



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

Thursday, October 26, 2023, at 1:00 p.m.  
509 E. 18<sup>th</sup> Street, Norfolk, VA – In Person - Zoom

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A meeting of the Transportation District Commission of Hampton Roads will be held on Thursday, October 26, 2023, at 1:00 p.m., at 509 E. 18<sup>th</sup> 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.

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



## Meeting of the Transportation District Commission of Hampton Roads

Thursday, October 26, 2023, at 509 E. 18<sup>th</sup> Street, Norfolk,  
VA at 1:00 p.m. in Person – Zoom

### AGENDA

Call to Order & Roll Call

1. Public Comments

2. Approval of September 28, 2023, Meeting Minutes

3. President's Monthly Report - William Harrell

A. Board Updates

4. Committee Reports

A. Audit & Budget Review Committee - Commissioner Gray/  
Conner Burns, Chief Financial Officer

- September 2023 Financial Report
- Presentation and Acceptance of FY 2021 Audit Report

B. Management/Financial Advisory Committee – Commissioner Eisenberger/  
Conner Burns, Chief Financial Officer

C. Operations & Oversight Committee - Commissioner Glover/  
Sonya Luther, Director of Procurement

- **Contract No. 23-0025 – Applicant Tracking Solution and Learning Management System (Renewal)**

**Commission Consideration:** Award of a contract to Arcoro Holdings Corp. to provide an applicant tracking solution and learning management system in the not-to-exceed amount of \$121,998.00 over a three-year period.

- **Contract No.23-00246 – Heavy Duty Bus Batteries (Renewal)**

**Commission Consideration:** Award of contract to Parts Authority LLC to provide heavy duty bus batteries in the not-to-exceed amount of \$961,003.80 over a five-year period.

- **Contract No. 23-00245 – Mechanics Tool Supply Services (Renewal)**

**Commission Consideration:** Award of a contract to Snap-On Industrial to provide tool supply services for HRT's mechanics, in the not-to-exceed amount of \$223,125.00 over a five-year period.

D. Planning/New Starts Development Committee – Commissioner Ross-Hammond/  
Ray Amoruso, Chief Planning & Development Officer

E. External/Legislative Advisory Committee - Commissioner Bullock/  
Alexis Majied, Chief Communications and External Affairs Officer

F. Smart Cities & Innovation Committee – Commissioner McClellan/  
Michael Price, Chief Information/Technology Officer

G. Paratransit Advisory Subcommittee – Chair Troy Bowser/  
Keith Johnson, Paratransit Services Contract Administrator

H. Transit Ridership Advisory Sub-Committee – Ms. Denise Johnson, Chair/  
Rodney Davis, Director of Customer Relations

5. Old and New Business

- Resolution 03 – 2023 Title IV Equity Analyses for Proposed Service Changes in November 2023
- 2024 Legislative Priorities

6. Comments by Commission Members

7. Closed Session

8. Adjournment

**The next meeting will be held on Thursday, November 9, 2023, at 1:00 p.m.  
at 3400 Victoria Boulevard, Hampton VA**



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

Thursday, September 28, 2023, • 1:00 p.m. 3400 Victoria Blvd.  
Hampton, VA, and Hybrid (Zoom) Meeting

### **Call to Order.**

A quorum was attained, and Chairwoman Woodbury called the meeting to order at 1:03 p.m.

### **Commissioners in attendance:**

Chairwoman Woodbury, Newport News  
Vice-Chair Don Carey, Chesapeake  
Past Chair Ross-Hammond, Virginia Beach  
Commissioner McClellan, Norfolk  
Commissioner Johnson, Chesapeake  
Commissioner Sparks, VDRPT  
Commissioner Gray, Hampton  
Commissioner White, Hampton  
Commissioner Bullock, Newport News  
Commissioner Houston, Norfolk  
Commissioner Glover, Portsmouth

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

Ray Amoruso, Chief Planning and Development  
Tammara Askew, Administrative Support Technician (Zoom)  
Monique Battle, Associate Project Manager (Zoom)  
Keisha Branch, Director of the Office of Program & Project Excellence  
Amy Braziel, Director of Contracted Services and Operational Analytics  
Donna Brumbaugh, Director of Finance (Zoom)  
Conner Burns, Chief Financial Officer  
Danielle Burton, Asst. Manager of Bus Transportation  
David Burton, General Counsel, Williams Mullen  
Sherri Dawson, Director of Transit Development (Zoom)  
Rodney Davis, Director of Customer Relations  
Sheri Dixon, Director of Revenue Services (Zoom)  
Jerry Dunkley, Sr. Manager of Operations Training  
Vanity Faulkner, Budget Analyst, (Zoom)  
April Garrett, Sr. Executive Assistant  
Angela Glass, Director of Budget & Financial Analysis (Zoom)  
Wayne Groover, Director of Rail Maintenance  
Shelia Gullede, Manager Technology PMO  
Heather Harmon, Sr. Staff Accountant  
William Harrell, President, and CEO  
Danielle Hill, Director of Human Resources  
Ashley Johnson, Assistant Director of Budget and Financial Analysis (Zoom)

Shane Kelly, Manager Security & Emergency Preparedness, (Zoom)  
Robert Lee, RTS Program Manager  
Don Lint, Construction Project Coordinator  
Sonya Luther, Director of Procurement  
Patrick McGowan, Manager of Rail Transportation (Zoom)  
Alexis Majied, Chief Communications & External Affairs Officer  
Tracy Moore, Director of Transportation (Zoom)  
John Nason, Director of Bus Maintenance (Zoom)  
Sophia Owen-Allen, Staff Auditor (Zoom)  
Sibyl Pappas, Chief Engineering & Facilities Officer  
Michael Perez, Operations Project & Contract Administrator (Zoom)  
John Powell, Telecommunications Specialist  
Michael Price, Chief Information Officer/CTO  
Chad Pritchett, Senior Budget Analyst (Zoom)  
Luis Ramos, Sr. Executive Administrator/Commission Secretary  
Shleaker Rodgers, Quality Assurance Auditor (Zoom)  
Dawn Sciortino, Chief Safety Officer (Zoom)  
Ben Simms, Chief Transit Operations Officer  
Brian Smith, Deputy CEO  
Adrian Tate, Finance Manager (Zoom)  
Alex Touzov, Director of Technology Services (Zoom)  
Robert Travers, Corporate Counsel  
Fevrier Valmond, Deputy Director of Procurement (Zoom)  
Jessica White, Contract Administrator  
Kim Wolcott, Chief Human Resources Officer (Zoom)  
Kristine Woodbury, Contract Specialist

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

Troy Brower, Chair, Paratransit Committee  
Andrew Ennis, Transit Rail Safety & Emergency Management Administrator, DRPT (Zoom)  
Jack Gallagher, WSP  
Mark Geduldig-Yatrofsky, Portsmouth Citizen  
Angela Hopkins, City of Newport News  
Denise Johnson, Chair, Transit Riders Advisory Committee  
Alt. Commissioner Uros Jovanovic, City of Virginia Beach  
Ina Kreps, Portsmouth, Citizen  
Milo Magno, WSP  
Shelia McAllister, City of Newport News  
Simon Moshab, WSP  
Rebecca Spurrier, City of Hampton  
Katerine Surret, Community Brain Injury Services  
Janice Taylor, League of Women Voters (Zoom)  
Alt. Commissioner Velissarios, City of Newport News  
Jerri Wilson, City of 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**

No comments from the Public.

### **Approval of August 24, 2023, Meeting Minutes**

A motion to approve the August 24, 2023, minutes was made by Commissioner Ross-Hammond and properly seconded by Commissioner McClellan. A roll call vote resulted as follows:

Ayes: Woodbury, Carey, Ross-Hammond, Gray, Johnson, McClellan, Sparks, White, and Bullock

Nays: None

Abstain: None

**NOTE:** Commissioner Houston and Commissioner Glover arrived shortly thereafter.

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

Mr. Harrell thanked Ms. Alexis Majied and her team for an outstanding job creating HRT's first "Annual Report."

Mr. Harrell mentioned the State of Transit event "Transit Means Business." HRT is hosting this event along with Williamsburg Area Transit and Suffolk Transit. This event will take place at the HUB 757, in Suffolk, on November 28, 2023. It's a networking and breakfast event. Mr. Harrell encouraged all Commissioners to attend.

Mr. Harrell stated that we had multiple Student Freedom Pass events that were well attended. Mr. Harrell noted that the Commonwealth has done a fantastic job with its Discover Transit Campaign. The Commission was shown two "Why I Ride" publicity videos produced by HRT.

### **Audit & Budget Review Committee**

Commissioner Gray summarized the committee meeting, including an update on pending audits.

Mr. Conner Burns presented the financial report for August 2023.

## **Management and Financial Advisory Committee (MFAC)**

Alt. Commissioner Cipriano provided an update to the Commission on behalf of Commissioner Troy Eisenburger. Ms. Cipriano stated that RTS passenger revenue will be tracked separately by HRT in the future. Ms. Cipriano noted that current passenger revenue is exceeding budget estimates. MFAC requested the additional detail in an effort to determine whether the increased revenue is due to RTS routes, municipal routes, or some combination thereof.

The Committee discussed the creation of a reserve fund. The Committee will await the FY 21/22 audit to be completed before making a reserve fund recommendation to the Commission.

Ms. Cipriano stated that the Committee received a report from the Human Resource Director, Ms. Wolcott, on the number of active hiring vacancies for each division at HRT.

## **Operations and Oversight Committee**

The Operations and Oversight Committee met on Thursday, September 14, 2023, in Hampton.

Three contracts were presented to the Committee for approval. After Committee consideration, all contracts are recommended for approval and are brought before the Board as a motion for approval from the Operations and Oversight Committee. Ms. Luther presented the following contracts to the board:

### **Contract No. 20-00060, Modification No. 5, Passenger Shelter Fabrication**

To award Contract No. 20-00060, Modification No. 5, Passenger Shelter Fabrication, by an additional \$6,672,541.87, to a not-to-exceed amount of \$10,939,684.37.

### **Contract No. 22-00219, Third Party Administrator for claims Handling and Risk Control Services (Renewal)**

To award Contract No. 22-00219, Third Party Administrator for Claims Handling and Risk Control Services (Renewal) to RCM&D Self-Insured Services Company to provide third party administrator services to HRT in the amount of \$1,497,900.00 over a five-year period.

### **Contract No. 23-00234, Wide Area Network, Internet, and Telephone Services (Renewal)**

To award Contract No. 23-00234, Wide Area Network, Internet, and Telephone Services (Renewal) to Cox Virginia Telecom, LLC to provide wide area network, internet, and telephone services in the amount of \$1,022,876.80 for five (5) years.

A recommendation was made by the Operations and Oversight Committee to approve the following contracts, **Contract No. 20-00060, Modification No. 5, Passenger Shelter Fabrication, Contract No. 22-00219, Third Party Administrator for claims Handling and Risk Control Services (Renewal), Contract No. 23-00234, Wide Area Network, Internet, and Telephone Services (Renewal)** and was properly seconded by Commissioner Carey. A roll call vote resulted as follows:

Ayes: Woodbury, Carey, Ross-Hammond, Gray, Johnson, McClellan, Sparks, White, Bullock, Houston, and Glover.

Nays: None

Abstain: None

Commissioner Glover mentioned that the next Operations & Oversight Committee meeting will be on October 12, 2023, at 10:00 a.m. in Norfolk.

### **Planning and New Starts Committee.**

Commissioner Ross-Hammond stated that they did not meet for the month of September.

### **External Legislative Affairs Committee**

Commissioner Bullock gave an update.

Mrs. Noell Pinkard gave an update on the draft legislative agenda for 2024.

There was discussion regarding if there will be representation for the Legislative Agenda as they had in the past.

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

Commissioner McClellan stated that Smart Cities and Innovation committee did not meet in September and the next meeting will be on October 12, 2023, in Norfolk.

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

Mr. Keith Johnson stated that the PAC did not meet for the month of September and the next PAC meeting will be held on October 11, 2023, in Norfolk.

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

Ms. Denise Jonson gave an update on the TRAC meeting.

### **Old and New Business**

A recommendation to adopt the goals for CEO, William E. Harrell for FY 23/24 was made by Commissioner McClellan and properly seconded by Commissioner Glover. A roll call vote resulted as follows:

Ayes: Woodbury, Carey, Ross-Hammond, Gray, Johnson, McClellan, White, Bullock, Houston, and Glover.

Nays: None



Abstain: Sparks

**Commissioner Comments:**

Commissioner Sparks shared with the Commission that the Commonwealth Transportation Board approved a new policy for the Transit Ridership Incentive Program. DRPT has released the new funding opportunity and issued a call for projects. DRPT is now accepting funding applications.

**Adjournment**

With no further business to conduct, the meeting adjourned at 1:53 p.m.

**TRANSPORTATION DISTRICT COMMISSION  
OF HAMPTON ROADS**

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**Patricia Woodbury  
Chair**

**ATTEST:**

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**Luis Ramos  
Commission Secretary  
September 28, 2023**



HAMPTON ROADS  
TRANSIT

# TDCHR Board Meeting September 28, 2023

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

# President's Report

- Why I ride

<https://www.youtube.com/watch?v=CXbilNct6kg>



# President's Letter

## October 2023

### ONE YEAR ANNIVERSARY OF 757 EXPRESS

This month, Hampton Roads Transit is celebrating the one-year anniversary of its 757 Express regional transit service. The agency launched Routes 112 and 980 on October 30, 2022. Real-Time Bus info was also rolled out to the public last October, allowing riders to track the location and arrival times of their bus right from their smartphone.

The 757 Express is envisioned as a mix of high-frequency, express and limited-stop bus services, connecting commuters to major employment destinations. High-frequency buses come every 15 minutes during the weekday peak hours of 6:00 a.m. to 9:00 a.m. and 3:00 p.m. to 6:00 p.m.

Route 112 services Jefferson Avenue in Newport News, while Route 980 services Amazon facilities in Suffolk and Chesapeake. Both have experienced significant growth.

The 112 saw a 30% increase in ridership in the last 12 months. The 980 also showed impressive growth in the last year with ridership increasing from the twenties to more than 1,800. The 980 is doing so well we added an additional trip back in January to give riders more options.

A second 757 Express route was launched on the Peninsula in May 2023. The Route 114 services Mercury Boulevard in Hampton and has experienced a 35% increase in ridership in the last year.

In addition to more frequent service, the 757 Express also includes enhancements to passenger amenities. HRT has installed more than 207 bus shelters and 46 benches at bus stops across the region.

While the last year was exciting, the next 12 months will be just as full. We look forward to bringing the Route 20 into the 757 Express program in November. Operating along Virginia Beach Boulevard, it's the busiest bus route in the Commonwealth of Virginia and we anticipate riders will embrace more frequent service. In preparation for the launch, we're adding seven buses to the route this month.

We also look forward to introducing mobile ticketing. Customers will soon be able to use their smartphone to purchase tickets and board buses, trains, ferries, trolleys, and paratransit vehicles without needing cash or using a paper ticket.

To accompany Real-Time Bus info, customers can look forward to Real-Time passenger information displays. Digital signage will be installed at transit centers providing arrival and departure times much like you see at airports across the country.

HRT is committed to expanding regional transit service in Hampton Roads. We plan to implement additional 15-minute service frequencies to the remaining ten 757 Express program routes and provide all day 15-minute service on 8 routes as more bus operators are hired.

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



# President's Report

## October 2023



### Southside Operations Earns Gold for Environmental Excellence

HRT's Southside Operations Complex earned a Gold Award from Hampton Roads Sanitation District for its commitment to environmental excellence. Gold is awarded to HRSD permittees who have shown perfect compliance, with no administrative or technical violations, for one to four years. This is the fourth year in a row HRT has won this award.



### VB Wave Trolley Operators Honored by VA Restaurant, Lodging & Travel Association

On October 10th HRT's trolley operators were recognized by the Virginia Restaurant, Lodging, and Travel Association. They were among 300 nominees honored during the 2023 "Ordinary Awards" ceremony in Richmond. The trolley operators were selected as finalists in the Hospitality Hero – Business/Organization category. Trolley Operators Linda Smith and Jordan Freeman represented the agency at the awards ceremony. We congratulate the operators on their nomination.



### HRT Participates in Senior Fest at ODU

Around 600 people attended this year's Senior Fest at ODU. Keith Johnson, Paratransit Services Contract Administrator and Tiffany McClain, Traffix Program Manager were there answering questions about reduced fares for seniors and paratransit services. This annual event is hosted by the Norfolk Sheriff's office for residents aged 55 and older. It was held at Chartway Arena on October 4th. Free flu shots and health screenings were available. Attendees also enjoyed lunch, entertainment, and door prizes.



### IDEA Committee Co-Chair Represents HRT at WTS DEI Discussion

Organizational Advancement Officer, Noelle Pinkard was among four panelists selected to speak at the Women's Transportation Seminar (WTS) Hampton Roads Chapter annual Diversity, Equity, and Inclusion luncheon. Ms. Pinkard discussed her dedication to public transit and what sparked her interest in DEI. Last year, she encouraged HRT to join the American Public Transportation Association's Racial Equity Commitment Pilot Program.



### Hampton High School Students Visit 18th Street Facility

A group of students from Hampton High School visited HRT to learn about career opportunities in public transit. Staff from Technology, Planning, Operations, and Marketing & Strategic Communications spoke to the students about what they do and how they got started. The students and teachers toured the administrative offices, training, and servicing centers. The teens were particularly interested in the bus simulator and enjoyed seeing a demonstration. Before leaving, one student mentioned that he would like to work at HRT.

# Success Factors Scorecard

October 2023

CUSTOMER FOCUSED OPERATIONS	Score Frequency (Monthly, Annually)	Sept. 2023	Quarter (July, Aug, Sept)	FY23
On-Time Performance (%)	M			
Bus On-Time Performance		71.0	71.5	71.6
Ferry On-Time Performance		98.9	98.8	98.6
Light Rail On-Time Performance		99.6	98.8	98.7
Paratransit On-Time Performance		84.0	86.5	90.9
Missed Trips (% , Bus time points)	M	0.57	0.46	0.54
Adherence to Fleet Preventive Maintenance Schedule (%)	M	70	80	97
Ridership by Mode	M			
Bus Ridership		524,992	1,587,203	5,838,443
Ferry Ridership		17,672	79,695	229,214
Light Rail Ridership		76,394	194,223	717,493
Paratransit Ridership		31,019	93,722	356,306
Customer Complaints per 100,000 Passenger Boardings	M	42	40	47
Customer Satisfaction Score (Bus)	A			in progress
Marketing Impressions (million)	M	in progress	in progress	

REGIONAL IMPACT	Score Frequency (Monthly, Annually)	Sept. 2023	Quarter (July, Aug, Sept)	FY23
Population Within ¼ Mile of Bus Stops	A			564,676
Low-Income Community Population Within ¼ Mile of Bus Stops	A			134,964
Jobs Within ¼ Mile of Bus Stops	A			348,417
Number of Corporate Partnerships	A			77
Number of Access Opportunities to Educational Institutions	A			26

ORGANIZATIONAL PERFORMANCE	Score Frequency (Monthly, Annually)	Sept. 2023	Quarter (July, Aug, Sept)	FY23
Preventable Accidents per 100,000 Vehicle Revenue Miles	M	2.15	2.38	2.26
Actual O&M Costs vs. Budgeted, (under) or over (%)	A			(5)
Passenger and Parking Facilities Condition Rating (% rated 3 or above)	A			100
Mean Distance Between Service Interruptions (Miles, Bus)	M	5,693	5,397	5,131
Administrative and Maintenance Facilities Condition Rating (% rated 3 or above)	A			90
Agency Generated Revenue (\$ million)	M	0.79	2.61	9.87
Cost per Vehicle Revenue Hour (\$ , Bus)	A			126.98

WORKFORCE SUCCESS	Score Frequency (Monthly, Annually)	Sept. 2023	Quarter (July, Aug, Sept)	FY23
Retention Rate (%)	M	98.5	98.5	81.6
Percentage of Promotions	A			46
Overall Workforce Diversity (%)	A			
Gender (Male/Female)				54/46
Race (Minority/White)				78/22
Completed Administrative Training	A			3,590
Completed Safety Training	A			2,886

# Success Factors Descriptions

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

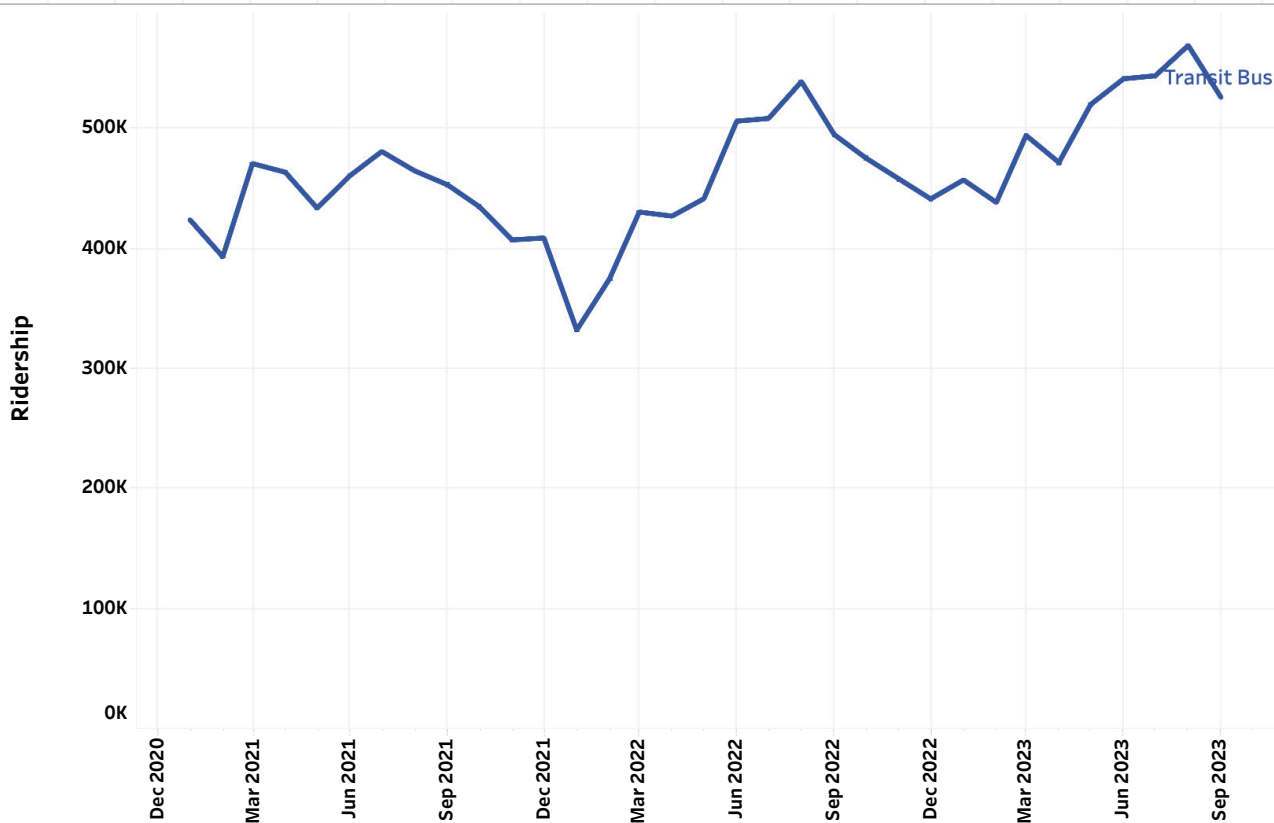


# Ridership - All Modes

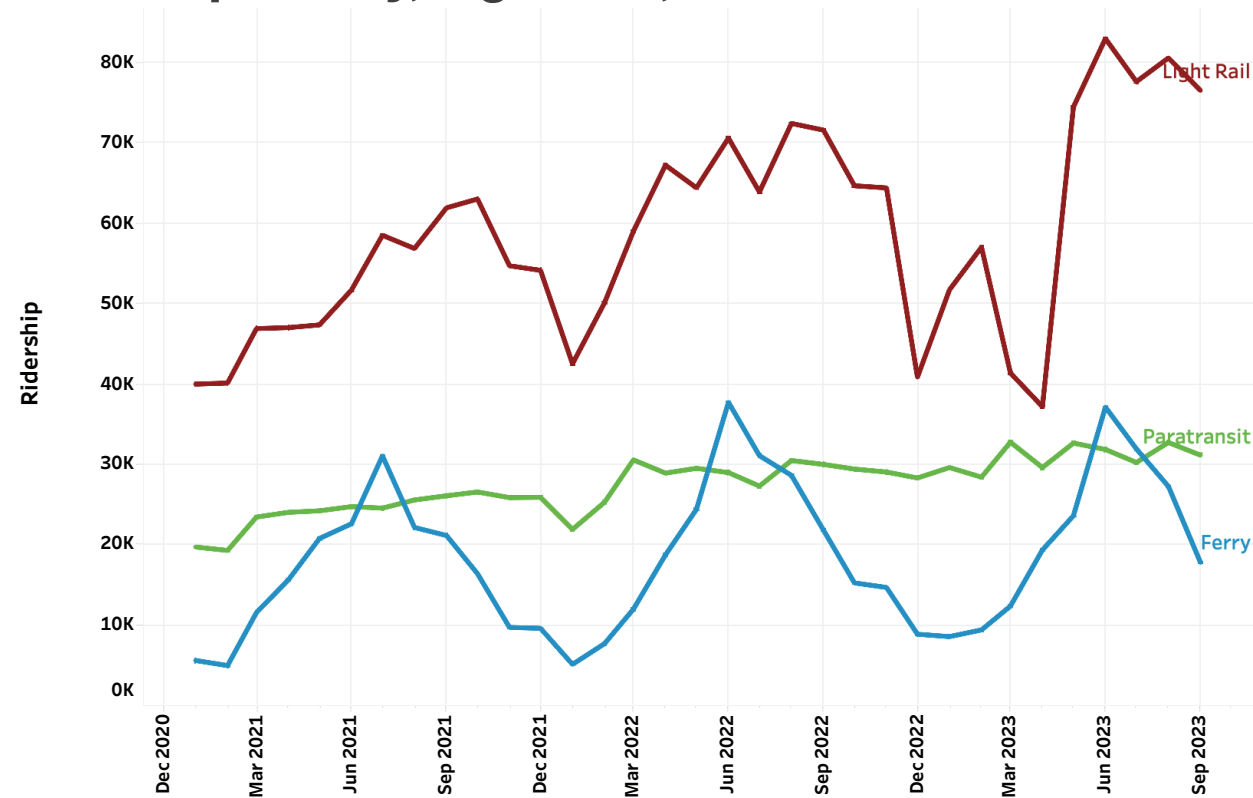
		Total	Ferry	Light Rail	Paratransit	Transit Bus
2023	September	650,077	17,672	76,394	31,019	524,992
	August	708,487	27,131	80,441	32,595	568,320
	July	682,449	31,793	77,490	30,108	543,058
	June	692,102	36,996	82,849	31,727	540,530
	May	649,488	23,474	74,335	32,518	519,161
	April	556,561	19,225	37,043	29,481	470,812
	March	579,457	12,236	41,247	32,633	493,341
	February	531,943	9,275	56,891	28,284	437,493
	January	545,754	8,441	51,592	29,478	456,243
2022	December	518,093	8,741	40,725	28,178	440,449
	November	564,831	14,557	64,273	28,920	457,081
	October	583,349	15,122	64,537	29,287	474,403
	September	617,056	21,691	71,462	29,868	494,035
	August	669,326	28,502	72,292	30,352	538,180
	July	629,374	30,954	63,764	27,168	507,488
	June	642,146	37,592	70,467	28,850	505,237
	May	558,535	24,278	64,282	29,381	440,594
	April	540,611	18,607	67,101	28,787	426,116
	March	530,665	11,866	58,886	30,429	429,484
	February	456,624	7,568	49,977	25,159	373,920
	January	400,282	4,989	42,384	21,784	331,125
2021	December	497,141	9,479	54,016	25,774	407,872
	November	496,161	9,587	54,580	25,734	406,260
	October	539,642	16,273	62,887	26,436	434,046
	September	560,991	21,019	61,788	25,965	452,219
	August	568,045	22,023	56,728	25,442	463,852
	July	593,689	30,928	58,375	24,430	479,956
	June	558,424	22,480	51,570	24,616	459,758
	May	524,800	20,650	47,226	24,095	432,829



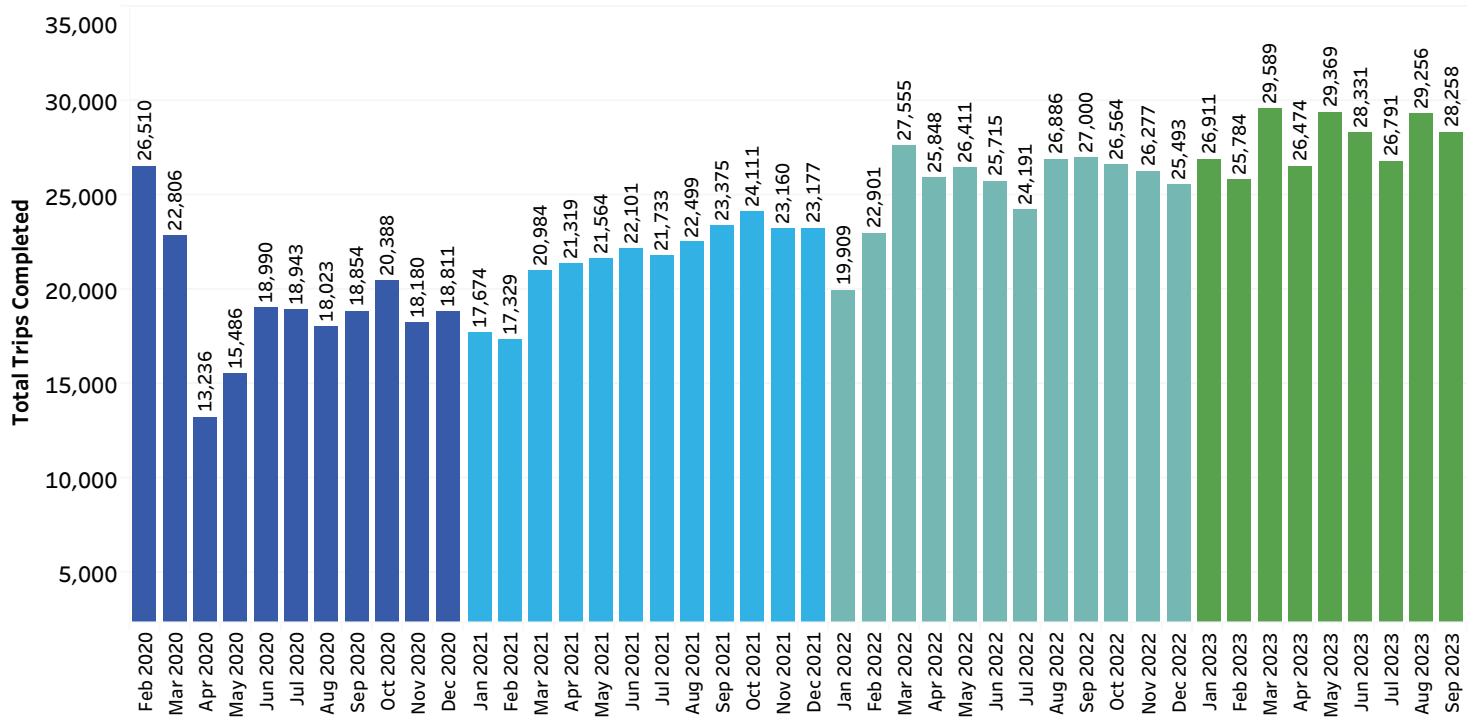
## Ridership - Bus



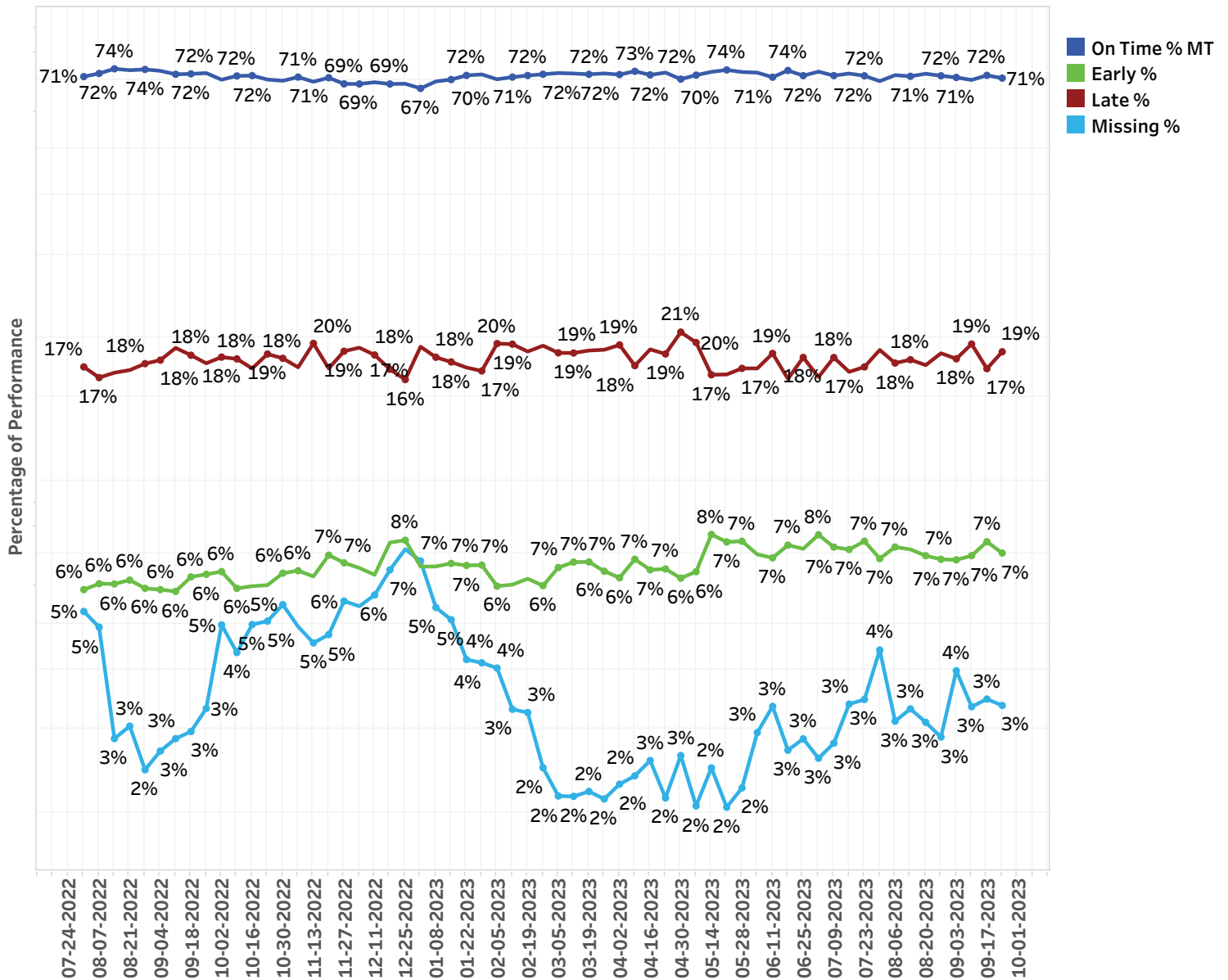
## Ridership - Ferry, Light Rail, Paratransit



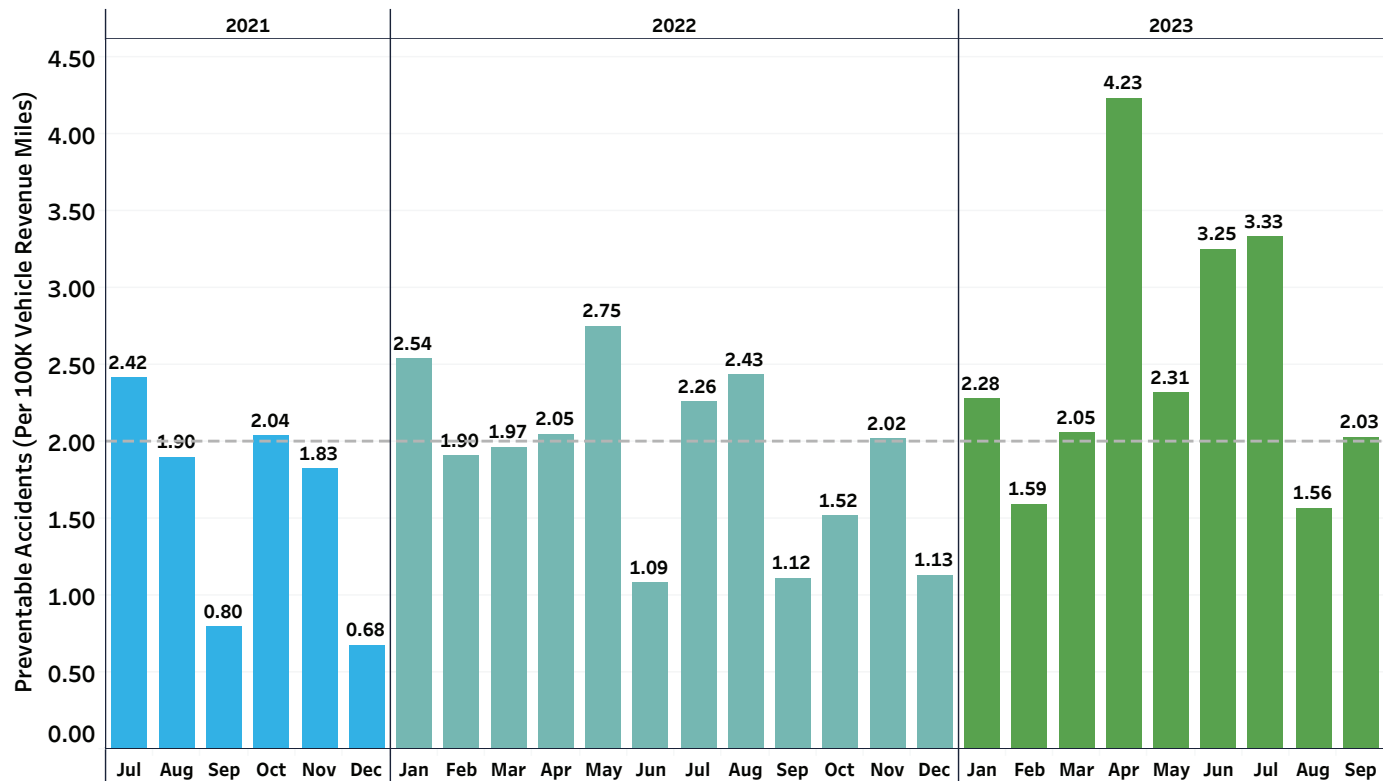
## Paratransit Total Trips



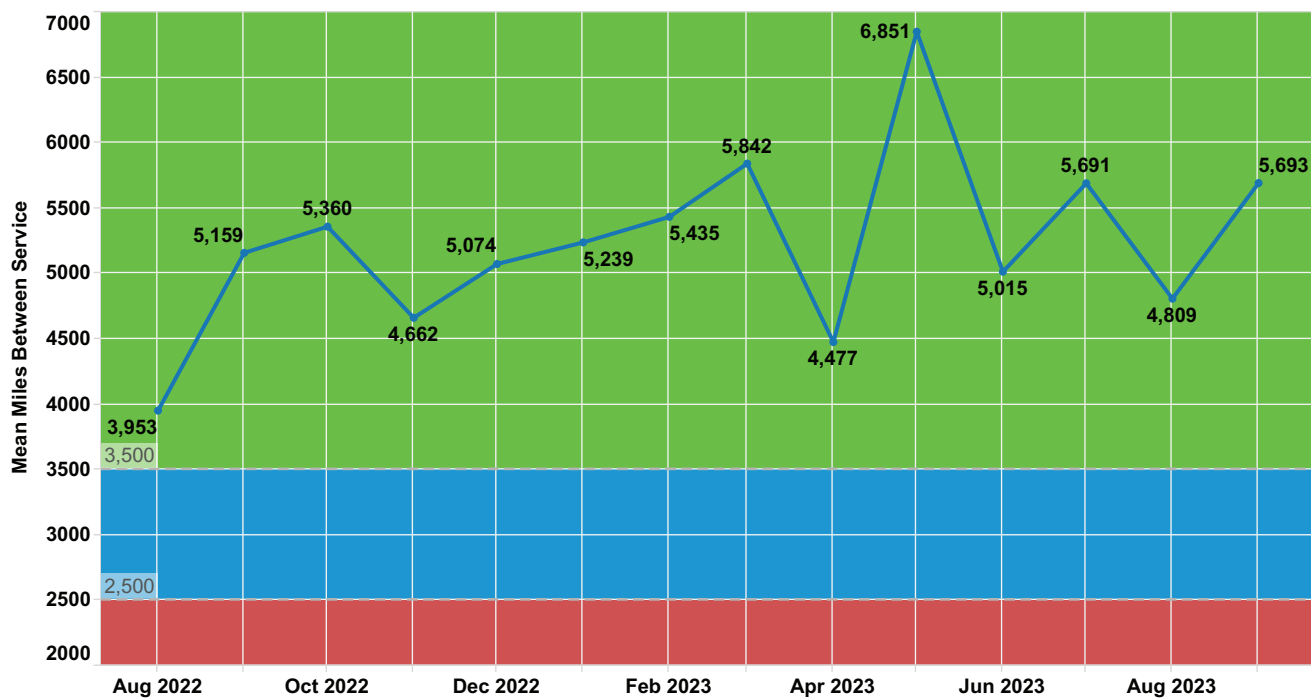
# Bus On-Time Performance (%)



## Preventable Accidents per 100,000 Vehicle Revenue Miles



## Mean Distance Between Service Interruptions (Miles, Bus)

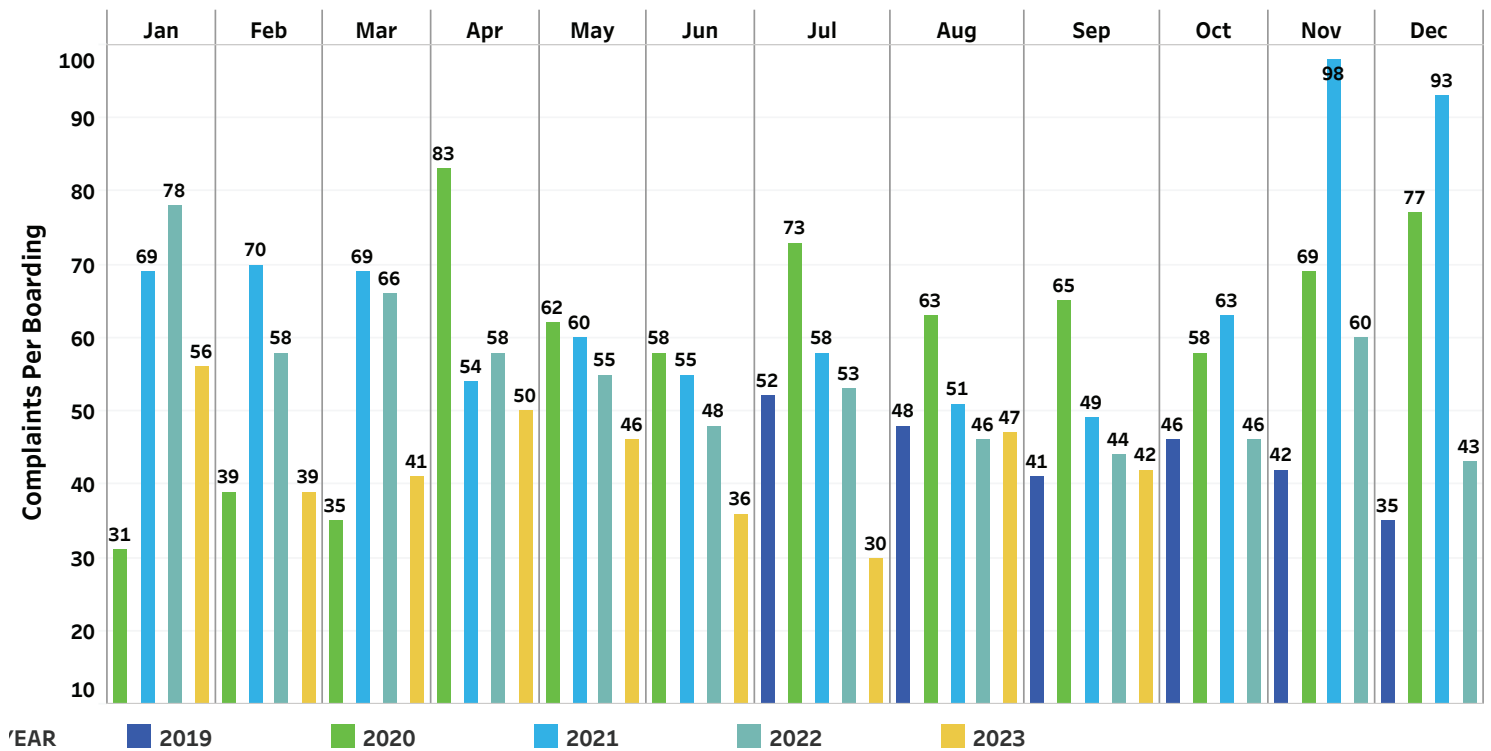


< 2,500 Miles Between Service Interruptions:  
 > 2,500 and < 3,500 Miles Between Service Interruptions:  
 > 3,500 Miles Between Service Interruptions:

Not Optimal  
 Less Than Optimal  
 Optimal



# Customer Complaints per 100,000 Passenger Boardings





HAMPTON ROADS  
TRANSIT

**Draft Financial Statement**

# SEPTEMBER 2023 FISCAL YEAR 2024 FINANCIAL REPORT

**gohrt.com**

# OPERATING FINANCIAL STATEMENTS

## September 2023

FISCAL YEAR 2024		Month to Date				Year to Date			
Dollars in Thousands		Annual							
		Budget	Budget	Actual	Variance	Budget	Actual	Variance	
<b>Operating Revenue</b>									
Passenger Revenue	\$	8,144.5	\$ 694.8	\$ 701.8	\$ 7.0	1.0 %	\$ 2,084.4	\$ 2,315.7	\$ 231.3 11.1 %
Passenger Revenue - RTS		936.9	62.9	39.6	(23.2)	(36.9) %	188.6	127.4	(61.2) (32.5) %
Advertising Revenue		800.0	66.7	34.7	(32.0)	(48.0) %	200.1	147.0	(53.1) (26.6) %
Other Transportation Revenue		2,698.8	224.9	228.7	3.8	1.7 %	674.7	679.5	4.8 0.7 %
Non-Transportation Revenue		60.0	5.0	27.5	22.5	449.3 %	15.0	104.7	89.7 598.2 %
<b>Total Operating Revenue</b>		<b>12,640.1</b>	<b>1,054.2</b>	<b>1,032.3</b>	<b>(22.0)</b>	<b>(2.1) %</b>	<b>3,162.8</b>	<b>3,374.3</b>	<b>211.5 6.7 %</b>
<b>Non-Operating Revenue</b>									
Federal Funding (5307/5337)		38,858.9	3,344.2	2,615.3	(728.9)	(21.8) %	10,228.8	6,724.1	(3,504.7) (34.3) %
HRRTF Funding		10,044.1	674.1	574.9	(99.2)	(14.7) %	2,022.3	1,610.3	(412.0) (20.4) %
State Funding		26,837.1	2,236.4	2,236.4	0.0	0.0 %	6,709.3	6,709.3	0.0 0.0 %
Local Funding		47,766.4	3,980.5	3,980.5	0.0	0.0 %	11,941.6	11,941.6	0.0 0.0 %
<b>Total Non-Operating Revenue</b>		<b>123,506.5</b>	<b>10,235.3</b>	<b>9,407.2</b>	<b>(828.0)</b>	<b>(8.1) %</b>	<b>30,902.0</b>	<b>26,985.3</b>	<b>(3,916.6) (12.7) %</b>
<b>TOTAL REVENUE</b>	<b>\$</b>	<b>136,146.6</b>	<b>\$ 11,289.5</b>	<b>\$ 10,439.5</b>	<b>\$ (849.9)</b>		<b>\$ 34,064.8</b>	<b>\$ 30,359.6</b>	<b>\$ (3,705.1)</b>
Personnel Services	\$	81,900.1	\$ 6,769.8	\$ 6,507.9	\$ 261.9	3.9 %	\$ 20,502.6	\$ 19,175.9	\$ 1,326.7 6.5 %
Contract Services		15,852.9	1,318.6	840.7	477.9	36.2 %	3,955.7	1,857.6	2,098.1 53.0 %
Materials & Supplies		6,309.9	526.1	587.9	(61.8)	(11.8) %	1,577.7	1,755.4	(177.7) (11.3) %
Gas & Diesel		6,918.2	578.4	730.3	(151.8)	(26.2) %	1,735.3	1,711.3	24.0 1.4 %
Contractor's Fuel Usage		1,240.7	103.4	136.3	(32.9)	(31.8) %	310.2	266.3	43.9 14.1 %
Utilities		1,345.0	112.1	113.3	(1.2)	(1.1) %	336.3	305.1	31.1 9.3 %
Casualties & Liabilities		5,708.5	475.7	373.2	102.5	21.5 %	1,427.1	1,127.7	299.5 21.0 %
Purchased Transportation		15,207.1	1,267.3	965.4	301.9	23.8 %	3,801.8	3,081.2	720.6 19.0 %
Other Miscellaneous Expenses		1,664.1	138.1	172.5	(34.3)	(24.8) %	418.0	450.9	(32.9) (7.9) %
<b>TOTAL EXPENSE</b>	<b>\$</b>	<b>136,146.6</b>	<b>\$ 11,289.5</b>	<b>\$ 10,427.4</b>	<b>\$ 862.1</b>		<b>\$ 34,064.8</b>	<b>\$ 29,731.4</b>	<b>\$ 4,333.4</b>
<b>SURPLUS (DEFICIT)</b>				<b>\$ 12.1</b>			<b>\$ 628.2</b>		

1. Line of Credit balance as of October 16, 2023, is \$7,609,896.63

# OPERATING FINANCIAL STATEMENTS

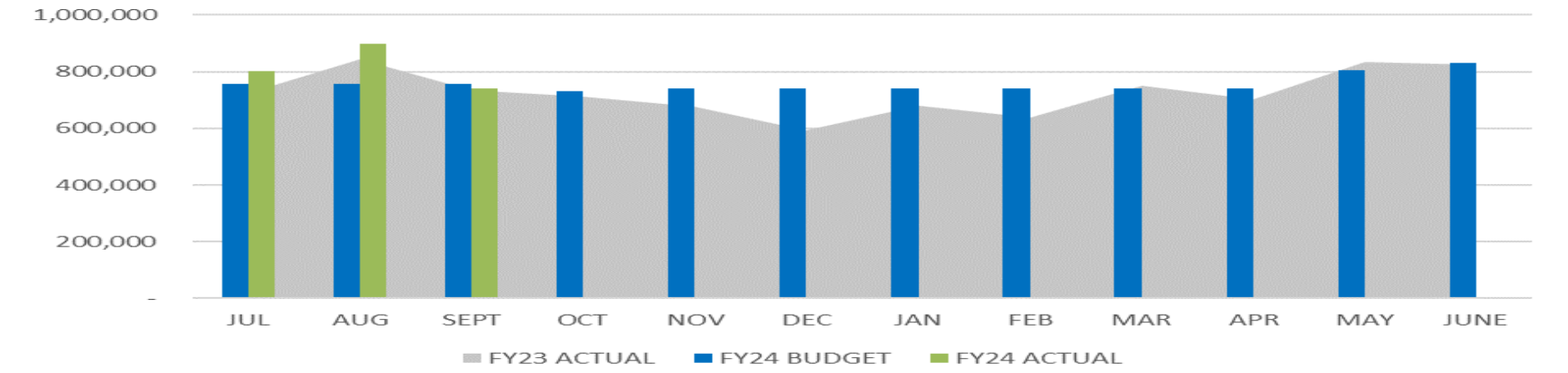
## September 2023

757 EXPRESS, 15-MINUTE INCREMENT

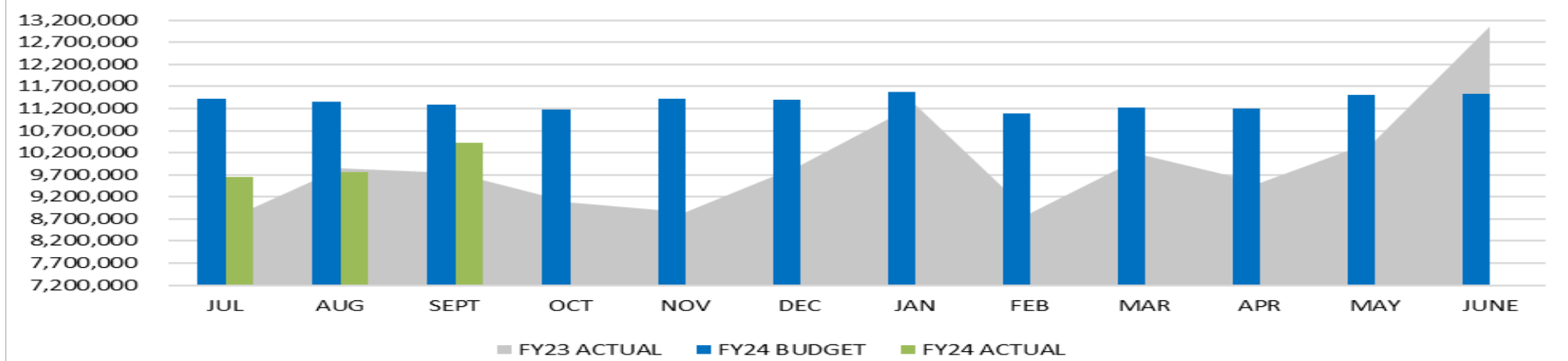
FISCAL YEAR 2024	Annual		Month to Date			Year to Date			
Dollars in Thousands	Budget	Budget	Actual	Variance		Budget	Actual	Variance	
Operating Revenue									
Passenger Revenue	\$ 936.9	\$ 62.9	\$ 39.6	\$ (23.2)	(36.9) %	\$ 188.6	\$ 127.4	\$ (61.2)	(32.5) %
RTS Service	10,044.1	674.1	574.9	(99.2)	(14.7) %	2,022.3	1,610.3	(412.0)	(20.4) %
TOTAL REVENUE	\$ 10,981.0	\$ 737.0	\$ 614.6	\$ (122.4)		\$ 2,210.9	\$ 1,737.7	\$ (473.2)	
Personnel Services	\$ 7,916.8	\$ 531.3	\$ 451.1	\$ 80.3	15.1 %	\$ 1,594.0	\$ 1,312.5	\$ 281.5	17.7 %
Contract Services	1,225.0	82.2	44.9	37.3	45.3 %	246.6	99.5	147.1	59.6 %
Materials & Supplies	1,426.1	95.7	99.5	(3.8)	(3.9) %	287.1	270.6	16.6	5.8 %
Utilities	67.0	4.5	4.1	0.4	9.0 %	13.5	9.9	3.6	26.5 %
Casualties & Liabilities	346.1	23.2	15.0	8.2	35.2 %	69.7	45.2	24.5	35.1 %
TOTAL EXPENSE	\$ 10,981.0	\$ 737.0	\$ 614.6	\$ 122.4		\$ 2,210.9	\$ 1,737.7	\$ 473.2	
SURPLUS (DEFICIT)			\$ -				\$ -		



Farebox Revenue



Total Expenses



YEAR-TO-DATE					
FISCAL YEAR 2024 (Dollars in Thousands)	BUDGET	ACTUAL LOCALITY	ACTUAL NON-LOCALITY	ACTUAL CONSOLIDATED	VARIANCE + / (-)
<b>REVENUE</b>					
Passenger Revenue	\$ 2,273.0	\$ 2,272.5	\$ 170.6	\$ 2,443.1	\$ 170.1
Advertising Revenue	\$ 200.1	\$ 131.4	\$ 15.6	\$ 147.0	\$ (53.1)
Other Transportation Revenue	\$ 674.7	\$ -	\$ 679.5	\$ 679.5	\$ 4.8
Non-Transportation Revenue	\$ 15.0	\$ 21.9	\$ 82.8	\$ 104.7	\$ 89.7
Federal Funding (PM 5307/5337)	\$ 10,228.8	\$ 6,724.1	\$ -	\$ 6,724.1	\$ (3,504.7)
HRRTF Funding <sup>1</sup>	\$ 2,022.3	\$ -	\$ 1,610.3	\$ 1,610.3	\$ (412.0)
State Funding	\$ 6,709.3	\$ 6,709.3	\$ -	\$ 6,709.3	\$ -
Local Funding	\$ 11,941.6	\$ 11,941.6	\$ -	\$ 11,941.6	\$ -
<b>TOTAL REVENUE:</b>	<b>\$ 34,064.8</b>	<b>\$ 27,800.8</b>	<b>\$ 2,558.8</b>	<b>\$ 30,359.6</b>	<b>\$ (3,705.2)</b>
<b>EXPENSE</b>					
Personnel Services	\$ 20,502.6	\$ 17,695.4	\$ 1,480.5	\$ 19,175.9	\$ 1,326.7
Services	\$ 3,955.7	\$ 1,714.2	\$ 143.4	\$ 1,857.6	\$ 2,098.1
Materials & Supplies	\$ 3,623.2	\$ 3,444.7	\$ 288.2	\$ 3,732.9	\$ (109.7)
Utilities	\$ 336.3	\$ 281.6	\$ 23.6	\$ 305.2	\$ 31.1
Casualties & Liabilities	\$ 1,427.1	\$ 1,040.6	\$ 87.1	\$ 1,127.7	\$ 299.4
Purchased Transportation	\$ 3,801.8	\$ 2,843.3	\$ 237.9	\$ 3,081.2	\$ 720.6
Other Miscellaneous Expenses	\$ 418.1	\$ 416.1	\$ 34.8	\$ 450.9	\$ (32.8)
<b>TOTAL EXPENSE:</b>	<b>\$ 34,064.8</b>	<b>\$ 27,435.9</b>	<b>\$ 2,295.5</b>	<b>\$ 29,731.4</b>	<b>\$ 4,333.4</b>
<b>BUDGET STATUS TO DATE<sup>2</sup>:</b>	<b>\$ -</b>	<b>\$ 364.9</b>	<b>\$ 263.3</b>	<b>\$ 628.2</b>	<b>\$ 628.2</b>

1.

Hampton Roads Regional Transit Funding for 757 Express and 15-minute increment.

2.

Includes year-to-date estimated farebox surplus credit and/or service reliability credit, where applicable.

FISCAL YEAR 2024  (Dollars in Thousands)	TOTAL LOCALITY			
	ANNUAL BUDGET	YEAR-TO-DATE		
		BUDGET	ACTUAL	VARIANCE
Locality Operating Share	\$ 47,766.3	\$ 11,941.6	\$ 11,941.6	\$ -
Plus: Local Farebox	\$ 7,977.4	\$ 1,994.5	\$ 2,272.5	\$ 278.0
Locality Share - Sub-Total:	\$ 55,743.7	\$ 13,936.1	\$ 14,214.1	\$ 278.0
Plus: Federal Aid	\$ 38,859.0	\$ 10,228.8	\$ 6,724.1	\$ (3,504.7)
State Aid	\$ 26,837.0	\$ 6,709.3	\$ 6,709.3	\$ -
Total Revenue Contribution:	\$ 121,439.7	\$ 30,874.2	\$ 27,647.5	\$ (3,226.7)
Operating Expenses:	\$ 121,439.7	\$ 30,874.2	\$ 27,282.6	\$ (3,591.6)
Locality Budget Status to Date <sup>1</sup> :				\$ 364.9
KPI				
Farebox Recovery:	6.5%		8.3%	
Farebox % of Budgeted Expense:			7.4%	

1. Includes year-to-date estimated farebox surplus credit and/or service reliability credit, where applicable.

FISCAL YEAR 2024  (Dollars in Thousands)	CHESAPEAKE			
	ANNUAL BUDGET	YEAR-TO-DATE		
		BUDGET	ACTUAL	VARIANCE
Locality Operating Share	\$ 2,866.8	\$ 716.7	\$ 716.7	\$ -
Plus: Local Farebox	\$ 426.8	\$ 106.7	\$ 112.4	\$ 5.7
Locality Share - Sub-Total:	\$ 3,293.6	\$ 823.4	\$ 829.1	\$ 5.7
Plus: Federal Aid	\$ 2,904.1	\$ 726.0	\$ 478.8	\$ (247.2)
State Aid	\$ 1,719.8	\$ 430.0	\$ 411.0	\$ (19.0)
Total Revenue Contribution:	\$ 7,917.5	\$ 1,979.4	\$ 1,718.9	\$ (260.5)
Operating Expenses:	\$ 7,917.5	\$ 1,979.4	\$ 1,713.2	\$ (266.2)
Locality Budget Status to Date <sup>1</sup> :				\$ 5.7

KPI

Farebox Recovery:	5.4%	6.6%
Farebox % of Budgeted Expense:		5.7%

1. Includes year-to-date estimated farebox surplus credit and/or service reliability credit, where applicable.

FISCAL YEAR 2024  (Dollars in Thousands)	HAMPTON			
	ANNUAL BUDGET	YEAR-TO-DATE		
		BUDGET	ACTUAL	VARIANCE
Locality Operating Share	\$ 4,971.8	\$ 1,243.0	\$ 1,243.0	\$ -
Plus: Local Farebox	\$ 723.5	\$ 180.9	\$ 219.2	\$ 38.3
Locality Share - Sub-Total:	\$ 5,695.3	\$ 1,423.9	\$ 1,462.2	\$ 38.3
Plus: Federal Aid	\$ 4,615.8	\$ 1,154.0	\$ 979.9	\$ (174.1)
State Aid	\$ 2,903.2	\$ 725.8	\$ 777.3	\$ 51.5
Total Revenue Contribution:	\$ 13,214.3	\$ 3,303.7	\$ 3,219.4	\$ (84.3)
Operating Expenses:	\$ 13,214.3	\$ 3,303.7	\$ 3,181.1	\$ (122.6)
Locality Budget Status to Date <sup>1</sup> :				\$ 38.3
KPI				
Farebox Recovery:	5.5%		6.9%	
Farebox % of Budgeted Expense:			6.6%	

1. Includes year-to-date estimated farebox surplus credit and/or service reliability credit, where applicable.

FISCAL YEAR 2024  (Dollars in Thousands)	NEWPORT NEWS			
	ANNUAL BUDGET	YEAR-TO-DATE		
		BUDGET	ACTUAL	VARIANCE
Locality Operating Share	\$ 7,886.7	\$ 1,971.7	\$ 1,971.7	\$ -
Plus: Local Farebox	\$ 1,193.6	\$ 298.4	\$ 367.5	\$ 69.1
Locality Share - Sub-Total:	\$ 9,080.3	\$ 2,270.1	\$ 2,339.2	\$ 69.1
Plus: Federal Aid	\$ 6,886.0	\$ 1,721.5	\$ 1,538.1	\$ (183.4)
State Aid	\$ 4,530.1	\$ 1,132.5	\$ 1,244.3	\$ 111.8
Total Revenue Contribution:	\$ 20,496.4	\$ 5,124.1	\$ 5,121.6	\$ (2.5)
Operating Expenses:	\$ 20,496.4	\$ 5,124.1	\$ 5,052.5	\$ (71.6)
Locality Budget Status to Date <sup>1</sup> :				\$ 69.1
KPI				
Farebox Recovery:	5.8%		7.3%	
Farebox % of Budgeted Expense:			7.2%	

1. Includes year-to-date estimated farebox surplus credit and/or service reliability credit, where applicable.

FISCAL YEAR 2024  (Dollars in Thousands)	NORFOLK			
	ANNUAL BUDGET	YEAR-TO-DATE		
		BUDGET	ACTUAL	VARIANCE
Locality Operating Share	\$ 20,722.5	\$ 5,180.6	\$ 5,180.6	\$ -
Plus: Local Farebox	\$ 3,787.8	\$ 947.0	\$ 993.7	\$ 46.7
Locality Share - Sub-Total:	\$ 24,510.3	\$ 6,127.6	\$ 6,174.3	\$ 46.7
Plus: Federal Aid	\$ 14,901.0	\$ 3,725.3	\$ 1,660.8	\$ (2,064.5)
State Aid	\$ 11,275.0	\$ 2,818.8	\$ 2,543.1	\$ (275.7)
Total Revenue Contribution:	\$ 50,686.3	\$ 12,671.7	\$ 10,378.2	\$ (2,293.5)
Operating Expenses:	\$ 50,686.3	\$ 12,671.7	\$ 10,256.7	\$ (2,415.0)
Locality Budget Status to Date <sup>1</sup> :				\$ 121.5
KPI				
Farebox Recovery:	7.5%		9.7%	
Farebox % of Budgeted Expense:			7.8%	

1. Includes year-to-date estimated farebox surplus credit and/or service reliability credit, where applicable.

FISCAL YEAR 2024  (Dollars in Thousands)	PORTSMOUTH			
	ANNUAL BUDGET	YEAR-TO-DATE		
		BUDGET	ACTUAL	VARIANCE
Locality Operating Share	\$ 3,027.4	\$ 756.8	\$ 756.8	\$ -
Plus: Local Farebox	\$ 527.8	\$ 132.0	\$ 151.7	\$ 19.7
Locality Share - Sub-Total:	\$ 3,555.2	\$ 888.8	\$ 908.5	\$ 19.7
Plus: Federal Aid	\$ 2,873.1	\$ 718.3	\$ 453.1	\$ (265.2)
State Aid	\$ 1,786.2	\$ 446.5	\$ 424.2	\$ (22.3)
Total Revenue Contribution:	\$ 8,214.5	\$ 2,053.6	\$ 1,785.8	\$ (267.8)
Operating Expenses:	\$ 8,214.5	\$ 2,053.6	\$ 1,766.1	\$ (287.5)
Locality Budget Status to Date <sup>1</sup> :				\$ 19.7

KPI

Farebox Recovery:	6.4%	8.6%
Farebox % of Budgeted Expense:		7.4%

1. Includes year-to-date estimated farebox surplus credit and/or service reliability credit, where applicable.



FISCAL YEAR 2024  (Dollars in Thousands)	VIRGINIA BEACH			
	ANNUAL BUDGET	YEAR-TO-DATE		
		BUDGET	ACTUAL	VARIANCE
Locality Operating Share	\$ 8,291.1	\$ 2,072.8	\$ 2,072.8	\$ -
Plus: Local Farebox	\$ 1,317.9	\$ 329.5	\$ 428.0	\$ 98.5
Locality Share - Sub-Total:	\$ 9,609.0	\$ 2,402.3	\$ 2,500.8	\$ 98.5
Plus: Federal Aid	\$ 6,679.0	\$ 2,183.7	\$ 1,613.4	\$ (570.3)
State Aid	\$ 4,622.7	\$ 1,155.7	\$ 1,309.4	\$ 153.7
Total Revenue Contribution:	\$ 20,910.7	\$ 5,741.7	\$ 5,423.6	\$ (318.1)
Operating Expenses:	\$ 20,910.7	\$ 5,741.7	\$ 5,313.0	\$ (428.7)
Locality Budget Status to Date <sup>1</sup> :				\$ 110.6

KPI			
Farebox Recovery:	5.7%	8.1%	
Farebox % of Budgeted Expense:		7.5%	

1. Includes year-to-date estimated farebox surplus credit and/or service reliability credit, where applicable.



# Transportation District Commission of Hampton Roads

## Hampton Roads Transit

# Engagement Results

- Financial Statement Audit Opinion
  - Unmodified



# Engagement Results (Cont.)

## Financial Statement Compliance

*Government Auditing Standards and the Auditor of Public Accounts Specifications for Audits of Authorities, Boards and Commissions*

- Two material weaknesses in internal control over financial reporting
  - Material audit adjustments
  - Grant activity reconciliations
- No instances of noncompliance

## Federal Program Compliance

*OMB Compliance Supplement and Uniform Guidance*

- One material weakness in internal control over compliance
  - Classification of costs between grants
- No instances of noncompliance

# Required Communications with Those Charged with Governance



# Required Audit Communications

- Accounting policies
  - No new accounting policies adopted
  - The application of existing policies did not change
- Significant estimates
  - Net pension/OPEB estimates are based on valuations performed by actuaries
  - Useful lives of capital assets and self-insurance liability are based on historical experience and industry standards

# Required Audit Communications (Cont.)

- Disagreements with Management
  - None
- Difficulties Encountered in Performing the Audit
  - Delays because of management's inability to recreate historical schedules and reconciliations
  - Unreconciled differences between the accounting system and capital asset and grant sub-systems
- Consultations with Other Accountants
  - None

# Required Audit Communications (Cont.)

- Audit Adjustments
  - BE assisted with Pension and OPEB adjustments
  - Receivable and related revenues, primarily related to grants
  - Capital leases
  - Capital assets
- Passed Adjustments
  - Differences related to prior year which were corrected in the current year rather than restating prior year amounts



# Questions or Comments

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Engagement Director  
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757-316-3204

<b>Contract No:</b> 23-00250	<b>Title:</b> Applicant Tracking Solution and Learning Management System (Renewal)	<b>Contract Amount:</b> Two Base Years      \$ 79,998.00 One Option Year      \$ 42,000.00 <b>Total:</b> <b>\$121,998.00</b>
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**Acquisition Description:** Enter into a sole source renewal Contract with Arcoro Holding Corp. to provide an applicant tracking solution and learning management system.

**Background:** Currently, Hampton Roads Transit (HRT) utilizes the Arcoro Holdings Corp. (Arcoro) Applicant Tracking Solution and Learning Management System to assist its Human Resources department to track applicants and manage training records of employees. Arcoro is the sole distributor and supporter of the system. Under the terms of this agreement, Arcoro will provide a cloud-based solution to assist in tracking over 6,000 applicants; and a learning management system with capabilities to create a training system to support approximately 930 employees.

**Contract Approach:** FTA and Virginia Public Procurement Act guidelines allow non-competitive procurements when only one (1) source is available, and the award of a contract is infeasible under small purchase procedures, sealed bids, or competitive proposals. Due to the specific requirements of this solicitation, full and open competition was not a feasible method of Procurement. Sole Source procurements are accomplished through solicitation and acceptance of a proposal from only one (1) source.

A solicitation was issued on July 26, 2023, and Arcoro provided a responsive proposal on August 7, 2023, in the total amount of \$179,970.00. In an effort to obtain more favorable pricing, a decision was made to conduct discussions and to negotiate with Arcoro. Negotiations focused on clarifying HRT's requirements, clarifying assumptions used in establishing pricing, and reducing the total proposed price. As a result of the negotiations, and removal of unsolicited software and services, Arcoro reduced its total price by \$57,972.00, or approximately 32.2%.

Based on a price analysis performed utilizing the Independent Cost Estimate, historical data, and Arcoro's certification that the revised pricing is in line with pricing offered to other transit agencies, Arcoro's revised pricing is deemed fair and reasonable. A contractor responsibility review confirmed that Arcoro is both technically and financially capable to provide the services described in the Scope of Work.

Arcoro is headquartered in Scottsdale, AZ, and has provided similar services to HRT satisfactorily.

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

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

**Project Manager:** Monique Strickland, Talent Acquisition Manager

<b>Contract No:</b> 23-00250	<b>Title:</b> Applicant Tracking Solution and Learning Management System (Renewal)	<b>Contract Amount:</b>	
		Two Base Years	\$ 79,998.00
		One Option Year	<u>\$ 42,000.00</u>
		<b>Total:</b>	<b>\$121,998.00</b>

**Contracting Officer:** Kristine Woodbury, Contract Specialist

**Recommendation:** It is respectfully recommended that the Commission approve the award of a contract to Arcoro Holdings Corp. to provide an applicant tracking solution and learning management system in the not-to-exceed amount of \$121,998.00 over a three-year period.

#### Solicitation Results

Original Pricing	Revised Pricing
\$179,970.00	\$121,998.00

#### Pricing Summary

Base Year 1	Base Year 2	Option Year 1	Total
\$39,999.00	\$39,999.00	\$42,000.00	<b>\$121,998.00</b>



HAMPTON ROADS  
TRANSIT

## Operations and Oversight Committee

RFP 23-00250, Applicant Tracking Solution and  
Learning Management System

October 12, 2023

**gohrt.com**

# What is an Applicant Tracking System?

Applicant tracking systems (ATS) are:

- Automated tracking technology used to manage job applications and candidate information
- We have used Arcoro software since 2019

Utilizing this system helps with:

- Streamlining the recruitment process
- Reducing both time to hire and costs
- Enhancing the candidate experience
- Building an inclusive workforce

## Applicant Tracking Data

Year	Total # of Applications Received
2021	3660
2022	5669
*2023	5256

\*As of 10/9

# What is a Learning Management System?

Learning Management Systems (LMS) are:

- Automated tracking technology used to track all training and certification initiatives or any historical employee course completions in one place.
- We have used Arcoro LMS software since 2019

Utilizing this system helps by:

- Meeting DRPT requirements
- Providing ease of access to employee training records
- Offering flexibility in how training is delivered
- Increasing course completions

Training Record Data	
Year	Total # of Trainings Tracked and Completed
2021	4439
2022	7537
*2023	7660
*As of 10/9	

Arcoro's ATS and LMS will no longer be needed once the new Human Resources Management System (HRMS) has been implemented. It is currently under the contract approval process with procurement.

<b>Contract No.:</b> 23-00246	<b>Title:</b> Heavy Duty Bus Batteries (Renewal)	<b>Contract Amount:</b> Base Year \$173,917.48 Four Option Years <u>\$787,086.32</u> <b>Total \$961,003.80</b>
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**Acquisition Description:** Enter into a renewal contract with a qualified Contractor to provide heavy duty bus batteries.

**Background:** Hampton Roads Transit (HRT) requires a qualified Contractor to provide heavy duty bus Absorbent Glass Mat (AGM) batteries and battery maintenance training. Under the terms of this agreement, the Contractor will provide batteries for use in diesel engine buses equipped with electric starters, electronic fare boxes, air conditioning, and wheelchair lifts, as well as trolley batteries. The Contractor will also provide battery maintenance training to HRT personnel at the Southside and Northside locations once per contract year. Additionally, the Contractor will provide a minimum thirty-six (36) month prorated warranty, with a six (6) month no-cost replacement warranty from HRT's installation service date.

**Contract Approach:** An Invitation for Bids (IFB) was issued on August 18, 2023. Four (4) bids were received on September 21, 2023, from the following firms:

- Cummins, Inc.
- Northeast Battery
- Parts Authority LLC (Parts Authority)
- Tidewater Fleet Supply, LLC

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

Parts Authority's bid price is deemed fair and reasonable based on a price analysis performed utilizing historical data, and the fact that the pricing was obtained in a competitive environment. A contractor responsibility review confirmed that Parts Authority is technically and financially capable to perform the work.

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

Parts Authority is located in New Hyde Park, NY, and has provided similar services for the Solid Waste Authority in West Palm Beach, FL; Santa Clara Transportation Authority (VTA) in San Jose, CA; and the Sacramento Municipal Utility District in Sacramento, CA.

No DBE goal was assigned for this solicitation.

<b>Contract No.:</b> 23-00246	<b>Title:</b> Heavy Duty Bus Batteries (Renewal)	<b>Contract Amount:</b>	
		Base Year	\$173,917.48
		Four Option Years	<u>\$787,086.32</u>
		<b>Total</b>	<b>\$961,003.80</b>

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

**Project Manager:** Don Shea, Warranty and Assets Administrator

**Contracting Officer:** Kristine Woodbury, Contract Specialist

**Recommendation:** It is respectfully recommended that the Commission approve the award of a contract to Parts Authority LLC to provide heavy duty bus batteries in the not-to-exceed amount of \$961,003.80 over a five-year period.

### SOLICITATION RESULTS

FIRM	TOTAL BID PRICE
<b>Parts Authority LLC</b>	<b>\$961,003.80</b>
Northeast Battery	\$1,217,508.00
Tidewater Fleet Supply, LLC	\$1,273,509.92
Cummins Inc.	\$1,540,370.04

Parts Authority LLC's Bid Summary					
Base Year	Option Year 1	Option Year 2	Option Year 3	Option Year 4	Total
\$173,917.48	\$182,613.56	\$191,743.76	\$201,330.96	\$211,398.04	\$961,003.80



<b>Contract No.:</b> 23-00245	<b>Title:</b> Mechanics' Tool Supply Services (Renewal)	<b>Contract Amount:</b> \$223,125.00 1 yr. w/4 1-yr. Options
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**Acquisition Description:** Enter into a renewal contract with a qualified Contractor to provide tool supply services for approximately eighty-five (85) mechanics on an as needed basis.

**Background:** Hampton Roads Transit (HRT) is required to provide an annual tool allowance of \$475.00 to eligible mechanics each year. Under the terms of this agreement, the Contractor will provide professional, quality tools designated for the automotive industry in form, fit, and function for HRT mechanics. The Contractor will visit HRT's Norfolk and Hampton Bus Maintenance facilities two (2) times per week for the duration of the Contract to secure new orders and deliver tools to eligible mechanics in accordance with a pre-determined schedule; and are responsible for all labor, materials, equipment, and transportation necessary for the provision of the required tools.

**Contract Approach:** A Request for Proposal (RFP) was issued on July 18, 2023. One (1) proposal was received on August 31, 2023, from Snap-On Industrial (Snap-On). A post-response survey of firms solicited concluded that most firms did not have adequate staffing to provide all of the services required in the Scope of Work. There was no indication that a re-solicitation to pursue more competition would have resulted in greater participation.

Proposers were required to provide unit prices for a list of various tools HRT anticipates its mechanics will need during the life of the contract and a percentage discount off the standard catalog pricing. After an evaluation of the proposal received, HRT staff determined that Snap-On was technically qualified to meet the Scope of Work requirements.

In an effort to obtain more favorable pricing, discussions and negotiations were held with Snap-On for the purpose of a possible award. Negotiations focused on clarifying HRT's requirements, clarifying assumptions used in establishing pricing, and increasing the proposed discount percentage. At the conclusion of negotiations, a Best and Final Offer was requested.

Although Snap-On did not offer any pricing/discount concessions, the proposed discount percentage is deemed fair and reasonable based on a price analysis conducted using historical data and Snap-On's certification that the proposed pricing and discount percentage are in line with pricing and discount offered to other customers similar to HRT. A contractor responsibility review confirmed that Snap-On is technically and financially capable of providing the required services.

Snap-On is headquartered in Kenosha, WI, and has provided similar services to Baltimore Schools, in Baltimore, MD; Montgomery County Fleet, in Rockville, MD; and Montgomery County Schools, in Silver Springs, MD.

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

<b>Contract No.:</b> 23-00245	<b>Title:</b> Mechanics' Tool Supply Services (Renewal)	<b>Contract Amount:</b> \$223,125.00 1 yr. w/4 1-yr. Options
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No DBE Goal was assigned for this solicitation.

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

**Project Manager:** Don Shea, Warranty and Assets Administrator

**Contracting Officer:** Kristine Woodbury, Contract Specialist

**Recommendation:** It is respectfully recommended that the Commission approve the award of a contract to Snap-On Industrial to provide tool supply services for HRT's mechanics, in the not-to-exceed amount of \$223,125.00 over a five-year period.



# HAMPTON ROADS TRANSIT

## Resolution 03-2023

### Title IV Equity Analyses for Proposed Service Changes in November 2023

A Resolution of the Transportation District Commission of Hampton Roads acknowledging the *Title VI Equity Analyses for the Proposed Service Changes taking place on November 12, 2023*.

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

**WHEREAS**, Hampton Roads Transit has proposed a Major Service Change to Route 117 and Route 120 to; and

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

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

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

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

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

**NOW, THEREFORE, BE IT RESOLVED** that the Transportation District Commission of Hampton Roads has given full consideration of, is aware of the equity analysis for the proposed November 2023 Service Board Change.

**APPROVED** by the Transportation District Commission of Hampton Roads at its meeting on the 26<sup>th</sup> day of October 2023.

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Luis R. Ramos  
Commission Secretary  
October 26, 2023

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Patricia Woodbury  
Chair



HAMPTON ROADS  
TRANSIT

# Title VI Analysis November 2023 Service Board

TDCHR Meeting  
October 26, 2023

**gohrt.com**

# Title VI of the Civil Rights Act of 1964



Protects people from discrimination based on race, color, and national origin in programs and activities receiving federal financial assistance.



# Title VI of the Civil Rights Act of 1964



**Federal Transit  
Administration**

**The FTA also requires its recipients of federal funding to consistently monitor and evaluate service and service-related activities and its impact on low income and minority populations.**



**HAMPTON ROADS TRANSIT**

# Upcoming Service Board Change (effective 11/12/23)



**Federal Transit  
Administration**

**The FTA requires Title VI Program administrators to review board changes to determine if there are any *MAJOR SERVICE CHANGES*.**



HAMPTON ROADS TRANSIT

# Title VI of the Civil Rights of 1964



Per HRT's Title VI Program, a ***MAJOR SERVICE CHANGE*** is a change of 25% or more of transit vehicle miles or service hours for a route within the HRT service area. Major service changes require a Title VI equity analysis.



# Service Changes: November 2023



## MAJOR Service Changes:

- Elimination of Route 117
- Elimination of Route 120

# Title VI Service Equity Analysis

The purpose of this Title VI Analysis is to:

- Analyze how the proposed changes impact low-income and minority populations.
- Identify whether there may be a disparate impact or disproportionate burden
- Identify methods to avoid, minimize, and mitigate disproportionate impacts.



# Key Definitions in Title VI Service Equity Analysis

## Disparate Impact

Facially neutral policies or practices that disproportionately affect members of a group identified by race, color or national origin, and the recipient's policy or practice lacks a substantial legitimate justification.

## Disproportionate Burden

When a neutral policy or practice disproportionately affects low-income populations more than non-low-income populations.



HAMPTON ROADS  
TRANSIT

## Title VI Analysis of Routes 117 & 120

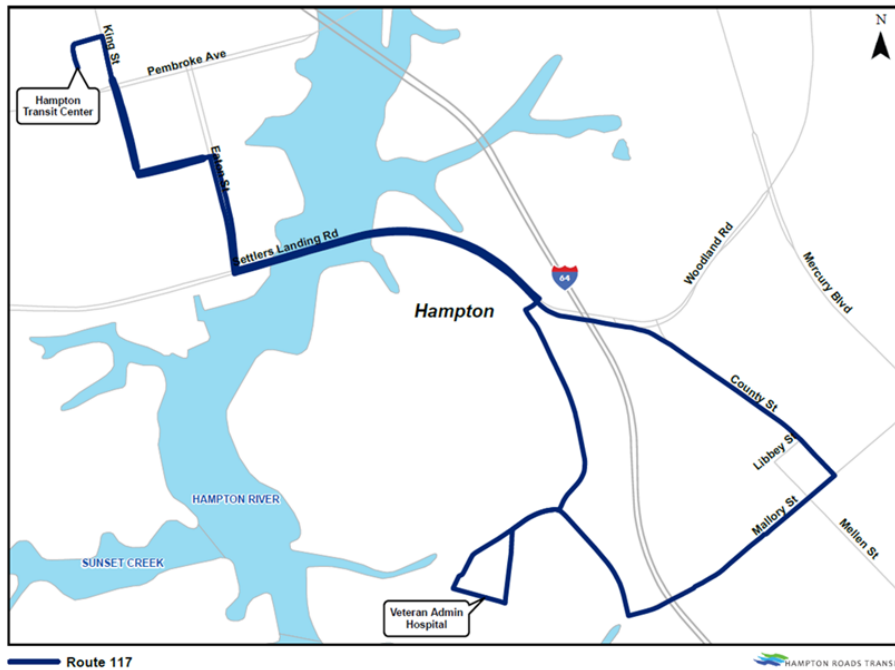
**gohrt.com**

# Proposed Change: Elimination of Route 117

## *Phoebus*

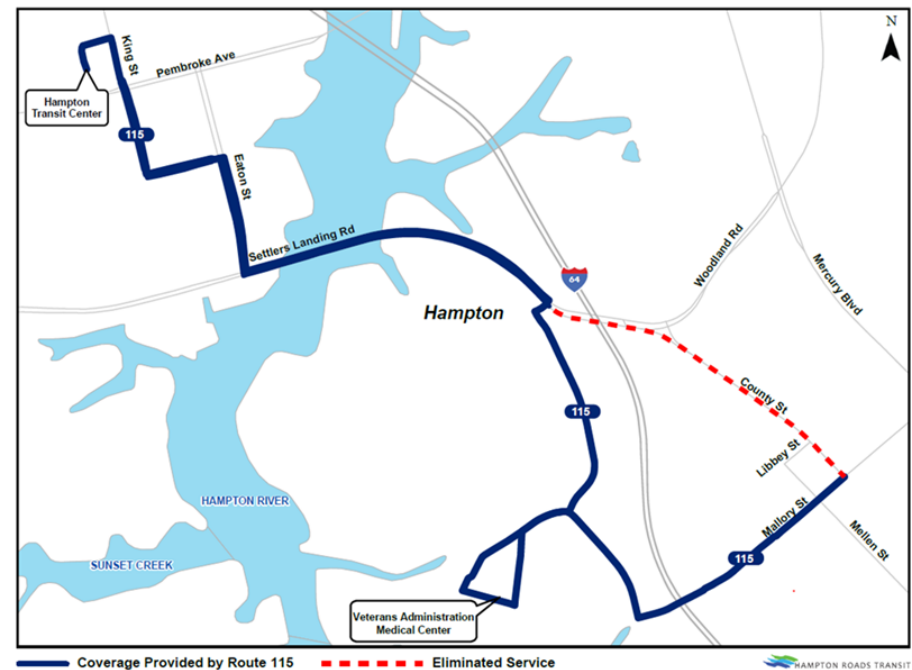
### CURRENT

Route 117



### PROPOSED

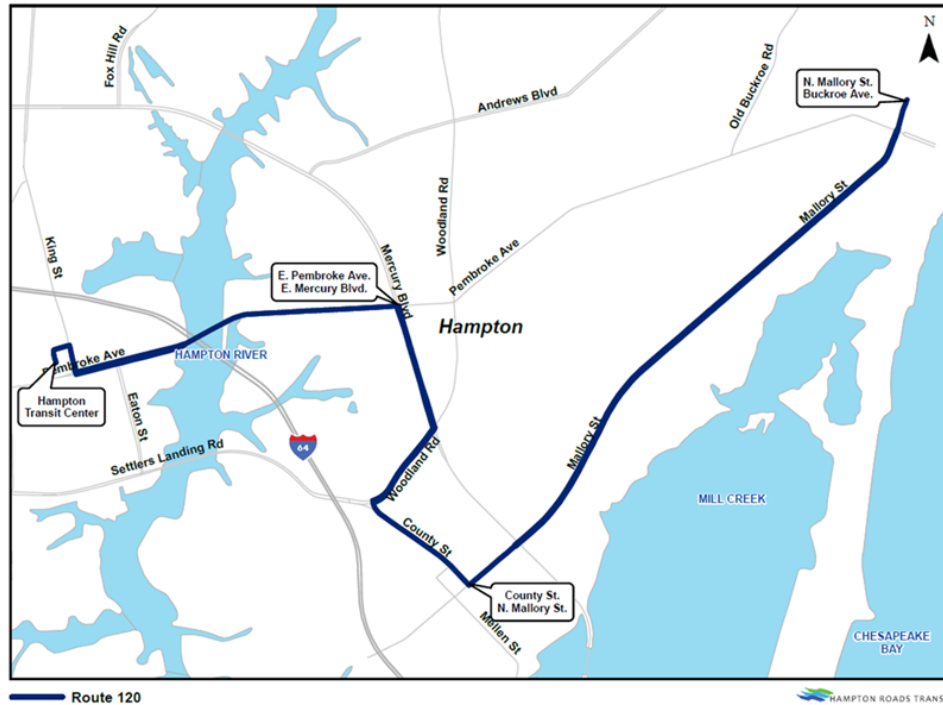
Route 117



# Proposed Change: Elimination of Route 120 *Mallory Street*

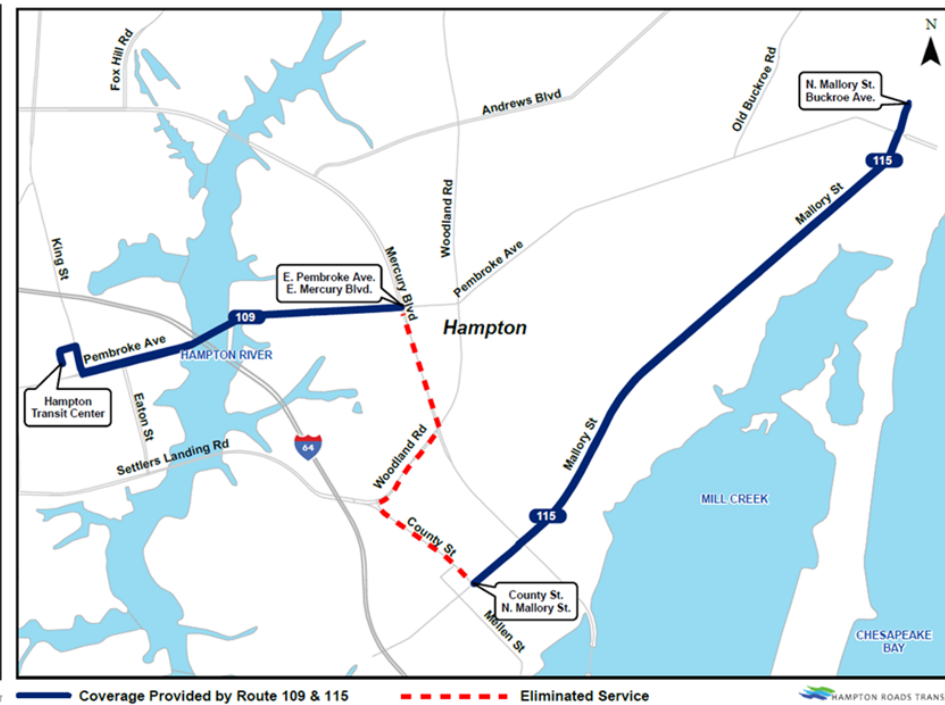
## CURRENT

Route 120



## PROPOSED

Route 120



# HRT System Averages for Minority & Low-Income Populations

**Minority**

**73.4%**

**Low-Income Percentage**

**69.4%**



# Route 117: Downtown Hampton / VA Hospital

## Route 117 Service Area Data

	HRT SERVICE AREA	RTE. 117 SERVICE AREA
MINORITY	73.4%	88.4%
LOW-INCOME	69.4%	44%

## Route 120 Service Area Data

	HRT SERVICE AREA	RTE. 120 SERVICE AREA
MINORITY	73.4%	80.5%
LOW-INCOME	69.4%	79%



# Title VI Analysis



According to the HRT Title VI Program Plan a disparate impact or disproportionate burden is present if the percentage of minority or low-income populations along the affected route is more than 5% of the system average.

# Routes Reviewed for the Analysis

	HRT SERVICE AREA	ROUTE 117 SERVICE AREA
MINORI TY	73.4%	88.4%
LOW- INCOME	69.4%	44%

## Route 117 findings:

The impact to those within the service area of the Route 117 service area is greater than the 5% threshold for minority populations, with a 15% difference. The percentage of minorities identified in the Route 117 service area is greater than the HRT service area. In accordance with HRT's policy, this suggests that the Route 117 may generate disparate impacts to minority populations. There is no indication there may be a disproportionate burden to low income populations.

	HRT SERVICE AREA	ROUTE 120 SERVICE AREA
MINORITY	73.4%	80.5%
LOW- INCOME	69.4%	79%

## Route 120 findings:

The impact to those within the service area of the Route 120 service area is greater than the 5% threshold for minority populations, with a 7.1% difference and greater than the 5% threshold for low-income populations, with a 9.6% difference. The percentage of minorities identified in the Route 120 service area is greater than the HRT service area. In accordance with HRT's policy, this suggests that the Route 120 may generate disparate impacts to minority and low income populations.

# Mitigation Strategy for the Elimination of Routes 117 and 120

- Both routes will mostly be absorbed by the realigned Route 115 with the exception of:
  - Service along County Street (Route 117)
  - Service along County Street, Woodland Road and Mercury Boulevard (Route 120)
- It has been determined that ridership on these areas has been extremely low and impacts will be minimal. Riders in these areas can walk less than a half mile to access Route 115.



# Public Involvement/Public Outreach



- **Hampton Transit Center**
- **Veterans' Administration Medical Center**
- **Hampton University**
- **Social Media Blitz**
- **Briefed Hampton City Council**

# Next Steps

- The FTA requires the Commission be informed of any major service changes and the potential impacts prior to the implementation of the changes.
- The FTA requires the Commission to sign a resolution acknowledging they were informed of the findings of the Title VI Service Analysis

**Transportation District Commission of Hampton Roads**  
**Legislative and Public Policy Priorities**  
**2024**

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**Federal Priorities**

Public transportation is a driver of economic prosperity and well-being across Hampton Roads. Hampton Roads' ability to thrive depends significantly on a well-performing transportation system, including robust and reliable public transportation. Residents throughout the region deserve access to safe, reliable, and affordable transportation options. Transit connects communities and businesses across the region, and improves access to all the region offers, from jobs, healthcare, and retail destinations to recreation, education, and workforce training opportunities. Each service improvement across our multimodal system produces new connections, greater reliability, and more convenient trips.

The Transportation District Commission of Hampton Roads (TDCHR) has outlined the following legislative and public policy priorities, with the goal to maximize opportunities to advance HRT's vision and mission.

**FUNDING**

- TDCHR supports the IJA funding levels for public transportation formula and discretionary funds and will pursue all appropriate federal discretionary grant opportunities.
- The TDCHR also supports the continuation of congressionally directed spending programs through annual appropriations as an effective way for our Congressional delegation to directly support our regional multi-modal infrastructure and services.
- The TDCHR will advocate for full funding of the Capital Investment Grants (CIG) Program – an important source of funding for major fixed guideway capital projects – as HRT pursues expanded service to provide broader regional benefits, including extension of The Tide light rail system.

**INNOVATION**

- To improve regional air quality and pollution reduction goals through fleet and infrastructure utilizing non-diesel technologies, the TDCHR supports robust funding for the federal Low- or No- Emission Vehicle Program, Bus and Bus Facilities Program, RAISE grants, and other supportive federal programs.
- The TDCHR will advocate for policies and funding to support continued advancements in the use of transformational technologies, including upgrades to trip planning and fare systems, real-time travel information systems, microtransit, and other innovations.
- The TDCHR is committed to building a transportation system that works for all people, centering on addressing shortfalls in service within communities that have been underserved, overburdened, or disadvantaged by past transportation decisions.

## PARTNERSHIPS

- The TDCHR will continue to build productive and collaborative relationships with the US Department of Transportation and our Congressional delegation and will actively engage with other transportation entities like the Conference of Minority Transportation Officials and Women in Transportation Seminar whose initiatives align with HRT's vision and mission.
- The TDCHR recognizes the benefits of collaboration between regional leaders throughout Hampton Roads to support public transportation programming and is committed to fostering a robust coalition to capitalize on new funding opportunities.

### State Priorities

HRT connects workers, residents, and businesses across six of Virginia's ten largest cities and is Virginia's largest multimodal transit system outside of Washington Metro. Effectively serving residents and visitors who are making connections throughout our unique coastal region demands transit solutions that are reliable, safe, efficient, and sustainable. Accessible, affordable public transportation is critical to helping people reach jobs, education, health care, affordable housing, and recreational and retail opportunities. The resources dedicated to supporting HRT are critical and must be maintained and grow over time to meet demand. Adequate and sustainable funding is imperative. Hampton Roads is an economic engine and global gateway for commerce, linking Virginia's goods and services to national and global markets, and public transportation is a critical underlying component for a vibrant and healthy region.

- **Protect and Enhance Transit Programs and Funding.** The TDCHR urges the Commonwealth to appropriate essential, consistent funding to meet HRT's capital and operating needs, including innovative transit options such as microtransit.
- **Oppose Any Effort to Reduce Transit's share of the Transportation Trust Fund (TTF) or divert funds within the Commonwealth Mass Transit Fund that would negatively impact HRT.** Transit's share of the TTF is currently 23 percent. These funds are vital to the continued operations and improvement of HRT's multi-modal infrastructure and services.