



Meeting of the Transportation District Commission of Hampton Roads

Thursday, July 22, 2021, at 509 E. 18th Street, Norfolk, VA at
1:00 p.m. via Zoom

A meeting of the Transportation District Commission of Hampton Roads will be held on Thursday, July 22, 2021, at 1:00 p.m. at 509 E. 18th Street, Norfolk, VA.

The meeting is open to the public and in accordance with the Board's operating procedures and in compliance with the Virginia Freedom of Information Act, there will be an opportunity for public comment at the beginning of the meeting.

Anyone else who wishes to listen on the meeting can do so via Zoom at:
https://hrtransit-org.zoom.us/meeting/register/tJMsf-CqpjgHt3c_Qy-NqW_REMde_uuiARU

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



Meeting of the Transportation District Commission of Hampton Roads

Thursday, July 22, 2021, • 1:00 p.m. at
509 E. 18th Street, in Norfolk, VA

1. Call to Order & Roll Call
2. Public Comments
3. Approval of June 22, 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 Office
 - June 2021 - FY 2021 Financial Report
 - Presentation of 2020 Annual Financial Audit – Cherry Bekaert
 - B. Management/Financial Advisory Committee – Commissioner Jackson/
Conner Burns, Chief Financial Officer
 - C. Operations & Oversight Committee - Commissioner Hamel/
Sonya Luther, Director of Procurement
 - **Contract No: 21 – 00122 – Custodial Services (Renewal)**

Recommending Commission Approval: Award of a contract to Diversified Building Services, Inc. in the not to exceed amount of \$3,110,032.40 over a five-year term.

- 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
 - Review of Fare Policy recommendations
 - Review Title VI Fare Analysis of recommended changes to MAX Routes 960 & 961
- 7. Comments by Commission Members
- 8. Closed Session (as necessary)
- 9. Adjournment

**The next meeting will be held on Thursday August 26, 2021, at
1:00 p.m., at 509 E. 18th Street, Norfolk, VA.**



Meeting Minutes of the Transportation District Commission of Hampton Roads

Thursday, June 24, 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
Alt. Commissioner Inman, Norfolk
Past Chair Hunter, Portsmouth
Commissioner Hamel, Chesapeake
Commissioner Sorey, Chesapeake
Alt. Commissioner Mucha, VDRPT
Commissioner Kanoyton, Hampton
Commissioner Woodbury, Newport News
Alt. Commissioner Cipriano, Newport News
Commissioner Bullock, Newport News
Commissioner Glover, Portsmouth
Alt Commissioner Jackson, Portsmouth
Commissioner Ross-Hammond, Virginia Beach
Commissioner Rouse, Virginia Beach
Alt. Commissioner Mark Shea, Virginia Beach

Hampton Roads Transit Staff in attendance:

Ray Amoruso, Chief Planning and Development
Debbie Ball, Director of Finance
Keisha Branch, Director of the Office of Program & Project Excellence
Conner Burns, Chief Financial Officer
Danielle Burton, Operations Support Technician
David Burton, General Counsel, Williams Mullen
Gene Cavazos, Director of Marketing & Communications
Juanita Davis, Budget Analyst III
Scott Demharter, Director of Facilities
Joe Dillard, Organizational Advancement Officer
Sheri Dixon, Director of Revenue Services
Jennifer Dove, Grants and Civil Rights Coordinator
Angela Glass, Director of Budget & Financial Analysis

William Harrell, President and CEO
Danielle Hill, HR Compliance Manager
Tom Holden, Media Relations Specialist
Keith Johnson, Paratransit Services Contract Administrator
Larry Kirk, Assistant Director of Finance
Sonya Luther, Director of Procurement
Tracy Moore, Director of Training
Shanti Mullen, Manager of Internal Audit
Sibyl Pappas, Chief Engineering & Facilities Officer
Michael Perez, Operations Contract and Project Administrator
John Powell, Telecommunications Specialist
Michael Price, Chief Information Officer/CTO
Jim Price, Chief Transit Operations Officer
Luis Ramos, Sr. Executive Administrator/Commission Secretary
Ty Reynolds, Human Resources Manager
Dawn Sciortino, Chief Safety Officer
Benjamin Simms, Deputy Chief of Transit Operations
Brian Smith, Deputy Chief Executive Officer
Michele Trader, Records Management Administrator
Robert Travers, Corporate Counsel
Fevrier Valmond, Deputy Director of Procurement
Nikki Walker, Auditor I
James Wall, Director of Maintenance
Kim Wolcott, Chief of Human Resources

Others in attendance via phone:

Paul Atkinson, Chair of Paratransit Advisory Committee
Alt Commissioner, Brian DeProfio, Hampton
Troy Eisenberger, City of Chesapeake
Andrew Ennis, Transit Rail Safety & Emergency Management Administrator, VDRPT
Angela Hopkins, Newport News
Denise Johnson, Chair, Transit Riders Advisory Committee
Ron Jordan, Advantus Strategies
Shelia McAllister, City of Newport News
Craig Mytelka, Williams Mullen
Alt. Commissioner, Sharon Scott, Newport News
Janice Taylor, League of Women Voters
Alt. Commissioner, Constantinos Velissarios, Newport News

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

Ms. Amanda Malone comments are affixed to the minutes.

A motion to close public comments was made by Commissioner Cipriano and properly seconded by Commissioner Hunter. A roll call vote resulted as follows:

Ayes: Commissioners Gray, McClellan, Hunter, Hamel, Mucha, Kanoyton, Cipriano, Bullock, Houston, Glover, Ross-Hammond, and Rouse

Nays: None

Abstain: None

Approval of June 24, 2021, Meeting Minutes

A motion to approve the amended June 24, 2021, TDCHR Meeting was made by Commissioner Ross-Hammond and properly seconded by Commissioner McClellan. A roll call vote resulted as follows:

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

Nays: None

Abstain: Mucha

President's Monthly Report

Mr. William Harrell welcomed everyone to the meeting.

Mr. Harrell called on Ms. Kim Wolcott to provide a staff update as it relates to COVID-19, and bus operator hiring. Ms. Wolcott stated HRT's total workforce is at approximately 45 percent vaccinated, some incentives were created, for example gift cards, for those who got vaccinated. Effective July 2, 2021, we are no longer providing the onsite testing and if any employees would like to get tested, they can contact Human Resources to schedule an appointment. HRT is working to have another gift card "giveaway" along with other incentives going forward.

Ms. Wolcott stated as of today, we have 406 full time operators, 6 trainees and seven retiree bus operators. HRT is resuming in-person job fairs and the next job fair will be June 25, 2021, in Norfolk.

Mr. Harrell stated we will regularly update the Commission on the status of filling vacancies as we continue to provide service to our customers under the current service reliability plan until such time as normal service levels can be effectively restored.

HRT is planning to return to in-person meetings in July along with in-person committee meetings since the declared State of Emergency is ending effective June 30, 2021. More information will be provided.

Mr., Harrell stated that this was a very successful week, with a Memorandum of Understanding in addition to HRT's application for regional funding being approved by the Hampton Roads Transportation Accountability Commission (HRTAC), with HRT having the support from all area mayors and the entire HRTAC board. This is another important milestone as we plan for the "757 Express".

The Virginia Transit Association will be having their Annual Meeting & Expo at Tyson's Corner on September 28-29, 2021. HRT will participate and Mr. Ramos, Commission Secretary, will be reaching out to board members to coordinate logistics for attending this event.

Audit & Budget Review/Management and Financial Advisory Committee Combined

Commissioner Gray stated that the committee met this past Monday and called on Mr. Conner Burns to present the Draft June FY2021 Budget Report.

Mr. Burns presented the Draft May 2021 Budget Report as included in the meeting package.

Chairman Gray stated that the final audit should be available for presentation in the July Board meeting.

MFAC

Alternate Commissioner Amy Inman stated that the MFAC met earlier in the week.

Commissioner Inman mentioned that Mr. Kevin Page, Executive, HRTAC gave an update on the status of the MOU with HRT.

Commissioner Inman mentioned they had an in-depth conversation on passenger amenities, along with an update on the Reliability Service Plan, and they also discussed potential free fare days. One of these dates will be in August to commemorate the 10th anniversary of The Tide light rail. Other free fare days were discussed and planned for future events, and more information will be coming from HRT staff.

Commissioner Inman congratulated Alternate Commissioner Carl Jackson as the incoming MFAC Chair.

Operations and Oversight Committee

Commissioner Hamel stated that the Operations and Oversight Committee met on Thursday, June 10th via Zoom.

Commissioner Hamel stated the committee received an update from Staff on Cost of Accidents and how they compare with other transit agencies, along with an update on Operator Talent Acquisition and retention.

Commissioner Hamel mentioned that Ms. Mullen gave an update on internal audit, and at the next Board meeting a revised audit list will be provided to the Board.

Commissioner Hamel called on Ms. Sonya Luther to present the contracts recommended for approval by the O&O Committee:

Contract No: 20 – 00104 System Software Consultant Services is being presented as a recommendation to approve by the Operations and Oversight Committee an award of a contract to Plante & Moran, PLLC to provide Human Resource Management System Software Consultant Services to HRT in the not-to-exceed amount of \$198,575 over a one-year period.

Contract No: 21 – 00126 Heating, Ventilation, Air Conditioning, Refrigeration, and Plumbing Maintenance Services (Renewal) is being presented as a recommendation to approve by the Operations and Oversight Committee an award of a contract to Warwick Mechanical Group for HVAC/R and plumbing maintenance services in the not-to-exceed amount of \$627,583 over a five-year period. Commissioner Kanoyton properly second the motion. A roll call vote resulted as follows:

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

Nays: None

Abstain: Hunter

(NOTE: Past Chair Hunter noted that he had a potential conflict of interest related to the above two contracts being presented as recommendations and recused himself from consideration of both contracts)

Contract No: 21 – 00137 Provision of Safety Shoes, High Visibility Jackets, and High Visibility T-Shirts Services (Renewal) is being presented as a recommendation to approve by the Operations and Oversight Committee to award of a renewal contract to Virginia Shoe Clinic, LLC for the provision of safety shoes, high visibility jackets, and high visibility t-shirts to HRT employees in the not-to-exceed amount of \$174,375 over a five-year period.

Contract No: 19 – 00055 Modification No. 1 TRAFFIX General Communications and Marketing Consultant Services is being presented as a motion to approve by the Operations and Oversight Committee to award of a modification to increase the TRAFFIX General Communication and Marketing Consulting contract by \$900,000 to a not-to-exceed amount of \$1,800,000.

Contract No: 21 – 00139 Vehicle Miles Reduced Tracker System (Renewal) is being presented as a motion to approve by the Operations and Oversight Committee to award of a contract to award of a sole source contract to CelWell Services, LLC to provide VMR Tracker software and support services in the not-to-exceed amount of \$130,828 over five (5) years.

The foregoing contracts were presented as a motion to approve by the Operations and Oversight Committee, Commissioner Woodbury properly seconded the motion. A roll call vote resulted as follows:

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

Nays: None

Abstain: None

The following contract was not recommended for approval by the O&O committee, Ms. Luther presented **Contract No. 21-00128 Ticket Vending Machines/Odyssey Farebox Systems, Repair Parts, Software/Hardware, and Maintenance Support (Renewal)**.

Management requested additional discussion and consideration to award a sole source Contract to Genfare to provide Ticket Vending Machines/Odyssey Farebox Systems, Repair Parts, Software and Hardware, and Maintenance Support. The cumulative amount of all Task Orders issued under this Contract will not exceed \$5,975,500.00 over the six-year period. President Harrell detailed the important state of good repair components that this proposed contract will provide. He also outlined the forthcoming procurement and strategy to address the future vision of fare collection and commensurate new technologies.

Commissioner Hamel motioned to approve the request of management for additional discussion on **Contract No. 21-00128 Ticket Vending Machines/Odyssey Farebox Systems, Repair Parts, Software/Hardware, and Maintenance Support (Renewal)** Commissioner McClellan properly seconded the motion. A roll call vote resulted as follows:

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

Nays: None

Abstain: None

Following additional discussion of the contract, Commissioner McClellan motioned to approve **Contract No. 21-00128 Ticket Vending Machines/Odyssey Farebox Systems, Repair Parts, Software/Hardware, and Maintenance Support (Renewal)** with the caveat that after the expiration of the two base years of the contract, staff will obtain the consent of the Commission before exercising any option years and the Commission will receive notifications of the task orders issued pursuant to this contract. Commissioner Ross-Hammond properly seconded the motion as made. A roll call vote resulted as follows:

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

Nays: None

Abstain: None

Commissioner Hamel stated that committee received an update on the Ferry Boat construction project.

The next Operations and Oversight meeting will be held on Thursday, July 8th at 10:00 a.m. in person at the Norfolk campus.

Planning and New Starts Committee

Commissioner Ross-Hammond stated that there was no committee meeting, and the next committee meeting will be Thursday, July 22, 2021, in person at the Norfolk campus.

Smart Cities and Innovation Committee

Commissioner McClellan stated the Committee did not meet this month and no report was given. Next meeting will be June 11, 2021, via Zoom.

Paratransit Advisory Sub-Committee

Mr. Paul Atkinson read his report to the Commission which is attached to the minutes for reference.

External/Legislative Advisory Committee

Commissioner Kanoyton stated that the committee received a presentation from Marketing and Communications on the “757 Express” campaign and had discussions about potential free rides to boost ridership. Commissioner Kanoyton stated that a conversation for free ride for election day was discussed. Commissioner Kanoyton mentioned that the General Assembly will be having a special session beginning August 2, 2021. The federal infrastructure bill containing some earmarks for HRT is making its way through Congress. An RFP for the State and Legislative Public Relations contract has been issued.

Ms. Kanoyton mentioned that GRTC is having free rides and asked about what funds GRTC is using to support those services.

Mr. Harrell noted that GRTC is using federal emergency funds which will eventually be depleted, and the hope is that some consensus and support from within the business community may help with the need for sustainable revenues in the future.

Mr. Harrell stated that staff will pull together a report on potential free fare events/options.

Transit Ridership Advisory Sub-Committee

Due to technical issues, Ms. Denise Johnson was not able to give her report.

Old and New Business

Nomination Committee

Past Chairman Hunter, Chair of the Nominating Committee provided a report to the Board and nominated the following officers for new fiscal year:

Commissioner McClellan, Chair
Commissioner Rouse, Vice Chair
Conner Burns, Treasurer
Luis Ramos, Secretary

Commissioner Woodbury seconded the motion. A roll call vote resulted as follows:

Ayes: Commissioners Gray, McClellan, Hunter, Hamel, Sorey, Mucha, Kanoyton, Woodbury, Bullock, Houston, Jackson, Ross-Hammond, and Rouse.

Nays: None

Abstain: None

Closed Session

Commissioner Hamel made a motion to convene into closed session to discuss certain personnel matters involving the assignment, appointment, promotion, performance, or salaries, of specific public officers, appointees, or employees of HRT as provided by Paragraph 1 of Section 2.2-3711(A) of the Code of Virginia.

Commissioner Woodbury properly seconded the motion. A roll call vote resulted as follows:

Ayes: Commissioners Gray, McClellan, Hunter, Hamel, Sorey, Mucha, Kanoyton, Woodbury, Bullock, Jackson, Ross-Hammond, and Rouse.

Nays: None

Abstain: None

Commissioner Hamel made a motion to certify that the Board of Commissioners, to the best of each member's knowledge, only discussed the following while in closed session:

- (i) public business matters lawfully exempted from open meeting requirements under the Virginia Freedom of Information Act; and
- (ii) only such public business matters as were identified in the motion convening the closed session meeting were heard, discussed, or considered in the closed meeting just concluded.

Commissioner Woodbury properly seconded the motion. A roll call vote resulted as follows:

Ayes: Commissioners Gray, Inman, Hunter, Hamel, Sorey, Mucha, Kanoyton, Woodbury, Bullock, Jackson, Ross-Hammond, and Shea.

Nays: None

Abstain: None

Comments from Commissioners:

Commissioner Ross-Hammond thanked Chairman Gray for his excellent service.

Commissioner Kanoyton congratulated Commissioner Gray on his dedication to the Board. Ms. Kanoyton thanked Mr. Harrell and staff for their hard work during the negotiations and mentioned that she has some concerns with some of the disparities with other transit agencies and hopes that we can accommodate the Bus Operators and Mechanics. Ms. Kanoyton stated that she appreciates the work that the bus operators and mechanics do for the organization.

Commissioner Bullock stated that more shelters are needed for our customers.

Adjournment

With no further business to conduct, the meeting adjourned at 4:00 p.m.

TRANSPORTATION DISTRICT COMMISSION OF HAMPTON ROADS

ATTEST:

Jimmy Gray
Chair

Luis Ramos
Commission Secretary
June 24, 2021

Greeting Everyone on this zoom!

I'm President Malone representing the employees at Hampton Roads Transit. Currently the employees are tired, feeling unappreciated, and fed up resulting from Mandatory Overtime and the Memo Mr. CEO William Harrell sent through the mail regarding his final offer for wages that was very insulting. Our sister city Richmond makes \$24.79 an hour and they're currently negotiating for higher wages, and Raleigh North Carolina top wage is over 27 bucks an hour and we're larger than both Transit Authorities and we make less!

There's no way possible Hampton Roads Transit plans to expand service, and your current employees wages aren't competitive with other companies throughout the city such as McDonald's and Dunkin Doughnuts. The employees have done their due diligence by working during the Coronavirus Pandemic while most of HRT's administrative staff worked from home and still received bonuses.

Commissioners I'm speaking to you all today because William Harrell don't hear us! He's not listening to the employees' cries for a safer workplace and fair compensation! He can't hear the cries I listen to daily from employees that wanna give up, but as their Union Leader I give them reasons to stay!

That doesn't always work! I've informed William Harrell that we've lost a few drivers that'll rather work for TFC and empty someone's trash than deal with the disrespect and unappreciative staff!

Today on June 24, 2021, I'm asking you all to speak up! Ask questions to find out what's really going on at Hampton Roads Transit. Why is it William Harrell and his administrative staff keeps adding additional duties to their current positions to have an excuse to give themselves a five to ten thousand dollar raise yearly, but turn around and offer his workers pennies? If you look back at the SEC teams salary from five years ago you'll see a drastic change.

When CEO's in the corporate world undermine and demean their workers, they act as nothing other than a slave master! We're not on a plantation! We're human beings who demands equality and not inequality in the workplace!

Commissioners you all are representatives who were appointed to make certain William E. Harrell runs HRT effectively! Many of you have rubbed elbows with labor men and women personally, so I'm asking you to empathize with your labor sisters and brothers when it comes to fairness here at Hampton Roads Transit!

Let me say this! We have to hold William E. Harrell accountable! He has to understand that with out his workers he wouldn't have a job! Everyone present has to understand that without the bus operators, mechanics, rail employees, and other maintenance employees the buses will not move! Again caucus with William E. Harrell and let him know that without ATU Local 1177 members-Hampton Roads Transit can't move these cities!!!

President Malone

Amanda Malone
President / Business Agent
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(cell) 757.390.7998



HAMPTON ROADS
TRANSIT

TDCHR Board Meeting June 24, 2021

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President's Report

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

- COVID - 19 Update
 - Reliability Plan & Update on Bus Operator Hiring
 - In-person meetings beginning July
- MOU and Regional Funding Application (HRTAC) approved
- Virginia Transit Association (VTA) Annual Meeting & Expo
September 28-29 (Tyson's Corner)



HAMPTON ROADS
TRANSIT

TDCHR Board Meeting June 24, 2021

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FY 2020 ACCOMPLISHMENTS

The pandemic presented challenges that few of us could have anticipated, but it has not prevented Hampton Roads Transit from making amazing progress on the core issues that will drive our continued success.

Through dedication and hard work, staff at HRT this past fiscal year accelerated progress on the 757 Express, strengthened the agency's financial footing and continued investments in facility improvements. We are expanding the DriveNow program in Norfolk, Hampton, Newport News and Portsmouth as one of many strategies we are implementing to tackle the national problem of driver shortages.

These are significant accomplishments, achieved at a time when staff was stressed by COVID-19 and customers were staying home to keep safe. It has taken a great deal of effort to keep the progress rolling along, and this month I would like to share some of the highlights.

Among our milestones, we achieved our first drawdown of dedicated regional funding for the 757 Express, our planned Regional Transit System of core backbone routes. The money will be used to purchase 24 new buses for Group A, currently scheduled to begin service in Newport News and Hampton in the fall of 2022.

Included is funding for bus shelters, benches, trash receptacles, and solar lighting at bus stops systemwide. Planning also is underway for the technology needed to support the 757 Express and for customer facility upgrades throughout the region. Just recently, we removed the last of our oldest shelters and replaced them with new ones.

To ensure the community is aware of the coming 757 Express, we have developed a comprehensive and integrated public communications plan to reach internal and external stakeholders transit investments to support the economic recovery of the Hampton Roads Region.

A part of this communications plan is the monthly "757 Express – Executive Corner" which we post via Facebook Live and which I host. We have had numerous guests so far, representing key stakeholders including ReInvent Hampton Roads, Tidewater Community College, STIHL, and Sentara. These interviews explore the direct linkage between better transit and improving the regional economy.

We also have optimized our resources to improve HRT's financial footing and fiscal sustainability by leveraging available funds to deliver projects and services and reduce our traditional dependence on a line of credit.

We activated a multi-year strategy using state and federal (CARES) funding to effectively meet both immediate challenges and lingering impacts and uncertainty due to the COVID-19 public health emergency.

Our finance team ensured ongoing operating and fiscal discipline by keeping positive end-of-year balances for the fifth year in a row. We also collaborated with member cities through MFAC and legal counsel, to secure city council resolutions for HRT to strategically allocate funds and ensure budget predictability for local funding partners.

We completed overhaul of Elizabeth River Ferry docks to significantly improve facilities without interrupting a single day of operations for customers.



President's Report

July 2021

There are numerous other accomplishments, to say nothing of our response to the continuing COVID-19 crisis by revising our service plan to match operator availability, providing free masks, enhancing online route information, free rides on Election Day, and providing passes and free-of-charge trips on paratransit for persons traveling to and from vaccination sites.

We also coordinated with the Federal Transit Administration and the cities of Hampton and Newport News for a potential Peninsula Bus Rapid Transit project, including identifying and adopting a Locally Preferred Alternative.

A busy year. No doubt. And the work continues.

Sincerely,

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

William E. Harrell

President and CEO

Hampton Roads Transit



Web Site Analytics

Gohrt.com • June 2020 & June 2021

GOHRT.COM - June 2020

OVERVIEW

Sessions	112,021
Users	170,274
Pageviews	279,190

DEVICE USAGE:

mobile	83.61%
desktop	15.27%
tablet	1.11%

TRAFFIC SOURCE PER SESSION

Organic Search	74.28%
Direct	21.86%
Referral	2.97%
Email	0.17%
(Other)	0.61%
Social	0.08%
Display	0.04%

PAGEVIEWS BY PAGE (TOP 10)

/index.html	10.880%
/routes/norfolk/index.html	7.354%
/route/20/index.html	4.780%
/routes/virginia-beach/index.html	3.698%
/routes/newport-news/index.html	3.654%
/routes/index.html	2.794%
/route/1/index.html	2.771%
/route/3/index.html	2.334%
/route/15/index.html	2.236%
/route/21/index.html	1.883%

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OVERVIEW

Sessions	106,359
Users	155,680
Pageviews	255,694

DEVICE USAGE:

mobile	85.26%
desktop	13.75%
tablet	0.98%

TRAFFIC SOURCE PER SESSION

Organic Search	74.00%
Direct	21.48%
Referral	3.55%
Email	0.01%
(Other)	0.86%
Social	0.10%

PAGEVIEWS BY PAGE (TOP 10)

/index.html	11.935%
/routes/norfolk/index.html	6.248%
/route/20/index.html	4.988%
/routes/virginia-beach/index.html	4.050%
/routes/newport-news/index.html	3.299%
/route/1/index.html	2.697%
/modes/vb-wave-bayfront-shuttle/index.html	2.671%
/route/3/index.html	2.489%
/routes/light-rail/index.html	2.466%
/routes/index.html	2.268%

LINK

MONTHLY

JUNE 2021



Making HRT A Better Company

An organization needs tools to reflect on its progress and shortcomings. Without them, measuring success – and setting goals – can be elusive.

To that end, the Executive Department has created three new staff committees with missions to better help HRT understand how to proceed toward a more inclusive and welcoming place to work.

The committees have various functions that generally align with helping the agency embrace a welcoming workplace, assist with the recruiting and retention of employees, and facilitating ways that HRT can increase morale and decrease turnover.

“This is an exciting time for our employees,” said Danielle Hill, director of human resources. “They deserve to be rewarded for all they do. It also is an exciting time for HRT to work with its employees to find the best ways to reward them, to retain them, and to make them feel welcomed. I truly value our employees’ feedback and suggestions and want them to be proud of the improvements they implement.”

Danielle Hill is working with Joe Dillard, organizational advancement officer, to help stand up the committees which will start meeting monthly in July, both virtually and in person at HRT. They will report directly to William Harrell, President and CEO.

It is important to remember that all employees are welcome to participate. If you have an idea to share, please reach out to either **Joe (222-6349)** or **Danielle (222-6227)**.

Here are the committees.

Diversity Committee

The purpose of the Diversity Committee is to work collaboratively to help establish a supportive and welcoming workplace environment in which employees of all backgrounds and demographic characteristics can work together.

As a transit agency the Diversity Committee will work to provide equitable access to public transportation.

Continued on inside →

Improvements Planned for Hampton, Newport News Transit Centers

The broken concrete on the driveways at the Hampton and Newport News transit centers has been a nuisance for years – and something of an embarrassment for the agency that strives for a state of good repair on all its properties and vehicles.

Now, the Facilities and Engineering Department is setting in place the contractors needed for a major upgrade to both centers that will yield new driveways, an expanded parking lot for commuters in Newport News, and an expansion of bus parking at the Hampton facility.

But getting there will take some patience.

As with so much of public life, progress was slowed by COVID 19. The construction review process went on online, for example, and that took longer to complete. As construction nears, materials and manpower are issues, too. Also, some contract elements may be nearing an expiration date.

Continued on inside →



Making HRT A Better Company

Continued from cover

Goals:

- Relating diversity and inclusion to HRT's mission, vision, and values.
- Outlining key diversity and inclusion goals and actionable steps to achieve them.
- Helping institutionalize policies that support equity for all employees.
- Workforce Recruitment and Promotion/Retention.
- Evaluating the effectiveness of ongoing efforts and adapting as needed.

Recruitment & Retention Committee

The purpose of the Recruitment & Retention Committee is to facilitate open communication regarding any hardships effecting the recruitment and retention of transit employees and to propose, plan and coordinate new initiatives to recruit and retain HRT's workforce.

Goals:

- Find new ways to recruit and attract new employees.
- Find new ways and initiatives to retain current and future employees.
- Create key performance indicators on retention and recruitment within policy framework.

Recognition & Reward Committee

The purpose of the Recognition & Reward Committee is to facilitate open communication regarding ways HRT can recognize and reward employees to increase employee morale and decrease turnover.

Goals:

- Recognize and promote behaviors that support individuals, groups, and departments in achieving HRT's mission, vision, and values.
- Assist in creating a culture of mutual respect, reward, and recognition for employees at all levels.
- Create a system of rewards through repetitive goal setting in which employees can continue to climb in recognition and rewards through a tier-based system. ■



Improvements Planned for Hampton, Newport News Transit Centers

Continued from cover

But a construction schedule is coming into focus and work could begin this summer on Hampton. It is a little less clear when change comes to Newport News – but it will and soon.

“We are going to clean up the driveway at Hampton to make it more convenient for operators, and we will add bays to make it easier for them to find a place to park,” said Sibyl Pappas, chief of Facilities and Maintenance.

“There are peak periods now where every bay is full and if another bus comes off the street it can get pretty crowded, so this should alleviate that. It also will create more space for the 757 Express routes when they start up,” she said.

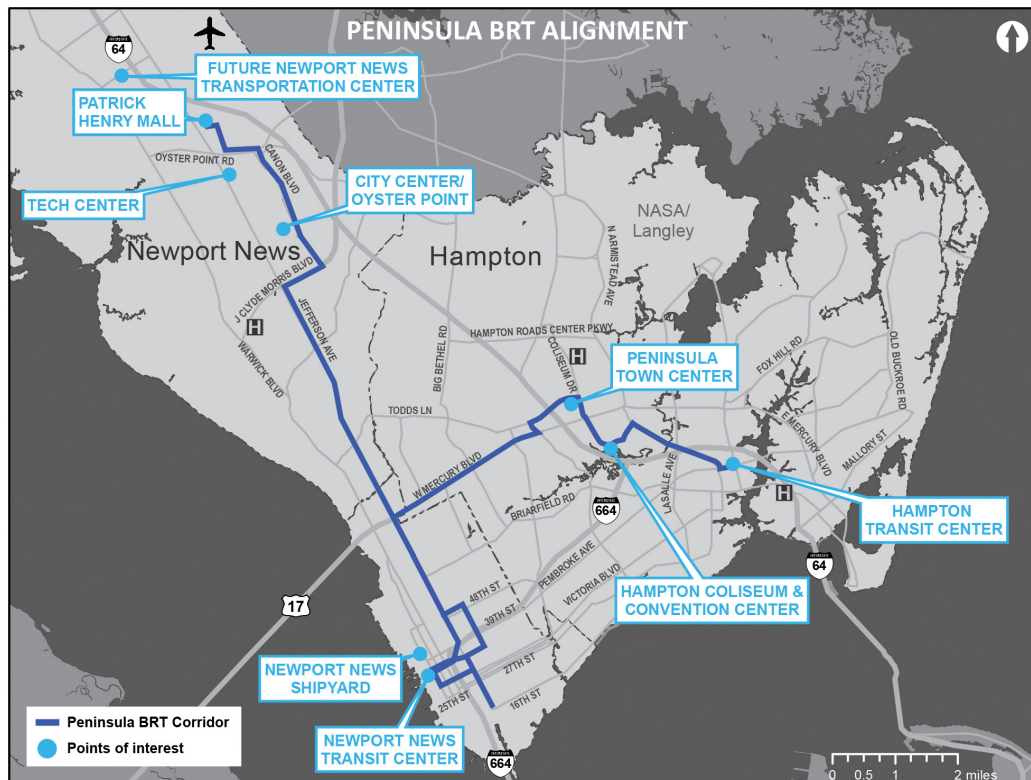
While Hampton will see new driveways, the most comprehensive

work will take place at Newport News, where driveways will be replaced with saw-toothed pull offs that will change the way operators interact with the center. New sidewalks are planned and a large park and ride in the center of the property will help commuters access our system. The centers will have bike amenities for the first time as well.

But accomplishing all of this will take time and some effort to create temporary bus lanes off site to allow the work to proceed. Buses at Hampton will temporarily park on N Franklin Street, while buses at Newport News will be relocated to Washington Avenue.

Detailed driving instructions will be provided to operators as the time nears.

The governing board approved the projects in April 2018. The bid price for Hampton was \$1.7 million; for Newport News it was \$1.6 million. ■



Study on Bus Rapid Transit Takes Another Step Forward

HRT reached an important milestone in June, securing resolutions from the cities of Hampton and Newport News endorsing a Locally Preferred Alternative for the Peninsula Bus Rapid Transit (BRT) project.

These resolutions formally designate Jefferson Avenue and Mercury Boulevard as the preferred corridors for a future investment in BRT.

The HRT project team will now turn its attention to completing the federally mandated environmental review process. Once this process is complete, HRT will be free to pursue federal and state funding opportunities to build BRT.

BRT is a high-quality bus-based transit system that delivers fast and cost-effective service at light rail-level capacities. It does this through the provision of dedicated lanes, transit signal priority technology, off-board fare collection, and fast and frequent operations.

Because BRT contains features like light rail – such as a dedicated right of way – it is much more reliable, convenient, and faster than regular bus services. With the right features, BRT can avoid the causes of delay that typically slow regular bus services, like being stuck in traffic and queuing to pay on board.

Sam Sink, director of transit development, said the project holds great promise for Peninsula commuters.

“Bus Rapid Transit can greatly improve travel time and reliability – in some instances over 50 percent – so that transit users will have travel times on par with automobile commuters,” Sink said.

“It would definitely improve service to the shipyard,” she added. “It would be great for workers to park along the alignment and then head directly into work, rather than waiting for hours outside the shipyard parking lots waiting for a space to open up as many do today.” ■

Operator Compliments, June 2021

Jeffrey Roselle, 5/8/21

When I got on the bus, I could see the operator was having trouble with an elderly passenger. The passenger was cursing, and the operator told him that if he kept using (rough) language, he would have to put him off the bus. It was then I think that the operator realized the elderly person was going in the wrong direction. So, when they arrived at Wards Corner, the operator got off the bus and explained to another operator of the Rt. 1 that this passenger was

confused. I believe he had dementia or something, but he was really confused. I thought the operator went above and beyond to get that elderly man back in the right direction and on to his destination.

Charlotte Dawson, 5/15/21

This driver is exceptional. She made sure her customers got her next bus connection before she left. She should be training all the drivers.



PRESIDENT'S CORNER



New Committees take a look inward

An organization needs tools to reflect on its progress and shortcomings. Without them, measuring success – and setting goals – can be elusive.

To that end, I have called for the creation of three new staff committees with missions to better help us proceed toward a more inclusive and welcoming place to work. I am excited about this because I think it will make an already great place to work that much better.

The committees have various functions that will focus on ways all of us can assist with recruitment and retention of employees and facilitate ways that HRT can increase morale and decrease turnover.

As any chief executive, I want employees actively engaged in their jobs, and I want them to have opportunities that will improve their attitudes toward their work. I think it is important for all of us to feel a part of our common work environment.

Our Recruitment and Retention Committee will facilitate open communication within the agency. It will propose, plan, and coordinate new initiatives to recruit and retain HRT's workforce. Attracting and keeping top quality workers is the goal of every industry. Given the anticipated needs of the planned 757 Express and the current demand for qualified workers, an examination of our workplace culture is critical to meeting the moment.

I think that will be important to bringing in good, talented, and dedicated people and keeping them.

The second, the Diversity Committee, will help establish a supportive and welcoming workplace environment for employees of all backgrounds and demographic characteristics. Again, I think it will fit nicely with the retention and recruitment group.

I want there to be opportunity for all.

Finally, we are standing up a Recognition and Reward Committee to facilitate open communication regarding ways we recognize and reward employees. The goal is to increase employee morale and decrease turnover.

Its goals are to recognize and promote behaviors that support individuals, groups, and departments, assist in creating a culture of mutual respect, reward, and recognition for employees at all levels.

I expect the committees to make recommendations and once they do, we will know what our next steps will be. These are exciting times at HRT. Change is taking place almost daily.

Thank you for your hard work and dedication. Our best days lie ahead. ■



Financials as of June 11, 2021

Savings \$6,511.69
Checking \$14,839.42

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



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.



HAMPTON ROADS
TRANSIT

Draft Financial Statement

JUNE 2021 FISCAL YEAR 2021 FINANCIAL REPORT

gohrt.com

OPERATING FINANCIAL STATEMENTS

June 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	\$ 786.3	\$	13,693.7	\$ 8,336.8	\$ (5,356.9) (39.1) %
Advertising Revenue		1,075.0		89.6	84.5		1,075.0	1,082.8	7.8 0.7 %
Other Transportation Revenue		2,331.0		194.2	193.1		2,331.0	2,316.2	(14.8) (0.6) %
Non-Transportation Revenue		60.0		5.0	18.1		60.0	281.2	221.2 368.7 %
Total Operating Revenue		17,159.6		1,430.0	1,082.0		17,159.6	12,016.9	(5,142.7) (30.0) %
Non-Operating Revenue									
Federal Funding (5307/5337)		19,725.8		1,643.8	-		19,725.8	258.2	(19,467.6) (98.7) %
Federal Funding -CARES Act ¹					3,674.3			20,475.5	20,475.5
State Funding		19,969.8		1,664.2	1,827.7		19,969.8	20,898.6	928.7 4.7 %
Local Funding		44,696.1		3,724.7	2,828.7		44,696.1	43,800.1	(896.0) (2.0) %
Total Non-Operating Revenue		84,391.7		7,032.6	8,330.7		84,391.7	85,432.3	1,040.6 1.2 %
TOTAL REVENUE	\$	101,551.4	\$	8,462.6	\$ 9,412.7	\$ 950.1	\$ 101,551.4	\$ 97,449.2	\$ (4,102.1)
Personnel Services	\$	65,156.4	\$	5,471.7	\$ 6,014.5	\$ (542.9) (9.9) %	\$ 65,156.4	\$ 63,928.9	\$ 1,227.5 1.9 %
Contract Services		11,005.8		1,036.5	1,098.8	(62.3) (6.0) %	11,005.8	9,001.8	2,004.0 18.2 %
Materials & Supplies		5,002.9		418.2	746.6	(328.5) (78.5) %	5,002.9	6,209.6	(1,206.7) (24.1) %
Gas & Diesel		4,350.8		362.6	312.2	50.4 13.9 %	4,350.8	4,146.4	204.4 4.7 %
Contractor's Fuel Usage		748.0		62.3	60.0	2.4 3.8 %	748.0	645.3	102.7 13.7 %
Utilities		1,117.5		(71.9)	90.1	(162.0) 225.3 %	1,117.5	1,101.7	15.8 1.4 %
Casualties & Liabilities		3,661.9		305.2	340.0	(34.8) (11.4) %	3,661.9	4,166.0	(504.1) (13.8) %
Purchased Transportation		8,778.1		739.5	607.8	131.6 17.8 %	8,778.1	6,859.4	1,918.7 21.9 %
Other Miscellaneous Expenses		1,729.9		138.7	175.6	(37.0) (26.7) %	1,729.9	1,298.0	431.9 25.0 %
TOTAL EXPENSE	\$	101,551.4	\$	8,462.6	\$ 9,445.7	\$ (983.1)	\$ 101,551.4	\$ 97,357.1	\$ 4,194.2
SURPLUS (DEFICIT)					\$ (33.0)			\$ 92.1	

1. Accrual of \$1,005.2 for several Year-end adjustments such as pension, risk adjustment, and inventory



HAMPTON ROADS TRANSIT

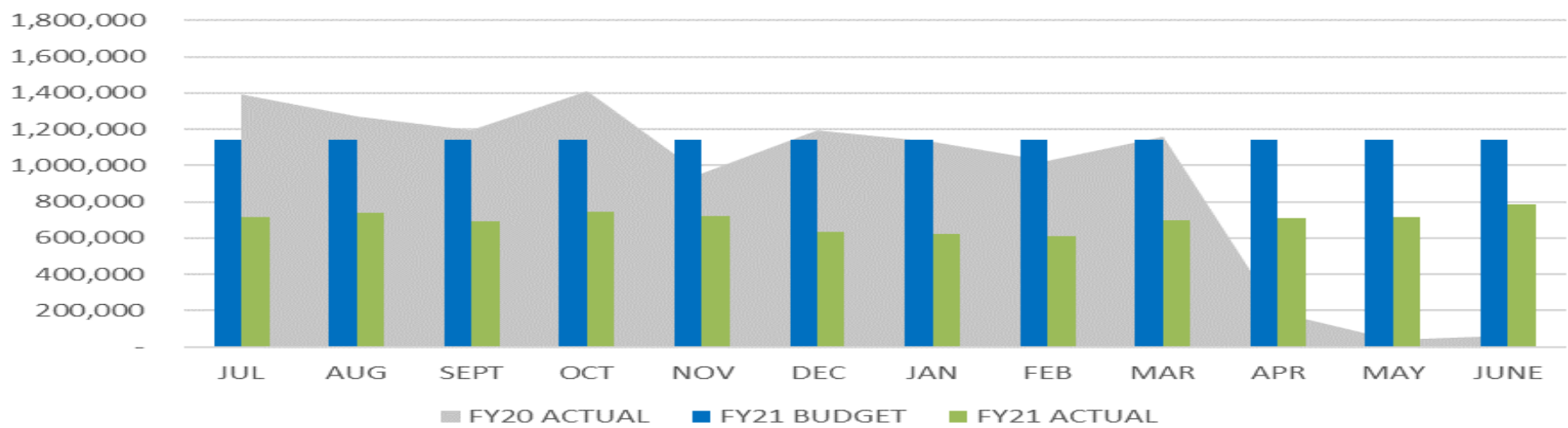
Draft Financial Statement

Non-Operating COVID Revenue and Expenses June 2021

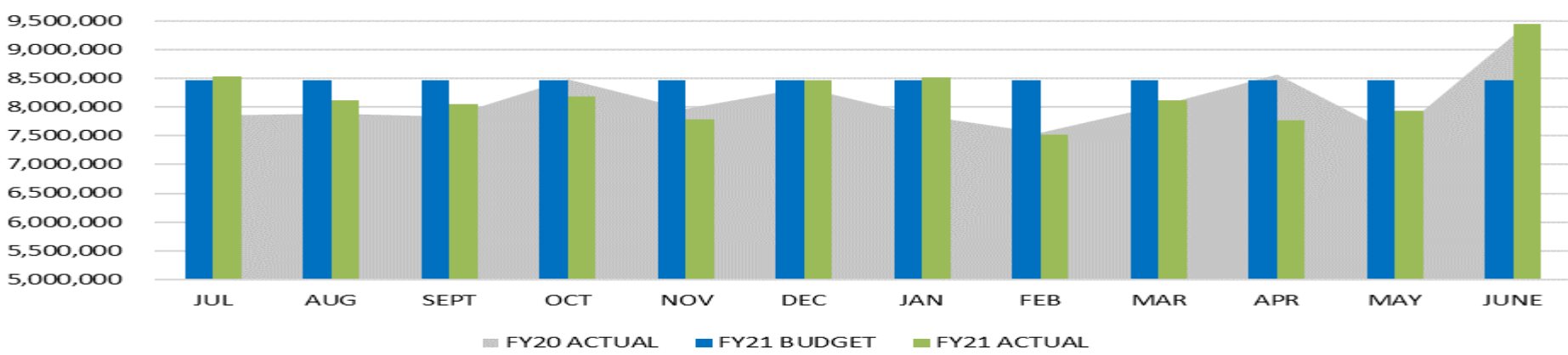
Dollars in Thousands

	Month to Date	Year to Date
Federal Funding - CARES Act	\$ 348.5	\$ 6,377.8
Total Non-Operating Revenue	\$ 348.5	\$ 6,377.8
Personnel Services	\$ 303.0	\$ 4,505.6
Contract Services	30.9	1,253.1
Materials & Supplies	-	448.4
Other Miscellaneous Expenses	14.6	170.8
Total Non-Operating Expense	\$ 348.5	\$ 6,377.8
SURPLUS (DEFICIT)	\$ -	\$ -

Farebox Revenue



Total Expenses



LOCALITY CROSSWALK

June 2021

YEAR-TO-DATE					
FISCAL YEAR 2021 (Dollars in Thousands)	BUDGET	ACTUAL LOCALITY	ACTUAL NON-LOCALITY	ACTUAL CONSOLIDATED	VARIANCE + / (-)
REVENUE					
Passenger Revenue	\$ 13,693.7	\$ 7,821.0	\$ 515.8	\$ 8,336.8	\$ (5,356.9)
Advertising Revenue	\$ 1,075.0	\$ 1,006.1	\$ 76.7	\$ 1,082.8	\$ 7.8
Other Transportation Revenue	\$ 2,331.0	\$ -	\$ 2,316.2	\$ 2,316.2	\$ (14.8)
Non-Transportation Revenue	\$ 60.0	\$ 117.2	\$ 164.0	\$ 281.2	\$ 221.2
Federal Funding (5307/5337)	\$ 18,220.5	\$ 258.2	\$ -	\$ 258.2	\$ (17,962.3)
Federal Funding-CARES Act	\$ -	\$ 18,191.4	\$ 2,284.0	\$ 20,475.4	\$ 20,475.4
Project Salary Reimbursement	\$ 1,505.3	\$ -	\$ -	\$ -	\$ (1,505.3)
State Funding	\$ 19,969.8	\$ 19,853.6	\$ 1,044.9	\$ 20,898.5	\$ 928.7
Local Funding ¹	\$ 44,696.1	\$ 43,800.1	\$ -	\$ 43,800.1	\$ (896.0)
TOTAL REVENUE:	\$ 101,551.4	\$ 91,047.6	\$ 6,401.6	\$ 97,449.2	\$ (4,102.2)
EXPENSE					
Personnel Services	\$ 65,156.4	\$ 59,785.8	\$ 4,143.1	\$ 63,928.9	\$ 1,227.5
Services	\$ 11,005.8	\$ 8,418.4	\$ 583.4	\$ 9,001.8	\$ 2,004.0
Materials & Supplies	\$ 10,101.8	\$ 10,288.4	\$ 713.0	\$ 11,001.4	\$ (899.6)
Utilities	\$ 1,117.5	\$ 1,030.3	\$ 71.4	\$ 1,101.7	\$ 15.8
Casualties & Liabilities	\$ 3,661.9	\$ 3,896.0	\$ 270.0	\$ 4,166.0	\$ (504.1)
Purchased Transportation	\$ 8,778.1	\$ 6,414.8	\$ 444.5	\$ 6,859.3	\$ 1,918.8
Other Miscellaneous Expenses	\$ 1,729.9	\$ 1,213.9	\$ 84.1	\$ 1,298.0	\$ 431.9
TOTAL EXPENSES:	\$ 101,551.4	\$ 91,047.6	\$ 6,309.5	\$ 97,357.1	\$ 4,194.3
BUDGET STATUS TO DATE²:	\$ -	\$ -	\$ 92.1	\$ 92.1	\$ 92.1

1. Local Funding includes carry forward recordation offset of \$3.2M and Locality Service Reliability Plan credit of \$896,000.

2. Report excludes COVID19 revenue & expense.



HAMPTON ROADS TRANSIT

Draft Financial Statement

FISCAL YEAR 2021 (Dollars in Thousands)	TOTAL LOCALITY			
	ANNUAL BUDGET	YEAR-TO-DATE		
		BUDGET	ACTUAL	VARIANCE
Locality Operating Share ¹	\$41,532.0	\$41,532.0	\$40,636.0	\$ (896.0)
Locality Operating Share-Recordation Offset	\$ 3,164.1	\$ 3,164.1	\$ 3,164.1	\$ -
Plus: Local Farebox	\$12,777.5	\$12,777.5	\$ 7,821.0	\$ (4,956.5)
Locality Share - Sub-Total:	\$57,473.6	\$57,473.6	\$51,621.1	\$ (5,852.5)
Plus: Federal Aid ²	\$16,413.4	\$16,413.4	\$18,449.6	\$ 2,036.2
State Aid	\$18,677.6	\$18,677.6	\$19,853.6	\$ 1,176.0
Total Revenue Contribution:	\$92,564.6	\$92,564.6	\$89,924.3	\$ (2,640.3)
Operating Expenses:	\$92,564.6	\$92,564.6	\$89,924.3	\$ (2,640.3)
Locality Budget Status to Date:	\$ -			
KPI				
Farebox Recovery:	13.8%		8.7%	
Farebox % of Budgeted Expense:			8.4%	

1. Locality Service Reliability Plan credit is displayed in the variance.
2. Actuals reflect Federal CARES Act Funding.

FISCAL YEAR 2021 (Dollars in Thousands)	CHESAPEAKE			
	ANNUAL BUDGET	YEAR-TO-DATE		
		BUDGET	ACTUAL	VARIANCE
Locality Operating Share ¹	\$ 1,845.8	\$ 1,845.8	\$ 1,845.8	\$ -
Locality Operating Share-Recordation Offset	\$ 840.1	\$ 840.1	\$ 840.1	\$ -
Plus: Local Farebox	\$ 656.4	\$ 656.4	\$ 396.3	\$ (260.1)
Locality Share - Sub-Total:	\$ 3,342.3	\$ 3,342.3	\$ 3,082.2	\$ (260.1)
Plus: Federal Aid ²	\$ 1,188.6	\$ 1,188.6	\$ 1,160.2	\$ (28.4)
State Aid	\$ 1,116.0	\$ 1,116.0	\$ 1,170.4	\$ 54.4
Total Revenue Contribution:	\$ 5,646.9	\$ 5,646.9	\$ 5,412.8	\$ (234.1)
Operating Expenses:	\$ 5,646.9	\$ 5,646.9	\$ 5,412.8	\$ (234.1)
Locality Budget Status to Date:	\$ -			

KPI

Farebox Recovery:	11.6%	7.3%
Farebox % of Budgeted Expense:		7.0%

1. No credit for Service Reliability Plan.
2. Actuals reflect Federal CARES Act Funding

FISCAL YEAR 2021 (Dollars in Thousands)	HAMPTON			
	ANNUAL BUDGET	YEAR-TO-DATE		
		BUDGET	ACTUAL	VARIANCE
Locality Operating Share ¹	\$ 4,462.2	\$ 4,462.2	\$ 4,304.2	\$ (158.0)
Locality Operating Share-Recordation Offset	\$ 189.4	\$ 189.4	\$ 189.4	\$ -
Plus: Local Farebox	\$ 1,257.4	\$ 1,257.4	\$ 752.7	\$ (504.7)
Locality Share - Sub-Total:	\$ 5,909.0	\$ 5,909.0	\$ 5,246.3	\$ (662.7)
Plus: Federal Aid ²	\$ 1,881.5	\$ 1,881.5	\$ 1,973.8	\$ 92.3
State Aid	\$ 1,952.3	\$ 1,952.3	\$ 2,026.8	\$ 74.5
Total Revenue Contribution:	\$ 9,742.8	\$ 9,742.8	\$ 9,246.9	\$ (495.9)
Operating Expenses:	\$ 9,742.8	\$ 9,742.8	\$ 9,246.9	\$ (495.9)
Locality Budget Status to Date:	\$ -			
KPI				
Farebox Recovery:	12.9%		8.1%	
Farebox % of Budgeted Expense:			7.7%	

1. Service Reliability Plan credit is displayed in the variance.
2. Actuals reflect Federal CARES Act Funding.



FISCAL YEAR 2021 (Dollars in Thousands)	NEWPORT NEWS			
	ANNUAL BUDGET	YEAR-TO-DATE		
		BUDGET	ACTUAL	VARIANCE
Locality Operating Share ¹	\$ 7,171.1	\$ 7,171.1	\$ 6,838.8	\$ (332.3)
Locality Operating Share-Recordation Offset	\$ 199.1	\$ 199.1	\$ 199.1	\$ -
Plus: Local Farebox	\$ 2,213.9	\$ 2,213.9	\$ 1,399.1	\$ (814.8)
Locality Share - Sub-Total:	\$ 9,584.1	\$ 9,584.1	\$ 8,437.0	\$ (1,147.1)
Plus: Federal Aid ²	\$ 3,080.3	\$ 3,080.3	\$ 3,598.7	\$ 518.4
State Aid	\$ 3,202.7	\$ 3,202.7	\$ 3,411.7	\$ 209.0
Total Revenue Contribution:	\$15,867.1	\$15,867.1	\$15,447.4	\$ (419.7)
Operating Expenses:	\$15,867.1	\$15,867.1	\$15,447.4	\$ (419.7)
Locality Budget Status to Date:	\$ -			

KPI

Farebox Recovery:	14.0%	9.1%
Farebox % of Budgeted Expense:		8.8%

1. Service Reliability Plan credit is displayed in the variance.
2. Actuals reflect Federal CARES Act Funding.

FISCAL YEAR 2021 (Dollars in Thousands)	NORFOLK			
	ANNUAL BUDGET	YEAR-TO-DATE		
		BUDGET	ACTUAL	VARIANCE
Locality Operating Share ¹	\$19,118.3	\$19,118.3	\$ 18,791.4	\$ (326.9)
Locality Operating Share-Recordation Offset	\$ 265.7	\$ 265.7	\$ 265.7	\$ -
Plus: Local Farebox	\$ 5,896.7	\$ 5,896.7	\$ 3,625.8	\$ (2,270.9)
Locality Share - Sub-Total:	\$25,280.7	\$25,280.7	\$ 22,682.9	\$ (2,597.8)
Plus: Federal Aid ²	\$ 6,785.9	\$ 6,785.9	\$ 7,862.5	\$ 1,076.6
State Aid	\$ 8,180.4	\$ 8,180.4	\$ 8,734.7	\$ 554.3
Total Revenue Contribution:	\$40,247.0	\$40,247.0	\$ 39,280.1	\$ (966.9)
Operating Expenses:	\$40,247.0	\$40,247.0	\$ 39,280.1	\$ (966.9)
Locality Budget Status to Date:	\$ -			

KPI

Farebox Recovery:	14.7%	9.2%
Farebox % of Budgeted Expense:		9.0%

1. Service Reliability Plan credit (includes Bus & LRT) is displayed in the variance.
2. Actuals reflect Federal CARES Act Funding.

FISCAL YEAR 2021 (Dollars in Thousands)	PORTSMOUTH			
	ANNUAL BUDGET	YEAR-TO-DATE		
		BUDGET	ACTUAL	VARIANCE
Locality Operating Share ¹	\$ 2,703.8	\$ 2,703.8	\$ 2,678.9	\$ (24.9)
Locality Operating Share-Recordation Offset	\$ 132.9	\$ 132.9	\$ 132.9	\$ -
Plus: Local Farebox	\$ 781.5	\$ 781.5	\$ 518.1	\$ (263.4)
Locality Share - Sub-Total:	\$ 3,618.2	\$ 3,618.2	\$ 3,329.9	\$ (288.3)
Plus: Federal Aid ²	\$ 1,359.6	\$ 1,359.6	\$ 1,483.6	\$ 124.0
State Aid	\$ 1,230.7	\$ 1,230.7	\$ 1,334.7	\$ 104.0
Total Revenue Contribution:	\$ 6,208.5	\$ 6,208.5	\$ 6,148.2	\$ (60.3)
Operating Expenses:	\$ 6,208.5	\$ 6,208.5	\$ 6,148.2	\$ (60.3)
Locality Budget Status to Date:	\$ -			
KPI				
Farebox Recovery:	12.6%		8.4%	
Farebox % of Budgeted Expense:			8.3%	

1. Service Reliability Plan credit is displayed in the variance.
2. Actuals reflect Federal CARES Act Funding

FISCAL YEAR 2021 (Dollars in Thousands)	VIRGINIA BEACH			
	ANNUAL BUDGET	YEAR-TO-DATE		
		BUDGET	ACTUAL	VARIANCE
Locality Operating Share ¹	\$ 6,230.8	\$ 6,230.8	\$ 6,176.9	\$ (53.9)
Locality Operating Share-Recordation Offset	\$ 1,536.9	\$ 1,536.9	\$ 1,536.9	\$ -
Plus: Local Farebox	\$ 1,971.6	\$ 1,971.6	\$ 1,129.0	\$ (842.6)
Locality Share - Sub-Total:	\$ 9,739.3	\$ 9,739.3	\$ 8,842.8	\$ (896.5)
Plus: Federal Aid ²	\$ 2,117.5	\$ 2,117.5	\$ 2,370.8	\$ 253.3
State Aid	\$ 2,995.5	\$ 2,995.5	\$ 3,175.3	\$ 179.8
Total Revenue Contribution:	\$14,852.3	\$14,852.3	\$14,388.9	\$ (463.4)
Operating Expenses:	\$14,852.3	\$14,852.3	\$14,388.9	\$ (463.4)
Locality Budget Status to Date:	\$ -			

KPI			
Farebox Recovery:	13.3%	7.8%	
Farebox % of Budgeted Expense:		7.6%	

1. Service Reliability Plan credit is displayed in the variance.
2. Actuals reflect Federal CARES Act Funding.

Contract No:	21-00122	Title:	Custodial Services (Renewal)	Base Year Price: Four Option Year Pricing:	\$543,748.00 \$2,566,294.40
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Acquisition Description: Enter into a renewal contract with a qualified Contractor to provide custodial services at all Hampton Roads Transit (HRT) facilities.

Background: HRT has a requirement to maintain all of its facilities in such a manner as to provide a clean, well-kept, healthy, and safe work environment for HRT employees and visitors. Under the terms of this agreement, the Contractor shall provide custodial services on a daily, weekly, monthly, and quarterly basis. The Contract incorporates HRT's Green Housekeeping Program, which includes the use of specified (green) housekeeping chemicals, implementing cleaning processes that benefit public health and the environment, and utilizing environmentally preferable products for performing custodial services. The Contractor is also required to provide all equipment and cleaning supplies.

Contract Approach: A Request for Proposals (RFP) was issued on March 5, 2021. Ten (10) proposals were received on April 29, 2021 from the following firms:

- A&B Cleaning Service, Inc.
- Associated Building Maintenance Company, Inc.
- Diversified Building Services, Inc. (DBS)
- DetailXPerts Franchise Systems, LLC
- Faith and Works Janitorial Service, LLC
- Facilities Performance Group
- Hayward Termite and Pest Control
- K.C. Davis, LLC
- Trust Cleaning Solutions
- UGPlay Services Inc. (UGPlay)

Upon review and evaluation of the technical proposals, HRT staff determined that DBS and UGPlay were rated best to meet the Scope of Work (SOW) requirements.

In response to the RFP, Proposers were required to describe their approach to, and provide pricing for, the various services as described in the RFP.

In an effort to obtain more favorable pricing, negotiations were conducted with both firms for the purpose of a possible award. Negotiations focused on clarifying assumptions made in establishing pricing, reducing the proposed service rates, and adjusting proposed staffing at various HRT facilities. At the conclusion of negotiations, Best and Final Offers (BAFOs) were requested.

Contract No:	21-00122	Title:	Custodial Services (Renewal)	Base Year Price: Four Option Year Pricing:	\$543,748.00 \$2,566,294.40
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After a review and analysis of the BAFOs received, HRT staff determined that DBS provided the best value to HRT based on a combination of technical capability and price. As a result of the negotiations, DBS decreased their total proposed price by \$110,988, or approximately 3.45%. DBS ranked highest in technical scoring, which, when combined with the pricing scores, rendered their proposal the best overall value to HRT.

DBS's proposed rates were deemed fair and reasonable based on the results of the negotiations, a price analysis performed, and the fact that the pricing was obtained in a competitive environment. A contractor responsibility review confirmed that they are technically and financially capable to provide the services.

DBS is located in Chesapeake, VA and provides similar services to Dollar Tree in Chesapeake, VA; Interstate Corporate Center in Norfolk, VA; and Virginia Eye Care in Norfolk, VA. DBS also provides these services to HRT satisfactorily.

This Contract will be awarded for a base period of one (1) year, with four (4) additional one-year options.

A DBE goal of 3% was established for this solicitation and DBS has committed to 3% DBE participation.

Cost/Funding: This Contract will be funded with operating and CARES Act funds.

Project Manager: Scott Demharter, Director of Facilities Maintenance

Contracting Officer: Theresa Petrowicz, Contract Specialist

Recommendation: It is respectfully recommended that the Commission approve award of a contract for custodial services to Diversified Building Services, Inc. in the not to exceed amount of \$3,110,032.40 over a five-year term.

Contract No:	21-00122	Title:	Custodial Services (Renewal)	Base Year Price: Four Option Year Pricing:	\$543,748.00 \$2,566,294.40
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SOLICITATION RESULTS

OFFEROR	ORIGINAL OFFER	BEST AND FINAL OFFER
Hayward Termite and Pest Control*	N/A	N/A
Faith and Works Janitorial Service, LLC	\$1,912,252.72	N/A
K.C. Davis, LLC	\$2,326,708.90	N/A
DetailXPerts Franchise Systems, LLC	\$2,369,066.62	N/A
Trust Cleaning Solutions	\$2,466,261.61	N/A
A&B Cleaning Service, Inc.	\$2,568,966.00	N/A
UGPlay Services, Inc.	\$2,683,151.21	\$2,876,328.00
Diversified Building Services, Inc.	\$3,221,020.40	\$3,110,032.40
Associated Building Maintenance Co., Inc.	\$4,117,809.91	N/A
Facilities Performance Group	\$4,813,591.30	N/A

*Hayward Termite and Pest Control was deemed non-responsive due to lack of a Price Schedule and Technical Proposal.

SUMMARY OF DIVERSIFIED BUILDING SERVICES, INC.'S PRICING

Base Year	Option Year 1	Option Year 2	Option Year 3	Option Year 4	Total Price
\$543,738.00	\$625,172.60	\$618,504.00	\$639,396.60	\$683,221.20	\$3,110,032.40

TDCHR PAC Board Report

June 24, 2021

Virtual Meeting

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

The paratransit advisory committee last met, virtually, on June 9th from 1 to 3PM.

We anticipated holding elections at our meeting but they have been postponed to take place at our next meeting in August.

Discussions pertaining to service quality and policy focused on rider app functionality, excessive vehicle speed, and driver breaks. On a related note, driver staffing, as the region reopens and trip demand increases, was also a topic of discussion.

The forthcoming ridership survey was discussed as well. PAC members offered suggestions for reaching a cross-section of the ridership and stressed the importance of capturing responses from the entire service area.

The PAC heard from outreach subcommittee chair, Janice Taylor, regarding upcoming opportunities. As with so many of the programs our subcommittee chair brings to the attention of the PAC, there was significant interest.

The vaccination trip program is scheduled to end on June 30th. The PAC was pleased to hear a progress update regarding how many trips had been completed to-date. Once again, thank you all for establishing this program for the betterment of our region.

Our next Paratransit Advisory Committee meeting is scheduled for Wednesday, August 11th 2021. We hope to offer a hybrid model to accommodate both in-person and virtual attendees.

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

TRAC Report

July 2021

HRT's Transit Riders Advisory Committee (TRAC) met at 6pm on Wednesday, July 7, in the board room in Norfolk. The May minutes were approved as submitted.

Mr. Shane Kelly, Security Specialist, provided a presentation on the Passenger Code of Conduct. Mr. Kelly said the updated code provides:

- Clarification of the language regarding smoking
- Language on the impact of marijuana law changes
- A Dress Code
- Additional wording on unattended baggage
- Language on hazardous materials
- Clarification of requirements for juveniles and adult supervision

TRAC Officer elections were held. Mr. Robert Neely, Newport News representative was elected Vice Chair and Ms. Heather Cutrone, Virginia Beach representative was elected Secretary.

Mr. Rodney Davis, Director of Customer Relations, discussed the proposal to reduce the fare on the Routes 960 and 961. He said public meetings on the proposal were held at the HTC and DNTC and that although most riders support the change, some hotel housekeepers who ride the 960 were in opposition to a fare reduction. He also reported on mask exemptions, mask complaints, and mask enforcement incidents during the last six months. During his Director's Remarks, Mr. Davis reviewed complaints and compliments submitted by TRAC members. Additionally, he reported that:

- August 19 will be the Tide's 10th Anniversary and in celebration of the anniversary, all modes of transit will be free on that day.
- The bus stop for the inbound Route 20 on Laskin Road in the vicinity of Hilltop Marketplace will be eliminated.
- Solar powered lighting has been installed in 80 bus shelters.
- A contract has been issued for the repair of the sidewalks at the Newport News Transit Center.
- HRT is currently short 84 bus operators.
- The number of canceled trips are down considerably. The Planning Department is looking at how we can at some point in time in the future extend the evening service on the Northside.

Ms. Johnson asked the TRAC for feedback on the Service Reliability Plan. TRAC members said although there was some initial pushback, by and large, customers are accepting of the plan. The most important thing is the reliability of service and so far, with a few exceptions, the plan seems to be working because the service is more reliable.

During the Roundtable:

1. Ms. Tondalaya Thomas Newport News Representative, Ms. Heather Cutrone, Virginia Beach, Representative, and Ms. Melissa Osborne, Hampton Representative, complimented several bus operators.
2. Mr. Neely said he had recently visited Hawaii and asked if some of the fare payment options he saw there could be implemented at HRT. Mr. Davis informed Mr. Neely that HRT was exploring a number of fare payment options.

The meeting adjourned at 7 P.M. The next TRAC meeting will be on September 1, 2021, in the board room in Hampton at 6pm.