



Meeting of the Transportation District Commission of Hampton Roads

Thursday, July 24, 2025, at 1:00 p.m.

3400 Victoria Boulevard, Hampton, VA – In Person - Zoom

A meeting of the Transportation District Commission of Hampton Roads will be held on Thursday, July 24, 2025, at 3400 Victoria Boulevard, Hampton, VA.

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

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



Meeting of the Transportation District Commission of Hampton Roads

Thursday, July 24, 2025, 3400 Victoria Boulevard, Hampton,
VA at 1:00 p.m. in Person – Zoom

Revised - AGENDA

1. Call to Order & Roll Call
2. Public Comments
3. Approval of June 26, 2025, Meeting Minutes
4. Nominating Committee Report:
 - TDCHR Slate of Officers for FY2026
5. President's Monthly Report - William Harrell
 - A. Board Updates
6. Committee Reports
 - A. Audit & Budget Review Committee - Commissioner White/
Conner Burns, Chief Financial Officer
 - June 2025 Financial Report
 - B. Management/Financial Advisory Committee – Alternate Commissioner Cipriano/
Conner Burns, Chief Financial Officer
 - C. Operations & Oversight Committee - Commissioner Glover/Sonya Luther, Director
of Procurement
 - No Procurement items
 - D. Planning/New Starts Development Committee – Commissioner Ross-Hammond/
Ray Amoruso, Chief Planning & Development Officer
 - E. External/Legislative Advisory Committee - Commissioner Goodwin/
Alexis Majied, Chief Communications and External Affairs Officer

F. Paratransit Advisory Subcommittee – Chair/Barry Bland, Paratransit Services
Contract Administrator

G. Transit Ridership Advisory Sub-Committee – Rodney Davis, Director of Customer
Relations

7. Old and New Business

- Presentation from Senator J. D. “Danny” Diggs

8. Comments by Commission Members

9. Closed Session

10. Adjournment

**The Transit Management Company Annual Meeting will be held immediately
following
the
Regular TDCHR Meeting.**

**The next meeting will be held on Thursday, August 28, 2025, at 1:00 p.m.
at 509 E. 18th Street, Norfolk, VA**



Meeting Minutes of the Transportation District Commission of Hampton Roads

Thursday, June 26, 2025 • 1:00 p.m.

509 E. 18th Street, Norfolk, VA in Person – Zoom

Call to Order

A quorum was attained. Chairman Johnson called the meeting to order at 1:02 p.m.

Commissioners in attendance:

Chairman Johnson, Chesapeake
Past Chair Woodbury, Newport News
Commissioner Smith, Chesapeake
Commissioner Harper, Hampton (Zoom) 1:06pm
Commissioner White, Hampton
Commissioner Harris, Newport News (Zoom)
Commissioner M. Johnson, Norfolk
Commissioner Goodwin, Portsmouth
Commissioner Diggs, Senate of Virginia (Zoom)
Commissioner Ross-Hammond, Virginia Beach 1:08pm
Alt. Commissioner Sparks, VDRPT (Zoom)

Hampton Roads Transit Staff in attendance:

Ray Amoruso, Chief Planning and Development Officer
Jayda Aldegón, Government and Commission Relations Intern
Tammara Askew, Data Analyst II (Zoom)
Marie Balak, Emergency Management Specialist (Zoom)
Monique Battle, Operations Project and Contract Administrator (Zoom)
Thomas Becher, Communications Manager
Blue Bell, Budget Analyst (Zoom)
Barry Bland, Paratransit Service Cont. Adm. Transit Operations
Malika Blume, Director of Internal Audit (Zoom)
Keisha Branch, Director of Capital Programs (Zoom)
Amy Braziel, Director of Contracted Services and Operational Analytics
David Burton, Williams Mullen, General Counsel
Royall Bryan, Digital Media Specialist
Donna Brumbaugh, Director of Finance (Zoom)
Conner Burns, Chief Financial Officer
Gene Cavazos, Director of Marketing
Dudley Clarke, Contract Budget Analyst (Zoom)
William Collins, Facilities Maintenance Manager
William Copeland, Graphic Designer
Sherri Dawson, Director of Transit Development (Zoom)
Rodney Davis, Director of Customer Relations
Sheri Dixon, Director of Revenue Services (Zoom)

Hampton Roads Transit Staff in attendance, continued:

Jennifer Dove, Civil Rights/Grants Program Manager (Zoom)
Vanity Faulkner, Budget Analyst (Zoom)
Katie Fenimore, Marketing Communications Strategist
Ariel Garder, Public Outreach Coordinator
April Garrett, Senior Executive Assistant
Angela Glass, Director of Budget & Financial Analysis (Zoom)
Angela Gregory, Strategic Communications Specialist
Wayne Groover, Director of Rail Maintenance (Zoom)
William Harrell, President and CEO
Keianna Harris, Special Projects Assistant (Zoom)
Toni Hunter, Staff Auditor (Zoom)
Ashley Johnson, Assistant Director of Budget and Financial Analysis (Zoom)
Cheri Jordan, President, ATU Local 1177
Peter Katranides, Employee Engagement Retention Specialist (Zoom)
Anthony Kramer, Assistant Security Manager
Sonya Luther, Director of Procurement
Alexis Majied, Chief Communications & External Affairs Officer
Lawrence Mason, Emergency Manager
Chris Pfaffinger, Marketing Manager
Sibyl Pappas, Chief Engineering & Facilities Officer
Noelle Pinkard, Organizational Advancement Officer
Michael Price, Chief Information Officer, Chief Technology Officer
John Powell, Telecommunications Specialist
Luis R. Ramos, Senior Executive Administrator/Commission Secretary
Kayla Schmidt, Public Outreach Coordinator
Dawn Sciortino, Chief Safety Officer
Liliana Scott, HR Training Development Specialist (Zoom)
Benjamin Simms, IV, Chief Transit Operations Officer
Caleb Smith, Military Outreach Liaison
Paula Studebaker, HR Executive Assistant
Matthew Stumpf, Budget Analyst (Zoom)
Adrian Tate, Assistant Director of Finance (Zoom)
Robert Travers, HRT Corporate Counsel
Uma Uma, Helpdesk-Technology
Fevrier Valmond, Deputy Director of Procurement (Zoom)
Vanessa Wadsworth, Bus Operator, Vice President ATU Local 1177
Moses Washington, Mechanic, ATU Local 1177
Jessica White, Contract Administrator (Zoom)
Keishia Williams, Operations Support Technician (Zoom)
Kimberly Wolcott, Chief Human Resources Officer

Others in attendance via phone/(Zoom)/In-Person:

Patrick Burhop, Access Point Public Affairs (Zoom)
Alt. Commissioner Cipriano, City of Newport News
Jordan Chapman, DRPT (Zoom)

Others in attendance via phone/Zoom)/In-Person, continued:

Alt. Commissioner Daughtery, DRPT (Zoom)
Annie Eng, Access Point Public Affairs (Zoom)
Andrew Ennis, DRPT (Zoom)
Megan Gribble, City of Portsmouth
Andi Kerley, City of Chesapeake
Jeff Sanchez, Key Performance (Zoom)
Angelique Shenk, City of Hampton
Janice Taylor, League of Women Voters

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
- Financial Reports
- Committee Reports

Public Comments

Mr. Moses Washington shared comments on Hampton Roads Transit (HRT) bus repair policies and vendor accounts.

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

Ayes: Commissioners Johnson, Woodbury, Smith, White, Harris, Mamie Johnson, Goodwin, Sparks, and Diggs.

Nays: None

Abstain: None

Approval of May 22, 2025, Meeting Minutes

A motion to approve May 22, 2025, minutes was made by Commissioner White and properly seconded by Commissioner Mamie Johnson. A roll call vote resulted as follows:

Ayes: Commissioners Johnson, Woodbury, Smith, White, Harris, Mamie Johnson, Goodwin, Ross-Hammond, Sparks, and Diggs

Nays: None

Abstain: None

President's Monthly Report

Mr. Harrell welcomed everyone to the meeting and shared comments on the recent honoring of Dr. Woodbury by the Newport News City council for her years of distinguished service to the City. Mr. Harrell congratulated Commissioner Woodbury, thanking her for her contributions to HRT.

Mr. Harrell Encouraged the Commission to review the complete president's report provided in the meeting package noting improvements to the paratransit program. Mr. Harrell also mentioned the recent Virginia Transit Association (VTA) Conference as well as the ribbon cutting celebration for the new Portsmouth ferry dock shelter.

In lieu of a full report, Mr. Harrell called on Mr. Gene Cavasos to introduce and present the HRT 25th anniversary video.

Audit & Budget Review Committee

Chairman Johnson called upon Commissioner White for a report from the Audit & Budget Review Committee.

Commissioner White reported on the expected completion timeline for the 2024 audit. Mr. Conner Burns reviewed May's financial report with the Commission.

Questions from Commissioner Woodbury regarding the budget stabilization fund were addressed by Mr. Burns and elaborated on by Mr. Harrell.

Mr. Harrell called on Mr. Ray Amoruso to address questions from Commissioner Woodbury regarding potential expansion of certain key services.

Ms. Kimberly Wolcott addressed questions from Commissioner Woodbury regarding bus operator staffing and pay.

Management and Financial Advisory Committee (MFAC)

Chairman Johnson called upon Alternate Commissioner Cipriano to provide an update for the MFAC Committee.

Ms. Cipriano stated that the Committee met on Monday, June 23, 2025, noting that the May Financial Report and FY 2022 city credit updates were reviewed. Ms. Cipriano mentioned that the Committee has requested additional financial reporting for FY 2026, as well as a path forward calendar update from Mr. Ray Amoruso for the System Optimization Plan (SOP).

Operations and Oversight Committee

Chairman Johnson called upon Mr. Robert Travers to provide an update on the Operations and Oversight Committee.

Mr. Travers reported that the Operations and Oversight Committee met on June 12, 2025.

Mr. Travers called on Ms. Sonya Luther to present contracts for consideration.

Ms. Luther presented **Contract No. 25-00354 Oracle PeopleSoft Annual Support Services (Renewal)**

Commission Consideration: Award of a contract to Consultadd, Inc. to provide Oracle PeopleSoft annual support services, in the not-to-exceed amount of \$601,680.00 over a three-year period.

Ms. Luther presented **Contract No. 25-00360 Rapid7 – Managed Threat Complete Advanced/Managed Detection and Response Services**

Commission Consideration: Award of contract to GovConnection, Inc. to provide Rapid7 – Managed Threat Complete Advanced/Managed Detection and Response Services in the not-to-exceed amount of \$129,376.00 for a one (1) year period.

A motion to approve **Contract No. 25-00354 Oracle PeopleSoft Annual Support Services (Renewal)**, and **Contract No. 25-00360 Rapid7 – Managed Threat Complete Advanced/Managed Detection and Response Services** was made by the Operations and Oversight Committee and properly seconded by Commissioner White. A Roll Call vote resulted as follows:

Ayes: Commissioners Johnson, Woodbury, Smith, Harper, White, Harris, Mamie Johnson, Goodwin, Ross-Hammond, Sparks, and Diggs.

Nays: None

Abstain: None

Planning and New Starts Committee

Chairman Johnson called on Commissioner Ross-Hammond to provide an update on the Planning and New Starts Committee.

Commissioner Ross-Hammond reported that there was no meeting this month and the next meeting will be scheduled soon.

External Legislative Affairs Committee (ELAC)

Chairman Johnson called on Commissioner Goodwin to provide an update on the ELAC.

Commissioner Goodwin stated that ELAC met on Jun 18, 2025. Commissioner Goodwin noted that the federal legislative update and FY 2026 Appropriations Bill were discussed.

The next ELAC meeting will be held in the Hampton boardroom on July 16, 2025.

Paratransit Advisory Sub-Committee (PAC)

Chairman Johnson called on Mr. Barry Bland, to provide an update on the Paratransit Advisory Committee. Mr. Bland stated that the committee met on June 11, 2025.

Mr. Bland noted positive operational data for April and May, and commended provider Easton Coach for service improvements. Mr. Bland commented on provider safety and staffing efforts.

Mr. Bland mentioned there are currently five (5) open positions on the PAC Committee.

The next PAC meeting will be held in Hampton on August 13, 2025.

Transit Riders Advisory Sub-Committee (TRAC)

Chairman Johnson called on Mr. Rodney Davis to provide an update on the TRAC. Mr. Davis stated that the committee did not meet in the month of June.

The next TRAC meeting will be held on July 2, 2025, in Norfolk.

Old and New Business

Chairman Johnson called on Commissioner Ross-Hammond for comments on the TDCHR Commission Nominating Committee. Commissioner Ross-Hammond requested a meeting of the Nominating Committee directly following the TDCHR meeting. Mr. Harrell mentioned that this would be a brief meeting regarding the new slate of officers for July.

Comments by Commissioners

Commissioner Goodwin commented on HRT services, including GoCommute 365 participation, at local colleges. Commissioner Goodwin also discussed future opportunities for the Portsmouth Naval Shipyard in coordination with the Portsmouth Military Affairs Committee.

Closed Session

A motion to enter a closed session was made by Commissioner Woodbury and properly seconded by Commissioner White. A Roll Call vote resulted as follows:

Ayes: Commissioners Johnson, Woodbury, Smith, Harper, White, Harris, Mamie Johnson, Goodwin, Ross-Hammond, Sparks, and Diggs.

Nays: None

Abstain: None

Adjournment

Commissioner Woodbury commented on review of the requirements for in-person attendance by commissioners.

With no further business to conduct, the meeting was adjourned at 2:22 p.m.

TRANSPORTATION DISTRICT COMMISSION OF HAMPTON ROADS

Stephens Johnson
Chair

Luis Ramos
Commission Secretary
June 26, 2025



VTA Annual Conference & Expo

The Virginia Transit Association (VTA) held its annual conference May 28-29 in Richmond. I had an opportunity to speak during a roundtable on the future funding of public transit. Sherri Dawson, Director of Transit Development, and Amy Jordan, Director of Business Development, also represented HRT in panel discussions. HRT was honored to receive an award for excellence in transit marketing for the VB Wave trolley's record-setting 2024 season. The VTA also recognized the U.S. Navy and former Commissioner August Bullock for outstanding contributions to transit.



HRT Participates in Portsmouth Memorial Day Parade

HRT took part in the annual Portsmouth Memorial Day Parade. We were excited to have Commissioner Tony Goodwin join us. The parade has been a staple in Hampton Roads since 1884 and is one of the longest-running Memorial Day parades in the nation. Staff walked the parade route along High Street, beside an HRT bus adorned with red, white, and blue bunting. This was HRT's first time participating in the parade.



Ferry Shelter Ribbon-Cutting

Dozens of staff, Commissioners, and community partners gathered at the High Street ferry dock in Portsmouth on June 5 for a ribbon-cutting at one of three new shelters. The other two are located at North Landing in Portsmouth and Waterside in Norfolk. The brightly colored shelters, made of corrugated metal cladding, resemble the many cargo containers that are prominent along the Elizabeth River.



Roof Repair Complete at Hampton HQ

Staff in Hampton celebrated the completion of work replacing the building's aging roof. Staff working at Hampton Headquarters have endured all the sights, sounds, and smells that accompanied the project since last summer. To show our appreciation, we hosted a "Roof Beer Float" party on June 3. The \$2.5 million project was funded with grants from the Federal Transit Administration and the Virginia Department of Rail and Public Transportation.



Safety Pledges Secured at Harborfest

Thousands of people gathered in Town Point Park for the 49th Norfolk Harborfest, and many of them stopped to talk to our public outreach team. Team HRT had a front-row seat to the tall ships, tasty eats, and talent on display. They handed out frisbees and activity books, talking to festivalgoers about taking advantage of the ferry and light rail to get to the festival. They also took the opportunity to speak about Operation Lifesaver and secured dozens of pledges for transit safety.



U.S. Army 250th Birthday at Ft. Eustis

The U.S. Army turns 250 this year, and HRT and goCommute were proud to participate as a supporting sponsor during a celebration at Fort Eustis. Led by Military Liaison Caleb Smith, we were able to inform service members and their dependents, civilian employees, and the public about the transit options available to military installations throughout Hampton Roads. We provided information on Route 106, which serves Fort Eustis, as well as vanpools, carpools, and the Mass Transportation Benefit Program (MTBP). The MTBP offers up to \$325 per month to active-duty service members and civilian employees to commute to work via public transit or vanpool.



HRT Featured at Norfolk Tides Father's Day Game

Chief Transit Operations Officer Benjamin Simms had the honor of throwing out the first pitch at the Norfolk Tides game on Father's Day, June 15th. The stands were packed with HRT staff, all proudly cheering him on. HRT's mascot and fan favorite, Gus the Bus, also took the field to lend support. Senior Executive Assistant April Garrett wowed the crowd with the singing of the national anthem.



Opportunity for Engagement at CEO Luncheon

This month, I hosted the final CEO Luncheon of the fiscal year. It was an excellent opportunity for engagement with over two dozen staff from every department. Alexis Majied, Chief Communications Officer, and Kim Wolcott, Chief Human Resources Officer, joined on behalf of the senior executive team. The discussion centered on HRT's success throughout the year, upcoming initiatives in the new fiscal year, and gathering valuable feedback from employees.



Blog Article Looks Back on 100 Years

Chief Planning and Development Officer Ray Amoruso took a break from his day job to write a magnificent article for HRT's blog, "On the Move." It's a look back on the history of 1500 Monticello Avenue – a spot HRT used to call home. The area is undergoing significant change, and Mr. Amoruso walks us through some of the other notable changes that have occurred over the last 100 years. If you're a history buff, you won't want to miss this walk down memory lane.

President's Report

Student Transit Riders Commission Holds Inaugural Meeting



President's Report

Student Freedom Pass Palooza

President's Report

Connecting Chesapeake Pop-Up Events



President's Report

Staff Get Up to Speed on New Smart Stop Technology

President's Report

Bus Barrier Installation Complete



President's Report

“On the Move” Highlights Workforce Council



President's Report

goCo Park and Ride Events



President's Report

Public Outreach Paratransit Presentation





3 Initiatives Defining Our Future

Summer is here, and while I encourage everyone to take some time off to be with family and friends, HRT is not slowing down as we enter a new fiscal year.

Over the next few months, we will be rolling out three consequential initiatives that will define our future and make us an even better transit agency. These projects – Transit Sustainability, System Optimization Plan and GoMobile – are vital to our future in different ways but are related in their scope and impact.

Starting with this President's Letter and continuing through October, I will dedicate this space to highlight why these initiatives are so important and why they matter for you and other stakeholders. But first, a preview:

Sustaining the Future of Transit

The first effort I will be featuring in detail in my next letter is our transit sustainability study, Sustaining the Future of Transit. It's a comprehensive initiative to address long-term and sustainable funding for public transportation in Hampton Roads while increasing efficiencies and reducing our costs.

Beginning this month, we will begin extensive outreach to legislators, city leaders and community and business groups to tell them how important transit is for our economy and our communities, culminating with the 2026 General Assembly session. Noelle Pinkard, our Organizational Advancement Officer, is leading this effort.

Our message: HRT provides vital services for a growing and prosperous region. And just like roads need paving and bridges need repair, public transportation requires ongoing investment to maintain and to expand quality transportation options across six of Virginia's 10 largest cities.

Sustaining the Future of Transit

I've recently written about our System Optimization Plan, or SOP, an initiative that is gaining momentum. Several departments, led by Ray Amoruso, our Chief Planning & Development Officer, have been working hard to explore how HRT can reduce low-ridership local bus service while reinvesting those savings into routes with higher demand.

There are many benefits to this initiative, which I will explore in detail in an upcoming letter. These include:

- Enabling HRT to right-size our local bus network and match scheduled service to operational capacity.
- Maximizing the productivity of federal, state, and local investments in the transit network.
- Enabling HRT to expeditiously implement high-frequency service on the remaining 10 Regional Backbone routes, funded through regional transit funding.
- Addressing operator burnout and reducing the need for mandatory overtime, which I know is a concern among our valued operators.

This plan will be implemented in phases starting in October 2026. To start, we'll be briefing our city councils this summer about how we're being proactive to reduce costs and increase efficiencies.



President's Letter

July 2025

GoMobile Launch

Also in 2026, we'll be launching GoMobile across our network following a trial run this summer on the VB Wave trolley.

It's a new and convenient way for our customers to pay for fares, ensuring that purchases are widely accessible with pay-as-you-go technologies that include fare-capping discounts previously available only for large advance purchases. Customers will still be able to pay with cash – an important option for those without banks or credit cards.

Like transit agencies across the country, HRT has long considered implementing technology to provide customers with more choices to pay for fares. As more of our riders rely on smartphones and credit cards for everyday purchases, we wanted to provide ways to tap into the convenience of cashless travel.

We plan to expand GoMobile across all HRT bus, ferry and light rail services while phasing in additional features and technologies over time. In a future letter, I will update you on how the trial went and what's next for this exciting initiative.

I wish to thank our Technology Team, working closely with Finance and Transit Operations, for getting us ready for the future of transit.

While these changes have been a long time coming, they will sustain HRT long into the future. Working together we can continue to build a better public transit experience for our customers and the communities we serve.

Sincerely,

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

William E. Harrell
President and CEO
Hampton Roads Transit



Student Transit Riders Commission Holds Inaugural Meeting

The newly formed Student Transit Riders Commission (STRC) held its first meeting on July 10 in the Hampton boardroom. There are currently eight students on the Commission, but we are looking to bring in additional students to represent Virginia Beach and Chesapeake. STRC will help connect HRT with the teen demographic, including Student Freedom Pass holders, and provide valuable input on the needs of the next generation of public transit riders.



Student Freedom Pass Palooza

We're putting our young Commissioners right to work at next month's Student Freedom Pass Paloozas. They're being held on Thursday, August 7, at Hampton High School from 11 a.m. to 1 p.m. and Saturday, August 9, at the YMCA on Granby Street in Norfolk from 10 a.m. to 2 p.m. It's an excellent opportunity to talk to students about the benefits of the Student Freedom Pass. Public Outreach will be handing out passes to students aged 13 to 17. The passes allow them to ride HRT's bus, light rail, and ferry service for free. In FY25, HRT distributed more than 1,800 Student Freedom Passes.



Connecting Chesapeake Pop-Up Events

Public Outreach hosted a series of pop-ups to share the latest information on efforts to bring high-capacity transit to the City of Chesapeake. There were six events across Chesapeake and Norfolk to share the next steps in the Connecting Chesapeake study. Staff discussed the two transit alignment alternatives along with the recommended mode of transportation to enhance the city's economy, align with future growth plans, and improve connectivity to the regional transportation network.



Staff Get Up to Speed on New Smart Stop Technology

HRT has finished installing Smart Stops, a technologically advanced bus stop sign designed to improve the public transit experience. Public Outreach hosted four "snack and learn" sessions to help familiarize staff with the changes. Representatives from Technology and Engineering & Facilities were on hand to explain the features. All route information is displayed on one side, with a QR code linking to additional info on the other. The signs are printed on reflective vinyl for better visibility, with the bus stop number prominently displayed in large font on both sides.



Bus Barrier Installation Complete

Complete Coach Works just completed installation of more than 120 safety barriers on HRT buses and VB Wave trolleys. The project took just over four months at a cost of \$906K. It was paid for by a Transit Ridership Incentive Program (TRIP) grant from the Virginia Department of Rail and Public Transportation (DRPT). The barriers will help protect operators when they are behind the wheel. All new buses are arriving with the safety barrier already installed.



“On the Move” Highlights Workforce Council

We all know Hampton Roads is a great place to live, work, and play. One of the biggest challenges this region faces is convincing college graduates and young professionals to stay. Our Marketing and Strategic Communications team tackled this topic in the latest episode of “On the Move.” Communication Manager Thomas Becher sat down with Margaret Black, Program Coordinator at Hampton Roads Workforce Council. They talked about public transit and how the organization is helping young professionals succeed.



goCo Park and Ride Events

The goCommute crew visited several Park & Ride lots this month, talking with commuters about carpooling and vanpooling. There are over a dozen park-and-ride lots in Hampton Roads – offering free and reserved parking for goCo rideshare participants. Staff were there to ensure commuters logged their trips with ConnectingVA and took full advantage of all goCo benefits, including the Ride Home Rewards program.



Public Outreach Paratransit Presentation

Public Outreach was invited to give travel training to a special group of students. Sherry Moltamore-Mallory, Program Specialist for Norfolk Public Schools Career Development Program, asked the team to show students how to use Paratransit. The program helps connect students with job opportunities. Ms. Moltamore-Mallory wanted the students to receive this training because she said having access to public transportation and knowing how to use it is a key component to their independence and success.

Success Factors Scorecard

July 2025

CUSTOMER FOCUSED OPERATIONS	Score Frequency (Monthly, Annually)	June 2025	Quarter (Apr, May, June)	FY25	FY24
On-Time Performance (%)	M				
Bus On-Time Performance		70.3	70.2	67.5	70.8
Ferry On-Time Performance		99.0	98.2	99.1	99.2
Light Rail On-Time Performance		99.4	99.4	98.6	98.9
Paratransit On-Time Performance		93.2	92.6	92.5	88.8
Missed Trips (% , Bus time points)	M	1.7	1.3	0.9	0.8
Adherence to Fleet Preventive Maintenance Schedule (%)	M	97	94	94	92
Ridership by Mode	M				
Bus Ridership		733,832	2,096,584	8,681,354	7,124,139
Ferry Ridership		32,413	79,525	222,353	209,064
Light Rail Ridership		80,201	244,469	835,762	865,556
Paratransit Ridership		34,379	110,824	421,868	384,296
Customer Complaints per 100,000 Passenger Boardings	M	71	70	68	43
Customer Satisfaction Score (Bus)	A			in progress	3.73
Marketing Impressions (million)	M	3.9	26.7	143.7	117

REGIONAL IMPACT	Score Frequency (Monthly, Annually)	June 2025	Quarter (Apr, May, June)	FY25	FY24
Population Within ¼ Mile of Bus Stops	A			in progress	610,299
Low-Income Community Population Within ¼ Mile of Bus Stops	A			in progress	144,771
Jobs Within ¼ Mile of Bus Stops	A			in progress	329,009
Number of Corporate Partnerships	A			in progress	130
Number of Access Opportunities to Educational Institutions	A			26	26

ORGANIZATIONAL PERFORMANCE	Score Frequency (Monthly, Annually)	June 2025	Quarter (Apr, May, June)	FY25	FY24
Preventable Accidents per 100,000 Vehicle Revenue Miles	M	3.53	3.71	3.06	2.45
Actual O&M Costs vs. Budgeted, (under) or over (%)	A			in progress	(5)
Passenger and Parking Facilities Condition Rating (% rated 3 or above)	A			in progress	100
Mean Distance Between Service Interruptions (Miles, Bus)	M	4,615	4,993	5,342	5,113
Administrative and Maintenance Facilities Condition Rating (% rated 3 or above)	A			in progress	91
Agency Generated Revenue (\$ million)	M	854.8	2,652.9	10.0	10.10
Cost per Vehicle Revenue Hour (\$, Bus)	A			117.64	117.61

WORKFORCE SUCCESS	Score Frequency (Monthly, Annually)	June 2025	Quarter (Apr, May, June)	FY25	FY24
Retention Rate (%)	M	98.8	95.3	81.4	83.7
Percentage of Promotions	A			27	57
Completed Administrative Training	A			3,918	3,574
Completed Safety Training	A			2,241	3,340

Success Factors Descriptions

Bus On-Time Performance (%)	Vehicle departs 0 minutes early or arrives ≤ 5 minutes of scheduled time; average percentage for all scheduled service.
Ferry On-Time Performance (%)	Vehicle departs 0 minutes early or arrives ≤ 5 minutes of scheduled time; average percentage for all scheduled service.
Light Rail On-Time Performance (%)	Vehicle departs 0 minutes early or arrives ≤ 5 minutes of scheduled time; average percentage for all scheduled service.
Paratransit On-Time Performance (%)	Vehicle arrives within scheduled 30-minute pick up window; average percentage for all scheduled service.
Missed Trips (% , Bus time points)	As a percentage term, the number of trips not completed as a fraction of the total scheduled time points for all bus trips.
Adherence to Fleet Preventive Maintenance Schedule (%)	The percent of total preventive maintenance inspections completed within the scheduled timeframe.
Ridership by Mode	Total number of times passengers board vehicles during revenue service. Also known as Unlinked Passenger Trips.
Customer Complaints per 100,000 Passenger Boardings	Total number of complaints per 100,000 Passenger Boardings (Unlinked Passenger Trips). Service Complaints are divided by Passenger Boardings (all modes), multiplied by 100,000.
Customer Satisfaction Score (Bus)	Average score for all items from annual customer survey, on scale of 1 to 5.
Marketing Impressions (million)	Total reach (contacts with people) of traditional and non-traditional marketing through paid and in-kind promotions.
Population Within ¼ Mile of Bus Stops	Total number of people who live within a 5-minute walk of a bus stop, based on the American Community Survey.
Low-Income Community Population Within ¼ Mile of Bus Stops	Low-income population within a 5-minute walk of a bus stop, based on the American Community Survey.
Jobs Within ¼ Mile of Bus Stops	Total number of jobs within a 5-minute walk of a bus stop, based on the Longitudinal Employer-Household Dynamics Survey, adjusted by underlying block groups to include Naval Station Norfolk and Newport News Shipbuilding.
Number of Corporate Partnerships	Total contracted partners in special programs, including GoPass365, advertising, and Elizabeth River Crossings.
Number of Access Opportunities to Educational Institutions	Total number of higher education and technical trade schools within a 5-minute walk of a bus stop, based on Homeland Infrastructure Foundation-Level Data.
Preventable Accidents per 100,000 Vehicle Revenue Miles	Total number of Preventable Accidents divided by the actual total vehicle mileage of revenue bus service, multiplied by 100,000.
Actual O&M Costs vs. Budgeted, (under) or over (%)	As a percentage term, this number expresses the difference between annual budget and total actual costs for Operating and Maintenance for the fiscal year. A negative number would be in parentheses and indicate being under budget.
Passenger and Parking Facilities Condition Rating (% rated 3 or above)	The percentage of 34 facilities with condition ratings of 3 or better based on FTA's criteria and 5-point scale.
Mean Distance Between Service Interruption (Miles, Bus)	The average distance in miles between a vehicle change, for a service call on buses in revenue service.
Administrative and Maintenance Facilities Condition Rating (% rated 3 or above)	The percentage of 10 facilities with condition ratings of 3 or better based on FTA's criteria and 5-point scale.
Agency Generated Revenue (\$ million)	Income gained from passenger fares, advertising sales, contracts, and other revenue, which reflect not relying on public subsidy.
Cost per Vehicle Revenue Hour (\$, Bus)	System-wide average total cost for an hour of bus service.
Retention Rate (%)	Percent of total administrative employees remaining in position over time.
Percentage of Promotions	Percentage of total administrative job openings filled by promotions.
Overall Workforce Diversity (%)	Percentage of total workforce; Gender and Race.
Completed Administrative Trainings	Total number of trainings completed other than safety training.
Completed Safety Trainings	Total number of safety trainings completed.

TRAC Board Report

July 2025

Hampton Roads Transit's Transit Riders Advisory Committee (TRAC) met on Wednesday, July 2, 2025. The meeting was convened in the Norfolk board room at 6 P.M.

TRAC members in attendance were Heather Cutrone and Karl Burden-El Bey.

HRT staff present were Lavern McMillan, Skylar Britt, Hope Grady, Linda Hodge, Henry Ryto, and Rodney Davis.

Members of the general public in attendance were Denise Johnson and Terrance Mobley.

The committee did not have a quorum so the May minutes could not be approved.

In his Director's Remarks, Director of Customer Relations Rodney Davis:

- Spoke on HRT's support for the Party Animals vs Firefighters baseball game at Harbor Park on July 25;
- Outlined the scheduled pop-up events to seek public comment on the proposed Chesapeake transit extension;
- Discussed the increase in bus trip cancellations.

In her Chair's Remarks, Interim Chairperson Heather Cutrone complained about early departures by the Route 22 from Newtown Road Station.

During the Roundtable:

- Henry Ryto said some of the veteran Customer Service Representatives (CSRs) relay throughout the day any troubles they observe on the roads to supervisors and Operations Liaisons.
- Karl Burden-El Bey asked if HRT could explore installing fans in bus shelters.
- Heather Cutrone spoke about a problem an acquaintance had with the mobile app.

During Public Comment, Denise Johnson thanked TRAC for their work.

The meeting adjourned at 6:36 P.M.