



Meeting of the Transportation District Commission of Hampton Roads

Thursday, February 25, 2021 • 1:00 p.m. via Zoom

A meeting of the Transportation District Commission of Hampton Roads will be held on Thursday, February 25, 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, February 25, 2021 • 1:00 p.m. Via Zoom

1. Call to Order & Roll Call
2. Public Comments
3. Approval of January 28, 2021 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
 - January 2021 - 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: 21-00127 – Procurement of Regional Transit Service Buses**

Recommending Commission Approval: Award of a contract to Gillig to procure five (5) heavy duty 40' low floor suburban diesel buses and nineteen (19) heavy duty 40' low floor buses in the total amount of \$12,779,080.

- **Contract No: 20 – 20-00099 – Third Party Administrator for HRT’s Drug and Alcohol Program**

Recommending Commission Approval: Award of a contract to Taylor Made Diagnostics, Inc. to provide third party administration for HRT’s Drug and Alcohol Program in the not to exceed amount of \$510,241 over the five-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
- GoPass365 Program – the recommendation to adjust prices will be deferred for future consideration of the Commission given the current economic conditions.
 - Preliminary Title VI Analysis Report on Norfolk’s Proposed Redesign - Pending City of Norfolk Approval.
7. Comments by Commission Members
8. Closed Session (as necessary)
9. Adjournment

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



Meeting Minutes of the Transportation District Commission of Hampton Roads

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

Call to Order.

A quorum was attained, and Chairman Gray called the meeting to order at 1:00 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 Kirk Houston, Norfolk
Commissioner Kanoyton, Hampton
Commissioner Woodbury, Newport News
Commissioner Bullock, Newport News
Commissioner Glover, 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 Cavasos, 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
Ron Hodges, Director of Business Development
Tom Holden, Media Relations Specialist
Ashley Johnson, Capital Improvement Analyst III
Keith Johnson, Paratransit Services Contract Administrator
Larry Kirk, Deputy Director of Finance
Sonya Luther, Director of Procurement
Shanti Mullen, Internal Auditor
Sibyl Pappas, Chief Engineering & Facilities Officer
Michael Perez, Operations Contract and Project Administrator
John Powell, Telecommunications Specialist
Michele Trader, Records Management Administrator
Jim Price, Chief of Transit Operations
Michael Price, Chief Information Officer/CTO
Luis Ramos, Sr. Executive Administrator/Commission Secretary
Ty Reynolds, Human Resources Manager
Amanda Sawyer-Malone, President ATU – Local 1177
Dawn Sciortino, Chief Safety Officer
Benjamin Simms, Deputy Chief of Transit Operations
Brian Smith, Deputy Chief Executive Officer
Sam Sink, Director of Transit Development
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, Virginia Beach
Andrew Ennis, Transit Rail Safety & Emergency Management Administrator, VDRPT
Mark Geduldig-Yatrofsky, ATLANTISUR.US
Angela Hopkins, Newport News
Alt. Commissioner Amy Inman, Norfolk
Alt. Commissioner Carl Jackson, Portsmouth
Denise Johnson, Chair, Transit Riders Advisory Committee
Ron Jordan, Advantus Strategies
Alt. Commissioner Scott, Newport News
Alt. Commissioner Shea, Virginia Beach
Alt. Commissioner Sorey, Chesapeake
Stewart Schwartz, Coalition for Smarter Growth
Judith Swystun, President of Hampton Road Transportation, Inc.
Janice Taylor, League of Women Voters
Genny Thomas, City of Hampton
Alt Commissioner Velissarios, Newport News
Scudder Wagg, Jarrett Walker and Associates

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

The Agenda was revised to allow the closed session to be first due to other obligations that several Commissioners had to attend.

Public Comments

Commissioner Bullock submitted a public comment from a citizen of Newport News. The comment is as follows: *HRT Bus Stop Shelters should provide a place to sit, protection from weather, and a feeling of safety and security. This is especially important for customers needing protection from the raw elements of weather. Many of our customers need seating while waiting for a bus. Additionally, many customers want a bus stop trash can versus using plastic bags which are tied to poles. What is the status of constructing new bus stop shelters especially in Newport News?*

Ms. Sybil Pappas addressed the concerns of Mr. Bullock by providing an overview of how HRT determines what amenities are included at bus stops to include the ridership number at the stop. Ms. Pappas also mentioned the bus shelter application that has been created to identify issues such as trash that is at bus stops so staff can address those issues as they arise.

Commissioner Woodbury stated that she also received a complaint from a constituent stating that a bus did not show up to pick her up and there was no shelter available at that particular stop. Dr. Woodbury stated that she would forward the complaint to staff.

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

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

Nays: None

Abstain: None

Closed Session

Commissioner Hamel moved that the Board convene into closed session to discuss certain personnel matters involving the assignment, appointment, promotion, performance, demotion,

salaries, disciplining, or resignation of specific public officers, appointees, or employees of HRT as provided by paragraph 1 of Virginia Code Section 2.2-3711(A).

The motion was properly seconded by Commissioner Ross-Hammond. A roll call vote resulted as follows:

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

Nays: None

Abstain: None

NOTE: Alternates were invited to the closed session via email to Mr. Burton, General Counsel.

At the conclusion of the closed session, Commissioner Hamel moved to reconvene into the public meeting and certified that only personnel matters involving the assignment, appointment, promotion, performance, demotion, salaries, disciplining, or resignation of specific public officers, appointees, or employees of HRT as provided by paragraph 1 of Virginia Code Section 2.2-3711(A) were discussed. The motion was properly seconded by Commissioner Woodbury. A roll call vote resulted as follows:

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

Nays: None

Abstain: None

Commissioner Rouse made a motion for a performance increase of 3% for Mr. Harrell to be retroactive from November 1, 2020. Commissioner Glover properly seconded the motion. A roll call vote resulted as follows:

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

Nays: None

Abstain: None

Approval of December 10, 2020 Meeting Minutes

A motion to approve December 10, 2020 TDCHR Meeting was made by Commissioner Hamel and properly seconded by Commissioner McClellan. A roll call vote resulted as follows:

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

Nays: None

Abstain: None

President's Monthly Report

Mr. William Harrell welcomed everyone to the meeting.

Mr. Harrell called on Ms. Kim Wolcott to provide an update on COVID - 19 and the effects it has had on the Agency. Ms. Wolcott stated that to date, HRT has a total of 83 employees test positive and one employee death.

Ms. Wolcott stated that the attendance premium for operators was extended, and HRT is working with the Health Department to pre-register staff for the COVID - 19 vaccine once it becomes available. To date, 341 staff members have pre-registered for the vaccine which is anticipated for March.

Commissioner McClellan commended staff for extending the attendance premium for the operators.

Chairman Gray stated that the Planning District is also working closely with the State on this issue and is hopeful that things will begin to improve. Chairman Gray stated that it is a group effort and that he appreciates HRT's efforts.

Mr. Harrell called on Mr. Gene Cavasos to provide a brief overview to the board on ongoing outreach and communications to include the Hampton Roads Caucus Meeting on January 11th, a TRAFFIX with Telework! VA webinar on January 19th, an Affordable Housing and Public Transit Forum being hosted on January 29th, as well as a recruitment campaign for new employees.

Staffing and the need for competitive salaries for operators and mechanics were discussed.

Commissioner Rouse suggested that mechanics be included in the recruitment campaign.

A calendar with key dates and meetings coming up over the next several months was shared with the board.

Mr. Harrell requested that due to the extended time spent in closed session that the Board allow HRT to provide the quarterly review of the Agency Key Performance Indicators (KPI's) at next month's meeting. There was a consensus of the Board to defer the presentation as recommended.

Audit & Budget Review/Management and Financial Advisory Committee Combined

Commissioner Gray stated that the Audit and Budget Committee met earlier in the week. Commissioner Gray called on Mr. Conner Burns to present the financial reports.

Mr. Burns presented the November and December 2020 Financial Report as included in the meeting package.

MFAC

Alternate Commissioner and MFAC Chairwoman, Amy Inman stated that the MFAC met earlier in the week and that was the second meeting of the month. Ms. Inman stated November financials and FY2022 preliminary budget were presented to the committee.

It was stated that the FY22 budget will require a resolution from each of the member cities if strategic allocation of state and federal funding is to be applied to year end balances of the various cities in FY22 as it was in FY21. The operating budget and Capital Improvement Plan (CIP) will be reviewed next month.

Operations and Oversight Committee

Commissioner Hamel stated that the Operations and Oversight Committee met on January 14th via Zoom. During the meeting Ms. Mullen stated that the paratransit audit is still in progress and should wrap up in the next month or so. HRT also presented a CIP amendment that will be brought to the board today for consideration. There were two contracts presented for approval in which the Operations and Oversight Committee is making the motion to move for an approval.

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

Mr. David Burton stated that Commissioner Hunter will need to recuse himself from the Ferry Repair Service Contract due to a conflict. The contracts will be voted on separately.

Ms. Sonya Luther Contract No: 20-00097 – Ferry Repair Services (Renewal)

It was recommended for Commission approval to 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. The motion was made by the Operations and Oversight Committee and properly seconded by Commissioner McClellan.

Ayes: Commissioners Gray, McClellan, Fuller, Hamel, Pittard, Kanoyton, Bullock, Houston, Jackson, Ross-Hammond, and Rouse

Nays: Commissioner Woodbury

Abstain: Commissioner Hunter

Ms. Luther presented Contract No: 20-00072, General Financial Consulting Services (Renewal)

It was recommended for Commission approval to 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.

The motion was made by the Operations and Oversight Committee and properly seconded by Commissioner Ross-Hammond.

Ayes: Commissioners Gray, McClellan, Hunter, Fuller, Hamel, Pittard, Kanoyton, Woodbury, Bullock, Houston, Jackson, 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 met earlier in the month.

Commissioner Kanoyton provided an update on a current Bill that is moving to House. Senate Bill 1126 carried by Senator Spruill Sr. (Norfolk/Chesapeake) has passed out of the Senate with unanimous support. The bill now sits ready for House Transportation consideration

Smart Cities and Innovation Committee

Commissioner McClellan stated the Committee will be meeting in March and will have quarterly meetings going forward.

Paratransit Advisory Sub-Committee

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

Transit Ridership Advisory Sub-Committee

Mr. Rodney Davis read Ms. Denise Johnson's report that will be attached to these minutes for reference.

Alt. Commissioner Inman thanked Ms. Johnson for working with the City of Norfolk and stated that Ms. Johnson went above and beyond with assisting the City with onboard surveys. Ms. Inman also thanked the TRAC for their work.

Old and New Business

Follow-up on GoPass 365 Internal Audit-Observation (#4)

Mr. Ron Hodges gave a presentation on the GoPass 365 Program including information on observation (#4) of the internal audit.

It was stated that the GoPass 365 Audit was concluded in July 2020 and that one Observation (#4) has remained open since management provided responses to all observations.

Observation (#4) recommended implementation of a recurring analysis of the GoPass365 program to ensure program functionality and to document reviews.

As recommended, a program review which included a biennial report was presented to the Board.

The review included a definition of what the GoPass 365 program is, what HRT services it can be used on, targeted clients, and the current pricing structure.

Participant options and participating organizations were reviewed with the Board.

An analysis of the price structure and a recommended pricing structure for FY2022 was presented. A Title VI Equity Analysis for the recommended changes will be conducted.

Staff recommended returning to the March TDCHR Board meeting for approval of a revised pricing structure for the GoPass 365 program.

There was discussion regarding the economic impact of the pandemic and the affects that raising prices may have on the community at this time. In this regard, this recommendation will be deferred until economic conditions improve.

There was discussion regarding how colleges become participants in the program and information was provided on Transportation Incentive Program (TIP) for military users.

FY 2021 - 2031 CIP Amendment

A recommendation for approval of a technical Capital Improvement Plan (CIP) amendment was presented to the Board. The amendment will allow for two transfer center replacement projects to be advanced by leveraging FY2021 Hampton Roads Regional Transit Fund (HRTTF) moneys currently available and combined with other matching funds rather than waiting on future funding availability.

It was proposed that 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 get modified. The CIP total is reduced to \$408.53M due to programming \$1.809M less of Hampton Roads Regional Transit Fund (HRRTF) moneys.

A motion to approve the Technical CIP Amendment was made by Commissioner Fuller and properly seconded by Commissioner McClellan. A roll call vote resulted as follows:

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

Nays: None

Abstain: None

Preliminary Title VI Report on Norfolk’s Proposed Redesign

The Preliminary Title VI Report on Norfolk’s Proposed Redesign was deferred until the next meeting to ensure that city staff has time to review.

Mr. Harrell provided details on the internal process regarding Title VI. Commissioner Inman thanked HRT staff and acknowledged the protocols. Ms. Inman stated that she looks forward to working with HRT.

Comments from Commissioners:

Commissioner Ross-Hammond read aloud a letter to the Board regarding the City of Virginia Beach’s appreciation for Hampton Roads Transit for VB Strong initiative and Grant. The letter will be attached to these minutes for reference.

Adjournment

With no further business to conduct, the meeting adjourned at 3:39 p.m.

**TRANSPORTATION DISTRICT COMMISSION
OF HAMPTON ROADS**

ATTEST:

Jimmy Gray
Chair

Luis Ramos
Commission Secretary
February 25, 2020



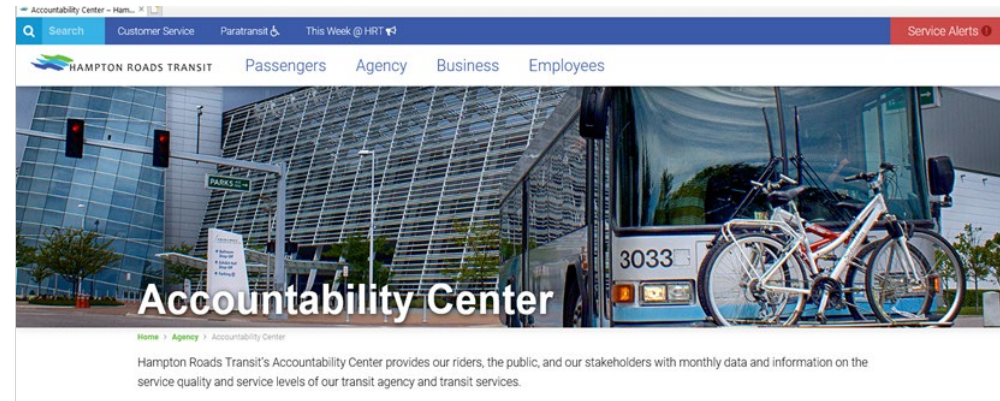
HAMPTON ROADS
TRANSIT

TDCHR Board Meeting January 28, 2020

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President's Report

- COVID-19 Update
- **Agency-level KPI Performance Summary** (Quarterly Reporting Schedule: January, April, July, October)



Performance Reporting

- [Ridership](#)
- [Financial](#)
- [Customer Service](#)
- [Service Quality](#)
- [Safety](#)
- [Paratransit](#)
- [Daily Paratransit Metrics](#)

Annual Reports

This section provides current and historical reports that highlight HRT's financial performance.

Peer Comparison

- [HRT's Performance to Similar U.S. Transit Agencies](#)
- [Performance Diagnostic Presentation – February 2019](#)
- [Performance Review – December 2018](#)

Customer Research

- [Origin and Destination Study](#)
- [2019 Regional Survey](#)
- [2016 Short Survey](#)
- [2014 Regional Survey](#)

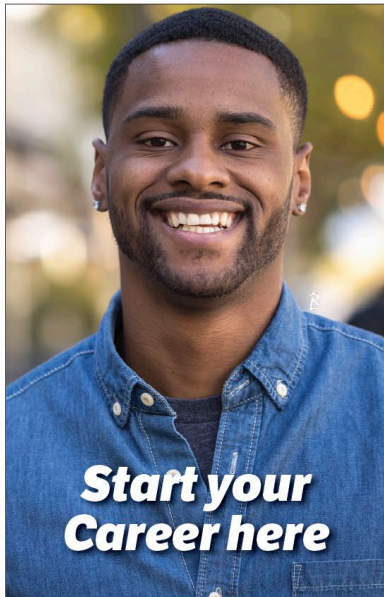
Report Archive

- [Light Rail Before-And-After Study \(2015\)](#)

President's Report

- Ongoing outreach and communications
 - Hampton Roads Caucus Meeting (Jan. 11)
 - TRAFFIX with Telework!Va webinar (Jan. 19) hosted by Hampton Roads Chamber of Commerce
 - Affordable Housing and Public Transit (Jan. 29) virtual event hosted by Virginia Peninsula Chamber of Commerce
 - Recruitment campaign

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Benefits**

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medical, dental,
vision, and a
pension."*

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- Room for Advancement
- New hire bonus up to \$2500
- Opportunities for overtime
- CDL License Preparation Course
- Excellent benefits to include medical, dental, vision, and a pension
- Salary of \$31,574 with a increase every 10 months up to 5 years

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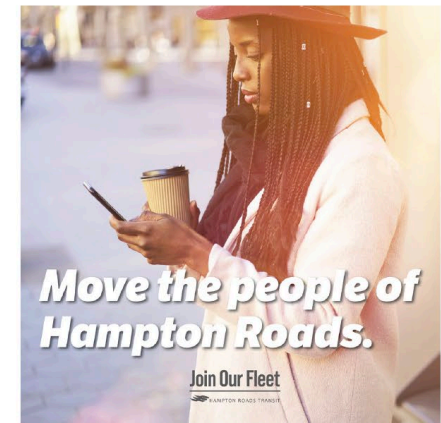
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Calendar / Key Items

Date	Item	Task
02/14/2021	Local TSPs	Deadline for Localities to make final service changes to FY2022 Transportation Service Plans
02/17/2021	Budget	Deadline for Localities to provide questions on FY2022 Preliminary Budget to be addressed at MFAC Workshop on February 22
02/22/2021	Budget	Workshop: Review FY2022 Preliminary Budget & TSPs with Audit & Budget/MFAC
02/22/2021	Transit Strategic Plan	Workshop: Review Draft Annual Update to Transit Strategic Plan with MFAC
02/25/2021	Transit Strategic Plan	Workshop: Review Draft Annual Update to Transit Strategic Plan with Commission
02/25/2021	Budget	Review FY2022 Preliminary Budget & Local TSPs with Commission
03/25/2021	Transit Strategic Plan	Adopt Final Annual Update to Transit Strategic Plan @ Commission
05/01/2021	Budget/Local TSPs	Distribute FY2022 Final Budget & TSPs to MFAC
05/24/2021	Budget	Review FY2022 Final Budget & TSPs with MFAC/Audit & Budget
05/27/2021	Budget	Adopt FY2022 Final Budget & TSPs @ Commission



HAMPTON ROADS
TRANSIT

TDCHR Board Meeting January 28, 2020

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757 RECOVERY AND RESILIENCE ACTION FRAMEWORK

The recovery of our regional economy from the effects of the pandemic is critical for Hampton Roads Transit to regain its footing in the coming years.

It took the United States and Virginia more than 70 months to recover all the jobs lost during the Great Recession. For Hampton Roads, it took over 100 months to add back jobs lost, and the economic shock of COVID-19 has been greater.

And many of those jobs were held by transit customers.

Knowing the challenges we face is one reason why I have been working with the 757 Recovery and Resilience Action Framework.

Think of the framework as a game plan created by and for the Hampton Roads business community to build a better, more resilient economy for our region. The idea is to help accelerate our economic recovery from the pandemic in a way that provides greater economic opportunities for all residents while building a more resilient economy that will be better prepared to weather future shocks.

Most business leaders believe our region's recovery will take at least another year to recover, maybe longer if history is any guide, but we need to accelerate that recovery time as quickly as possible.

The planned 757 Express is a component of that recovery. The region's recovery from COVID is driven in large measure by the on-going vaccination campaign unfolding across the region. When the rate of infection slows to the point where our economic life begins to rebound, then the 757 Express will be in place to deliver people to jobs all over the region – and at greater frequencies than is customary today.

Why is the region moving forward with the Recovery and Resilience framework?

Simply put, there is no one else on whom we can count. So far, the federal response has not significantly lessened the economic shock of the pandemic, and we cannot expect the federal government to come to our rescue. Similarly, our state and local governments are all having to do more with less and are appropriately consumed with pandemic-specific issues.

We must prepare now for a new post-COVID-19 economy. The pandemic has transformed industry after industry. We must now reimagine what recovery will look like. This is a time to question assumptions and old ways of doing things.

We must build a more equitable economy where everyone thrives. The post-COVID-19 economy must provide economic empowerment for everyone. Our projects, initiatives and future priorities must be guided by equitable economic development. This new perspective requires time to incorporate into all programming.

We need to build our economic resilience to prepare for coming future shocks. Our recovery needs to be orchestrated in a way that prepares Hampton Roads for future economic shocks — the next pandemic, flooding, sea level rise and military sequestration. This new perspective requires time, too.

We cannot afford to fall behind.

Sincerely,



William E. Harrell
President and CEO
Hampton Roads Transit



GOHRT.COM - January 2020

OVERVIEW

Sessions	141,581
Users	194,056
Pageviews	324,332

DEVICE USAGE:

mobile	85.04%
desktop	13.62%
tablet	1.34%

TRAFFIC SOURCE PER SESSION

Organic Search	77.16%
Direct	19.26%
Referral	2.59%
Email	0.24%
(Other)	0.68%
Social	0.06%
Display	0.02%

PAGEVIEWS BY PAGE (TOP 10)

/index.html	10.691%
/routes/norfolk/index.html	6.781%
/route/20/index.html	5.365%
/route/1/index.html	3.500%
/routes/newport-news/index.html	3.228%
/route/3/index.html	3.175%
/routes/virginia-beach/index.html	3.045%
/routes/index.html	2.823%
/route/15/index.html	2.696%
/routes/light-rail/index.html	2.138%

GOHRT.COM - January 2021

OVERVIEW

Sessions	87,239
Users	120,104
Pageviews	213,349

DEVICE USAGE:

mobile	86.93%
desktop	12.03%
tablet	1.04%

TRAFFIC SOURCE PER SESSION

Organic Search	76.97%
Direct	20.08%
Referral	2.63%
Email	0.03%
(Other)	0.27%
Social	0.03%

PAGEVIEWS BY PAGE (TOP 10)

/index.html	11.125%
/routes/norfolk/index.html	6.299%
/route/20/index.html	5.281%
/routes/newport-news/index.html	4.404%
/route/1/index.html	3.391%
/routes/virginia-beach/index.html	3.349%
/route/15/index.html	2.558%
/route/3/index.html	2.412%
/delays-and-cancellations/index.html	2.370%
/routes/index.html	2.329%



HAMPTON ROADS
TRANSIT

Draft Financial Statement

JANUARY 2021
FISCAL YEAR 2021
FINANCIAL REPORT

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OPERATING FINANCIAL STATEMENTS

January 2021

FISCAL YEAR 2021 Dollars in Thousands	Annual		Month to Date			Year to Date			
	Budget	Budget	Actual	Variance		Budget	Actual	Variance	
Operating Revenue									
Passenger Revenue	\$ 13,693.7	\$ 1,141.1	\$ 619.8	\$ (521.3)	(45.7) %	\$ 7,988.0	\$ 4,820.8	\$ (3,167.1)	(39.6) %
Advertising Revenue	1,075.0	89.6	78.6	(11.0)	(12.3) %	627.1	552.3	(74.8)	(11.9) %
Other Transportation Revenue	2,331.0	194.2	193.1	(1.1)	(0.6) %	1,359.7	1,350.6	(9.1)	(0.7) %
Non-Transportation Revenue	60.0	5.0	11.8	6.8	136.2 %	35.0	119.7	84.7	242.0 %
Total Operating Revenue	17,159.6	1,430.0	903.3	(526.6)	(36.8) %	10,009.8	6,843.5	(3,166.3)	(31.6) %
Non-Operating Revenue									
Federal Funding (5307/5337)	19,725.8	1,643.8	-	(1,643.8)	(100.0) %	11,506.7	-	(11,506.7)	(100.0) %
Federal Funding -CARES Act			2,043.9	2,043.9			11,904.2	11,904.2	
State Funding	19,969.8	3,724.7	3,724.7	-	- %	26,072.7	26,072.7	-	- %
Local Funding	44,696.1	1,664.2	1,827.7	163.6	9.8 %	11,649.1	11,760.0	110.9	1.0 %
Total Non-Operating Revenue	84,391.7	7,032.6	7,596.3	563.7	8.0 %	49,228.5	49,736.9	508.4	1.0 %
TOTAL REVENUE	\$ 101,551.4	\$ 8,462.6	\$ 8,499.6	\$ 37.0		\$ 59,238.3	\$ 56,580.4	\$ (2,657.9)	
TOTAL EXPENSE	\$ 101,551.4	\$ 8,462.6	\$ 8,511.9	\$ (49.3)		\$ 59,238.3	\$ 56,562.3	\$ 2,676.0	
SURPLUS (DEFICIT)			\$ (12.3)				\$ 18.1		
Personnel Services	\$ 65,430.9	\$ 5,471.7	\$ 5,792.6	\$ (320.9)	(5.9) %	\$ 38,029.6	\$ 37,260.2	\$ 769.4	2.0 %
Contract Services	10,504.6	904.2	740.8	163.3	18.1 %	6,336.4	5,300.8	1,035.5	16.3 %
Materials & Supplies	5,062.0	425.2	453.0	(27.9)	(6.6) %	2,934.9	3,301.9	(366.9)	(12.5) %
Gas & Diesel	4,350.8	362.6	328.9	33.7	9.3 %	2,538.0	2,469.6	68.4	2.7 %
Contractor's Fuel Usage	748.0	62.3	28.4	34.0	54.5 %	436.3	356.5	79.8	18.3 %
Utilities	1,297.5	108.1	97.3	10.8	10.0 %	756.9	658.2	98.7	13.0 %
Casualties & Liabilities	3,661.9	305.2	360.2	(55.0)	(18.0) %	2,136.1	2,500.3	(364.2)	(17.1) %
Purchased Transportation	8,873.7	706.5	625.2	81.3	11.5 %	5,080.7	3,985.2	1,095.5	21.6 %
Other Miscellaneous Expenses	1,622.1	116.9	85.5	31.5	26.9 %	989.4	729.6	259.9	26.3 %

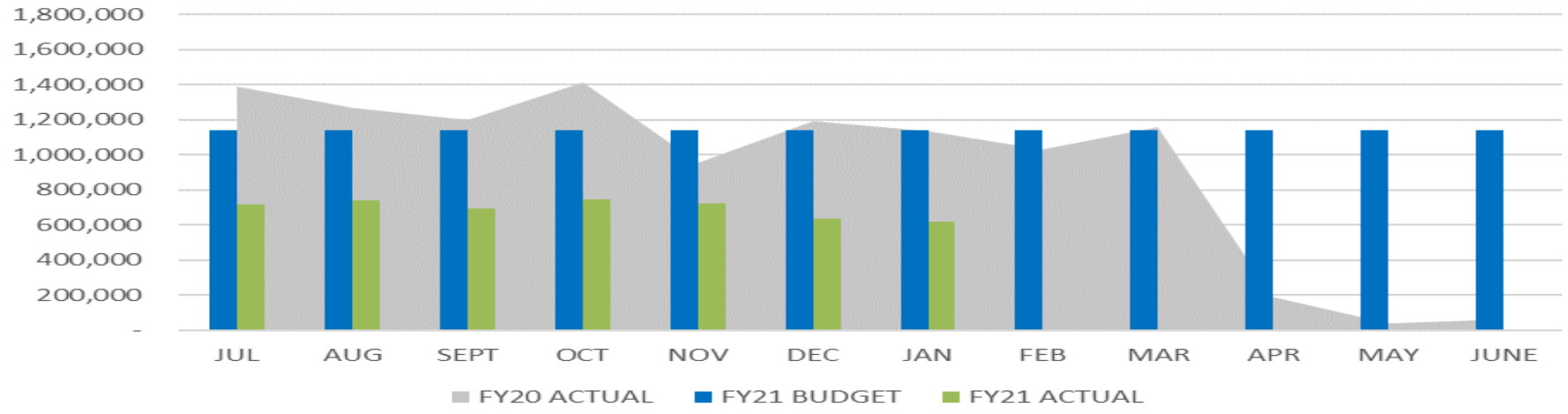
Non-Operating COVID Revenue and Expenses

Jan 2021

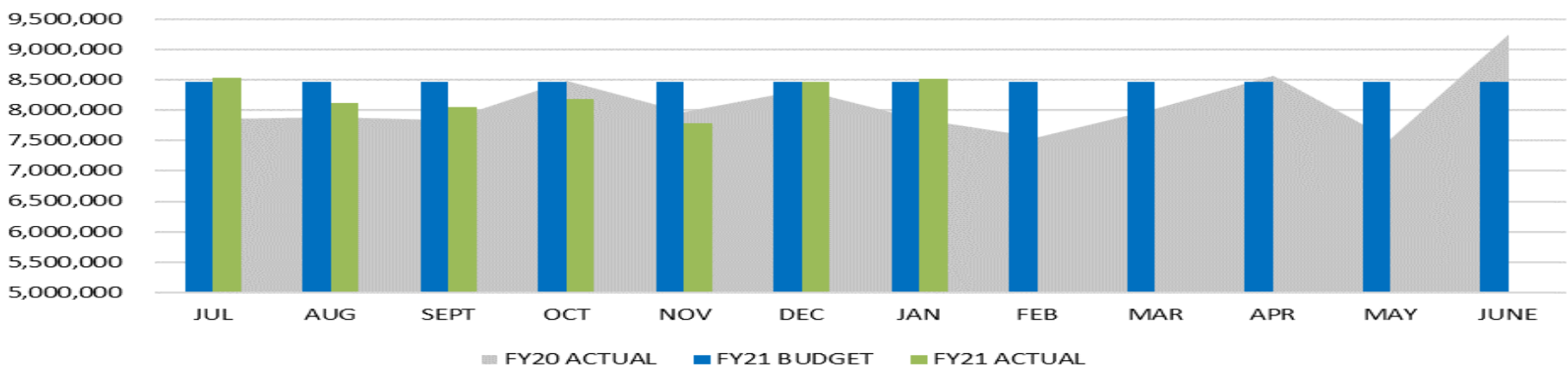
Dollars in Thousands

	Month to Date	Year to Date
Federal Funding - CARES Act	\$ 687.2	\$ 3,867.1
Total Non-Operating Revenue	\$ 687.2	\$ 3,867.1
Personnel Services	\$ 513.3	\$ 2,867.7
Contract Services	173.0	541.9
Materials & Supplies	0.9	419.1
Other Miscellaneous Expenses	-	38.4
Total Non-Operating Expense	\$ 687.2	\$ 3,867.1
SURPLUS (DEFICIT)	\$ -	\$ -

Farebox Revenue



Total Expenses



LOCALITY CROSSWALK

January 2021

FISCAL YEAR 2021 (Dollars in Thousands)	YEAR-TO-DATE				
	BUDGET	ACTUAL LOCALITY	ACTUAL NON-LOCALITY	ACTUAL CONSOLIDATED	VARIANCE + / (-)
REVENUE					
Passenger Revenue	\$ 7,988.0	\$ 4,530.5	\$ 290.3	\$ 4,820.8	\$ (3,167.2)
Advertising Revenue	\$ 1,359.7	\$ 513.7	\$ 39.8	\$ 553.5	\$ (806.2)
Other Transportation Revenue	\$ 627.1	\$ -	\$ 1,350.6	\$ 1,350.6	\$ 723.5
Non-Transportation Revenue	\$ 35.0	\$ 52.2	\$ 66.3	\$ 118.5	\$ 83.5
Federal Funding (5307/5337)	\$ 10,628.6	\$ -	\$ -	\$ -	\$ (10,628.6)
Federal Funding-CARES Act	\$ -	\$ 10,513.0	\$ 1,391.3	\$ 11,904.3	\$ 11,904.3
Project Salary Reimbursement	\$ 878.1	\$ -	\$ -	\$ -	\$ (878.1)
State Funding	\$ 11,649.1	\$ 11,172.0	\$ 588.0	\$ 11,760.0	\$ 110.9
Local Funding ¹	\$ 26,072.7	\$ 26,072.7	\$ -	\$ 26,072.7	\$ -
TOTAL REVENUE:	\$ 59,238.3	\$ 52,854.1	\$ 3,726.3	\$ 56,580.4	\$ (2,657.9)
EXPENSE					
Personnel Services	\$ 38,029.6	\$ 34,817.5	\$ 2,442.7	\$ 37,260.2	\$ 769.4
Services	\$ 6,336.4	\$ 4,953.3	\$ 347.6	\$ 5,300.9	\$ 1,035.5
Materials & Supplies	\$ 5,909.2	\$ 5,726.2	\$ 401.7	\$ 6,127.9	\$ (218.7)
Utilities	\$ 756.9	\$ 615.0	\$ 43.2	\$ 658.2	\$ 98.7
Casualties & Liabilities	\$ 2,136.1	\$ 2,336.4	\$ 163.9	\$ 2,500.3	\$ (364.2)
Purchased Transportation	\$ 5,080.7	\$ 3,723.9	\$ 261.3	\$ 3,985.2	\$ 1,095.5
Other Miscellaneous Expenses	\$ 989.4	\$ 681.8	\$ 47.8	\$ 729.6	\$ 259.8
TOTAL EXPENSES:	\$ 59,238.3	\$ 52,854.1	\$ 3,708.2	\$ 56,562.3	\$ 2,676.0
BUDGET STATUS TO DATE²:	\$ -	\$ -	\$ 18.1	\$ 18.1	\$ 18.1

1. Local Funding includes carry forward recordation offset of \$1.8M
2. Report Excludes COVID19 revenue & expense

LOCALITY RECONCILIATION

January 2021

FISCAL YEAR 2021 (Dollars in Thousands)	TOTAL LOCALITY			
	ANNUAL BUDGET	YEAR-TO-DATE		
		BUDGET	ACTUAL	VARIANCE
Locality Operating Share	\$ 41,532.0	\$ 24,227.0	\$ 24,227.0	\$ -
Locality Operating Share-Recordation Offset	\$ 3,164.1	\$ 1,845.7	\$ 1,845.7	\$ -
Plus: Local Farebox	\$ 12,777.5	\$ 7,453.5	\$ 4,530.5	\$ (2,923.0)
Locality Share - Sub-Total	\$ 57,473.6	\$ 33,526.2	\$ 30,603.2	\$ (2,923.0)
Plus: Federal Aid ¹	\$ 16,413.4	\$ 9,574.5	\$ 10,513.0	\$ 938.5
State Aid	\$ 18,677.6	\$ 10,895.2	\$ 11,172.0	\$ 276.8
Total Revenue Contribution	\$ 92,564.6	\$ 53,995.9	\$ 52,288.2	\$ (1,707.7)
Operating Expenses	\$ 92,564.6	\$ 53,995.9	\$ 52,288.2	\$ (1,707.7)
Locality Budget Status to Date				\$ -
KPI				
Farebox Recovery:		13.8%	8.7%	
Farebox % of Budgeted Expense:			8.4%	

1. Actuals reflect Federal CARES Act Funding

LOCALITY RECONCILIATION

January 2021

FISCAL YEAR 2021 (Dollars in Thousands)	CHESAPEAKE			
	ANNUAL BUDGET	YEAR-TO-DATE		
		BUDGET	ACTUAL	VARIANCE
Locality Operating Share	\$ 1,845.8	\$ 1,076.7	\$ 1,076.7	\$ -
Locality Operating Share-Recordation Offset	\$ 840.1	\$ 490.1	\$ 490.1	\$ -
Plus: Local Farebox	\$ 656.4	\$ 382.9	\$ 227.1	\$ (155.8)
Locality Share - Sub-Total	\$ 3,342.3	\$ 1,949.7	\$ 1,793.9	\$ (155.8)
Plus: Federal Aid ¹	\$ 1,188.6	\$ 693.3	\$ 648.7	\$ (44.6)
State Aid	\$ 1,116.0	\$ 651.0	\$ 645.3	\$ (5.7)
Total Revenue Contribution	\$ 5,646.9	\$ 3,294.0	\$ 3,087.9	\$ (206.1)
Operating Expenses	\$ 5,646.9	\$ 3,294.0	\$ 3,087.9	\$ (206.1)
Locality Budget Status to Date				\$ -
KPI				
Farebox Recovery:		11.6%	7.4%	
Farebox % of Budgeted Expense:			6.9%	

1. Actuals reflect Federal CARES Act Funding

LOCALITY RECONCILIATION

January 2021

FISCAL YEAR 2021 (Dollars in Thousands)	HAMPTON			
	ANNUAL BUDGET	YEAR-TO-DATE		
		BUDGET	ACTUAL	VARIANCE
Locality Operating Share	\$ 4,462.2	\$ 2,603.0	\$ 2,603.0	\$ -
Locality Operating Share-Recordation Offset	\$ 189.4	\$ 110.5	\$ 110.5	\$ -
Plus: Local Farebox	\$ 1,257.4	\$ 733.5	\$ 449.7	\$ (283.8)
Locality Share - Sub-Total	\$ 5,909.0	\$ 3,447.0	\$ 3,163.2	\$ (283.8)
Plus: Federal Aid ¹	\$ 1,881.5	\$ 1,097.5	\$ 1,123.1	\$ 25.6
State Aid	\$ 1,952.3	\$ 1,138.8	\$ 1,153.9	\$ 15.1
Total Revenue Contribution	\$ 9,742.8	\$ 5,683.3	\$ 5,440.2	\$ (243.1)
Operating Expenses	\$ 9,742.8	\$ 5,683.3	\$ 5,440.2	\$ (243.1)
Locality Budget Status to Date				\$ -
KPI				
Farebox Recovery:		12.9%	8.3%	
Farebox % of Budgeted Expense:			7.9%	

1. Actuals reflect Federal CARES Act Funding

LOCALITY RECONCILIATION

January 2021

FISCAL YEAR 2021 (Dollars in Thousands)	NEWPORT NEWS			
	ANNUAL BUDGET	YEAR-TO-DATE		
		BUDGET	ACTUAL	VARIANCE
Locality Operating Share	\$ 7,171.1	\$ 4,183.2	\$ 4,183.2	\$ -
Locality Operating Share-Recordation Offset	\$ 199.1	\$ 116.1	\$ 116.1	\$ -
Plus: Local Farebox	\$ 2,213.9	\$ 1,291.4	\$ 850.2	\$ (441.2)
Locality Share - Sub-Total	\$ 9,584.1	\$ 5,590.7	\$ 5,149.5	\$ (441.2)
Plus: Federal Aid ¹	\$ 3,080.3	\$ 1,796.9	\$ 2,068.1	\$ 271.2
State Aid	\$ 3,202.7	\$ 1,868.2	\$ 1,962.6	\$ 94.4
Total Revenue Contribution	\$ 15,867.1	\$ 9,255.8	\$ 9,180.2	\$ (75.6)
Operating Expenses	\$ 15,867.1	\$ 9,255.8	\$ 9,180.2	\$ (75.6)
Locality Budget Status to Date				\$ -
KPI				
Farebox Recovery:		14.0%	9.3%	
Farebox % of Budgeted Expense:			9.2%	

1. Actuals reflect Federal CARES Act Funding

LOCALITY RECONCILIATION

January 2021

FISCAL YEAR 2021 (Dollars in Thousands)	NORFOLK			
	ANNUAL BUDGET	YEAR-TO-DATE		
		BUDGET	ACTUAL	VARIANCE
Locality Operating Share	\$ 19,118.3	\$ 11,152.3	\$ 11,152.3	\$ -
Locality Operating Share-Recordation Offset	\$ 265.7	\$ 155.0	\$ 155.0	\$ -
Plus: Local Farebox	\$ 5,896.7	\$ 3,439.7	\$ 2,088.2	\$ (1,351.5)
Locality Share - Sub-Total	\$ 25,280.7	\$ 14,747.0	\$ 13,395.5	\$ (1,351.5)
Plus: Federal Aid ¹	\$ 6,785.9	\$ 3,958.5	\$ 4,740.2	\$ 781.7
State Aid	\$ 8,180.4	\$ 4,771.9	\$ 4,974.9	\$ 203.0
Total Revenue Contribution	\$ 40,247.0	\$ 23,477.4	\$ 23,110.6	\$ (366.8)
Operating Expenses	\$ 40,247.0	\$ 23,477.4	\$ 23,110.6	\$ (366.8)
Locality Budget Status to Date				\$ -
KPI				
Farebox Recovery:		14.7%	9.0%	
Farebox % of Budgeted Expense:			8.9%	

1. Actuals reflect Federal CARES Act Funding

LOCALITY RECONCILIATION

January 2021

FISCAL YEAR 2021 (Dollars in Thousands)	PORTSMOUTH			
	ANNUAL BUDGET	YEAR-TO-DATE		
		BUDGET	ACTUAL	VARIANCE
Locality Operating Share	\$ 2,703.8	\$ 1,577.2	\$ 1,577.2	\$ -
Locality Operating Share-Recordation Offset	\$ 132.9	\$ 77.5	\$ 77.5	\$ -
Plus: Local Farebox	\$ 781.5	\$ 455.9	\$ 291.3	\$ (164.6)
Locality Share - Sub-Total	\$ 3,618.2	\$ 2,110.6	\$ 1,946.0	\$ (164.6)
Plus: Federal Aid ¹	\$ 1,359.6	\$ 793.1	\$ 878.8	\$ 85.7
State Aid	\$ 1,230.7	\$ 717.9	\$ 750.8	\$ 32.9
Total Revenue Contribution	\$ 6,208.5	\$ 3,621.6	\$ 3,575.6	\$ (46.0)
Operating Expenses	\$ 6,208.5	\$ 3,621.6	\$ 3,575.6	\$ (46.0)
Locality Budget Status to Date				\$ -

KPI

Farebox Recovery:	12.6%	8.1%
Farebox % of Budgeted Expense:		8.0%

1. Actuals reflect Federal CARES Act Funding

LOCALITY RECONCILIATION

January 2021

FISCAL YEAR 2021 (Dollars in Thousands)	VIRGINIA BEACH			
	ANNUAL BUDGET	YEAR-TO-DATE		
		BUDGET	ACTUAL	VARIANCE
Locality Operating Share	\$ 6,230.8	\$ 3,634.6	\$ 3,634.6	\$ -
Locality Operating Share-Recordation Offset	\$ 1,536.9	\$ 896.5	\$ 896.5	\$ -
Plus: Local Farebox	\$ 1,971.6	\$ 1,150.1	\$ 624.0	\$ (526.1)
Locality Share - Sub-Total	\$ 9,739.3	\$ 5,681.2	\$ 5,155.1	\$ (526.1)
Plus: Federal Aid ¹	\$ 2,117.5	\$ 1,235.2	\$ 1,054.1	\$ (181.1)
State Aid	\$ 2,995.5	\$ 1,747.4	\$ 1,684.5	\$ (62.9)
Total Revenue Contribution	\$ 14,852.3	\$ 8,663.8	\$ 7,893.7	\$ (770.1)
Operating Expenses	\$ 14,852.3	\$ 8,663.8	\$ 7,893.7	\$ (770.1)
Locality Budget Status to Date				\$ -
KPI				
Farebox Recovery:		13.3%	7.9%	
Farebox % of Budgeted Expense:			7.2%	

1. Actuals reflect Federal CARES Act Funding

Contract No:	21-00127	Title:	Procurement of Regional Transit Service Buses	Price:	\$12,779,080
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Acquisition Description: Piggyback on an existing Commonwealth of Virginia, Department of Rail and Public Transportation (DRPT) Contract No. 194-75548 MA2274 to procure five (5) 40' Low Floor Diesel Suburban Buses (MAX Buses) and nineteen (19) 40' Low Floor Diesel Buses (State Contract).

Background: Using the competitive procurement process, in June 2017, the Commonwealth of Virginia awarded Contract No. E194-75548 MA2274 to Gillig to purchase a number of different style buses during a base term of one (1) year with four (4) additional one-year options. Under the terms of the Contract, as a DRPT funds recipient, the Transportation District Commission of Hampton Roads dba Hampton Roads Transit (HRT) is considered an additional user. This procurement is to utilize the Gillig contract to purchase five (5) 40' heavy duty low floor suburban buses and nineteen (19) 40' heavy duty low floor buses for use in HRT's Regional Transit Service (RTS) 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. DRPT, 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 \$411,585 for a standard 40' bus. Unit prices for additional features/options were also established at the time of award of the State Contract. Gillig's unit price to HRT, including HRT selected options, is \$541,094 for the 40' MAX bus and \$530,190 for the 40' bus. HRT's options include passenger information stations, heavy duty driver's protective barrier, upgraded passenger windows with bonded frames, side turn signal guards, Trapeze TransitMaster Automatic Vehicle Locator (AVL), Twin Vision amber LED destination and rear run signs, Genfare FastFare fareboxes, farebox guards, Apollo video surveillance systems, bike racks, electrically assisted power steering and a number of other additional upgrades.

Based on a price analysis conducted by DRPT at the time of award of the State Contract, and the fact that the pricing was obtained in a competitive environment, Gillig's unit price of \$541,094 and \$530,190 are deemed fair and reasonable.

All Federal Transit Administration 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 RTS funds.

Project Manager: Michael Perez, Operations Project and Contract Administrator

Contracting Officer: Sonya Luther, Director of Procurement

Contract No:	21-00127	Title:	Procurement of Regional Transit Service Buses	Price:	\$12,779,080
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Recommendation: It is respectfully recommended that the Commission approve the award of a contract to Gillig to procure five (5) heavy duty 40' low floor suburban diesel buses and nineteen (19) heavy duty 40' low floor buses in the total amount of \$12,779,080.

Contract No:	20-00099	Title:	Third Party Administrator for HRT's Drug and Alcohol Program	Three Base Years' Price: Two Option Years' Price:	\$300,356 \$209,885
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Acquisition Description: Enter into a contract with a qualified firm to implement and administer specific aspects of Hampton Roads Transit's (HRT's) Drug and Alcohol Abuse Management Program.

Background: The Federal Transit Administration (FTA) requires HRT to implement a Drug and Alcohol Abuse Management Program for its employees. Under the terms of this agreement, the Contractor is required to implement and administer HRT's Drug and Alcohol Abuse Management Program for personnel who perform safety-sensitive and non-safety sensitive functions. Services to be provided by the third part administrator (TPA) shall include training; random, return to work, return to duty, follow-up, reasonable suspicion, pre-employment and post-accident drug and alcohol testing; observed testing; after-hours testing; administration of the Drug and Alcohol Misuse testing program; record keeping; and, reporting.

Contract Approach: A Request for Proposal (RFP) was issued on September 24, 2020. One (1) proposal was received on November 17, 2020 from Taylor Made Diagnostics, Inc. (Taylor Made). A post-solicitation survey of vendors solicited concluded that most were not interested in submitting a proposal due to not being able to meet the requirements of the Scope of Work and reduced operating capacity due to COVID-19. 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 included rates for the services described in the Scope of Work.

Upon review and evaluation of the proposal received, HRT staff determined that Taylor Made was technically qualified for meeting the requirements of the Scope of Work based on information provided in regard to the firm's overall approach and experience, and as such, was invited for discussions and negotiations. Discussions and negotiations focused on reducing proposed labor rates. At the conclusion of negotiations, a Best and Final Offer (BAFO) was requested.

As a result of the negotiation, Taylor Made's proposed total price decreased by \$29,846, from \$540,087 to \$510,241 or approximately 5.5%. Based on the results of the negotiations, and a price analysis performed utilizing historical data, Taylor Made's BAFO is deemed fair and reasonable. A contractor responsibility review confirmed that Taylor Made is technically and financially capable to perform the work.

Taylor Made is headquartered in Chesapeake, VA; and has provided similar services to Gloucester County Public Schools; the City of Hampton, the City of Poquoson, Bay Transit in Warsaw, VA; and, Williamsburg Area Transit Authority. Services were previously provided to HRT by Safety

Contract No:	20-00099	Title:	Third Party Administrator for HRT's Drug and Alcohol Program	Three Base Years' Price: Two Option Years' Price:	\$300,356 \$209,885
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Management, Inc. and was purchased by Taylor Made on November 11, 2020. SMI had provided these services for HRT satisfactorily.

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

No DBE goal was assigned for this solicitation.

Cost/Funding: This Contract will be funded with Operating and Regional Transit Service Funds.

Project Manager: Danielle Hill, HR Compliance Manager

Contracting Officer: Jason Petruska, Senior Contract Specialist

Recommendation: It is respectfully recommended that the Commission approve the award of a contract to Taylor Made Diagnostics, Inc. to provide third party administration for HRT's Drug and Alcohol Program in the not to exceed amount of \$510,241 over the five-year period.

Firm	Initial Pricing	BAFO Pricing
Taylor Made Diagnostics, Inc.	\$540,087	\$510,241

Base Three (3) Years	Option Year 1	Option Year 2	BAFO Total Price
\$300,356	\$104,695	\$105,190	\$510,241

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 Cavasos, 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 18th Street at 6pm.

TDCHR PAC Full Board Report

January 27, 2021

Virtual Meeting

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

Our last Paratransit Advisory Committee meeting was held virtually on December 9th.

Since our last meeting, the PAC has discussed ongoing service quality issues brought to our attention by our own members and others who use the service. The types of issues broached by the ridership include, excessive hold times, shifting pick-up windows, on-time performance issues, no-shows, base access issues, vehicle cleanliness, and an unscheduled ride being inadvertently sent. I'd like to thank the Paratransit Services Contract Administrator, Mr. Keith Johnson, for his diligence in communicating with the PAC regarding these issues as well as his investigations to clarify and correct.

Via has implemented some exciting changes to the rider application. Based on feedback from some of our visually impaired passengers, the time selector for talkback & voiceover was improved. Via also revamped the login flow for a more intuitive and simplified user experience. An update notice to previous rider app training attendees will be forthcoming. The PAC looks forward to continuing to improve this product with Via and HRT based on vital feedback from the paratransit ridership using the application.

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

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



ROBERT M. "BOBBY" DYER
MAYOR

City of Virginia Beach

VBgov.com

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January 25, 2021

William E. Harrell, President & CEO
Hampton Roads Transit
509 East 18th Street
Norfolk, VA 23504

RE: Appreciation for Hampton Roads Transit for VB Strong Initiative and Grant

Dear Mr. Harrell:

On behalf of our City, please accept my heartfelt appreciation for the ingenuity and initiative shown by you and your staff in the wake of Virginia Beach's May 31, 2019 tragedy. Hampton Roads Transit (HRT) did not hesitate to step up and offer aid to those affected in our City. I would especially like to thank Ron Hodges, Director of Business Development and TRAFFIX Program, who reached out to our staff almost immediately after May 31 to ask what HRT could do to help. A practical solution Mr. Hodges developed was to partner with Commute with Enterprise® and offer a grant to the departments displaced from our Building 2. To this end, it is my understanding that for over the past year, you have provided two vehicles which have enabled the Department of Planning and Community staff to commute from their temporary location in the Lynnhaven area to the Municipal Center and various field sites in order to conduct city business.

In addition to the corporate partnership, Mr. Hodges coordinated with our Hampton Roads Transportation Planning Organization and the Virginia Department of Rail and Public transportation to maintain the grant since mid-2019. Thanks to the collaborative efforts of your staff and our Department of Planning and Community Development, it appears that the grant for the vehicles will remain in place until such time as the department moves permanently back to the Municipal Center. Your support throughout the grant process has eliminated a tremendous weight from our displaced City staff and allowed them to continue offering much needed services to our citizenry.

Again, I thank you for your leadership and swift action towards finding a meaningful way to provide much needed assistance to our City during our time of healing.

Sincerely,

Robert M. "Bobby" Dyer
Mayor, City of Virginia Beach

cc: Members of Virginia Beach City Council
Patrick Duhaney, City Manager
Dr. Amelia Ross-Hammond, Transportation District Commission of Hampton Roads