, Director of Budget  
Erin Glenn, Director of ETS  
William Harrell, President and CEO



Tom Holden, Media Relations Specialist  
Ashley Johnson, Capital Improvement Analyst III  
Keith Johnson, Paratransit Services Contract Administrator  
Larry Kirk, Deputy Director of Finance  
Don Lint, Construction Projects Coordinator  
Sonya Luther, Director of Procurement  
Shanti Mullen, Internal Auditor  
Sibyl Pappas, Chief Engineering & Facilities Officer  
Michael Perez, Operations Contract and Project Administrator  
Jim Price, Chief of Transit Operations  
Michael Price, Chief Information Officer/CTO  
Luis Ramos, Sr. Executive Administrator/Commission Secretary  
Dawn Sciortino, Chief Safety Officer  
Benjamin Simms, Deputy Chief of Transit Operations  
Brian Smith, Deputy CEO  
Robert Travers, Corporate Counsel  
Fevrier Valmond, Deputy Director of Procurement  
Nikki Walker, Auditor I  
Kim Wolcott, Chief of Human Resources

**Others in attendance via phone:**

Paul Atkinson, Chair of Paratransit Advisory Committee  
Rob Case, HRTPO  
Alt. Commissioner Cipriano, Newport News  
Alt Commissioner Brian DeProfio, Hampton  
Cole Fisher, City of Virginia Beach  
Andrew Ennis, Transit Rail Safety & Emergency Management Administrator, VDRPT  
Alt. Commissioner Amy Inman, Norfolk  
Ashley, Johnson, Capital Improvement Plan Analysis III  
Ron Jordan, Advantus Strategies  
Alt. Commissioner Scott, Newport News  
Alt. Commissioner Shea, Virginia Beach  
Alt. Commissioner Sorey, Chesapeake  
Judith Swystun, President of Hampton Road Transportation, Inc.  
Janice Taylor, League of Women Voters  
Alt Commissioner Velissarios, Newport News  
Andrew Zalewski, Foursquare ITP

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

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

## **Public Comments**

There were no Public Comments.

## **Approval of November 12, 2020 Meeting Minutes**

A motion to approve November 12, 2020 TDCHR Meeting was made by Commissioner Woodbury and properly seconded by Commissioner Rowe. A roll call vote resulted as follows:

Ayes: Commissioners Gray, McClellan, Hunter, Fuller, Hamel, Kanoyton, Woodbury, Bullock, Rowe, Ross-Hammond, and Rouse

Nays: None

Abstain: None

## **President's Monthly Report**

Mr. William Harrell welcomed everyone to the meeting.

Mr. Harrell reiterated HRT's Vision of being a progressive mobility agency that promotes prosperity across Hampton Roads through collaboration and teamwork.

Mr. Harrell provided an update on ongoing public outreach and communications to include HRT's litter prevention campaign. Mr. Harrell noted that HRT received the Outstanding Community Outreach Award from the Virginia Transit Association for the Travel Training initiative.

Mr. Harrell noted several additional outreach efforts. These included the debut of *757 Express with William Harrell* program that launched December 2<sup>nd</sup> with guest Bryan Stephens, President and CEO of the Hampton Roads Chamber of Commerce; HRT Transit Development Director, Sam Sink, discussing BRT on the Peninsula, on the radio program *HearSay* with Cathy Lewis; and Jim Price conducting an interview with Virginia Business Magazine regarding the electric bus pilot project.

Mr. Harrell reported on the two percent compensation adjustment for non-union staff effective this month with a potential one percent merit-based increase for eligible employees. An update was also given on HRTAC's approval of HRT's first application for Hampton Roads Regional Transit Fund and the legislative intent and duration of Regional Transit Funding.

An update was provided on upcoming light rail track work that will result in a temporary shutdown on a portion of the alignment. HRT has also been recognized with a APTA certification as part of the Health and Safety Commitments Program due to efforts to safeguard public health and support ongoing ridership in the face of the current public health emergency.

## **Audit & Budget Review/Management and Financial Advisory Committee Combined**

Mr. Conner Burns presented the October 2020 financial Report as included in the meeting package.

## **MFAC**

Alternate Commissioner and MFAC Chairwoman, Amy Inman stated that the MFAC had a robust meeting earlier in the week. Ms. Inman stated that the October Financials and the draft FY2022 budget were presented to the committee. Ms. Inman stated that Dr. Brian Smith provided and update on the regional transit program and MFAC would continue to working on several items.

## **Operations and Oversight Committee**

Commissioner Hamel stated that The Operations and Oversight Committee met last Thursday, December 3rd. It was stated that during the meeting Scott Demharter gave a very detailed presentation regarding bus stop cleanings and a new app that was created for tracking bus stop issues that was developed by HRT staff. Commissioner Hamel stated that an annual light rail safety presentation was given by Andrew Ennis of DRPT which will be shared with the full board a little later in this meeting.

Commissioner Hamel called on Ms. Sonya Luther to present the contracts for approval.

Ms. Luther presented Contract No: 20-00108, Electrostatic Disinfection Services.

A recommendation of Commission approval to award of a contract to ETI Environmental, Inc. to perform electrostatic disinfection services for HRT in the not-to-exceed amount of \$548,345.93 over a one (1) year term.

Ms. Luther presented contract No: 20-00100, Ticket Vending Machine Credit Card Processing Service (Renewal)

A recommendation of Commission approval to award of a contract to Genfare, a division of SPX Corporation to provide Ticket Vending Machine credit card processing services in the not-to-exceed amount of \$282,500 over the five (5) years.

The recommendation was made by the Operations and Oversight Committee and was properly seconded by Commissioner McClellan. A roll call vote resulted as follows.

Ayes: Commissioners Gray, McClellan, Hunter, Fuller, Hamel, Pittard, Kanoyton, Woodbury, Bullock, Rowe, Ross-Hammond, and Rouse

Nays: None

Abstain: None

## **Planning and New Starts Committee**

Commissioner Ross-Hammond stated that the committee did not meet this month and no report was given.

### **External/Legislative Advisory Committee**

Commissioner Kanoyton stated that the committee did not meet this month and no report was given.

### **Smart Cities and Innovation Committee**

Commissioner McClellan stated that the committee met prior to the Commission meeting and talked about real time information and the mobile ticketing Request for Proposal (RFP). There was discussion regarding the electric buses and the possibility of those buses serving additional routes in the region.

Mr. Paul Atkinson gave a presentation of the Paratransit App to the committee.

### **Paratransit Advisory Sub-Committee**

Mr. Atkinson's read his report to the Commission. Mr. Atkinson's report will be attached to the minutes.

### **Transit Ridership Advisory Sub-Committee**

Ms. Johnson read her report to the Commission. Ms. Johnson's report will be attached to the minutes.

### **Old and New Business**

Dr. Smith reviewed updates to the final CIP made based on input from Commissioners and committees. Dr. Woodbury requested additional opportunities to review plans before voting on future CIPs and Dr. Smith reviewed the meetings this year and opportunities to further improve on the CIP process next year. Resolution 04-2020, Capital Improvement Plan (CIP) for FY 2021-FY 2031 was read by Mr. David Burton. A motion to adopt Resolution 04-2020, Capital Improvement Plan (CIP) for FY 2021-FY 2031 was made by Commissioner Rowe and properly seconded by Commissioner McClellan. A roll call vote resulted as follows:

Ayes: Commissioners Gray, McClellan, Hunter, Fuller, Hamel, Kanoyton, Woodbury, Bullock, Rowe, Ross-Hammond, and Rouse.

Nays: None

Abstain: Commissioner Pittard

Mr. Andrew Ennis, Transit Rail Safety & Emergency Management Administrator, VDRPT presented the Annual Light Rail Safety Oversight Activities for the Hampton Roads Transit Tide Light Rail.

### **Comments from Commissioners:**

Commissioner Gray welcomed Alt. Commissioner Mark Shea to the Board, and thanked Mr. John Rowe for his many years of service to the Commission and the community. Mr. Rowe stated that it has been a labor of love serving the region.

### **Closed Session**

There was no closed session.

### **Adjournment**

With no further business to conduct, the meeting adjourned at 4:43 p.m.

## **TRANSPORTATION DISTRICT COMMISSION OF HAMPTON ROADS**

**ATTEST:**

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**Jimmy Gray**  
**Chair**

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**Luis Ramos**  
**Commission Secretary**  
**December 10, 2020**



HAMPTON ROADS  
TRANSIT

# TDCHR Board Meeting December 10, 2020

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

# President's Report

**OUR VISION** — A progressive mobility agency that promotes prosperity across Hampton Roads through collaboration and teamwork.

- Ongoing public outreach and communications
  - Litter prevention campaign



# President's Report

- VTA Outstanding Community Outreach Award – **Travel Training**
- Dec. 2 debut of “**757 Express** with William Harrell” – interview with Bryan Stephens, President/CEO of Hampton Roads Chamber of Commerce
- **BRT on the Peninsula** – Sam Sink on *HearSay* with Cathy Lewis
- **Electric Bus pilot program** – Jim Price interview with Virginia Business magazine





# President's Report

- Non-Union Employees
  - November 13, 2020 Board Update
  - 2% adjustment, eligible for 1% merit
  - Funding via Operating budget savings
  - No fiscal impact on Cities
- HRTAC's approval of HRT's first application for Hampton Roads Regional Transit Fund
- Legislative Intent and Duration of Regional Funding

# President's Report

- Update on Light Rail track work
- Ridership Initiative – APTA Health and Safety Commitment Certificate





HAMPTON ROADS  
TRANSIT

# TDCHR Board Meeting December 10, 2020

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

## FIGHTING THE PANDEMIC AT HRT

We remain hopeful that our nation's long and difficult struggle with the coronavirus will begin to ease now that vaccines are becoming available to an ever-larger segment of the public.

Virginia's front-line health care workers were among the first to receive protection from this deadly virus, and soon our turn will come. While we wait, the Virginia Department of Health, working with our Human Resources Department, has begun laying the groundwork for HRT employee immunization.

Sign-up sheets have been distributed via email to identify who wants a shot in the arm. Employees without access to company email can find forms in the dispatch centers and on Insite, our intranet site.

HRT has gone to considerable lengths to prevent the spread of the disease but given the nature of our work and the many staffers who are "forward facing" to the public, infection has been almost inevitable. We have had 74 people test positive for COVID-19 this year, and no one has had the opportunity to be vaccinated.

The threat of infection remains real. Our efforts to keep buses, trains, ferries, and paratransit vehicles clean and employees safe will continue without letup. Personal protective gear, sanitizing sprays, and work rules that require personnel – and customers- to wear masks, maintain a safe distance from one another and stay home if sick, will continue.

In the spirit of the moment, want to share some basic information about the vaccination campaign. The following information is from the Virginia Department of Health.

People wonder if the vaccine will make them sick. No, it will not. None of the authorized COVID-19 vaccines, or those currently in development in the United States, contain the live virus that causes COVID-19. This means that a COVID vaccine cannot make you sick with COVID.

Will the vaccine prevent me from getting sick? Yes, it works by teaching your immune system how to recognize and fight the virus that causes COVID and this protects you from getting sick with COVID.

Others have asked that if after getting a vaccine will they test positive for it. The answer is no. Neither the recently authorized and recommended vaccines, nor the other COVID-19 vaccines currently in clinical trials in the US, can cause you to test positive on viral tests which are used to see if you have a current infection.

Others want to know if they had already tested positive and recovered, do they still need a vaccine? The answer, again, is yes. Because of the severe health risks associated with the COVID-19 and the fact that re-infection with COVID is possible, vaccine should be offered to you regardless of whether you already had a COVID infection.

HRT is committed to doing its part to beat this terrible disease-causing virus and get back to the normal life we all love and miss very much.

Meanwhile, we will continue to stay focused on our mission to connect Hampton Roads with transportation solutions that are reliable, safe, efficient, and sustainable.

Sincerely,



**William E. Harrell**  
President and CEO  
Hampton Roads Transit

# LINK

MONTHLY

JANUARY 2021



## COVID Vaccine Coming Soon

The long-awaited COVID-19 vaccine is finally here.

To prepare staff members who may want a vaccination through work, HRT and the Virginia Department of Health are coordinating efforts to register everyone who wants to participate - a critical first step before people roll up their sleeves.

Vaccine distribution is being handled by the health department, and Human Resources is working to preregister employees.

Sign-up forms can be found on Insite and have been distributed via email to all employees who have company accounts. Forms also are available at dispatch windows. Those without HRT email, or who have trouble using Insite and cannot locate a paper form should contact their supervisor or Human Resources.

The forms ask employees to provide their full name, phone number, email address, and job title. HRT will then prioritize employees by exposure risk - operators, mechanics, supervisors, administrative. All employees who want the vaccine will be eligible to receive one.

These names of employees who want a vaccine will be provided to the Norfolk and Hampton Health Departments for preregistration.

Do not assume you will receive a vaccination if you have not registered for one through HRT or your local health department. Vaccine supplies have not kept pace with demand elsewhere in the country, so scheduling will depend on the number of vaccines available each week. Please be patient.

Employees who want to be vaccinated and do not submit a form to human resources, will need to register directly with the health department in the city in which they reside. As of Jan. 22, all vaccines were being handled by local health departments.

Vaccines are being provided in phases, an approach Virginia has adopted under guidance from the Centers for Disease Control and Prevention. The aim is to decrease COVID-19 deaths and serious disease, preserve the functioning of society, and reduce the extra burden COVID-19 is having on people already facing disparities.

Continued on inside →

## HRT Launches Recruitment Campaign

One of HRT's biggest operator recruitment campaigns launched in February as the agency accelerates its effort to find new drivers and mechanics to support existing Operational needs and the planned 757 Express, scheduled for a 2022 launch.

The need for operators, while never ending, will increase in the coming year as the agency predicts it will need 70 additional operators beyond the 435 that it currently has to implement the first phase of the expanded service.

Additional operators, mechanics and other personnel will be needed in the coming years.

HRT currently stands at about 90 percent of its need occupancy thanks to on-going efforts by Human Resources to recruit, train and deploy personnel in all areas of Operations. The agency is working with the Drive NOW program at the cities of Norfolk and Hampton to attract students interested in careers that require a commercial driver's license.

Continued on inside →



# COVID Vaccine Coming Soon

Continued from Cover

Phase 1A, the first group eligible for vaccination, covered healthcare personnel and residents of long-term care facilities. Hampton Roads moved into Phase 1B in late January. This group includes people aged 65 years and older, people living in correctional facilities, homeless shelters, migrant labor camps, and people aged 16 through 64 years old with a high-risk medical condition or a disability that increases the risk of severe illness from COVID-19.

It also includes police, fire, and hazmat workers, corrections and homeless shelter workers, childcare/K-12 teachers and staff, plus agriculture, manufacturing, grocery store workers, mail carriers, and public transit employees.

Locations for where vaccinations will be administered are in development. If at least 100 HRT employees ask for vaccines, the health departments have indicated that they may be able to administer shots at the 18th Street and Victoria Boulevard locations.

Most people who have been vaccinated have only experienced sore arms or maybe being a little tired. There is a mandatory waiting period of 15 to 30 minutes after vaccination to make sure the patient does not have any major adverse reactions. After the 1st shot, the patient will receive a card with their next appointment date listed, plus they will receive an email to make the appointment.

For more information on the vaccine, employees can contact HRT Human Resources or the Virginia Department of Health. ■



# HRT Launches Recruitment Campaign

Continued from Cover

The new campaign was developed by the Marketing and Communications Department. It emphasizes that working at HRT is more than just a job but a career experience. The personal and professional journey offers numerous rewards while also giving employees the support they need to push through challenges that are inevitable in any job setting.

The campaign will be presented in radio, and cable tv formats as well as on YouTube, Spotify, and the social media platforms of Facebook and Instagram.

"Our team is excited to expand our innovative recruitment efforts in order to meet staffing requirements for the 757 Express service," said Monique Strickland, HRT's talent acquisition manager. ■



# COVID-19 Vaccine Q & A

## Why do I need the COVID – 19 vaccine?

The COVID-19 vaccine will greatly reduce your chances of getting COVID-19 and will ensure that if you do get the virus, you will have only mild symptoms or none at all.

We do not know yet why some healthy people become seriously ill or die from COVID-19, while other people with COVID-19 only become mildly sick. There is no way to know how COVID-19 will affect you. Once vaccinated, your body will build immunity to the virus, so you are less likely to get sick.

Experts continue to conduct more studies about the effect of COVID-19 vaccination on severity of illness from COVID-19, as well as its ability to keep people from spreading the virus that causes COVID-19.

## Will the COVID-19 vaccine be required for all Virginians? Will we be penalized if we decide not to take it?

The vaccine will not be mandatory for Virginians and there are no legal penalties for refusing it, but we urge you to get it once it is available. Once enough people are vaccinated against COVID-19, we can resume more of the everyday activities we enjoyed before the COVID-19 pandemic.

## Will the Vaccine give me COVID?

No. The vaccine will not give you COVID-19 because the vaccine is not made from the live virus. The vaccine just teaches your body to build a protein that fights the virus. However, it can take a few weeks for the body to build immunity after any vaccination, so it is possible to get COVID-19 from another person just before or just after being vaccinated, while your immunity is still developing.

Sometimes the immune response from a vaccine can cause soreness at the injection site, a fever, headache, or tiredness. This is normal and should go away after a few days.

## If someone already had COVID-19, do they still need to be vaccinated?

Yes, regardless of history (symptomatic or asymptomatic), they should get the vaccine. In the clinical trial, there were patients with serologic evidence of previous infection. Patients should be out of the isolation period and out of the active stage of infection when they get vaccinated.

The one exception for vaccination might be for those people who had COVID-19 earlier but who have not recovered completely and are still having long-term effects. If you are still having long-term effects after COVID-19, you should discuss COVID-19 vaccination with your healthcare provider.

While there is otherwise no recommended minimum interval between infection and vaccination, current evidence suggests that reinfection is uncommon in the 90 days after initial infection. Thus, persons with documented COVID-19 in the preceding 90 days may delay vaccination until near the end of this period, if desired

## Is the Vaccine safe?

Yes. The COVID-19 vaccine is being developed and tested the same way as every other vaccine used in the United States. Like all vaccines, COVID-19 vaccines have gone through a careful trial process with several phases. For every vaccine in the United States (including COVID-19), trials start with Phases 1 and 2, when small groups of people are vaccinated and then monitored. In Phase 3, tens of thousands of people are vaccinated to be sure the vaccine is both safe and effective for all types of people. After a vaccine is authorized or approved, it enters Phase 4, where long-term effects are studied. These trials, which include people at high risk for COVID-19, will help identify any common side effects or other safety concerns and will help clarify how long protection lasts after vaccination.

Source: The Virginia Department of Health ■

# Operator Compliments, January 2021

## Tkisha Jackson, 12/16/20

Our bus was diverted to I-64 East because of an accident in the Hampton Roads Bridge-Tunnel. Tkisha managed to get us to the north yard at Newport News Shipyard only 35 minutes late. Please extend thanks for her quick thinking and excellent knowledge of the roads.

## Linda Blackman, 12/18/20

I just want to compliment the driver on her wonderful customer-service skills. She is a great driver.

## Charles McDowell, 12/21/20

Even though Charles' bus broke down and he was running late, he was very cordial and very nice to his customers.



# Fighting the Pandemic at HRT

We remain hopeful that our nation's long and difficult struggle with the coronavirus will begin to ease now that vaccines are becoming available to an ever-larger segment of the public.

Virginia's front-line health care workers were among the first to receive protection from this deadly virus, and soon our turn will come. While we wait, the Virginia Department of Health, working with our Human Resources Department, has begun laying the groundwork for HRT employee immunization.

Sign-up sheets have been distributed via email to identify who wants a shot in the arm. Employees without access to company email can find forms in the dispatch centers and on Insite, our intranet site.

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The threat of infection remains real. Our efforts to keep buses, trains, ferries, and paratransit vehicles clean and employees safe will continue without letup. Personal protective gear, sanitizing sprays, and work rules that require personnel – and customers – to wear masks, maintain a safe distance from one another and stay home if sick, will continue.

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HRT is committed to doing its part to beat this terrible disease-causing virus and get back to the normal life we all love and miss very much.

Meanwhile, we will continue to stay focused on our mission to connect Hampton Roads with transportation solutions that are reliable, safe, efficient, and sustainable. ■



## Financials as of January 20, 2021

Savings \$6,510.94  
Checking \$12,217.78

**Contacts:** Danielle Burton - ext. 6343  
Tara Puckett - ext. 6305  
Marie Arnt - ext. 6291  
Tiffany McClain - ext. 6072



**HAMPTON ROADS TRANSIT**

**OUR VISION** – A progressive mobility agency that promotes prosperity across Hampton Roads through collaboration and teamwork.

**OUR MISSION** – To connect Hampton Roads with Transportation solutions that are reliable, safe, efficient, and sustainable.

**OUR CORE VALUES** – Customer Service, Safety, Workforce Success, Fiscal Responsibility.



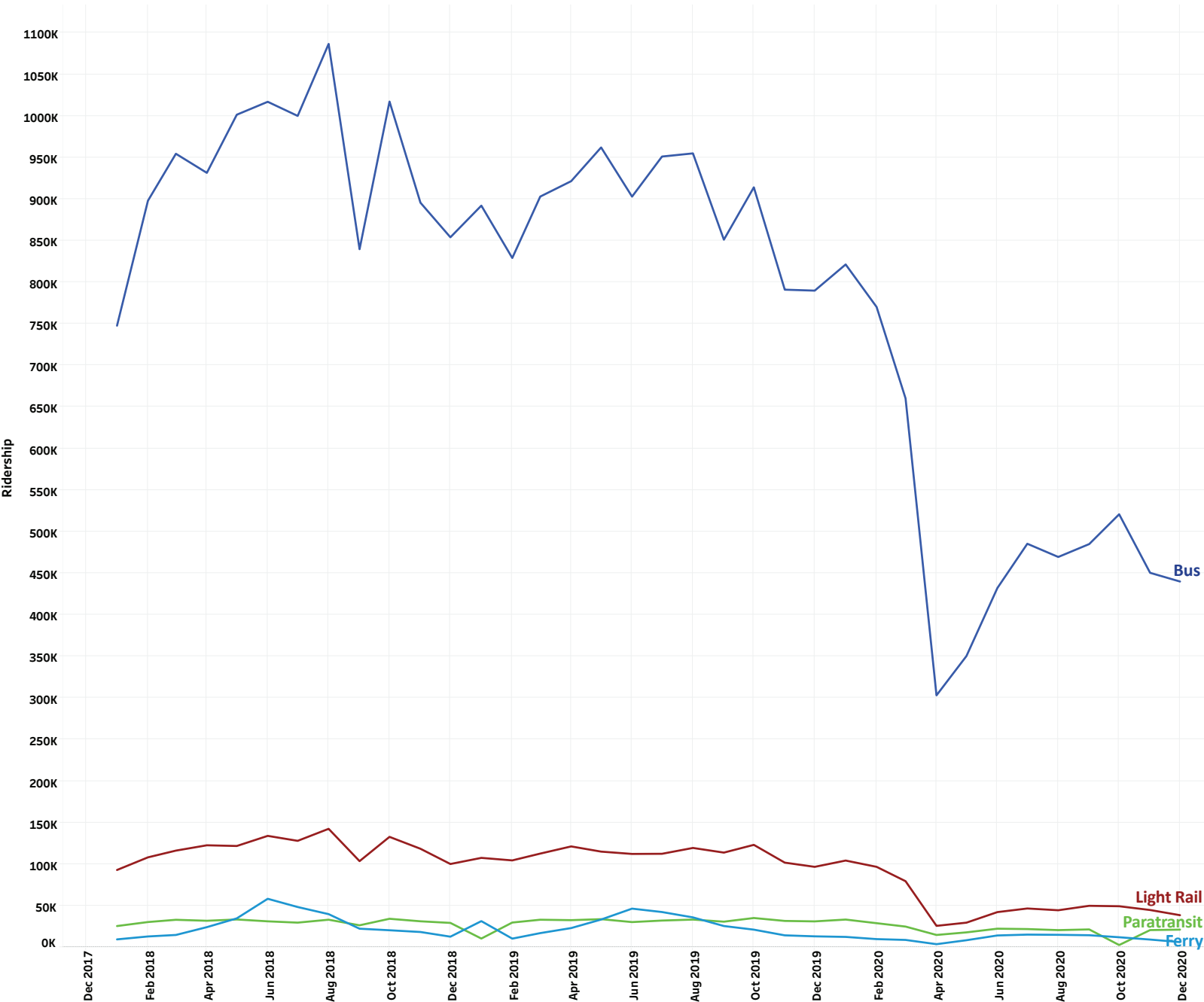
## RIDERSHIP – ALL MODES

\*Data reflects the impacts of the COVID-19 pandemic on Hampton Roads Transit.

		Total	Ferry	Light Rail	Paratransit	Transit Bus
2020	January	970,867	12,320	104,168	33,184	821,195
	February	876,300	9,672	96,596		770,032
	March	772,868	8,688	79,342	24,747	660,091
	April	346,757	3,579	25,617	14,667	302,894
	May	405,716	8,331	29,464	17,778	350,143
	June	510,384	14,055	42,159	22,206	431,964
	July	568,573	15,084	46,506	21,750	485,233
	August	549,047	14,838	44,384	20,483	469,342
	September	570,255	14,342	49,735	21,327	484,851
	October	584,380	11,916	49,220	2,550	520,694
	November	524,625	9,127	44,684	20,538	450,276
	December	505,421	6,111	38,431	21,081	439,798
2019	January	1,040,980	31,296	107,385	10,337	891,962
	February	973,193	10,257	104,346	29,603	828,987
	March	1,065,254	16,882	112,539	32,992	902,841
	April	1,097,987	22,960	121,162	32,474	921,391
	May	1,143,728	33,208	114,917	33,652	961,951
	June	1,091,424	46,332	112,132	30,164	902,796
	July	1,137,540	42,245	112,302	31,986	951,007
	August	1,143,078	35,786	119,334	33,161	954,797
	September	1,020,779	25,409	113,730	30,648	850,992
	October	1,093,122	21,049	123,047	35,051	913,975
	November	938,263	14,201	101,651	31,546	790,865
	December	930,297	13,003	96,592	30,989	789,713
2018	January	* 1 875,099	9,346	92,820	25,388	747,545
	February	1,048,989	12,857	108,024	30,209	897,899
	March	1,118,046	14,660	116,127	32,910	954,349
	April	1,109,717	24,060	122,528	31,742	931,387
	May	1,190,925	34,620	121,684	33,292	1,001,329
	June	1,239,957	58,177	133,855	31,054	1,016,871
	July	1,205,539	48,273	127,887	29,503	999,876
	August	1,301,540	39,713	142,334	33,006	1,086,487
	September	991,483	22,198	103,467	26,287	839,531
	October	1,204,248	20,322	132,653	34,127	1,017,146
	November	1,063,190	18,240	118,354	31,102	895,494
	December	995,673	12,599	100,016	29,170	853,888

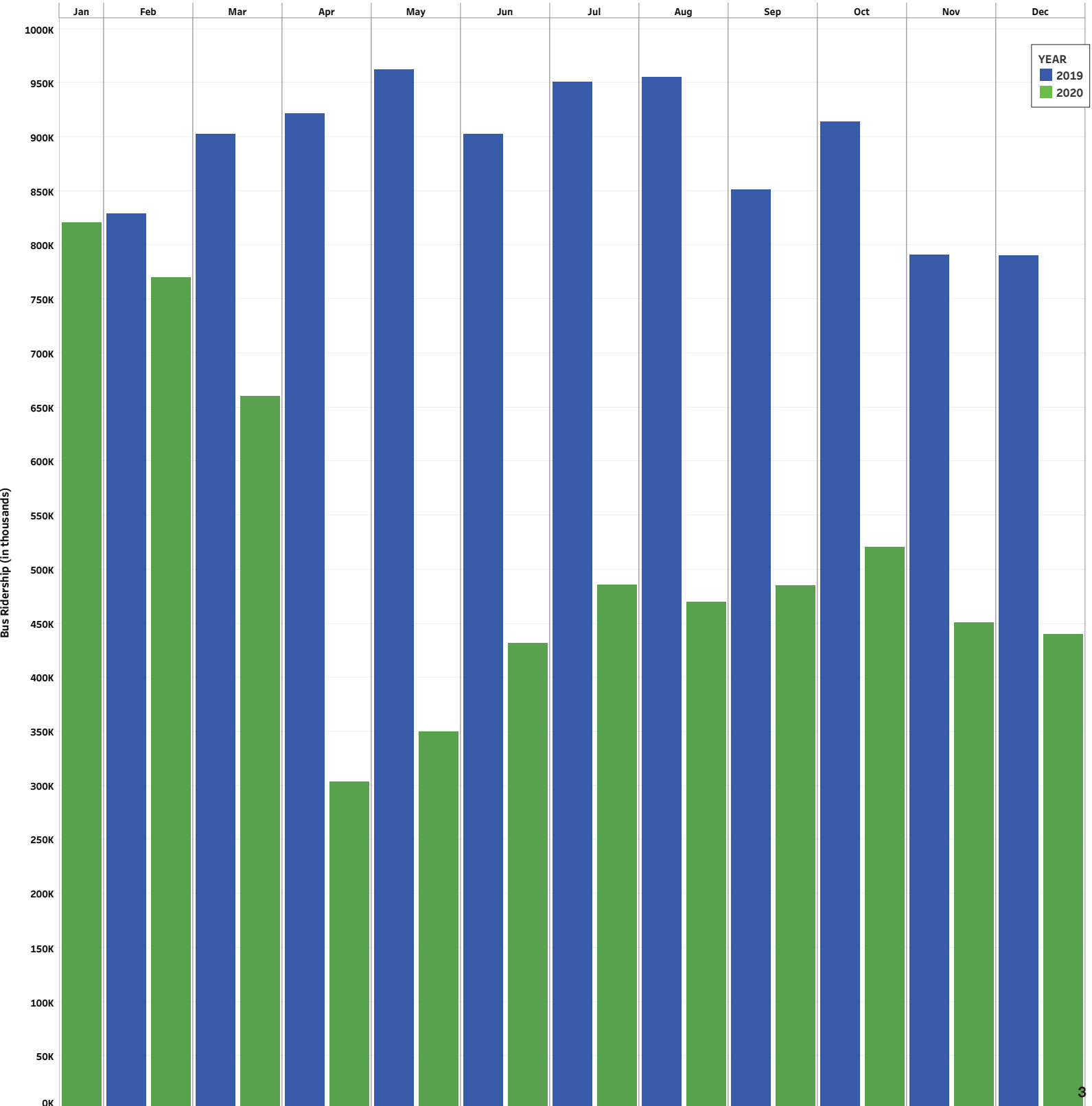
RIDERSHIP – ALL MODES

\*Data reflects the impacts of the COVID-19 pandemic on Hampton Roads Transit.



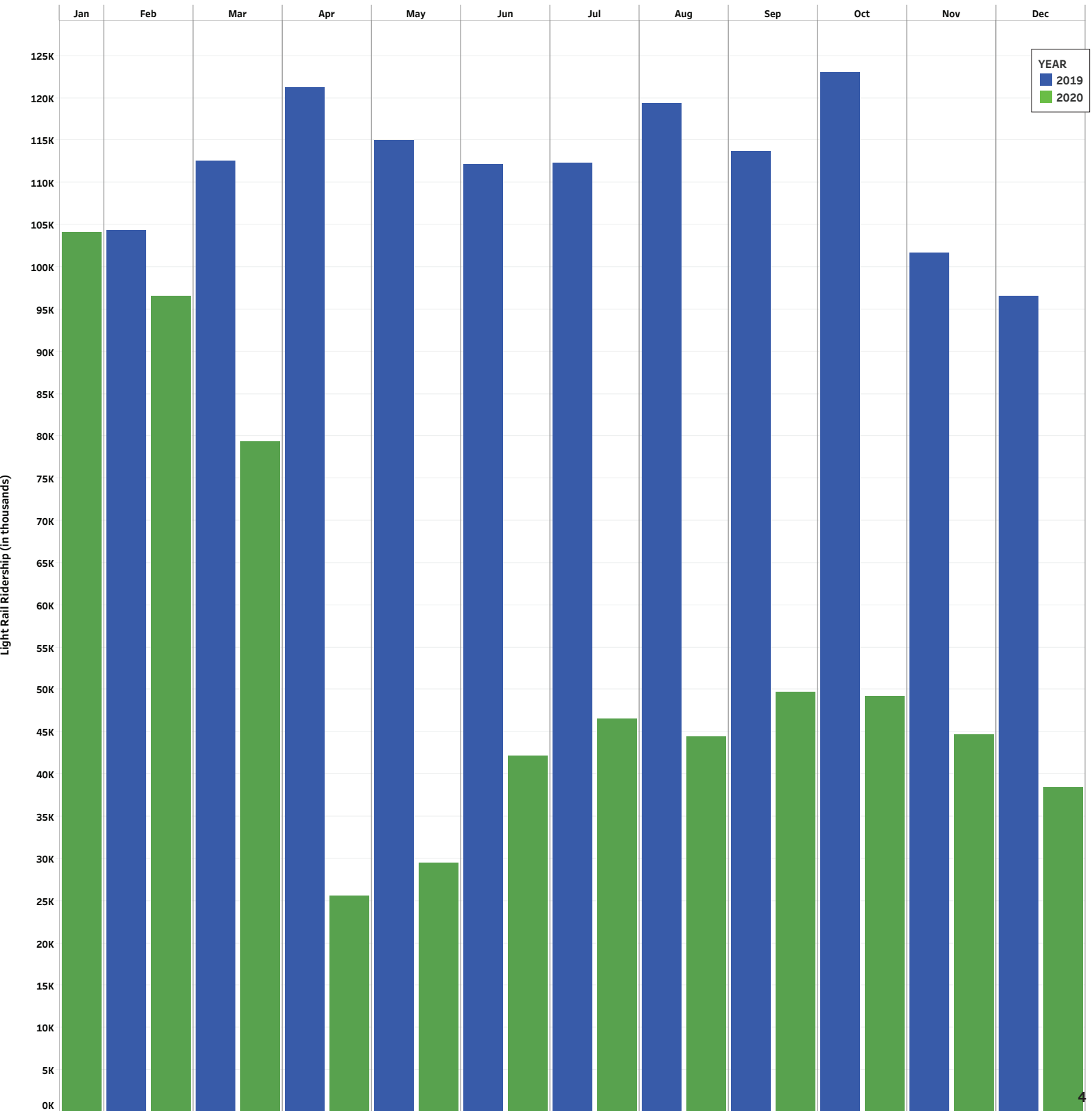
**BUS RIDERSHIP COMPARISON**  
**LAST 2 FULL YEARS**

\*Data reflects the impacts of the COVID-19 pandemic on Hampton Roads Transit.



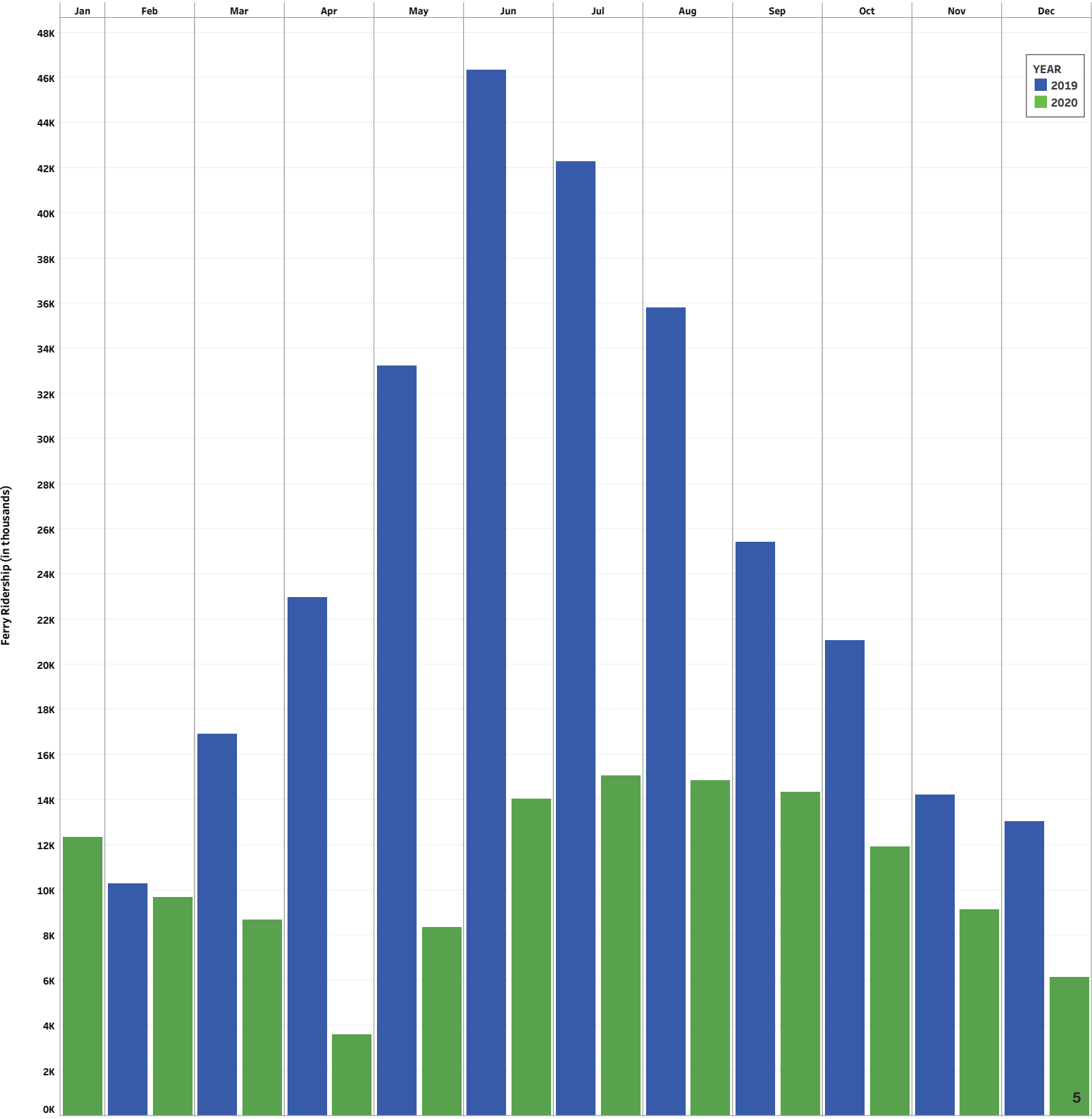
**LIGHT RAIL RIDERSHIP COMPARISON**  
**LAST 2 FULL YEARS**

\*Data reflects the impacts of the COVID-19 pandemic on Hampton Roads Transit.



FERRY RIDERSHIP COMPARISON  
LAST 2 FULL YEARS

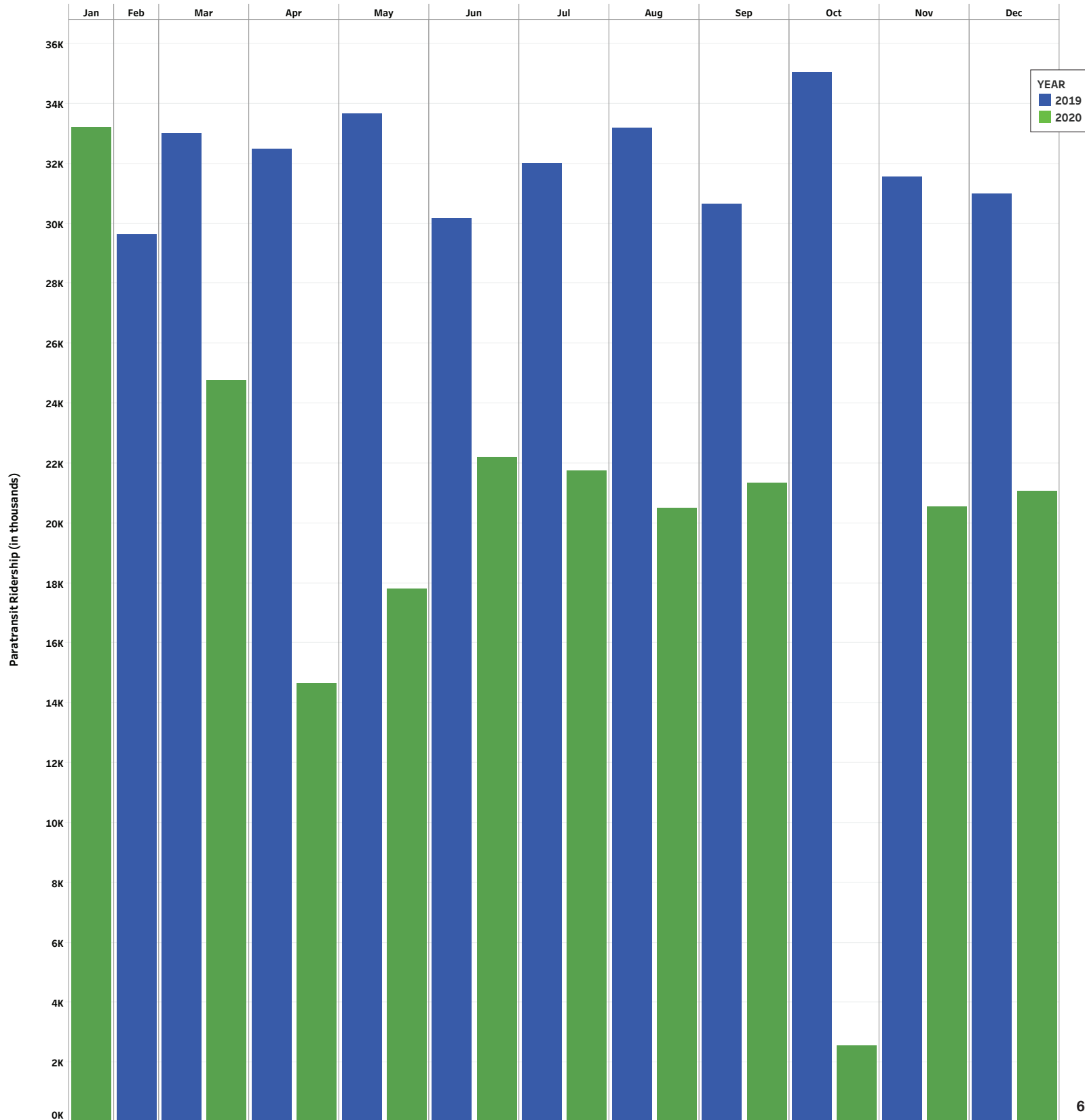
\*Data reflects the impacts of the COVID-19 pandemic on Hampton Roads Transit.





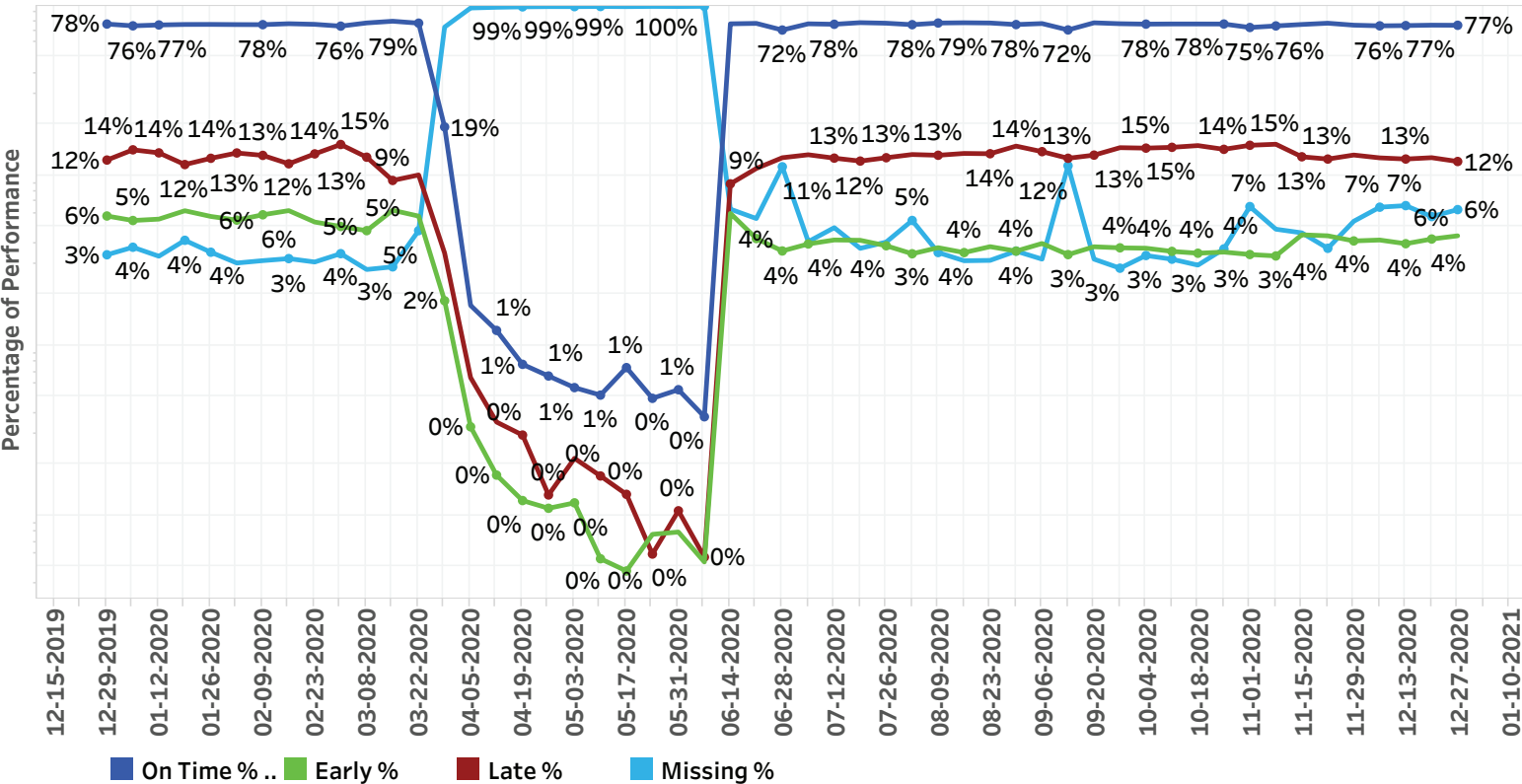
PARATRANSIT COMPARISON  
LAST 2 FULL YEARS

\*Data reflects the impacts of the COVID-19 pandemic on Hampton Roads Transit.



BUS ON-TIME PERFORMANCE

\*Data reflects the impacts of the COVID-19 pandemic on Hampton Roads Transit.

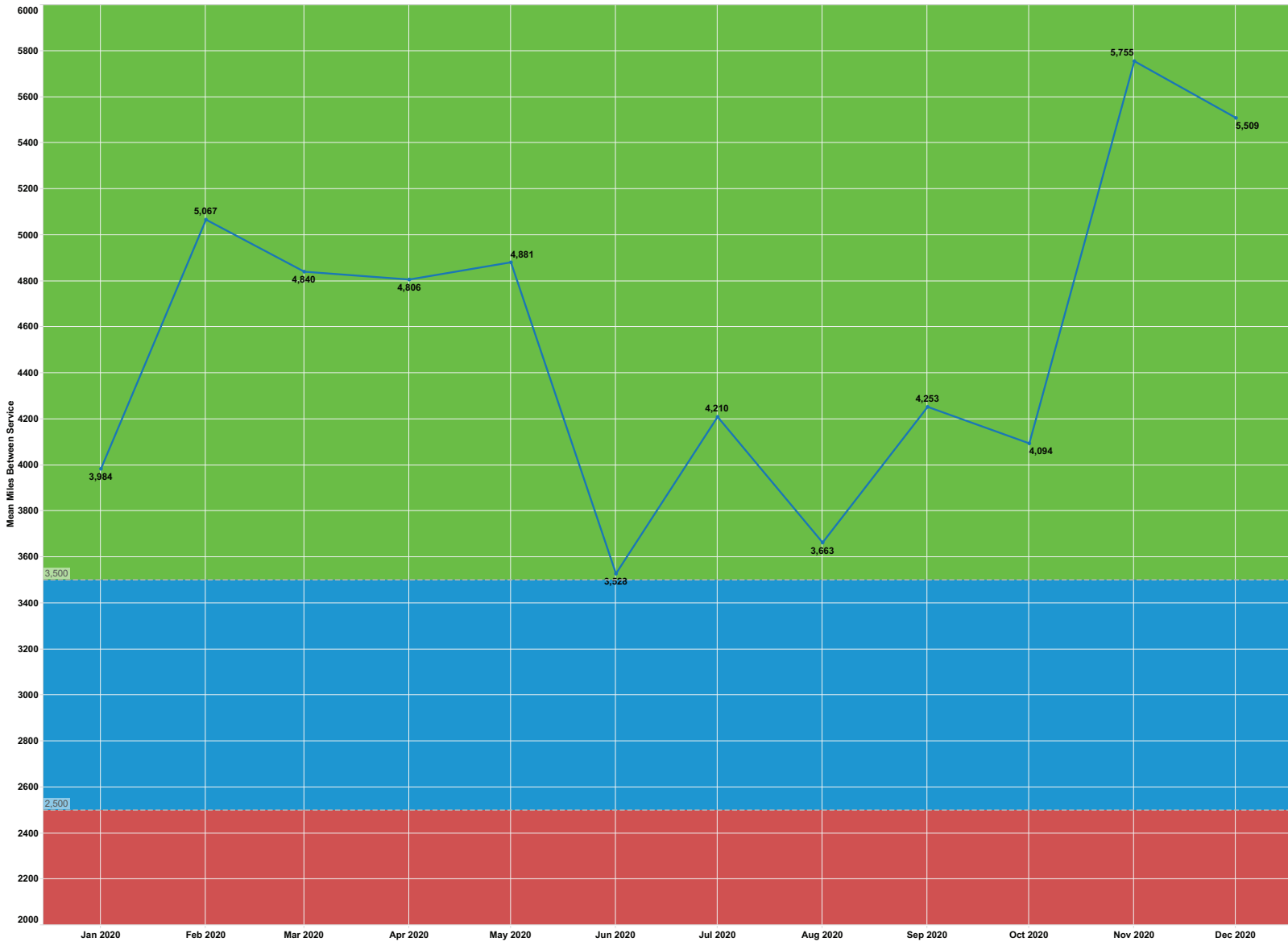


On-Time: Bus departs 0 minute early from a time point, or bus arrives <= 5 minutes late to a time point  
Early: Bus departs 0 minute early from a time point  
Late: Bus arrives > 5 minutes late to a time point  
Missing: System fails to record a time point for any reason (route detour, hardware or software issue, etc)



MEAN DISTANCE BETWEEN SERVICE INTERRUPTIONS

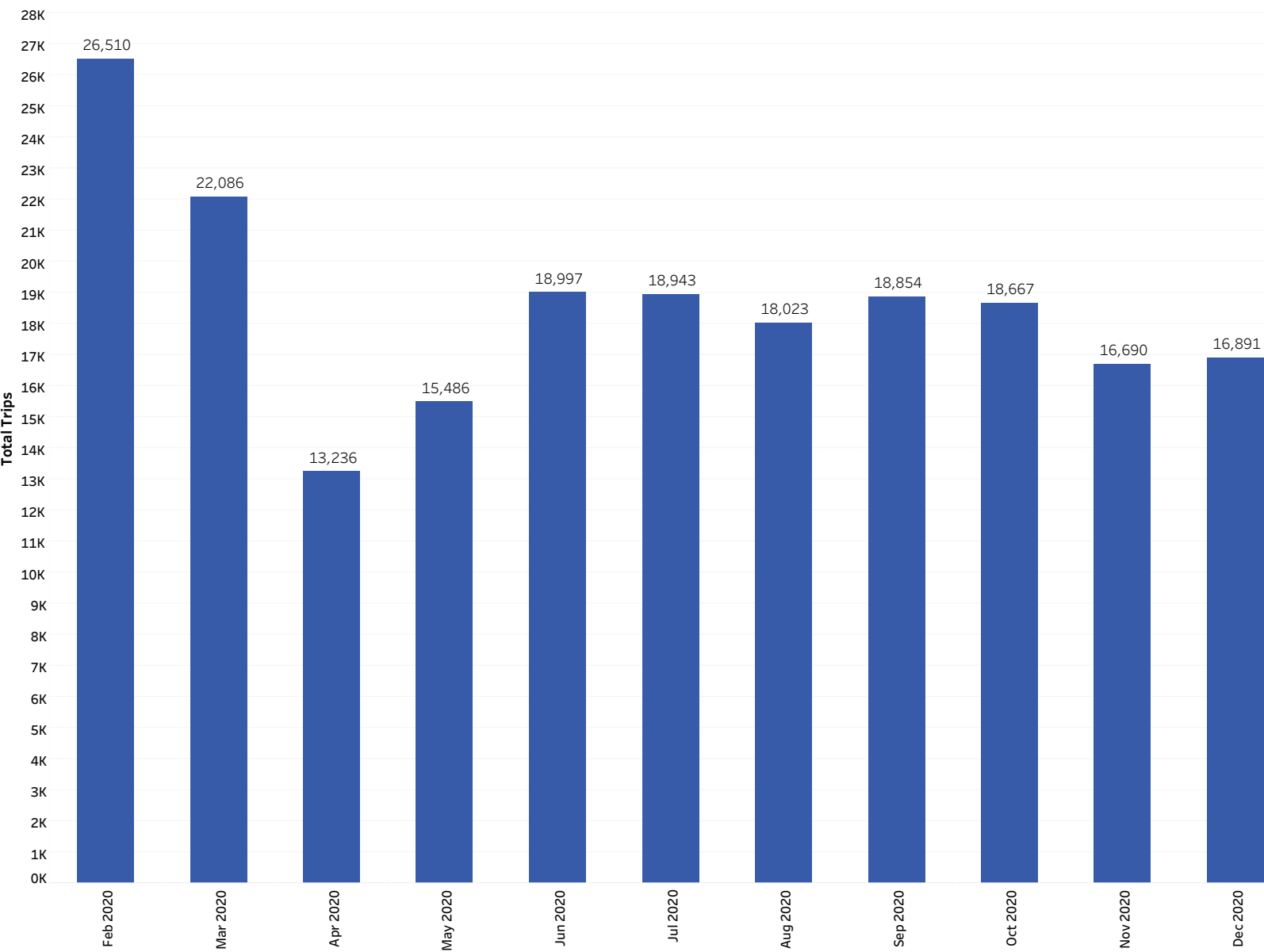
\*Data reflects the impacts of the COVID-19 pandemic on Hampton Roads Transit.



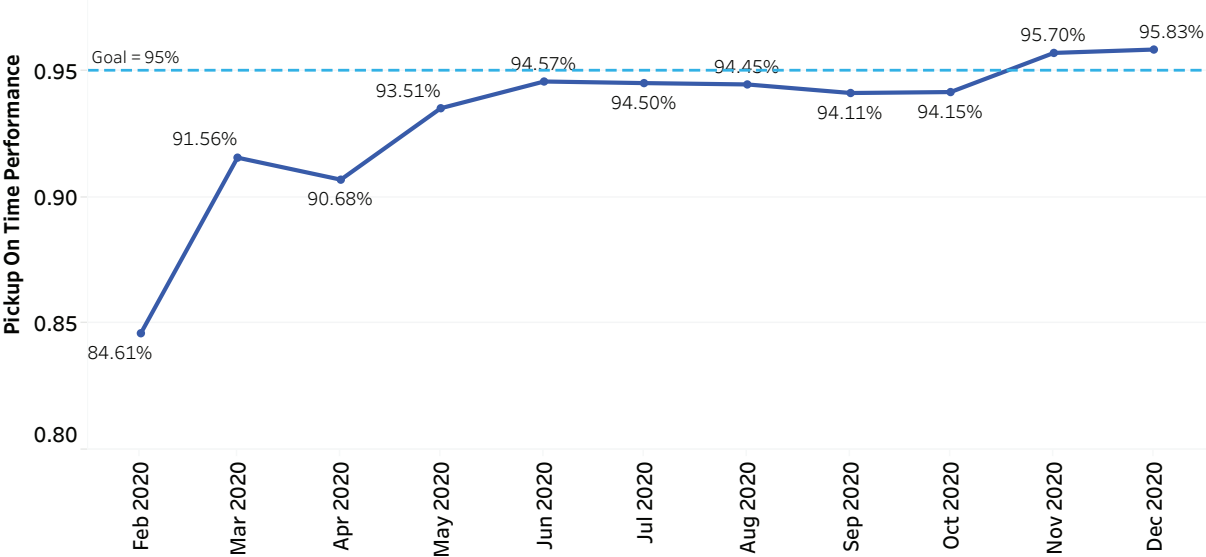


PARATRANSIT TOTAL TRIPS

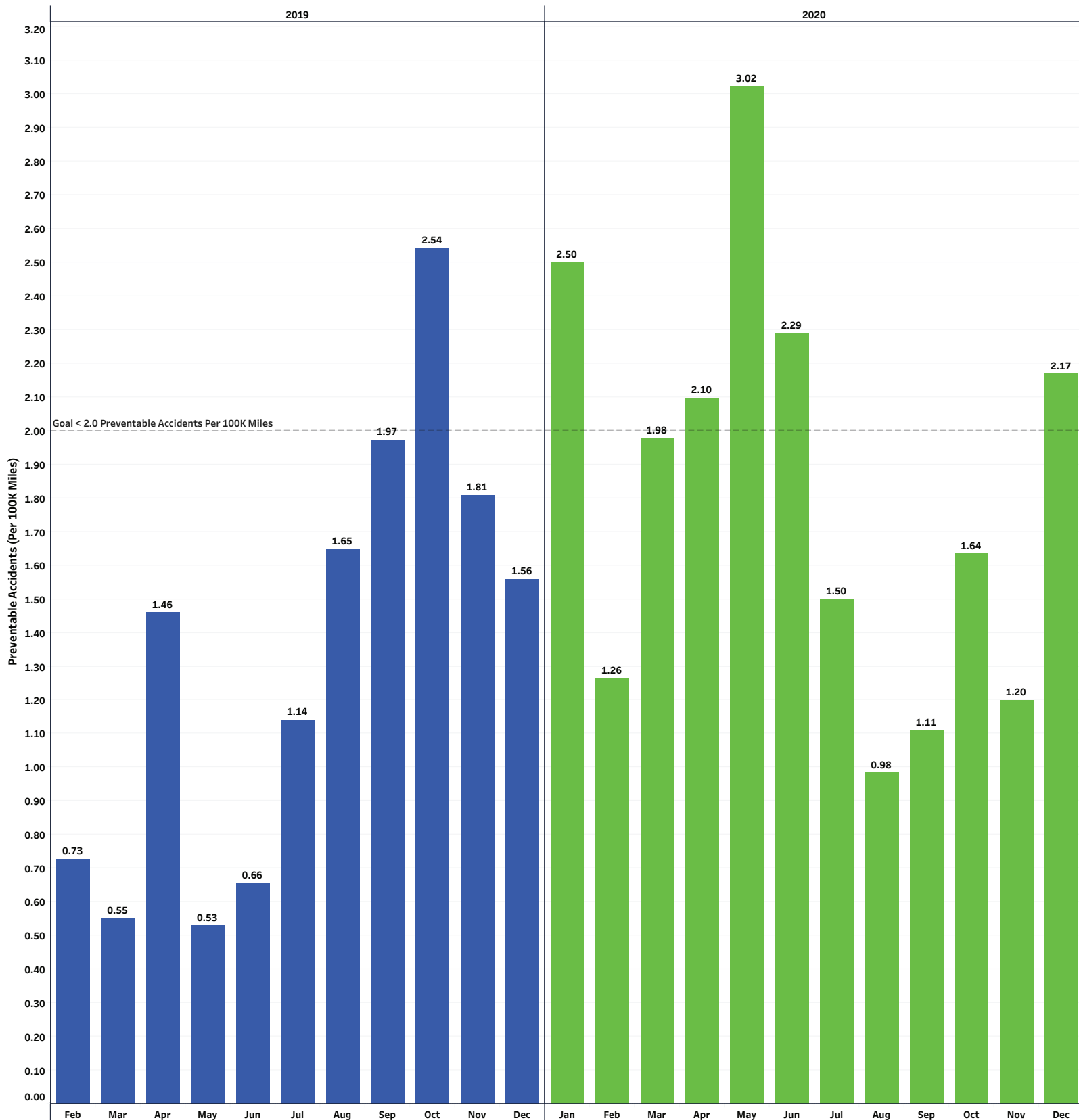
\*Data reflects the impacts of the COVID-19 pandemic on Hampton Roads Transit.



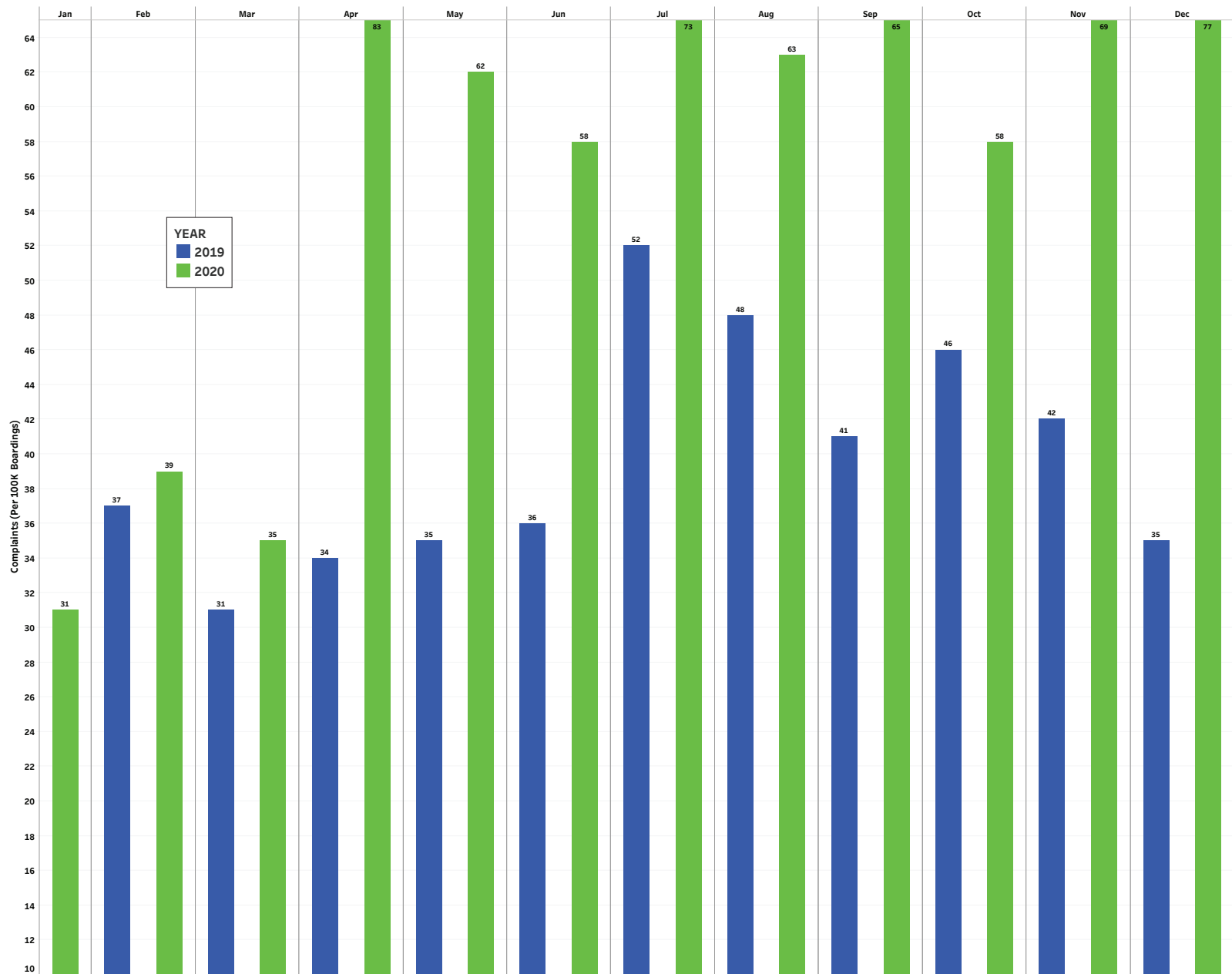
PARATRANSIT PICK-UP ON TIME PERFORMANCE



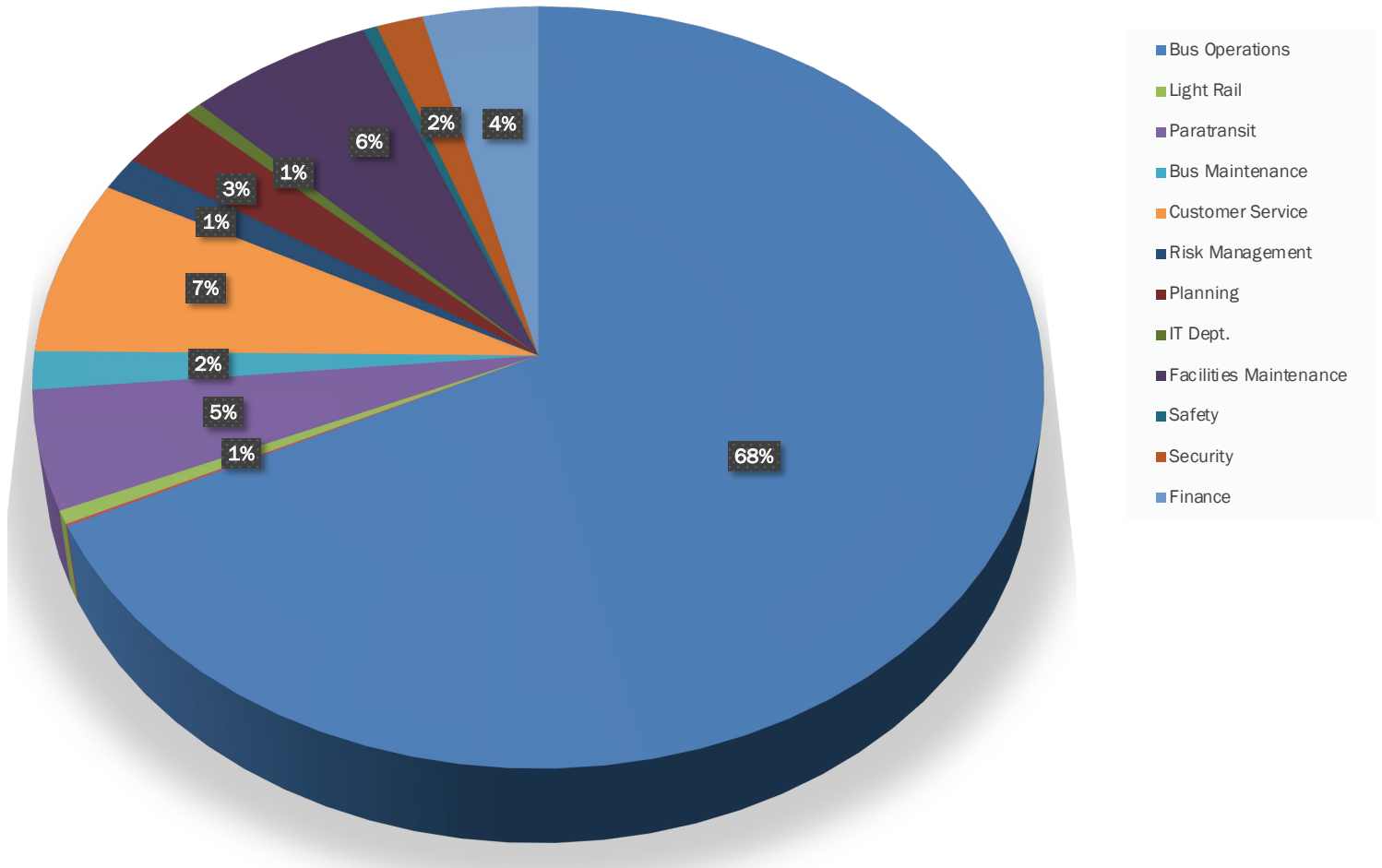
## BUS PREVENTABLE ACCIDENTS (PER 100K MILES)



COMPLAINTS PER 100K BOARDINGS FOR LAST 24 MONTHS



## 2ND QTR. FY 21 OVERALL COMPLAINT PERCENTAGES BY DEPARTMENT (PER 100,000 BOARDINGS)



## 2ND QTR. FY 21 BUS OPERATIONS COMPLAINT CATEGORIES BY MONTH

### October Top Customer Concerns (Bus Operations Only)

1. Late
2. Pass by Passenger
3. Driver Performance (aggressive driving, violations, speeding)
4. Unprofessional/Rude Behavior
5. No Passenger Pickup
6. Bus No Show

### November Top Customer Concerns (Bus Operations Only)

1. Late
2. Driver Performance (aggressive driving, violations, speeding)
3. Unprofessional/Rude Behavior
4. Bus No Show
5. Pass by Passenger
6. No Passenger Pickup

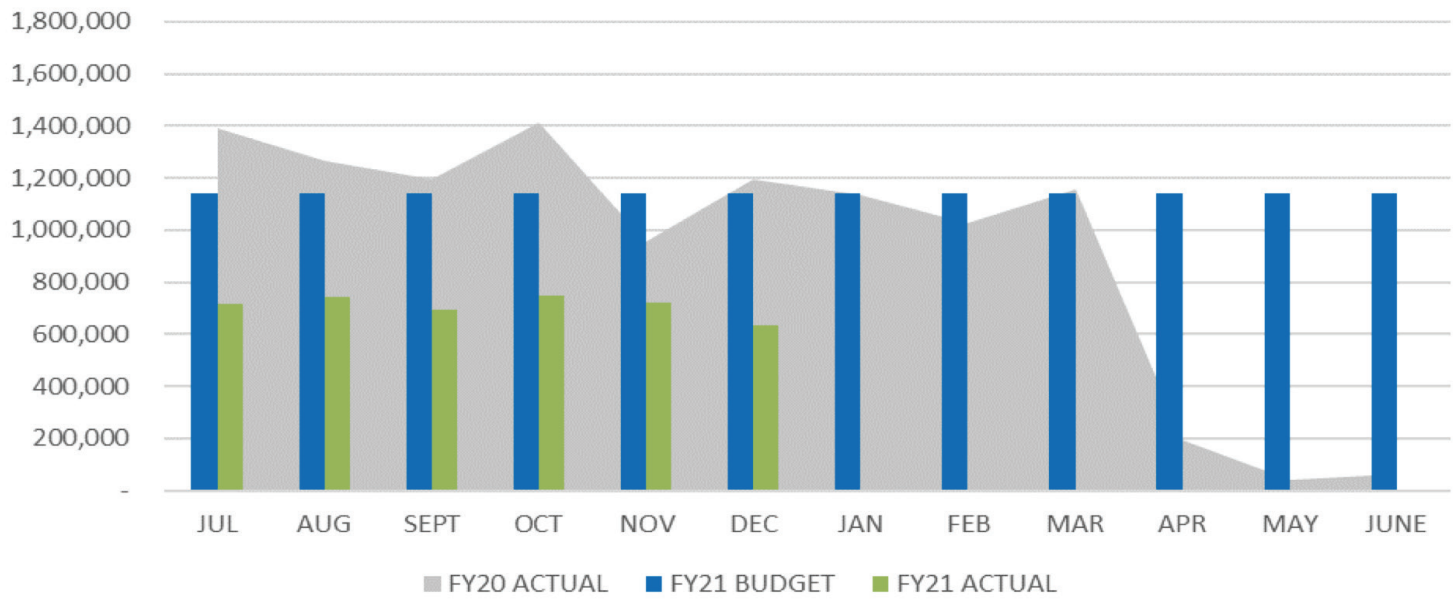
### December Top Customer Concerns (Bus Operations Only)

1. Late
2. Unprofessional/Rude Behavior
3. Bus No Show
4. Driver Performance (aggressive driving, violations, speeding)
5. Pass by Passenger
6. No Passenger Pickup

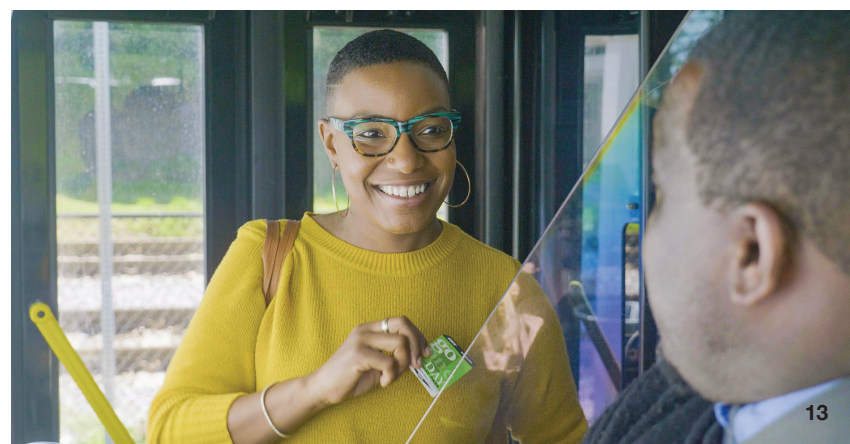
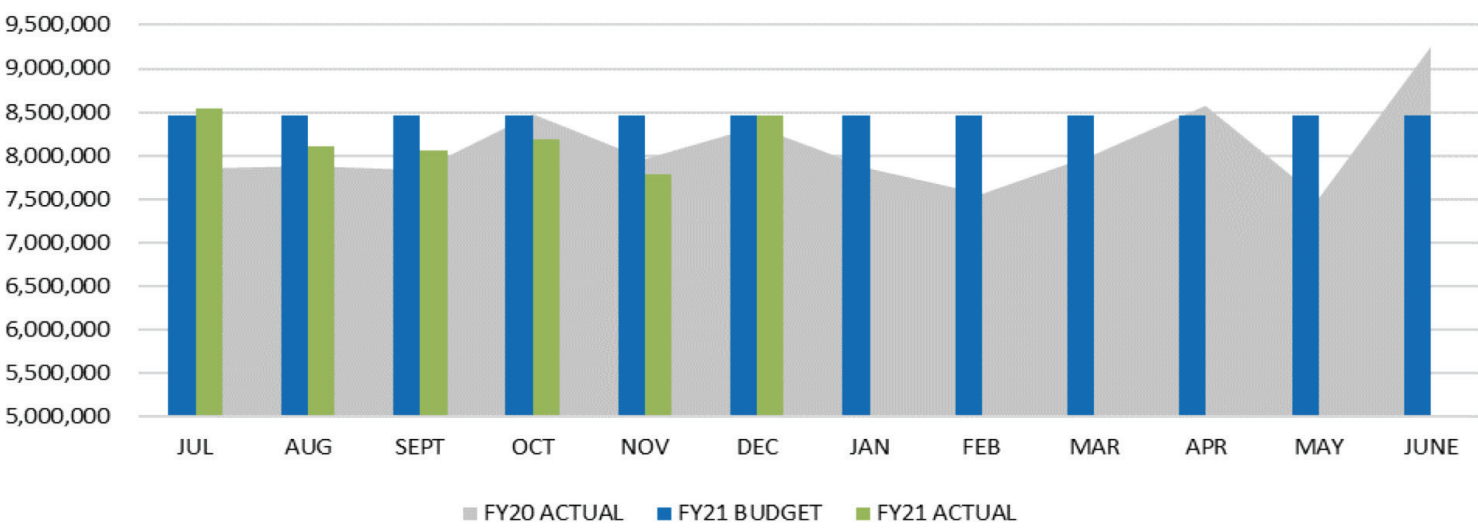


OPERATING FINANCIAL STATEMENTS – DECEMBER 2020

Farebox Revenue



Total Expenses





HAMPTON ROADS  
TRANSIT

**Draft Financial Statement**

# NOVEMBER 2020 FISCAL YEAR 2021 FINANCIAL REPORT

**gohrt.com**

# OPERATING FINANCIAL STATEMENTS

## November 2020

### FISCAL YEAR 2021

Dollars in Thousands

	Annual		Month to Date			Year to Date			
	Budget	Budget	Actual	Variance		Budget	Actual	Variance	
<b>Operating Revenue</b>									
Passenger Revenue	\$ 13,693.7	\$ 1,141.1	\$ 721.0	\$ (420.1)	(36.8) %	\$ 5,705.7	\$ 3,566.5	\$ (2,139.2)	(37.5) %
Advertising Revenue	1,075.0	89.6	107.4	17.8	19.9 %	447.9	363.2	(84.7)	(18.9) %
Other Transportation Revenue	2,331.0	194.2	193.1	(1.1)	(0.6) %	971.2	964.4	(6.8)	(0.7) %
Non-Transportation Revenue	60.0	5.0	10.0	5.0	99.9 %	25.0	97.3	72.3	289.0 %
<b>Total Operating Revenue</b>	<b>17,159.6</b>	<b>1,430.0</b>	<b>1,031.5</b>	<b>(398.5)</b>	<b>(27.9) %</b>	<b>7,149.8</b>	<b>4,991.3</b>	<b>(2,158.5)</b>	<b>(30.2) %</b>
<b>Non-Operating Revenue</b>									
Federal Funding (5307/5337)	19,725.8	1,643.8	-	(1,643.8)	(100.0) %	8,219.1	-	(8,219.1)	(100.0) %
Federal Funding -CARES Act			1,377.7	1,377.7			7,735.4	7,735.4	
State Funding	19,969.8	1,664.2	1,655.4	(8.8)	(0.5) %	8,320.8	8,276.9	(43.9)	(0.5) %
Local Funding	44,696.1	3,724.7	3,724.7	-	- %	18,623.4	18,623.4	-	- %
<b>Total Non-Operating Revenue</b>	<b>84,391.7</b>	<b>7,032.6</b>	<b>6,757.7</b>	<b>(274.9)</b>	<b>(3.9) %</b>	<b>35,163.2</b>	<b>34,635.7</b>	<b>(527.6)</b>	<b>(1.5) %</b>
<b>TOTAL REVENUE</b>	<b>\$ 101,551.4</b>	<b>\$ 8,462.6</b>	<b>\$ 7,789.2</b>	<b>\$ (673.4)</b>		<b>\$ 42,313.1</b>	<b>\$ 39,627.0</b>	<b>\$ (2,686.1)</b>	
Personnel Services	\$ 65,430.9	\$ 5,473.7	\$ 5,156.6	\$ 317.1	5.8 %	\$ 27,086.3	\$ 25,899.0	\$ 1,187.3	4.4 %
Contract Services	10,504.6	860.7	909.9	(49.3)	(5.7) %	4,562.2	3,753.9	808.3	17.7 %
Materials & Supplies	5,062.0	423.6	421.6	1.9	0.5 %	2,085.5	2,446.8	(361.3)	(17.3) %
Gas & Diesel	4,350.8	362.6	313.1	49.5	13.6 %	1,812.9	1,806.5	6.4	0.4 %
Contractor's Fuel Usage	748.0	62.3	48.4	13.9	22.3 %	311.7	278.7	33.0	10.6 %
Utilities	1,297.5	108.1	98.5	9.6	8.9 %	540.6	457.4	83.2	15.4 %
Casualties & Liabilities	3,661.9	305.2	215.0	90.1	29.5 %	1,525.8	1,625.1	(99.3)	(6.5) %
Purchased Transportation	8,873.7	739.5	531.3	208.2	28.2 %	3,643.8	2,759.8	884.0	24.3 %
Other Miscellaneous Expenses	1,622.1	127.1	85.3	41.8	32.9 %	744.4	562.8	181.5	24.4 %
<b>TOTAL EXPENSE</b>	<b>\$ 101,551.4</b>	<b>\$ 8,462.6</b>	<b>\$ 7,779.8</b>	<b>\$ 682.8</b>		<b>\$ 42,313.1</b>	<b>\$ 39,590.1</b>	<b>\$ 2,723.0</b>	
<b>SURPLUS (DEFICIT)</b>			<b>\$ 9.4</b>				<b>\$ 36.9</b>		



HAMPTON ROADS TRANSIT

**Draft Financial Statement**

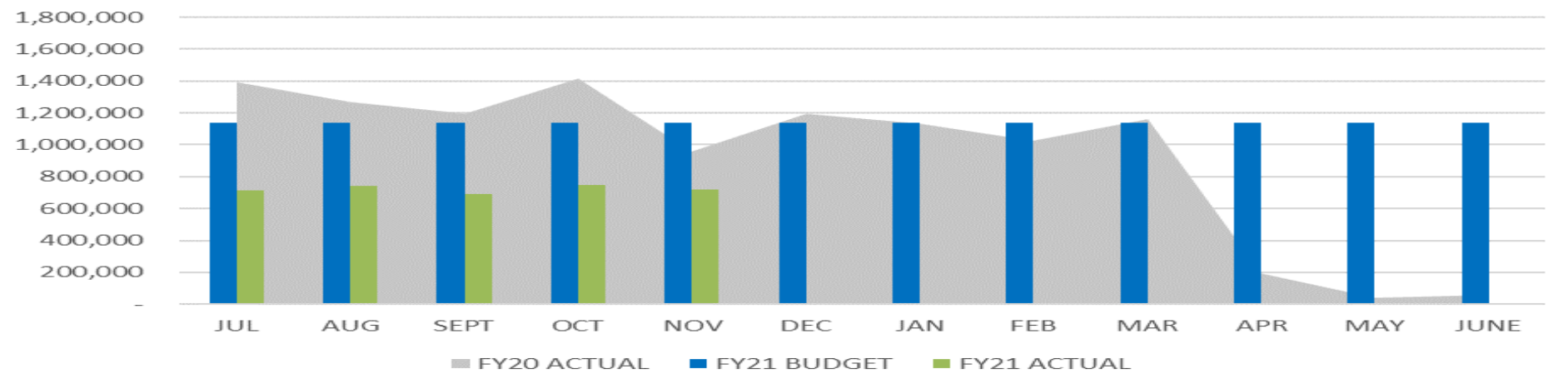
# Non-Operating COVID Revenue and Expenses      Nov 2020

Dollars in Thousands

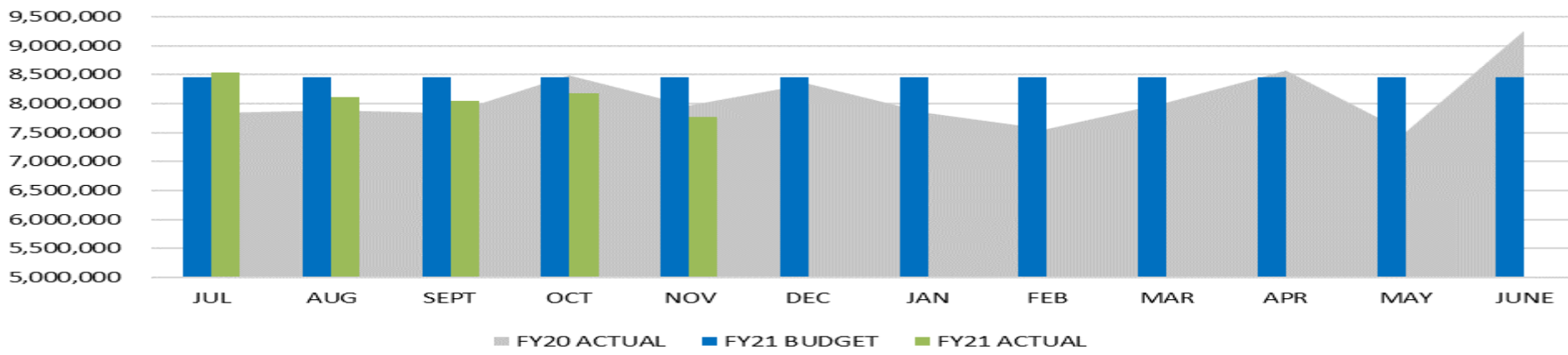
	Month to Date	Year to Date
Federal Funding - CARES Act	\$ 434.0	\$ 2,797.5
<b>Total Non-Operating Revenue</b>	<b>\$ 434.0</b>	<b>\$ 2,797.5</b>
Personnel Services	\$ 350.7	\$ 2,013.2
Contract Services	83.3	329.1
Materials & Supplies	-	418.1
Other Miscellaneous Expenses	-	37.1
<b>Total Non-Operating Expense</b>	<b>\$ 434.0</b>	<b>\$ 2,797.5</b>
<b>SURPLUS (DEFICIT)</b>	<b>\$ (0.0)</b>	<b>\$ (0.0)</b>



Farebox Revenue



Total Expenses



# LOCALITY CROSSWALK

November 2020

FISCAL YEAR 2021 (Dollars in Thousands)	YEAR-TO-DATE				
	BUDGET	ACTUAL LOCALITY	ACTUAL NON-LOCALITY	ACTUAL CONSOLIDATED	VARIANCE + / (-)
<b>REVENUE</b>					
Passenger Revenue	\$ 5,705.7	\$ 3,336.8	\$ 229.7	\$ 3,566.5	\$ (2,139.2)
Advertising Revenue	\$ 971.2	\$ 338.3	\$ 24.9	\$ 363.2	\$ (608.0)
Other Transportation Revenue	\$ 447.9	\$ -	\$ 964.4	\$ 964.4	\$ 516.5
Non-Transportation Revenue	\$ 25.0	\$ 44.3	\$ 53.0	\$ 97.3	\$ 72.3
Federal Funding (5307/5337)	\$ 7,591.9	\$ -	\$ -	\$ -	\$ (7,591.9)
Federal Funding-CARES Act	\$ -	\$ 6,832.4	\$ 903.0	\$ 7,735.4	\$ 7,735.4
Project Salary Reimbursement	\$ 627.2	\$ -	\$ -	\$ -	\$ (627.2)
State Funding	\$ 8,320.8	\$ 7,863.0	\$ 413.8	\$ 8,276.8	\$ (44.0)
Local Funding <sup>1</sup>	\$ 18,623.4	\$ 18,623.4	\$ -	\$ 18,623.4	\$ -
<b>TOTAL REVENUE:</b>	<b>\$ 42,313.1</b>	<b>\$ 37,038.2</b>	<b>\$ 2,588.8</b>	<b>\$ 39,627.0</b>	<b>\$ (2,686.1)</b>
<b>EXPENSE</b>					
Personnel Services	\$ 27,086.3	\$ 24,229.6	\$ 1,669.3	\$ 25,898.9	\$ 1,187.4
Services	\$ 4,562.2	\$ 3,512.0	\$ 242.0	\$ 3,754.0	\$ 808.2
Materials & Supplies	\$ 4,210.0	\$ 4,239.9	\$ 292.1	\$ 4,532.0	\$ (322.0)
Utilities	\$ 540.6	\$ 427.9	\$ 29.5	\$ 457.4	\$ 83.2
Casualties & Liabilities	\$ 1,525.8	\$ 1,520.4	\$ 104.8	\$ 1,625.2	\$ (99.4)
Purchased Transportation	\$ 3,643.8	\$ 2,581.9	\$ 177.9	\$ 2,759.8	\$ 884.0
Other Miscellaneous Expenses	\$ 744.4	\$ 526.5	\$ 36.3	\$ 562.8	\$ 181.6
<b>TOTAL EXPENSES:</b>	<b>\$ 42,313.1</b>	<b>\$ 37,038.2</b>	<b>\$ 2,551.9</b>	<b>\$ 39,590.1</b>	<b>\$ 2,723.0</b>
<b>BUDGET STATUS TO DATE<sup>2</sup>:</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 36.9</b>	<b>\$ 36.9</b>	<b>\$ 36.9</b>

1. Local Funding includes carry forward recordation offset of \$1.32M

2. Report Excludes COVID19 revenue & expense



HAMPTON ROADS TRANSIT

**Draft Financial Statement**

# LOCALITY RECONCILIATION

November 2020

FISCAL YEAR 2021  (Dollars in Thousands)	TOTAL LOCALITY			
	ANNUAL BUDGET	YEAR-TO-DATE		
		BUDGET	ACTUAL	VARIANCE
Locality Operating Share	\$ 41,532.0	\$ 17,305.2	\$ 17,305.2	\$ -
Locality Operating Share-Recordation Offset	\$ 3,164.1	\$ 1,318.2	\$ 1,318.2	\$ -
Plus: Local Farebox	\$ 12,777.5	\$ 5,324.0	\$ 3,336.8	\$ (1,987.2)
Locality Share - Sub-Total	\$ 57,473.6	\$ 23,947.4	\$ 21,960.2	\$ (1,987.2)
Plus: Federal Aid <sup>1</sup>	\$ 16,413.4	\$ 6,838.9	\$ 6,832.4	\$ (6.5)
State Aid	\$ 18,677.6	\$ 7,782.4	\$ 7,863.0	\$ 80.6
Total Revenue Contribution	\$ 92,564.6	\$ 38,568.7	\$ 36,655.6	\$ (1,913.1)
Operating Expenses	\$ 92,564.6	\$ 38,568.7	\$ 36,655.6	\$ (1,913.1)
Locality Budget Status to Date	\$ -			
KPI				
Farebox Recovery:	13.8%		9.1%	
Farebox % of Budgeted Expense:			8.7%	

1. Actuals reflect Federal CARES Act Funding

# LOCALITY RECONCILIATION

November 2020

FISCAL YEAR 2021  (Dollars in Thousands)	CHESAPEAKE			
	ANNUAL BUDGET	YEAR-TO-DATE		
		BUDGET	ACTUAL	VARIANCE
Locality Operating Share	\$ 1,845.8	\$ 769.1	\$ 769.1	\$ -
Locality Operating Share-Recordation Offset	\$ 840.1	\$ 349.9	\$ 349.9	\$ -
Plus: Local Farebox	\$ 656.4	\$ 273.5	\$ 163.1	\$ (110.4)
Locality Share - Sub-Total	\$ 3,342.3	\$ 1,392.5	\$ 1,282.1	\$ (110.4)
Plus: Federal Aid <sup>1</sup>	\$ 1,188.6	\$ 495.4	\$ 424.3	\$ (71.1)
State Aid	\$ 1,116.0	\$ 465.0	\$ 453.2	\$ (11.8)
Total Revenue Contribution	\$ 5,646.9	\$ 2,352.9	\$ 2,159.6	\$ (193.3)
Operating Expenses	\$ 5,646.9	\$ 2,352.9	\$ 2,159.6	\$ (193.3)
Locality Budget Status to Date	\$ -			

### KPI

Farebox Recovery:	11.6%	7.6%
Farebox % of Budgeted Expense:		6.9%

1. Actuals reflect Federal CARES Act Funding

# LOCALITY RECONCILIATION

November 2020

FISCAL YEAR 2021  (Dollars in Thousands)	HAMPTON			
	ANNUAL BUDGET	YEAR-TO-DATE		
		BUDGET	ACTUAL	VARIANCE
Locality Operating Share	\$ 4,462.2	\$ 1,859.3	\$ 1,859.3	\$ -
Locality Operating Share-Recordation Offset	\$ 189.4	\$ 78.9	\$ 78.9	\$ -
Plus: Local Farebox	\$ 1,257.4	\$ 523.9	\$ 331.7	\$ (192.2)
Locality Share - Sub-Total	\$ 5,909.0	\$ 2,462.1	\$ 2,269.9	\$ (192.2)
Plus: Federal Aid <sup>1</sup>	\$ 1,881.5	\$ 783.9	\$ 730.9	\$ (53.0)
State Aid	\$ 1,952.3	\$ 813.5	\$ 812.0	\$ (1.5)
Total Revenue Contribution	\$ 9,742.8	\$ 4,059.5	\$ 3,812.8	\$ (246.7)
Operating Expenses	\$ 9,742.8	\$ 4,059.5	\$ 3,812.8	\$ (246.7)
Locality Budget Status to Date	\$ -			

## KPI

Farebox Recovery:	12.9%	8.7%
Farebox % of Budgeted Expense:		8.2%

1. Actuals reflect Federal CARES Act Funding

# LOCALITY RECONCILIATION

November 2020

FISCAL YEAR 2021  (Dollars in Thousands)	NEWPORT NEWS			
	ANNUAL BUDGET	YEAR-TO-DATE		
		BUDGET	ACTUAL	VARIANCE
Locality Operating Share	\$ 7,171.1	\$ 2,988.0	\$ 2,988.0	\$ -
Locality Operating Share-Recordation Offset	\$ 199.1	\$ 83.0	\$ 83.0	\$ -
Plus: Local Farebox	\$ 2,213.9	\$ 922.5	\$ 631.5	\$ (291.0)
Locality Share - Sub-Total	\$ 9,584.1	\$ 3,993.5	\$ 3,702.5	\$ (291.0)
Plus: Federal Aid <sup>1</sup>	\$ 3,080.3	\$ 1,283.3	\$ 1,336.2	\$ 52.9
State Aid	\$ 3,202.7	\$ 1,334.5	\$ 1,377.0	\$ 42.5
Total Revenue Contribution	\$ 15,867.1	\$ 6,611.3	\$ 6,415.7	\$ (195.6)
Operating Expenses	\$ 15,867.1	\$ 6,611.3	\$ 6,415.7	\$ (195.6)
Locality Budget Status to Date	\$ -			
KPI				
Farebox Recovery:	14.0%		9.8%	
Farebox % of Budgeted Expense:			9.6%	

1. Actuals reflect Federal CARES Act Funding

# LOCALITY RECONCILIATION

November 2020

FISCAL YEAR 2021  (Dollars in Thousands)	NORFOLK			
	ANNUAL BUDGET	YEAR-TO-DATE		
		BUDGET	ACTUAL	VARIANCE
Locality Operating Share	\$ 19,118.3	\$ 7,966.0	\$ 7,966.0	\$ -
Locality Operating Share-Recordation Offset	\$ 265.7	\$ 110.6	\$ 110.6	\$ -
Plus: Local Farebox	\$ 5,896.7	\$ 2,457.0	\$ 1,537.8	\$ (919.2)
Locality Share - Sub-Total	\$ 25,280.7	\$ 10,533.6	\$ 9,614.4	\$ (919.2)
Plus: Federal Aid <sup>1</sup>	\$ 6,785.9	\$ 2,827.5	\$ 3,108.0	\$ 280.5
State Aid	\$ 8,180.4	\$ 3,408.5	\$ 3,507.3	\$ 98.8
Total Revenue Contribution	\$ 40,247.0	\$ 16,769.6	\$ 16,229.7	\$ (539.9)
Operating Expenses	\$ 40,247.0	\$ 16,769.6	\$ 16,229.7	\$ (539.9)
Locality Budget Status to Date	\$ -			

## KPI

Farebox Recovery:	14.7%	9.5%
Farebox % of Budgeted Expense:		9.2%

1. Actuals reflect Federal CARES Act Funding

# LOCALITY RECONCILIATION

November 2020

FISCAL YEAR 2021  (Dollars in Thousands)	PORTSMOUTH			
	ANNUAL BUDGET	YEAR-TO-DATE		
		BUDGET	ACTUAL	VARIANCE
Locality Operating Share	\$ 2,703.8	\$ 1,126.6	\$ 1,126.6	\$ -
Locality Operating Share-Recordation Offset	\$ 132.9	\$ 55.4	\$ 55.4	\$ -
Plus: Local Farebox	\$ 781.5	\$ 325.6	\$ 219.8	\$ (105.8)
Locality Share - Sub-Total	\$ 3,618.2	\$ 1,507.6	\$ 1,401.8	\$ (105.8)
Plus: Federal Aid <sup>1</sup>	\$ 1,359.6	\$ 566.5	\$ 561.6	\$ (4.9)
State Aid	\$ 1,230.7	\$ 512.8	\$ 524.4	\$ 11.6
Total Revenue Contribution	\$ 6,208.5	\$ 2,586.9	\$ 2,487.8	\$ (99.1)
Operating Expenses	\$ 6,208.5	\$ 2,586.9	\$ 2,487.8	\$ (99.1)
Locality Budget Status to Date	\$ -			

## KPI

Farebox Recovery:	12.6%	8.8%
Farebox % of Budgeted Expense:		8.5%

1. Actuals reflect Federal CARES Act Funding



# LOCALITY RECONCILIATION

November 2020

FISCAL YEAR 2021  (Dollars in Thousands)	VIRGINIA BEACH			
	ANNUAL BUDGET	YEAR-TO-DATE		
		BUDGET	ACTUAL	VARIANCE
Locality Operating Share	\$ 6,230.8	\$ 2,596.2	\$ 2,596.2	\$ -
Locality Operating Share-Recordation Offset	\$ 1,536.9	\$ 640.4	\$ 640.4	\$ -
Plus: Local Farebox	\$ 1,971.6	\$ 821.5	\$ 452.9	\$ (368.6)
Locality Share - Sub-Total	\$ 9,739.3	\$ 4,058.1	\$ 3,689.5	\$ (368.6)
Plus: Federal Aid <sup>1</sup>	\$ 2,117.5	\$ 882.3	\$ 671.4	\$ (210.9)
State Aid	\$ 2,995.5	\$ 1,248.1	\$ 1,189.1	\$ (59.0)
Total Revenue Contribution	\$ 14,852.3	\$ 6,188.5	\$ 5,550.0	\$ (638.5)
Operating Expenses	\$ 14,852.3	\$ 6,188.5	\$ 5,550.0	\$ (638.5)
Locality Budget Status to Date	\$ -			

KPI

Farebox Recovery:	13.3%	8.2%
Farebox % of Budgeted Expense:		7.3%

1. Actuals reflect Federal CARES Act Funding



HAMPTON ROADS  
TRANSIT

Draft Financial Statement

# DECEMBER 2020 FISCAL YEAR 2021 FINANCIAL REPORT

**gohrt.com**

# OPERATING FINANCIAL STATEMENTS

## December 2020

### FISCAL YEAR 2021

Dollars in Thousands

	Annual		Month to Date			Year to Date			
	Budget	Budget	Actual	Variance		Budget	Actual	Variance	
<b>Operating Revenue</b>									
Passenger Revenue	\$ 13,693.7	\$ 1,141.1	\$ 635.2	\$ (505.9)	(44.3) %	\$ 6,846.8	\$ 4,201.7	\$ (2,645.1)	(38.6) %
Advertising Revenue	1,075.0	89.6	110.5	20.9	23.4 %	537.5	473.7	(63.8)	(11.9) %
Other Transportation Revenue	2,331.0	194.2	193.1	(1.1)	(0.6) %	1,165.5	1,157.5	(8.0)	(0.7) %
Non-Transportation Revenue	60.0	5.0	10.6	5.6	112.9 %	30.0	107.9	77.9	259.7 %
<b>Total Operating Revenue</b>	<b>17,159.6</b>	<b>1,430.0</b>	<b>949.5</b>	<b>(480.5)</b>	<b>(33.6) %</b>	<b>8,579.8</b>	<b>5,940.8</b>	<b>(2,639.0)</b>	<b>(30.8) %</b>
<b>Non-Operating Revenue</b>									
Federal Funding (5307/5337)	19,725.8	1,643.8	-	(1,643.8)	(100.0) %	9,862.9	-	(9,862.9)	(100.0) %
Federal Funding -CARES Act			2,124.9	2,124.9			9,860.3	9,860.3	
State Funding	19,969.8	1,664.2	1,655.4	(8.8)	(0.5) %	9,984.9	9,932.2	(52.7)	(0.5) %
Local Funding	44,696.1	3,724.7	3,724.7	-	- %	22,348.1	22,348.1	-	- %
<b>Total Non-Operating Revenue</b>	<b>84,391.7</b>	<b>7,032.6</b>	<b>7,505.0</b>	<b>472.3</b>	<b>6.7 %</b>	<b>42,195.9</b>	<b>42,140.6</b>	<b>(55.3)</b>	<b>(0.1) %</b>
<b>TOTAL REVENUE</b>	<b>\$ 101,551.4</b>	<b>\$ 8,462.6</b>	<b>\$ 8,454.4</b>	<b>\$ (8.2)</b>		<b>\$ 50,775.7</b>	<b>\$ 48,081.4</b>	<b>\$ (2,694.2)</b>	
<b>Personnel Services</b>	<b>\$ 65,430.9</b>	<b>\$ 5,471.7</b>	<b>\$ 5,568.6</b>	<b>\$ (97.0)</b>	<b>(1.8) %</b>	<b>\$ 32,557.9</b>	<b>\$ 31,467.6</b>	<b>\$ 1,090.3</b>	<b>3.3 %</b>
Contract Services	10,504.6	870.0	806.1	63.9	7.3 %	5,432.2	4,560.0	872.2	16.1 %
Materials & Supplies	5,062.0	424.2	402.0	22.2	5.2 %	2,509.7	2,848.8	(339.1)	(13.5) %
Gas & Diesel	4,350.8	362.6	334.2	28.4	7.8 %	2,175.4	2,140.7	34.7	1.6 %
Contractor's Fuel Usage	748.0	62.3	49.4	12.9	20.7 %	374.0	328.1	45.8	12.3 %
Utilities	1,297.5	108.1	103.5	4.7	4.3 %	648.7	560.8	87.9	13.5 %
Casualties & Liabilities	3,661.9	305.2	515.0	(209.9)	(68.8) %	1,830.9	2,140.2	(309.2)	(16.9) %
Purchased Transportation	8,873.7	730.5	600.2	130.3	17.8 %	4,374.2	3,360.0	1,014.3	23.2 %
Other Miscellaneous Expenses	1,622.1	128.1	79.8	48.4	37.8 %	872.5	642.6	229.9	26.4 %
<b>TOTAL EXPENSE</b>	<b>\$ 101,551.4</b>	<b>\$ 8,462.6</b>	<b>\$ 8,458.8</b>	<b>\$ 3.9</b>		<b>\$ 50,775.7</b>	<b>\$ 48,048.8</b>	<b>\$ 2,726.9</b>	
<b>SURPLUS (DEFICIT)</b>			<b>\$ (4.3)</b>				<b>\$ 32.6</b>		



HAMPTON ROADS TRANSIT

Draft Financial Statement

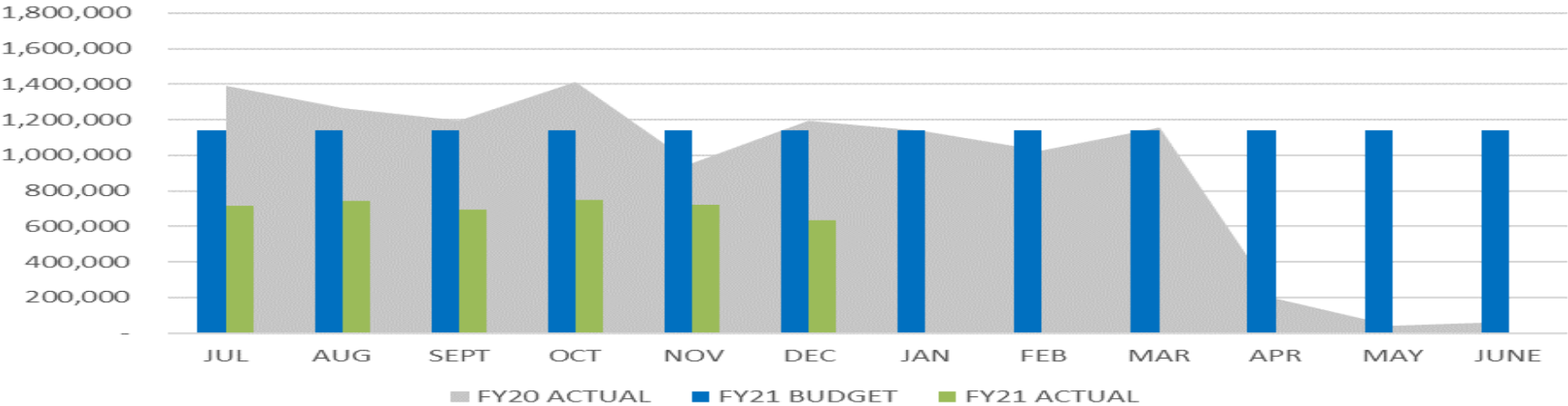
# Non-Operating COVID Revenue and Expenses

Dec 2020

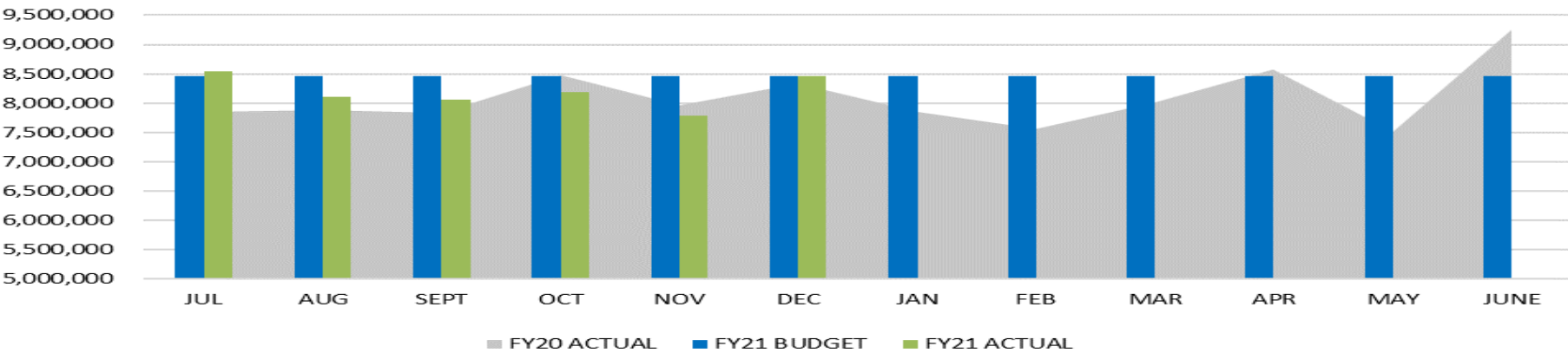
Dollars in Thousands

	Month to Date		Year to Date	
Federal Funding - CARES Act	\$	382.3	\$	3,179.9
<b>Total Non-Operating Revenue</b>	<b>\$</b>	<b>382.3</b>	<b>\$</b>	<b>3,179.9</b>
Personnel Services	\$	341.2	\$	2,354.4
Contract Services		39.8		368.9
Materials & Supplies		0.0		418.2
Other Miscellaneous Expenses		1.4		38.4
<b>Total Non-Operating Expense</b>	<b>\$</b>	<b>382.3</b>	<b>\$</b>	<b>3,179.9</b>
<b>SURPLUS (DEFICIT)</b>	<b>\$</b>	<b>-</b>	<b>\$</b>	<b>-</b>

Farebox Revenue



Total Expenses



# LOCALITY CROSSWALK

December 2020

YEAR-TO-DATE					
FISCAL YEAR 2021 (Dollars in Thousands)	BUDGET	ACTUAL LOCALITY	ACTUAL NON-LOCALITY	ACTUAL CONSOLIDATED	VARIANCE + / (-)
<b>REVENUE</b>					
Passenger Revenue	\$ 6,846.8	\$ 3,941.8	\$ 259.9	\$ 4,201.7	\$ (2,645.1)
Advertising Revenue	\$ 1,165.5	\$ 440.5	\$ 33.2	\$ 473.7	\$ (691.8)
Other Transportation Revenue	\$ 537.5	\$ -	\$ 1,157.5	\$ 1,157.5	\$ 620.0
Non-Transportation Revenue	\$ 30.0	\$ 45.0	\$ 62.9	\$ 107.9	\$ 77.9
Federal Funding (5307/5337)	\$ 9,110.2	\$ -	\$ -	\$ -	\$ (9,110.2)
Federal Funding-CARES Act	\$ -	\$ 8,678.0	\$ 1,182.3	\$ 9,860.3	\$ 9,860.3
Project Salary Reimbursement	\$ 752.7	\$ -	\$ -	\$ -	\$ (752.7)
State Funding	\$ 9,984.9	\$ 9,435.6	\$ 496.6	\$ 9,932.2	\$ (52.7)
Local Funding <sup>1</sup>	\$ 22,348.1	\$ 22,348.1	\$ -	\$ 22,348.1	\$ -
<b>TOTAL REVENUE:</b>	<b>\$ 50,775.7</b>	<b>\$ 44,889.0</b>	<b>\$ 3,192.4</b>	<b>\$ 48,081.4</b>	<b>\$ (2,694.3)</b>
<b>EXPENSE</b>					
Personnel Services	\$ 32,558.0	\$ 29,398.2	\$ 2,069.4	\$ 31,467.6	\$ 1,090.4
Services	\$ 5,432.2	\$ 4,260.1	\$ 299.9	\$ 4,560.0	\$ 872.2
Materials & Supplies	\$ 5,059.2	\$ 4,967.9	\$ 349.7	\$ 5,317.6	\$ (258.4)
Utilities	\$ 648.7	\$ 524.0	\$ 36.8	\$ 560.8	\$ 87.9
Casualties & Liabilities	\$ 1,830.9	\$ 1,999.5	\$ 140.7	\$ 2,140.2	\$ (309.3)
Purchased Transportation	\$ 4,374.2	\$ 3,139.0	\$ 221.0	\$ 3,360.0	\$ 1,014.2
Other Miscellaneous Expenses	\$ 872.5	\$ 600.3	\$ 42.3	\$ 642.6	\$ 229.9
<b>TOTAL EXPENSES:</b>	<b>\$ 50,775.7</b>	<b>\$ 44,889.0</b>	<b>\$ 3,159.8</b>	<b>\$ 48,048.8</b>	<b>\$ 2,726.9</b>
<b>BUDGET STATUS TO DATE<sup>2</sup>:</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 32.6</b>	<b>\$ 32.6</b>	<b>\$ 32.6</b>

1. Local Funding includes carry forward recordation offset of \$1.6M

2. Report Excludes COVID19 revenue & expense



HAMPTON ROADS TRANSIT

Draft Financial Statement

# LOCALITY RECONCILIATION

December 2020

FISCAL YEAR 2021  (Dollars in Thousands)	TOTAL LOCALITY			
	ANNUAL BUDGET	YEAR-TO-DATE		
		BUDGET	ACTUAL	VARIANCE
Locality Operating Share	\$ 41,532.0	\$ 20,766.1	\$ 20,766.1	\$ -
Locality Operating Share-Recordation Offset	\$ 3,164.1	\$ 1,582.0	\$ 1,582.0	\$ -
Plus: Local Farebox	\$ 12,777.5	\$ 6,388.9	\$ 3,941.8	\$ (2,447.1)
Locality Share - Sub-Total	\$ 57,473.6	\$ 28,737.0	\$ 26,289.9	\$ (2,447.1)
Plus: Federal Aid <sup>1</sup>	\$ 16,413.4	\$ 8,206.5	\$ 8,678.0	\$ 471.5
State Aid	\$ 18,677.6	\$ 9,339.0	\$ 9,435.6	\$ 96.6
Total Revenue Contribution	\$ 92,564.6	\$ 46,282.5	\$ 44,403.5	\$ (1,879.0)
Operating Expenses	\$ 92,564.6	\$ 46,282.5	\$ 44,403.5	\$ (1,879.0)
Locality Budget Status to Date	\$ -			

KPI

Farebox Recovery:	13.8%	8.9%
Farebox % of Budgeted Expense:		8.5%

1. Actuals reflect Federal CARES Act Funding



# LOCALITY RECONCILIATION

December 2020

FISCAL YEAR 2021  (Dollars in Thousands)	CHESAPEAKE			
	ANNUAL BUDGET	YEAR-TO-DATE		
		BUDGET	ACTUAL	VARIANCE
Locality Operating Share	\$ 1,845.8	\$ 922.9	\$ 922.9	\$ -
Locality Operating Share-Recordation Offset	\$ 840.1	\$ 420.0	\$ 420.0	\$ -
Plus: Local Farebox	\$ 656.4	\$ 328.2	\$ 196.0	\$ (132.2)
Locality Share - Sub-Total	\$ 3,342.3	\$ 1,671.1	\$ 1,538.9	\$ (132.2)
Plus: Federal Aid <sup>1</sup>	\$ 1,188.6	\$ 594.4	\$ 538.8	\$ (55.6)
State Aid	\$ 1,116.0	\$ 558.0	\$ 545.3	\$ (12.7)
Total Revenue Contribution	\$ 5,646.9	\$ 2,823.5	\$ 2,623.0	\$ (200.5)
Operating Expenses	\$ 5,646.9	\$ 2,823.5	\$ 2,623.0	\$ (200.5)
Locality Budget Status to Date	\$ -			

KPI

Farebox Recovery:	11.6%	7.5%
Farebox % of Budgeted Expense:		6.9%

1. Actuals reflect Federal CARES Act Funding



# LOCALITY RECONCILIATION

December 2020

FISCAL YEAR 2021  (Dollars in Thousands)	HAMPTON			
	ANNUAL BUDGET	YEAR-TO-DATE		
		BUDGET	ACTUAL	VARIANCE
Locality Operating Share	\$ 4,462.2	\$ 2,231.1	\$ 2,231.1	\$ -
Locality Operating Share-Recordation Offset	\$ 189.4	\$ 94.7	\$ 94.7	\$ -
Plus: Local Farebox	\$ 1,257.4	\$ 628.7	\$ 390.8	\$ (237.9)
Locality Share - Sub-Total	\$ 5,909.0	\$ 2,954.5	\$ 2,716.6	\$ (237.9)
Plus: Federal Aid <sup>1</sup>	\$ 1,881.5	\$ 940.7	\$ 934.3	\$ (6.4)
State Aid	\$ 1,952.3	\$ 976.2	\$ 976.2	\$ -
Total Revenue Contribution	\$ 9,742.8	\$ 4,871.4	\$ 4,627.1	\$ (244.3)
Operating Expenses	\$ 9,742.8	\$ 4,871.4	\$ 4,627.1	\$ (244.3)
Locality Budget Status to Date	\$ -			

KPI

Farebox Recovery:	12.9%	8.4%
Farebox % of Budgeted Expense:		8.0%

1. Actuals reflect Federal CARES Act Funding



# LOCALITY RECONCILIATION

December 2020

FISCAL YEAR 2021  (Dollars in Thousands)	NEWPORT NEWS			
	ANNUAL BUDGET	YEAR-TO-DATE		
		BUDGET	ACTUAL	VARIANCE
Locality Operating Share	\$ 7,171.1	\$ 3,585.6	\$ 3,585.6	\$ -
Locality Operating Share-Recordation Offset	\$ 199.1	\$ 99.5	\$ 99.5	\$ -
Plus: Local Farebox	\$ 2,213.9	\$ 1,107.0	\$ 742.5	\$ (364.5)
Locality Share - Sub-Total	\$ 9,584.1	\$ 4,792.1	\$ 4,427.6	\$ (364.5)
Plus: Federal Aid <sup>1</sup>	\$ 3,080.3	\$ 1,540.1	\$ 1,715.5	\$ 175.4
State Aid	\$ 3,202.7	\$ 1,601.4	\$ 1,658.9	\$ 57.5
Total Revenue Contribution	\$ 15,867.1	\$ 7,933.6	\$ 7,802.0	\$ (131.6)
Operating Expenses	\$ 15,867.1	\$ 7,933.6	\$ 7,802.0	\$ (131.6)
Locality Budget Status to Date	\$ -			

### KPI

Farebox Recovery:	14.0%	9.5%
Farebox % of Budgeted Expense:		9.4%

1. Actuals reflect Federal CARES Act Funding

# LOCALITY RECONCILIATION

December 2020

FISCAL YEAR 2021  (Dollars in Thousands)	NORFOLK			
	ANNUAL BUDGET	YEAR-TO-DATE		
		BUDGET	ACTUAL	VARIANCE
Locality Operating Share	\$ 19,118.3	\$ 9,559.2	\$ 9,559.2	\$ -
Locality Operating Share-Recordation Offset	\$ 265.7	\$ 132.8	\$ 132.8	\$ -
Plus: Local Farebox	\$ 5,896.7	\$ 2,948.4	\$ 1,815.6	\$ (1,132.8)
Locality Share - Sub-Total	\$ 25,280.7	\$ 12,640.4	\$ 11,507.6	\$ (1,132.8)
Plus: Federal Aid <sup>1</sup>	\$ 6,785.9	\$ 3,392.9	\$ 3,896.6	\$ 503.7
State Aid	\$ 8,180.4	\$ 4,090.2	\$ 4,195.9	\$ 105.7
Total Revenue Contribution	\$ 40,247.0	\$ 20,123.5	\$ 19,600.1	\$ (523.4)
Operating Expenses	\$ 40,247.0	\$ 20,123.5	\$ 19,600.1	\$ (523.4)
Locality Budget Status to Date	\$ -			

KPI

Farebox Recovery:	14.7%	9.3%
Farebox % of Budgeted Expense:		9.0%

1. Actuals reflect Federal CARES Act Funding

# LOCALITY RECONCILIATION

December 2020

FISCAL YEAR 2021  (Dollars in Thousands)	PORTSMOUTH			
	ANNUAL BUDGET	YEAR-TO-DATE		
		BUDGET	ACTUAL	VARIANCE
Locality Operating Share	\$ 2,703.8	\$ 1,351.9	\$ 1,351.9	\$ -
Locality Operating Share-Recordation Offset	\$ 132.9	\$ 66.5	\$ 66.5	\$ -
Plus: Local Farebox	\$ 781.5	\$ 390.8	\$ 256.8	\$ (134.0)
Locality Share - Sub-Total	\$ 3,618.2	\$ 1,809.2	\$ 1,675.2	\$ (134.0)
Plus: Federal Aid <sup>1</sup>	\$ 1,359.6	\$ 679.7	\$ 717.1	\$ 37.4
State Aid	\$ 1,230.7	\$ 615.4	\$ 631.5	\$ 16.1
Total Revenue Contribution	\$ 6,208.5	\$ 3,104.3	\$ 3,023.8	\$ (80.5)
Operating Expenses	\$ 6,208.5	\$ 3,104.3	\$ 3,023.8	\$ (80.5)
Locality Budget Status to Date	\$ -			

## KPI

Farebox Recovery:	12.6%	8.5%
Farebox % of Budgeted Expense:		8.3%

1. Actuals reflect Federal CARES Act Funding



# LOCALITY RECONCILIATION

December 2020

FISCAL YEAR 2021  (Dollars in Thousands)	VIRGINIA BEACH			
	ANNUAL BUDGET	YEAR-TO-DATE		
		BUDGET	ACTUAL	VARIANCE
Locality Operating Share	\$ 6,230.8	\$ 3,115.4	\$ 3,115.4	\$ -
Locality Operating Share-Recordation Offset	\$ 1,536.9	\$ 768.5	\$ 768.5	\$ -
Plus: Local Farebox	\$ 1,971.6	\$ 985.8	\$ 540.1	\$ (445.7)
Locality Share - Sub-Total	\$ 9,739.3	\$ 4,869.7	\$ 4,424.0	\$ (445.7)
Plus: Federal Aid <sup>1</sup>	\$ 2,117.5	\$ 1,058.7	\$ 875.7	\$ (183.0)
State Aid	\$ 2,995.5	\$ 1,497.8	\$ 1,427.8	\$ (70.0)
Total Revenue Contribution	\$ 14,852.3	\$ 7,426.2	\$ 6,727.5	\$ (698.7)
Operating Expenses	\$ 14,852.3	\$ 7,426.2	\$ 6,727.5	\$ (698.7)
Locality Budget Status to Date	\$ -			

### KPI

Farebox Recovery:	13.3%	8.0%
Farebox % of Budgeted Expense:		7.3%

1. Actuals reflect Federal CARES Act Funding



<b>Contract No:</b>	20-00097	<b>Title:</b>	Ferry Repair Services (Renewal)	<b>Price:</b>	\$925,000 ( <i>approximately \$185,000 per year</i> )
				<b>Term:</b>	1 yr. w/4 1-yr. options

**Acquisition Description:** Enter into a renewal contract with two (2) Contractors to perform scheduled and emergency repairs for HRT's ferry boat fleet on a Task Order (TO) basis.

**Background:** Hampton Roads Transit (HRT) has a requirement for maintaining its ferry boat fleet by conducting scheduled and emergency repairs on an as needed basis. Under the terms of this agreement, the successful Contractors shall perform repairs utilizing parts and processes that comply with United States Coast Guard regulations; and meet or exceed industry workmanship and quality standards.

**Contract Approach:** A Request for Proposals (RFP) was issued on August 6, 2020. Two (2) proposals were received on September 15, 2020 from the following firms:

- Fairlead Boatworks, Inc (Fairlead)
- Lyon Shipyard, Inc. (Lyon)

Upon review and evaluation of the technical proposals, HRT staff determined that both Fairlead and Lyon were qualified to meet the requirements of the Scope of Work (SOW) and that no further discussions were necessary.

In response to the RFP, proposers were required to provide billing rates for various job titles and services specified in the Price Schedule, to be utilized when establishing pricing for proposed TOs.

The Contractors were invited for discussions and negotiations. Negotiations with both firms focused on reducing their proposed pricing. At the conclusion of negotiations, Best and Final Offers were requested.

In order for HRT to have the ability to obtain the most skilled resources at the most favorable price when scheduled or emergency repairs are required, HRT staff made the decision to award to both firms. While no concessions were made by either firm in their BAFOs, the proposed rates of both firms were deemed fair and reasonable based on a price analysis performed, and the fact that pricing was obtained in a competitive environment. A contractor responsibility review performed confirmed that both firms are technically and financially capable to perform the work.

Fairlead, located in Newport News, has provided similar services for Huntington Ingalls Industries in Newport News and Sailing Harbor Cruises in Norfolk. Fairlead has also provided similar services for HRT satisfactorily.



<b>Contract No:</b>	20-00097	<b>Title:</b>	Ferry Repair Services (Renewal)	<b>Price:</b> <b>Term:</b>	\$925,000 ( <i>approximately \$185,000 per year</i> ) 1 yr. w/4 1-yr. options
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Lyon is located in Norfolk and has provided similar services to the Virginia Department of Transportation in Williamsburg; the U.S. Army; and the Hampton Roads District Jamestown – Scotland Ferry in Surry. Lyon has also provided similar 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 assigned for the overall solicitation. HRT's DBE Manager will review the scope of each proposed Task Order to identify opportunities for DBE participation and establish a task-based goal accordingly.

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

**Project Manager:** Amy Braziel, Manager of Operations Administration

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

**Recommendation:** It is respectfully recommended that the Commission approve the award of a contract to Fairlead Boatworks, Inc. and Lyon Shipyard, Inc. to perform scheduled and emergency repairs for the ferry boat fleet. The cumulative amount of all TOs issued under these Contracts will not exceed \$925,000.

<b>Contract No:</b>	20-00072	<b>Title:</b>	General Financial Consulting Services (Renewal)	<b>Price: Term:</b>	\$370,000 1 yr. w/2 1-yr. options
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**Acquisition Description:** Enter into a renewal contract with a qualified Contractor to provide general financial consulting services on a Task Order (TO) basis.

**Background:** From time to time, Hampton Roads Transit's (HRT's) finance staff requires the assistance and support of an outside firm for financial related tasks and ad-hoc financial studies. Under the terms of this agreement, the Consultant shall be required to perform tasks as needed to include, but not limited to, an analysis of the financial impact of various events or scenarios as it relates to preparing annual budgets and updates to the five-year capital program plan; identification of a full range of financial strategies that could generate sufficient revenues needed to meet operating, maintenance, and capital costs according to industry best practices; assist in the development of a Strategic Plan and Sustainable Financial Plan that identifies industry best practice; and, other financial related tasks as determined by HRT's Project Manager.

**Contract Approach:** A Request for Proposal (RFP) was issued on August 19, 2020. One (1) proposal was received on October 9, 2020 from WSP USA, Inc. (WSP). A post-solicitation survey of vendors solicited concluded that most were not interested in submitting a proposal due to prior existing workloads, reduced operating capacity due to COVID-19, and not meeting the requirement of five (5) years of experience providing similar services for other public transit agencies. There was no indication that a re-solicitation to pursue more competition would have resulted in greater participation.

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

HRT staff determined that WSP is technically qualified for meeting the requirements of the SOW due to information provided in regard to the firm's overall approach and experience. In an effort to obtain more favorable pricing, WSP was invited for discussions and negotiations. Discussions and negotiations focused on clarifying assumptions made in establishing pricing and reducing labor rates proposed. At the conclusion of negotiations, a Best and Final Offer (BAFO) was requested.

As a result of the negotiations, WSP reduced all of their hourly rates by 0.89%. Based on a price analysis performed utilizing historical data, WSP's BAFO is deemed fair and reasonable. A contractor responsibility review confirmed that WSP is technically and financially capable to perform the work.

WSP is headquartered in New York, NY, and operates an office in Washington, DC. WSP has provided similar services to the Virginia Department of Rail and Public Transportation; the Santa

<b>Contract No:</b>	20-00072	<b>Title:</b>	General Financial Consulting Services (Renewal)	<b>Price: Term:</b>	\$370,000 1 yr. w/2 1-yr. options
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Clara Valley Transportation Authority in San Jose, CA; and, King County Metro in Seattle, WA. WSP also currently provides these services for HRT satisfactorily.

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

No DBE goal was assigned for this solicitation.

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

**Project Manager:** Angela Glass, Director of Budget and Financial Analysis

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

**Recommendation:** It is respectfully recommended that the Commission approve the award of a contract to WSP USA, Inc. to provide general financial consulting services. The cumulative amount of all TOs issued under this contract shall not exceed \$370,000 over the three-year period.

## SOLICITATION RESULTS

Labor Category	WSP Initial Hourly Rates	WSP BAFO Hourly Rates
Project Manager	\$215.00	\$213.08
Subject Matter Expert	\$275.00	\$272.55
Administrative Support	\$120.69	\$119.61

## **TRAC Report**

### **Jan 2021**

HRT's Transit Riders Advisory Committee (TRAC) held a meeting on Wednesday, January 6, 2021, at 6pm, at the board room in the headquarters building in Hampton. TRAC representatives in attendance were Chair Ms. Denise Johnson, Mr. Robert Neely, Newport News representative, Ms. Tondalaya Thomas, Newport News representative, Ms. Melissa Osborne, Hampton representative, and Ms. Alyson Swett, Norfolk representative. The July and September minutes were approved as submitted.

Mr. Gene Cavazos, Chief, Marketing & Communications, provided a presentation on the "Stash the Trash" campaign and he asked TRAC members to email their suggestions. Mr. Rodney Davis, Director, Customer Relations, briefed the committee on the protective face covering requirement medical exemption initiative. The committee was provided a presentation on the latest version of the proposed Norfolk Redesign by Mr. Scudder Wagg of Jarrett, Walker & Associates on behalf of the City of Norfolk. Commissioner Amy Inman provided summary remarks on the proposed. Ms. Alyson Swett, Norfolk representative, said she liked the increased frequency and extended routes as outlined in the proposed redesign. Mr. Robert Neely questioned the plan's impact on service along Lafayette Blvd. Mr. Davis briefed the service alert for the MLK holiday as well as TRAC CAFs since the last meeting. Ms. Johnson thanked the committee members for their assistance with the passenger survey effort.

During the roundtable, Ms. Sherry Scott, Manager of Bus Transportation, discussed the recent challenges with bus service on the northside including COVID's impact on the availability of repair parts and operator availability. She said any operator who is exposed to the virus must be quarantined for 14 days and that this is necessary, but it of course impacts operator availability. She said new buses were scheduled for delivery to the northside in February and March. Ms. Tondalaya Thomas said she had heard the onboard announcements informing passengers that masks were required and that that was a good thing, but she said she had also observed an HRT employee who was not masked while briefly onboard a Route 103 bus while talking to an operator. Mr. Davis reminded all TRAC members to contact him as soon as possible if they observe such a problem. Ms. Alyson Swett, Norfolk representative, asked if HRT was planning to provide COVID-19 vaccinations for operators. Mr. Davis responded that HRT is in the process of planning the offering of vaccinations to employees. Melissa Osborne, Hampton representative, asked if buses are being cleaned to prevent the spread of COVID. Mr. Davis responded that all buses are cleaned every night.

During the public comment period, Ms. Betty Allen, a Norfolk resident, said that she had observed some people who were loitering inside of the Downtown Norfolk Transit Center (DNTC). She also said that she had observed that some operators were not requiring passengers with discounted tickets to present their IDs when boarding. Mr. Davis said some of the security officers do a very good job of ensuring passengers do not stay too long in the transit centers and that of course some need to do a better job. He said he would pass on her comments about loitering and ID checks to Operations and Security.

Ms. Sheera Knight, a Norfolk resident, asked if the "No Trespassing" signs posted in bus shelters was being enforced. Mr. Davis said security does its best to enforce "No Trespassing."

The next TRAC meeting will be on March 10, 2021, in the board room in Norfolk at 18<sup>th</sup> Street at 6pm.

## TDCHR PAC Full Board Report

December 10, 2020

### Virtual Meeting

Good afternoon Mr. Chairman, Commissioners, and other attendees,

The Paratransit Advisory Committee's last meeting was held virtually on yesterday, December 9<sup>th</sup>.

At our meeting we had an opportunity to discuss service quality issues. Some of the issues raised by committee members included, on-time performance, address accuracy, changes to subscription times, scheduling issues, base access, and supervisor availability. Via was attentive to the concerns raised and this should result in further examination of some anecdotes or implementation of process improvements.

Via representatives provided a service update. Highlights of that presentation include call center performance improvements, better on-time performance, and customer feedback collected from the rider app. Via representatives also unveiled two upcoming customer feedback solicitation initiatives. The first effort is 1 to 1 interviews with 40 frequent riders and the second will be a more broad survey of the ridership. The PAC looks forward to working with HRT and Via to hear from the paratransit ridership to inform the process of continual service improvement.

Our next PAC meeting is scheduled for Wednesday, February 10<sup>th</sup> 2021 at 1PM.

This concludes my report. If there are any questions, I would be happy to answer them.



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# GoPass 365 Program Update & Review of Pricing Structure

**gohrt.com**



# GoPass 365 Program



The GoPass365 is a boarding pass that remains active for 365 days and can be used on **every transit mode** offered by Hampton Roads Transit.

Passes are purchased by colleges, employers, and consortiums to help with the transportation needs of students and employees, or as an incentive or benefit. The passes are thin plastic with their own distinctive design.

# Program Overview

- Available on all HRT services except Para-transit and Vanpool
- Targeted Clients
  - Educational
  - Business and Government
- Currently - 20 total participating organizations
  - 8 Educational Institutions
  - 13 Business and Governmental Institutions
- Current Pricing Structure developed in 2013

# Program Requirements

- The program cycle is from July 1 – June 30; however, participation is accepted throughout the cycle at prorated rates.
- Passes are only available for purchase by colleges, employers, and consortiums. Not sold to individuals.
- Farecards must have participant name written on the back when issued.
- All participants must present matching valid organizational ID and photo ID when using GoPass 365.
- No refunds on unused or returned farecards.
- Passes can be deactivated per client request.
- \$10 replacement fee on lost or damaged farecards.

# Participant Options

There are two types of passes and two program options:

- Pass types
  - GoPass365
  - GoSemester365
- Pass Options
  - Per Pass
  - Per Swipe



# Participant Options: GoPass 365



## Go Pass 365

- Per Pass or Per Swipe Options
- Purchased by Employers and Consortiums



## GoSemester 365

- Per Pass or Per Swipe Options
- Semester Passes issued three times a year (Fall, Spring, and Summer)
- Purchased by Colleges/Universities

# Participant Options: Per Pass

## Current Per Pass Pricing Structure

Quantity Purchase *	Annual Fee	Pro-Rated Fees Per Farecard Bundle			
		Jul 1 to Sep 30	Oct 1 to Dec 31	Jan 1 to Mar 30	Apr 1 to Jun 30
1250+	\$200.00	\$200.00	\$150.00	\$100.00	\$50.00
450 – 1245	\$225.00	\$225.00	\$168.75	\$112.50	\$56.25
250 – 445	\$325.00	\$325.00	\$243.75	\$162.50	\$81.25
5 – 245	\$425.00	\$425.00	\$318.75	\$212.50	\$106.25

\*The prorated schedule is only applicable when an organization comes in after the start of a fiscal year, otherwise the fee that is charged for each pass is listed in the column entitled "annual fee"

# Participant Options: Per Swipe

## Current Per Swipe Pricing Structure:

- \$5 per pass
- Minimum purchase of 50 passes
- \$.99 per swipe
- Client are billed monthly



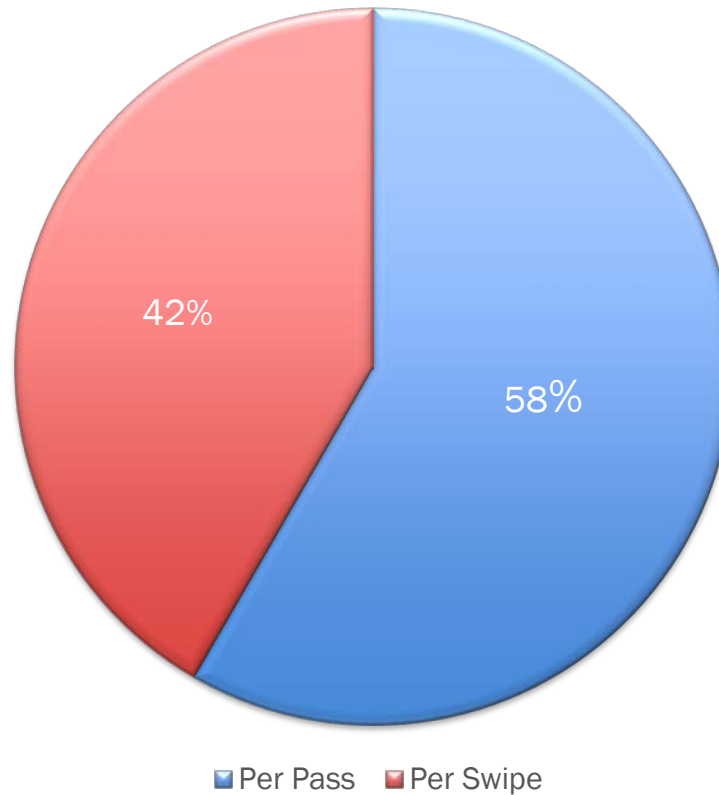


# Participating Organizations FY20

Per Pass		Per Swipe	
Name	Passes	Name	Passes
Tidewater Community College	1800	Old Dominion University	700
Huntington Ingalls (dba NNSB)	1250	US Coast Guard	500
Downtown Norfolk Council	320	Portfolio Recovery Associates	500
Sentara Norfolk General	150	Bryant & Stratton	400
Gold Key PHR	80	Eastern Virginia Medical School	200
Sentara Careplex	50	Tidewater Tech	100
Sentara Leigh	35	Centura - Norfolk	50
LTD Hospitality	15	Centura - Newport News	50
Days Inn	5	Centura - Virginia Beach	50
Global Hospitality	5	Hampton Roads Jobs for Life	50
		Hampton Roads Workforce Council	50
<b>Total Per Pass Users</b>	<b>3,710</b>	<b>Total Per Swipe</b>	<b>2,650</b>
<b>Total Pass Users – 6,360</b>			

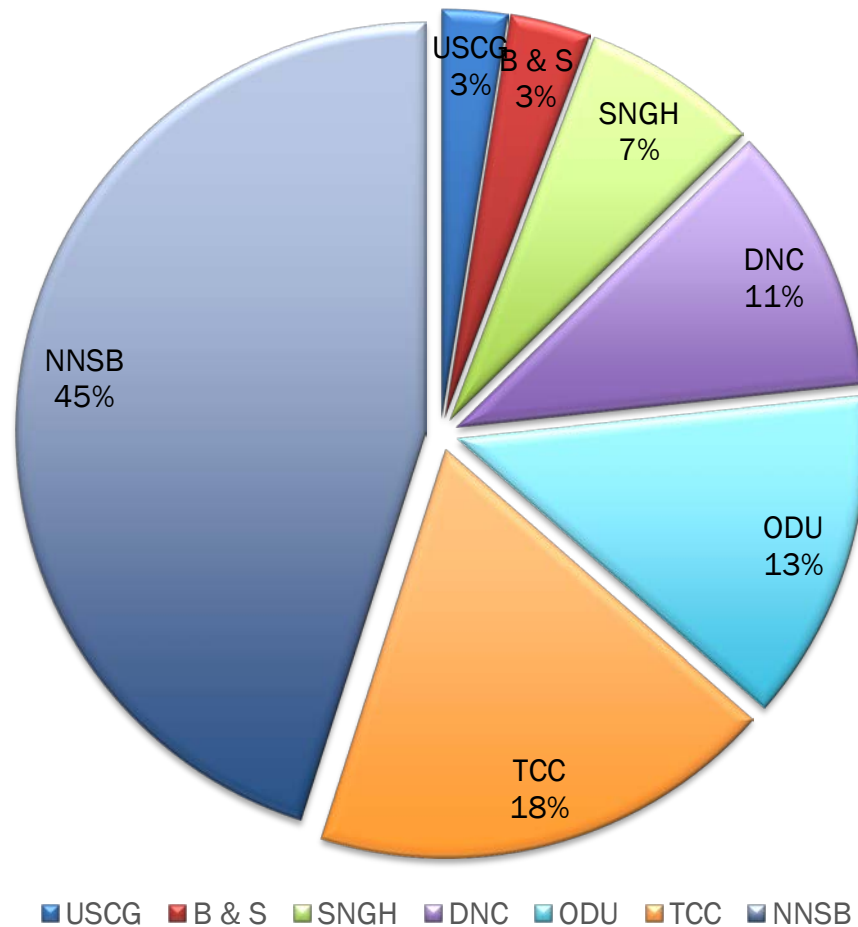
# Category Breakdown

User Categories

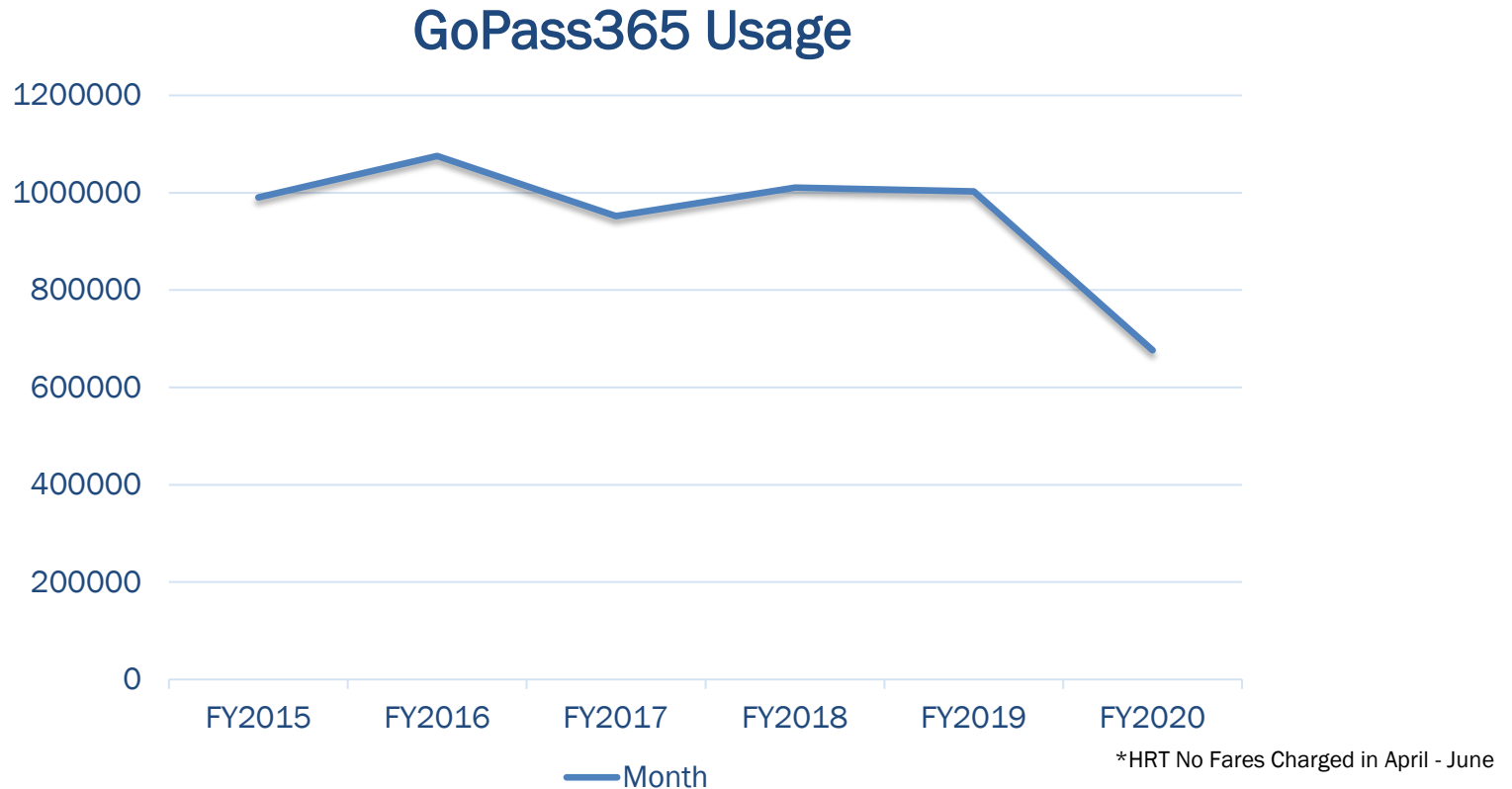


# Category Breakdown

## Largest Users



# Total Usage Trend



**675,000 Usage (FY2015 to FY2020)**

# FY 2020 Contract Revenue for the GoPass 365 Program

Total Contract Revenue - \$795,929 (July 2019 through June 2020)\*

By Category

Per Pass - \$616,548

Per Swipe - \$179,381



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# Pricing Analysis

**gohrt.com**

# GoPass365 Fare/Ride vs. Agency-wide Fixed Route Fare/Ride

Fiscal Year	GoPass365 Fare/Ride	FR Agency Fare/Ride	Variance Fare/Ride
FY2018	\$ 0.97	\$ 1.07	\$ (0.09)
FY2019	\$ 0.98	\$ 1.11	\$ (0.13)
FY2020	\$ 0.94	\$ 1.12	\$ (0.17)
<b>Average:</b>	<b>\$ 0.96</b>	<b>\$ 1.10</b>	<b>\$ (0.13)</b>

1. FR = Fixed Route
2. FY2020 period: July 2019 – Feb. 2020 (pre-pandemic)

# FY 2018 - 2020 Contract Revenue for the GoPass 365 Program

Fiscal Year	GoPass365		
	Ridership	Revenue	Fare/Ride
<b>FY2018</b>			
Per Swipe	346,300	\$ 363,212	\$ 1.05
Per Pass	664,330	\$ 618,450	\$ 0.93
<b>Total FY2018:</b>	<b>1,010,630</b>	<b>\$ 981,662</b>	<b>\$ 0.97</b>
<b>FY2019</b>			
Per Swipe	270,459	\$ 283,004	\$ 1.05
Per Pass	732,148	\$ 698,330	\$ 0.95
<b>Total FY2019:</b>	<b>1,002,607</b>	<b>\$ 981,334</b>	<b>\$ 0.98</b>
<b>FY2020</b>			
Per Swipe	151,106	\$ 163,020	\$ 1.08
Per Pass	457,728	\$ 411,058	\$ 0.90
<b>Total FY2020:</b>	<b>608,834</b>	<b>\$ 574,078</b>	<b>\$ 0.94</b>
Average per swipe:	255,955	\$ 269,745	\$ 1.06
Average per pass:	618,069	\$ 575,946	\$ 0.93
<b>Overall average:</b>	<b>874,024</b>	<b>\$ 845,691</b>	<b>\$ 0.96</b>

1. FY2020 period: July 2019 – Feb. 2020 (pre-pandemic)



# FY2021 Analysis of Price Structure

Observation #1: LRT factor of 10% was being used to charge for estimated light rail ridership. This factor is 8.3% below the current 3-year average.

→ LRT factor is the % of light rail ridership as compared to all fixed route ridership agency-wide.

Observation #2: It became clear in the analysis that on the majority charging per swipe, as opposed to per pass, garnered more revenue for HRT.

Observation #3: Cost per swipe is currently being billed at \$0.99/swipe.

# Recommended Pricing Structure for FY2022

Recommendation – Observation #1:

Update LRT factor from 10% to reflect 3-year average of 18.3%.

Recommendation – Observation #2:

Eliminate per pass tiers 1 & 2. Update policy so that organizations purchasing less than 450 passes will pay \$5/pass and be invoiced monthly on a per swipe basis.

Recommendation – Observation #3:

Phase in an increase in cost per swipe to \$1.05 by FY24. Suggest \$1.00 in FY22, \$1.02 in FY23 & \$1.05 in FY24.



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**For more information, please visit**  
[gohrt.com/fares/gopass365](http://gohrt.com/fares/gopass365)

**gohrt.com**



## Meeting of the Transportation District Commission of Hampton Roads

Thursday, January 28, 2021 • 1:00 p.m. Via Zoom

### 6. Old and New Business

**Item 1.** Follow up on GoPass365 Internal Audit – Observation #4

Please see attached presentation.

**Item 2.** FY21-31 CIP amendment

Advancing Robert Hall (Chesapeake) and Evelyn T. Butts (Norfolk) Transfer Center Replacements

#### Description:

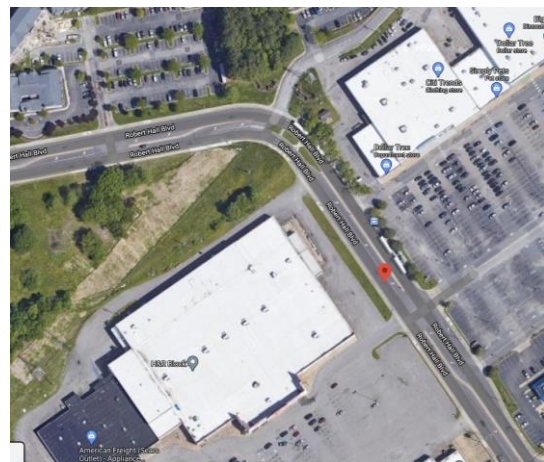
Two transfer center replacement projects could be advanced by leveraging FY2021 Hampton Roads Regional Transit Fund (HRRTF) moneys currently available and combined with other matching funds rather than waiting on future funding availability.

Project EF3825 (Robert Hall Transfer Center Replacement) will replace the current curbside bus stops at Robert Hall Blvd (Chesapeake) with a transit center on a scale similar to Wards Corner (Norfolk). Chesapeake currently lacks a suitable transit center to provide a hub for services in the city, and the current facility is too small for the number of routes and buses serving the area. The new multi-bay facility will include new concrete bus pull offs and passenger amenities, including shelters, benches, trash cans, solar lighting, and an operator restroom facility.

Project EF3810 will replace the existing Evelyn T. Butts transit center with a new facility on the scale of Wards Corner transfer center. The goals of the project are to provide HRT customers a more conveniently located transit center with upgraded amenities and that is not “on-street”. The existing transit center serves a large number of riders but is poorly located and provides minimal amenities like lighting and shelters.



Evelyn T. Butts



Robert Hall

#### Recommended Action:

Commission approval of technical amendment to the FY2021-31 Capital Improvement Plan as follows:

Programming for Project EF3825 (Robert Hall Transfer Center Replacement) and Project EF3810 (Evelyn T. Butts Transfer Center Replacement) in the FY21-31 Capital Improvement Plan is modified as shown below and corresponding with this the CIP total is reduced to \$408.53M due to programming \$1.809M less Hampton Roads Regional Transit Fund (HRRTF) moneys:

**Project: Robert Hall Transfer Center Replacement (EF3825)**

**CIP Programming effective 12/10/2020 (\$1,000s)**

FY2021		FY2022		FY2023	
Source	Amount	Source	Amount	Source	Amount
		HRRTF (FY22)	\$4,801		
		Federal 5307 (FY20)	\$750		
		Federal 5307 (FY21)	\$258		
<b>Total</b>		<b>Total</b>	\$5,809	<b>Total</b>	

**CIP Programming effective 01/28/2021 (\$1,000s)**

FY2021		FY2022		FY2023	
Source	Amount	Source	Amount	Source	Amount
HRRTF (FY21)	\$2,000	HRRTF (FY22)	\$992		
		Federal 5307 (FY20)	\$750		
		Federal 5307 (FY21)	\$258		
<b>Total</b>	\$2,000	<b>Total</b>	\$2,000	<b>Total</b>	

**Project: Evelyn T. Butts Transfer Center Replacement (EF3810)**

**CIP Programming effective 12/10/2020 (\$1,000s)**

FY2022		FY2023		FY2024	
Source	Amount	Source	Amount	Source	Amount
		HRRTF (FY23)	\$543	HRRTF (FY24)	\$3,257
				Federal 5307 (FY22)	\$402
				Federal 5307 (FY23)	\$1,919
<b>Total</b>		<b>Total</b>	\$543	<b>Total</b>	\$5,578

**CIP Programming effective 01/28/2021 (\$1,000s)**

FY2021		FY2022		FY2023	
Source	Amount	Source	Amount	Source	Amount
HRRTF (FY21)	\$1,000	HRRTF (FY22)	\$2,800		
		State (FY22)	\$2,321		
<b>Total</b>	\$1,000	<b>Total</b>	\$5,121	<b>Total</b>	