



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

Thursday, September 28, 2023, 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, September 28, 2023, at 1:00 p.m., 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, September 28, 2023, at 3400 Victoria Boulevard,  
Hampton, VA at 1:00 p.m. in Person – Zoom

### AGENDA

Call to Order & Roll Call

1. Public Comments
2. Approval of August 24, 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

- August 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

The below contracts were approved at the Operations & Oversight Committee on  
Monday, May 22, 2023:

- **Contract No. 20-00060 – Modification No.5 Passenger Shelter Fabrication  
& Installation**

**Commission Consideration:** Award of a modification to increase the Passenger  
Shelter Fabrication and Installation contract 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 & Risk Control Services (Renewal)**

**Commission Consideration:** Award of a contract 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 Service (Renewal)**

**Commission Consideration:** Award of a contract 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.

- 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
- 6. Comments by Commission Members
- 7. Closed Session
- 8. Adjournment

**The next meeting will be held on Thursday, October 26, 2023, at 1:00 p.m.  
at 509 E. 18<sup>th</sup> Street, Norfolk, VA**



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

Thursday, August 24, 2023, • 1:00 p.m. 509 E. 18<sup>th</sup> Street, Norfolk,  
VA, and Hybrid (Zoom) Meeting

### **Call to Order.**

A quorum was attained, and Chairwoman Woodbury called the meeting to order at 1:10 p.m.

### **Commissioners in attendance:**

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

### **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  
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)  
Vanity Faulkner, Budget Analyst, (Zoom)  
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)  
Tracey Johnson, Security Specialist, (Zoom)

Shane Kelly, Manager Security & Emergency Preparedness, (Zoom)  
Robert Lee, RTS Program Manager  
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)  
Gordon Dixon, VTCVA.org  
Ernest Docs, Virginia Beach, Citizen  
Tiffany Dubinsky, VDRPT  
Denise Johnson, Chair, Transit Riders Advisory Committee  
Ina Kreps, Portsmouth, Citizen  
Shelia McAllister, City of Newport News  
Hank Morrison, City of Virginia Beach  
Uros Jovanovic, City of Virginia Beach  
Rebecca Spurrier, City of Hampton  
Brian Swets, City of Portsmouth (Zoom)  
Janice Taylor, League of Women Voters (Zoom)  
Alt. Commissioner Velissarios, City of Newport News  
Mr. E. V. Ragasa, Newport News, Citizen

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**

Mr. Stanley Smalls, Senior Organizer with ATU 1177, shared concerns about VIA management and their compliance with law. He expressed drivers concerns for providing safe and helpful services, and VIA's actions contributing to staff turnover.

Mr. Ernest Docs commented that his complaints that he recently submitted have not been resolved, including examples of broken lifts and a malfunctioning elevator. Mr. Docs mentioned that he has sent his complaints to various city council members.

Mr. Harrell stated that issues cited by Mr. Smalls between ATU 1177 and VIA is a conversation that is separate and apart from HRT's authority. Mr. Harrell thanked Mr. Docs for his comments and for being a paratransit advocate. Mr. Rodney Davis addressed the Commission on how HRT follows up on all complaints received including those from Mr. Docs. Mr. Harrell stated that HRT continues to work with the contractor on paratransit service issues. HRT also imposes penalties based on terms of the current agreement. Mr. Harrell also noted that there will be new solicitation for paratransit services opening this fall.

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

Ayes: Woodbury, Carey, Ross-Hammond, Stevenson, Gray, Johnson, Daugherty, White, Bullock, Houston, Glover, and Spruill

Nays: None

Abstain: None

### **Approval of July 27, 2023, Meeting Minutes**

A motion to approve the July 27, 2023, minutes was made by Commissioner Johnson and properly seconded by Commissioner Ross-Hammond. A roll call vote resulted as follows:

Ayes: Woodbury, Carey, Ross-Hammond, Gray, Johnson, Daugherty, White, Bullock, Houston, Glover, and Spruill

Nays: None

Abstain: Stevenson

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

Mr. Harrell mentioned that the Student Freedom Pass program, which began in 2016, is making a real difference in the lives of young people in the region. A video of the Student Freedom Pass was presented to the Commission.

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

Chairwoman Woodbury called on Commissioner Gray to present the report of the Audit and Budget Review Committee.

Commissioner Gray stated that Audit and Budget Committee did not meet in August. Commissioner Gray stated that the external auditors from Brown Edwards have completed FY2021 Audit. A formal Audit report will be presented to both the Audit and Budget Review Committee and to the full board at the regular September Commission meeting.

Mr. Conner Burns presented an abbreviated financial report for July 2023.

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

Commissioner Eisenberger stated that the committee met on Monday, August 21, 2023.

Mr. Eisenberger mentioned that Mr. Burns updated the committee on the July 2023 financials. It was noted that the committee is discussing several financial items including how federal revenues are being tracked and reported. Chairwoman Woodbury requested clarification on how potential reserve funding could be retained and it was stated that MFAC is looking into this for the future and Alternate Commissioner Cipriano reviewed the reserve funding discussion with MFAC members.

### **Operations and Oversight Committee**

The Operations and Oversight Committee met on Thursday, August 10, 2023, in Norfolk.

There were six contracts presented to the Committee for approval. All contracts were successfully approved and are being cumulatively 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. 23-00238 Armored Transportation Services (Renewal)**

To award Contract No. 23-00238 Armored Transportation Services (Renewal) for armored transportation services in the not-to-exceed amount of \$337,086.00 over a four-year period.

#### **Contract No. 23-00229 Elizabeth River Ferry Service (Renewal)**

To award Contract to Norfolk by Boat to provide Elizabeth River Ferry services in the amount of \$11,526,516.00 for five (5) years.

#### **Contract No. 23-00228 General Printing Services (Renewal)**

To award of a contract to Liskey and Sons Printing, Inc. to provide general printing services. The cumulative amount of all Task Orders issued under this contract will not exceed \$630,000.00 over the five-year period.

**Contract No. 23-00247 Information Technology Research and Advisory Services (Renewal)**

To award of a sole source contract to Gartner, Inc. to provide information technology research and advisory services in the not-to-exceed amount of \$297,711.00 for a one (1) year period.

**Contract No. 22-00220 Provision of Trolley Buses**

To award of a contract to Double K, Inc. dba Hometown Manufacturing, Inc. to provide trolley buses for HRT in the not to exceed amount of \$1,112,562.00.

**Contract No. 23-00225 TransitMaster Computer Aided Dispatch/Automatic Vehicle Location System Upgrade**

To award of a contract to Vontas, to upgrade approximately eighty-two (82) buses with the latest version of onboard TransitMaster CAD/AVL system components in the not-to-exceed amount of \$1,370,681.00.

A recommendation was made by the Operations and Oversight Committee to approve **Contract No. 23-00238 Armored Transportation Services (Renewal), Contract No. 23-00229 Elizabeth River Ferry Service (Renewal), Contract No. 23-00228 General Printing Services (Renewal), Contract No. 23-00247 Information Technology Research and Advisory Services (Renewal), Contract No. 22-00220 Provision of Trolley Buses, Contract No. 23-00225 TransitMaster Computer Aided Dispatch/Automatic Vehicle Location System Upgrade** and was properly seconded by Commissioner Bullock. A roll call vote resulted as follows:

Ayes: Woodbury, Carey, Ross-Hammond, Stevenson, Gray, Johnson, White, Bullock, Houston, Glover, and Spruill

Nays: None

Abstain: Daugherty

Commissioner Glover mentioned that the next Operations & Oversight Committee meeting will be on September 14, 2023, at 10:00 at our Hampton facility.

**Planning and New Starts Committee.**

Commissioner Ross-Hammond stated that the Planning and New Starts met prior to the Commission meeting, and she called upon Mr. Ray Amoruso for a brief update. Mr. Amoruso shared with the Commission that there were two presentations given by Ms. Dawson, which were



the Naval Station Norfolk Transit Corridor Study: 2-Mile Tide Extension to Military Circle Environmental Assessment and Connecting Chesapeake: A Study of High-Capacity Transit. Mr. Amoruso reviewed with the Commission a presentation on Ferry Service on the Peninsula, which was a joint request from Chairwoman Woodbury and Past-Chair Ross-Hammond. Mr. Amoruso advised that he would pursue a ferry study through the general planning consultant.

### **External Legislative Affairs Committee**

Commissioner Bullock stated that the External Legislative Affairs Committee did not meet in the month of August.

The next ELAC meeting will be held on Wednesday September 20, 2023, in Hampton.

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

Ms. Shelia Gulledge stated the next Meeting will be on October 12, 2023, in Norfolk.

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

Chairwomen Woodbury called on Troy Bowser for the PAC report. Mr. Troy provided his report to the Commission.

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

TRAC Chair Johnson stated that the TRAC did not meet this month, and the next meeting will be on November 1, 2023, in Norfolk.

### **Old and New Business**

Commissioner Carey suggested there be a means for Commissioners to receive emails to be made aware of various complaints like those mentioned earlier in the meeting. Mr. Harrell committed that HRT staff would facilitate this request.

Chairwoman Woodbury commented on the importance of the Student Freedom Pass and complimented and congratulated HRT staff on the work being done.

### **Closed Session**

Commissioner Ross-Hammond made a motion to convene into a closed session for consultation with legal counsel regarding the discussion of the performance of certain HRT employees as provided by paragraph 1 of Virginia Code Section 2.2-3712(A) and properly seconded by Commissioner Glover. A roll call vote resulted as follows:

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

Nays: None

Abstain: None

At the conclusion of the closed session, the Chair entertained a motion of certification that the Commissioners of the Transportation District Commission of Hampton Roads certify that, to the best of each member's knowledge:

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

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

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

Nays: None

Abstain: None

Commissioner Glover motioned to award President & CEO a five percent (5%) salary increase retroactive to July 1, 2023. Commissioner Bullock properly seconded the motion. A roll call vote resulted as follows:

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

Nays: None

Abstain: None

### **Commissioner Comments:**

Commissioner Spruill expressed concerns about there not being enough time for individuals to make public comments during the public comment period. There was a question about specific rules. Commissioner Gray stated that the by-laws indicate that the Chair has sole discretion to allow an increase of time during public comment section.

### **Adjournment**

With no further business to conduct, the meeting adjourned at 2:20 p.m.

**TRANSPORTATION DISTRICT COMMISSION  
OF HAMPTON ROADS**

---

**Patricia Woodbury**  
**Chair**

**ATTEST:**

---

**Luis Ramos**  
**Commission Secretary**  
**August 24, 2023**



HAMPTON ROADS  
TRANSIT

# TDCHR Board Meeting August 24, 2023

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

# President's Report

## Student Freedom Pass a Big Success



[https://youtu.be/v2tFCxkw\\_VI](https://youtu.be/v2tFCxkw_VI)



## HAMPTON ROADS TRANSIT LAUNCHES "WHY I RIDE" CAMPAIGN

This month Hampton Roads Transit is rolling out its "Why I Ride" campaign. The campaign includes a series of videos featuring our passengers talking about why they ride public transportation.

Over the past several weeks, the Marketing and Strategic Communications team fanned out across Hampton Roads talking with a broad range of customers: students riding the bus to school, workers hopping on the light rail to Downtown Norfolk, families enjoying a ferry ride from Portsmouth to Harbor Park, visitors to the Oceanfront taking advantage of the VB Wave, and workers relying on the bus to get back and forth to the shipyard.

While they all have different reasons for riding, the overarching message was the same: Hampton Roads Transit provides an essential service to the community.

We already know most of our customers use public transportation to get to and from work. However, as the Why I Ride campaign will show, the reasons people ride are as varied as the population we serve. And while someone may not directly rely on public transit, chances are they know someone who does.

This campaign wasn't just an opportunity for us to talk to customers about why they ride, but to learn more about what having access to public transportation means to them. We heard repeatedly how public transit provides access to employment, school, and entertainment that otherwise wouldn't be attainable.

One ferry rider told us that if service to Harbor Park wasn't available on game night for him and his family, they probably wouldn't go. Trolley passengers said the VB Wave made their visit to Virginia Beach easier and provided more access to businesses along the Oceanfront. A shipyard worker told us he rides the bus because it helps him save money and protect the environment.

Riders continue to ask for increased frequency and new technology. Young customers are especially anxious to see additional 757 Express routes and the implementation of mobile fare collection. A growing and thriving transit system means a growing and thriving economy. Any investment in public transit as an investment in the future of Hampton Roads.

Sincerely,

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

**William E. Harrell**

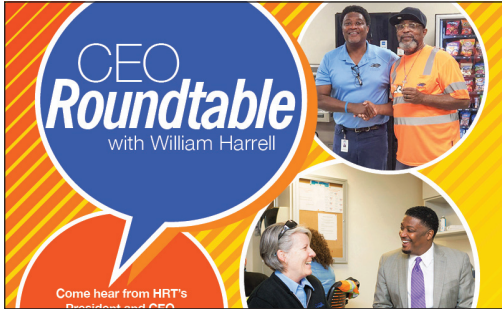
President and CEO

Hampton Roads Transit



# President's Report

## September 2023



### CEO Roundtables Return

September saw the return of our CEO Roundtables with meetings in Norfolk and Hampton. Representatives from our various employee committees presented updates and answered questions from staff. The goal of these meetings is to foster communication between management and frontline and administrative employees as well as establishing unity of purpose in serving our customers.



### Student Freedom Pass Sign-Up Events

Public Outreach hosted two Student Freedom Pass Back-to-School events. The team issued 20 new passes during events on August 24th in Norfolk and September 14th in Newport News. Parents and students were thankful to have the opportunity to receive their pass after working hours and at the beginning of the school year.



### 200th Bus Shelter Installed on the Peninsula

Hampton Roads Transit Engineering and Facilities Department marked a major milestone. On August 23, crews installed the 200th bus shelter at Stop 3323 located at the intersection of Jefferson Avenue and Meadow Creek in Newport News, VA. The agency's goal is to have 620 new bus stops with a shelter or bench, or combination of the two, within the next three years. That's in addition to 300 existing bus shelters. Every new shelter is equipped with solar powered lighting to enhance customer safety. The shelters are being paid for through the Hampton Roads Regional Transit Fund, approved by the Virginia General Assembly in 2020.



### HRT Represented at Inaugural Virginia Transit Leadership Institute

The Virginia Transit Association announced its inaugural class of fellows for its Leadership Institute and we're proud that one of our own has been selected to participate. Sonya Luther, Director of Procurement, was among 16 individuals chosen to participate in the nine-month program. The course is designed to engage, elevate, and cultivate rising leaders in transit. Ms. Luther will have an opportunity to visit transit agencies across the Commonwealth before graduating in May 2024.



### Vanpool Stipend Increases to \$500

TRAFFIX has increased its monthly vanpool stipend to a flat rate of \$500 for all new and existing commuters. The stipend was previously \$300 for 7-10 passenger vehicles and \$325 for 12-15 passenger vehicles. The TRAFFIX vanpool program partners with Commute with Enterprise, allowing commuters to lease a van to share a ride to work. The total cost, including insurance, maintenance, fuel, and tolls is divided among the riders.





# President's Report

## September 2023



### Discover Transit Month

September is Discover Transit Month and all month long, we're encouraging everyone to try transit. This campaign was coordinated in conjunction with the Virginia Department of Rail and Public Transportation and TRAFFIX. We're holding community events and educating customers about the 757 Express, Park-and-Rides, and how to start a vanpool.



### "Why I Ride" Campaign Launch

The Marketing and Strategic Communications team is getting ready to roll out its "Why I Ride" campaign. It's the culmination of dozens of interviews with customers across all our transit modes and highlights the various ways Hampton Roads relies on public transportation. This campaign was an opportunity for us to talk to customers about why they ride, and to learn more about what having access to public transportation means to them. We heard repeatedly how public transit provides access to employment, school, and entertainment that otherwise wouldn't be attainable.





HAMPTON ROADS  
TRANSIT

**Draft Financial Statement**

# AUGUST 2023 FISCAL YEAR 2024 FINANCIAL REPORT

**gohrt.com**

# OPERATING FINANCIAL STATEMENTS

## August 2023

FISCAL YEAR 2024	Annual		Month to Date			Year to Date			
Dollars in Thousands	Budget	Budget	Actual	Variance		Budget	Actual	Variance	
Operating Revenue									
Passenger Revenue	\$ 9,081.3	\$ 757.7	\$ 900.0	\$ 142.3	18.8 %	\$ 1,515.3	\$ 1,701.6	\$ 186.3	12.3 %
Advertising Revenue	800.0	66.7	60.0	(6.7)	(10.0) %	133.4	112.3	(21.1)	(15.8) %
Other Transportation Revenue	2,698.8	224.9	228.7	3.8	1.7 %	449.8	450.8	1.0	0.2 %
Non-Transportation Revenue	60.0	5.0	59.9	54.9	1,097.8 %	10.0	77.3	67.3	672.7 %
Total Operating Revenue	12,640.1	1,054.2	1,248.6	194.3	18.4 %	2,108.6	2,342.0	233.4	11.1 %
Non-Operating Revenue									
Federal Funding (5307/5337)	38,858.9	3,414.1	2,116.0	(1,298.2)	(38.0) %	6,884.6	4,108.8	(2,775.8)	(40.3) %
HRRTF Funding	10,044.1	674.1	513.2	(160.9)	(23.9) %	1,348.2	1,035.4	(312.8)	(23.2) %
State Funding	26,837.1	2,236.4	2,236.4	0.0	0.0 %	4,472.8	4,472.8	0.0	0.0 %
Local Funding	47,766.4	3,980.5	3,980.5	0.0	0.0 %	7,961.1	7,961.1	0.0	0.0 %
Total Non-Operating Revenue	123,506.5	10,305.2	8,846.1	(1,459.0)	(14.2) %	20,666.7	17,578.1	(3,088.6)	(14.9) %
TOTAL REVENUE	\$ 136,146.6	\$ 11,359.4	\$ 10,094.7	\$ (1,264.6)		\$ 22,775.2	\$ 19,920.1	\$ (2,855.1)	
Personnel Services	\$ 81,930.1	\$ 6,836.7	\$ 5,786.0	\$ 1,050.7	15.4 %	\$ 13,732.7	\$ 12,668.0	\$ 1,064.7	7.8 %
Contract Services	15,822.9	1,318.6	820.0	498.6	37.8 %	2,637.2	1,016.9	1,620.2	61.4 %
Materials & Supplies	6,309.6	525.8	860.5	(334.7)	(63.7) %	1,051.6	1,278.5	(227.0)	(21.6) %
Gas & Diesel	6,918.2	578.4	485.5	92.9	16.1 %	1,156.9	981.0	175.9	15.2 %
Contractor's Fuel Usage	1,240.7	103.4	51.2	52.2	50.5 %	206.8	130.0	76.8	37.1 %
Utilities	1,345.0	112.1	106.3	5.8	5.2 %	224.2	191.9	32.3	14.4 %
Casualties & Liabilities	5,708.5	475.7	404.1	71.6	15.1 %	951.4	754.5	196.9	20.7 %
Purchased Transportation	15,207.1	1,267.3	1,133.4	133.9	10.6 %	2,534.5	2,115.8	418.7	16.5 %
Other Miscellaneous Expenses	1,664.4	141.4	122.9	18.6	13.1 %	279.9	278.4	1.5	0.5 %
TOTAL EXPENSE	\$ 136,146.6	\$ 11,359.4	\$ 9,769.8	\$ 1,589.6		\$ 22,775.2	\$ 19,415.2	\$ 3,360.0	
SURPLUS (DEFICIT)			\$ 324.9				\$ 504.9		

1. Line of Credit balance as of September 21, 2023, is \$6,030,020.70

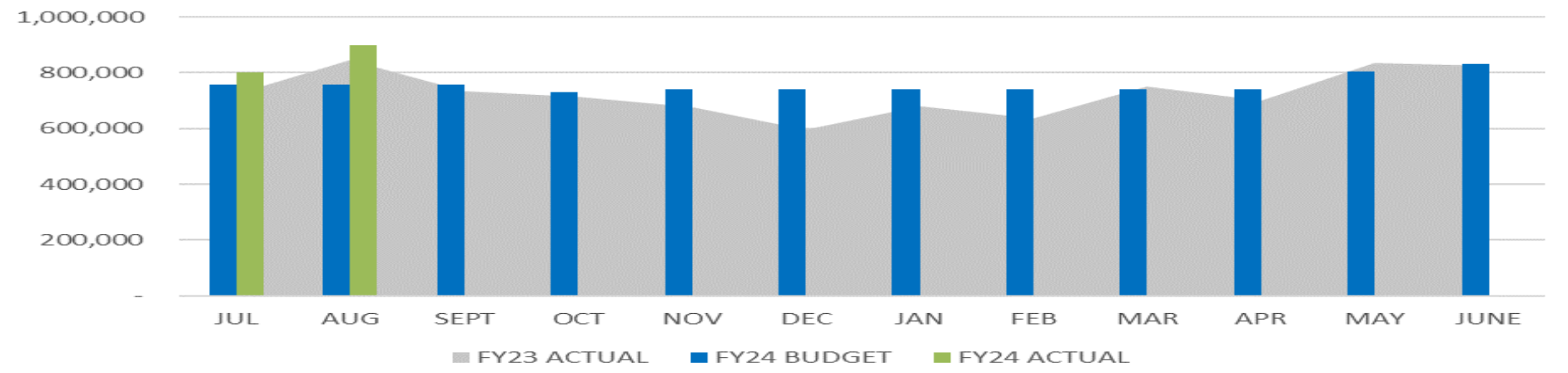
# OPERATING FINANCIAL STATEMENTS

## August 2023

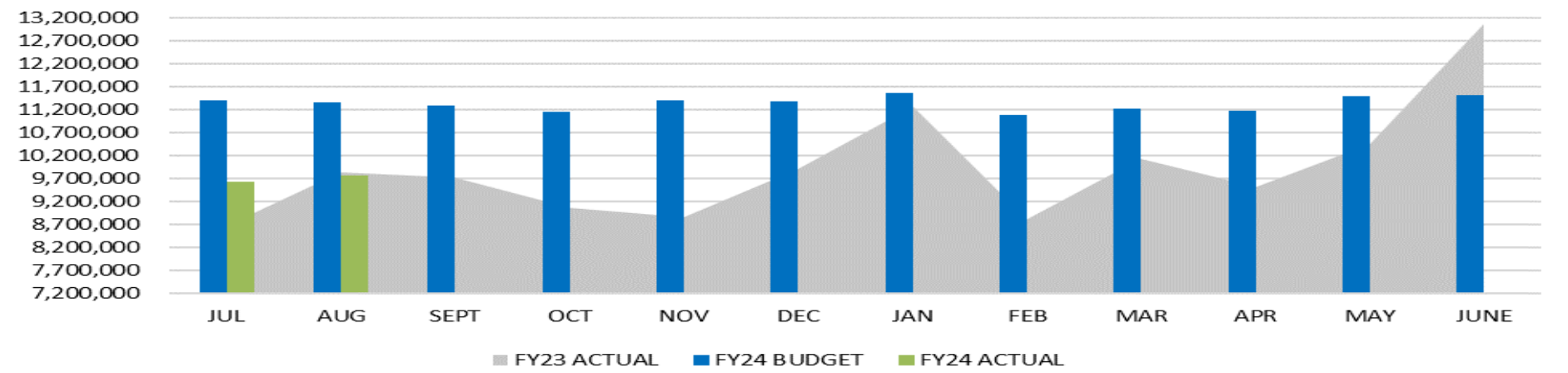
757 EXPRESS, 15-MINUTE INCREMENT

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	\$ 42.7	\$ (20.2)	(32.1) %	\$ 125.8	\$ 87.7	\$ (38.0)	(30.2) %
RTS Program	10,044.1	674.1	513.2	(160.9)	(23.9) %	1,348.2	1,035.4	(312.8)	(23.2) %
TOTAL REVENUE	\$ 10,981.0	\$ 737.0	\$ 555.9	\$ (181.1)		\$ 1,474.0	\$ 1,123.1	\$ (350.8)	
Personnel Services	\$ 7,916.8	\$ 531.3	\$ 389.7	\$ 141.6	26.7 %	\$ 1,062.7	\$ 861.4	\$ 201.2	18.9 %
Contract Services	1,225.0	82.2	43.8	38.4	46.7 %	164.4	54.6	109.8	66.8 %
Materials & Supplies	1,426.1	95.7	102.2	(6.5)	(6.8) %	191.4	171.1	20.3	10.6 %
Utilities	67.0	4.5	3.5	1.0	21.5 %	9.0	5.8	3.2	35.2 %
Casualties & Liabilities	346.1	23.2	16.7	6.5	28.1 %	46.5	30.2	16.3	35.0 %
TOTAL EXPENSE	\$ 10,981.0	\$ 737.0	\$ 555.9	\$ 181.1		\$ 1,474.0	\$ 1,123.1	\$ 350.8	
SURPLUS (DEFICIT)			\$ -				\$ -		

Farebox Revenue



Total Expenses



# OPERATING CROSSWALK

August 2023

YEAR-TO-DATE					
FISCAL YEAR 2024 (Dollars in Thousands)	BUDGET	ACTUAL LOCALITY	ACTUAL NON-LOCALITY	ACTUAL CONSOLIDATED	VARIANCE + / (-)
REVENUE					
Passenger Revenue	\$ 1,515.3	\$ 1,582.5	\$ 119.1	\$ 1,701.6	\$ 186.3
Advertising Revenue	\$ 133.4	\$ 99.6	\$ 12.7	\$ 112.3	\$ (21.1)
Other Transportation Revenue	\$ 449.8	\$ -	\$ 450.8	\$ 450.8	\$ 1.0
Non-Transportation Revenue	\$ 10.0	\$ 10.6	\$ 66.7	\$ 77.3	\$ 67.3
Federal Funding (PM 5307/5337)	\$ 6,884.6	\$ 4,108.8	\$ -	\$ 4,108.8	\$ (2,775.8)
HRRTF Funding <sup>1</sup>	\$ 1,348.2	\$ -	\$ 1,035.4	\$ 1,035.4	\$ (312.8)
State Funding	\$ 4,472.8	\$ 4,472.8	\$ -	\$ 4,472.8	\$ -
Local Funding	\$ 7,961.1	\$ 7,961.1	\$ -	\$ 7,961.1	\$ -
TOTAL REVENUE:	\$ 22,775.2	\$ 18,235.4	\$ 1,684.7	\$ 19,920.1	\$ (2,855.1)
EXPENSE					
Personnel Services	\$ 13,732.7	\$ 11,696.4	\$ 971.6	\$ 12,668.0	\$ 1,064.7
Services	\$ 2,637.2	\$ 938.9	\$ 78.0	\$ 1,016.9	\$ 1,620.3
Materials & Supplies	\$ 2,415.3	\$ 2,206.3	\$ 183.3	\$ 2,389.6	\$ 25.7
Utilities	\$ 224.2	\$ 177.2	\$ 14.7	\$ 191.9	\$ 32.3
Casualties & Liabilities	\$ 951.4	\$ 696.6	\$ 57.9	\$ 754.5	\$ 196.9
Purchased Transportation	\$ 2,534.5	\$ 1,953.5	\$ 162.3	\$ 2,115.8	\$ 418.7
Other Miscellaneous Expenses	\$ 279.9	\$ 257.1	\$ 21.4	\$ 278.5	\$ 1.4
TOTAL EXPENSE:	\$ 22,775.2	\$ 17,926.0	\$ 1,489.2	\$ 19,415.2	\$ 3,360.0
BUDGET STATUS TO DATE <sup>2</sup> :	\$ -	\$ 309.4	\$ 195.5	\$ 504.9	\$ 504.9

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.

Draft Financial Statement

# LOCALITY RECONCILIATION

August 2023

FISCAL YEAR 2024  (Dollars in Thousands)	TOTAL LOCALITY			
	ANNUAL BUDGET	YEAR-TO-DATE		
		BUDGET	ACTUAL	VARIANCE
Locality Operating Share	\$ 47,766.3	\$ 7,961.1	\$ 7,961.1	\$ -
Plus: Local Farebox	\$ 7,977.4	\$ 1,329.6	\$ 1,582.5	\$ 252.9
Locality Share - Sub-Total:	\$ 55,743.7	\$ 9,290.7	\$ 9,543.6	\$ 252.9
Plus: Federal Aid	\$ 38,859.0	\$ 6,884.6	\$ 4,108.8	\$ (2,775.8)
State Aid	\$ 26,837.0	\$ 4,472.8	\$ 4,472.8	\$ -
Total Revenue Contribution:	\$ 121,439.7	\$ 20,648.1	\$ 18,125.2	\$ (2,522.9)
Operating Expenses:	\$ 121,439.7	\$ 20,648.1	\$ 17,815.8	\$ (2,832.3)
Locality Budget Status to Date <sup>1</sup> :				\$ 309.4

## KPI

Farebox Recovery:	6.4%	8.9%
Farebox % of Budgeted Expense:		7.7%

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

Draft Financial Statement

FISCAL YEAR 2024  (Dollars in Thousands)	CHESAPEAKE			
	ANNUAL BUDGET	YEAR-TO-DATE		
		BUDGET	ACTUAL	VARIANCE
Locality Operating Share	\$ 2,866.8	\$ 477.8	\$ 477.8	\$ -
Plus: Local Farebox	\$ 426.8	\$ 71.1	\$ 76.8	\$ 5.7
Locality Share - Sub-Total:	\$ 3,293.6	\$ 548.9	\$ 554.6	\$ 5.7
Plus: Federal Aid	\$ 2,904.1	\$ 484.0	\$ 287.5	\$ (196.5)
State Aid	\$ 1,719.8	\$ 286.6	\$ 271.1	\$ (15.5)
Total Revenue Contribution:	\$ 7,917.5	\$ 1,319.5	\$ 1,113.2	\$ (206.3)
Operating Expenses:	\$ 7,917.5	\$ 1,319.5	\$ 1,107.5	\$ (212.0)
Locality Budget Status to Date <sup>1</sup> :				\$ 5.7

KPI

Farebox Recovery:	5.4%	6.9%
Farebox % of Budgeted Expense:		5.8%

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	\$ 828.6	\$ 828.6	\$ -
Plus: Local Farebox	\$ 723.5	\$ 120.6	\$ 151.8	\$ 31.2
Locality Share - Sub-Total:	\$ 5,695.3	\$ 949.2	\$ 980.4	\$ 31.2
Plus: Federal Aid	\$ 4,615.8	\$ 769.3	\$ 599.6	\$ (169.7)
State Aid	\$ 2,903.2	\$ 483.9	\$ 514.8	\$ 30.9
Total Revenue Contribution:	\$ 13,214.3	\$ 2,202.4	\$ 2,094.8	\$ (107.6)
Operating Expenses:	\$ 13,214.3	\$ 2,202.4	\$ 2,063.6	\$ (138.8)
Locality Budget Status to Date <sup>1</sup> :				\$ 31.2

KPI

Farebox Recovery:	5.5%	7.4%
Farebox % of Budgeted Expense:		6.9%

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



# LOCALITY RECONCILIATION

August 2023

FISCAL YEAR 2024  (Dollars in Thousands)	NEWPORT NEWS			
	ANNUAL BUDGET	YEAR-TO-DATE		
		BUDGET	ACTUAL	VARIANCE
Locality Operating Share	\$ 7,886.7	\$ 1,314.5	\$ 1,314.5	\$ -
Plus: Local Farebox	\$ 1,193.6	\$ 198.9	\$ 249.5	\$ 50.6
Locality Share - Sub-Total:	\$ 9,080.3	\$ 1,513.4	\$ 1,564.0	\$ 50.6
Plus: Federal Aid	\$ 6,886.0	\$ 1,147.7	\$ 939.2	\$ (208.5)
State Aid	\$ 4,530.1	\$ 755.0	\$ 823.7	\$ 68.7
Total Revenue Contribution:	\$ 20,496.4	\$ 3,416.1	\$ 3,326.9	\$ (89.2)
Operating Expenses:	\$ 20,496.4	\$ 3,416.1	\$ 3,276.3	\$ (139.8)
Locality Budget Status to Date <sup>1</sup> :				\$ 50.6

### KPI

Farebox Recovery:	5.8%	7.6%
Farebox % of Budgeted Expense:		7.3%

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

# LOCALITY RECONCILIATION

August 2023

FISCAL YEAR 2024  (Dollars in Thousands)	NORFOLK			
	ANNUAL BUDGET	YEAR-TO-DATE		
		BUDGET	ACTUAL	VARIANCE
Locality Operating Share	\$ 20,722.5	\$ 3,453.8	\$ 3,453.8	\$ -
Plus: Local Farebox	\$ 3,787.8	\$ 631.3	\$ 689.0	\$ 57.7
Locality Share - Sub-Total:	\$ 24,510.3	\$ 4,085.1	\$ 4,142.8	\$ 57.7
Plus: Federal Aid	\$ 14,901.0	\$ 2,483.5	\$ 941.1	\$ (1,542.4)
State Aid	\$ 11,275.0	\$ 1,879.1	\$ 1,686.6	\$ (192.5)
Total Revenue Contribution:	\$ 50,686.3	\$ 8,447.7	\$ 6,770.5	\$ (1,677.2)
Operating Expenses:	\$ 50,686.3	\$ 8,447.7	\$ 6,664.0	\$ (1,783.7)
Locality Budget Status to Date <sup>1</sup> :				\$ 106.5

## KPI

Farebox Recovery:	7.5%	10.3%
Farebox % of Budgeted Expense:		8.2%

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	\$ 504.6	\$ 504.6	\$ -
Plus: Local Farebox	\$ 527.8	\$ 88.0	\$ 107.6	\$ 19.6
Locality Share - Sub-Total:	\$ 3,555.2	\$ 592.6	\$ 612.2	\$ 19.6
Plus: Federal Aid	\$ 2,873.1	\$ 478.9	\$ 255.3	\$ (223.6)
State Aid	\$ 1,786.2	\$ 297.7	\$ 275.2	\$ (22.5)
Total Revenue Contribution:	\$ 8,214.5	\$ 1,369.2	\$ 1,142.7	\$ (226.5)
Operating Expenses:	\$ 8,214.5	\$ 1,369.2	\$ 1,123.1	\$ (246.1)
Locality Budget Status to Date <sup>1</sup> :	\$ 19.6			

KPI

Farebox Recovery:	6.4%	9.6%
Farebox % of Budgeted Expense:		7.9%

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	\$ 1,381.8	\$ 1,381.8	\$ -
Plus: Local Farebox	\$ 1,317.9	\$ 219.7	\$ 307.8	\$ 88.1
Locality Share - Sub-Total:	\$ 9,609.0	\$ 1,601.5	\$ 1,689.6	\$ 88.1
Plus: Federal Aid	\$ 6,679.0	\$ 1,521.2	\$ 1,086.1	\$ (435.1)
State Aid	\$ 4,622.7	\$ 770.5	\$ 901.4	\$ 130.9
Total Revenue Contribution:	\$ 20,910.7	\$ 3,893.2	\$ 3,677.1	\$ (216.1)
Operating Expenses:	\$ 20,910.7	\$ 3,893.2	\$ 3,581.3	\$ (311.9)
Locality Budget Status to Date <sup>1</sup> :				\$ 95.8

KPI

Farebox Recovery:	5.6%	8.6%
Farebox % of Budgeted Expense:		7.9%

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

<b>Contract No:</b> 20-00060, Modification No. 5	<b>Title:</b> Passenger Shelter Fabrication and Installation	<b>Modification Amount</b> \$6,672,541.87
---	--	--

**Acquisition Description:** Award a contract modification to increase the Passenger Shelter Fabrication and Installation contract value by an additional \$6,672,541.87.

**Background:** In July 2020, the Commission approved the award of a contract to Duo-Gard Industries, Inc., in the not-to-exceed amount of \$3,413,714.00, to provide passenger shelter fabrication and installation services for HRT over a five-year period. The contract was awarded through the competitive Request for Proposals process, with a Scope of Work which required services on a task order basis.

A Modification in the amount of \$228,061.00, which increased the contract value to \$3,641,775.00, was issued in November 2020 for the Contractor to fabricate shelters for the ferry docks at High Street and North Landing in Portsmouth and Waterside in Norfolk. An additional Modification in the amount of \$625,367.50, which increased the contract value to \$4,267,142.50, was issued in February 2023 to account for an increase in raw materials and labor costs incurred by the Contractor since the Contract was awarded. Combined, both modifications represent a 25% increase of the original contract value.

In order to continue the installation of passenger shelters along HRT's RTS and non RTS bus routes and to support the Cities of Virginia Beach and Norfolk in their Capital Improvement Plans for the installation of passenger amenities at bus stops the second of three option years of the Contract was exercised. However, additional funds are required to continue to pay for the fabrication and installation of passenger shelters, including solar lighting along HRT's RTS bus routes and bus stops in the Cities of Virginia Beach and Norfolk to support the Capital Improvement Plan for the installation of passenger amenities at bus stops.

This Modification 5 will provide additional funding of the Contract for up to two (2) years.

**Contract Approach:** The estimated amount of \$6,672,541.87 is to supplement the remaining balance of the contract in order to cover anticipated costs for passenger shelter fabrication and installation services required by HRT.

**Cost/Funding:** This Modification will be funded with HRRTF and operating funds.

**Project Managers:** Don Lint, Construction Projects Coordinator

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

<b>Contract No:</b> 20-00060, Modification No. 5	<b>Title:</b> Passenger Shelter Fabrication and Installation	<b>Modification Amount</b> \$6,672,541.87
---	--	--

**Recommendation:** It is respectfully recommended that the Commission approve the award of a modification to increase the Passenger Shelter Fabrication and Installation contract by an additional \$6,672,541.87, to a not-to-exceed amount of \$10,939,684.37.

<b>Contract No.:</b> 22-00219	<b>Title:</b> Third Party Administrator for Claims Handling and Risk Control Services	<b>Contract Amount:</b> Three Base Years:     \$ 898,950.00 Two Option Years:    \$ 598,950.00 <b>Total:</b> <b>\$1,497,900.00</b>
----------------------------------	---	---

**Acquisition Description:** Enter into a contract with a qualified Contractor to provide workers' compensation, general liability, automobile liability, and cost recovery subrogation claims handling and risk management services for Hampton Roads Transit (HRT).

**Background:** Currently, HRT's Safety and Risk Management Department works with a Third-Party Administrator (TPA) to administer all HRT claims. The successful Contractor will be an extension of the Risk Management Department and must be technically proficient in claims handling in accordance with the ordinances, regulations, and laws of Hampton, Norfolk, Virginia Beach, Portsmouth, Chesapeake, Newport News, the Commonwealth of Virginia, and the United States. Additionally, the Contractor must have proven experience, knowledge, and expertise in the Virginia Workers' Compensation Act and its application to the public entity claims process. Under the terms of this agreement, the Contractor will administer, process, aggressively investigate, identify, and clarify all liability matters for general liability, automobile, and cost recovery subrogation claims, as well as those claims filed under the Virginia Workers' Compensation Act. The Contractor will also provide risk control services to assist with identifying, assessing, and mitigating potential hazards that affect HRT.

**Contract Approach:** A Request for Proposals was issued on March 8, 2023. Three (3) proposals were received on May 19, 2023, from the following firms:

- PMA Management Corp (PMA)
- Specialized Contract Administrators, LLC (SCA)
- RCM&D Self-Insured Services Company (SISCO)

Upon review and evaluation of the technical proposals, all three (3) firms were rated best to meet the Scope of Work (SOW) requirements and were subsequently invited to discuss their proposals and provide technical clarifications in regard to their approach.

At the conclusion of discussions, SISCO was deemed the most qualified firm to meet the SOW requirements based on the firm's strong technical qualifications and information presented regarding their overall proposed project approach. SISCO was therefore invited for further discussions and negotiations. Negotiations focused on reducing the proposed pricing. At the conclusion of negotiations, a Best and Final Offer (BAFO) was requested.

After a review and analysis of the BAFO received, HRT staff determined that SISCO provided the best value to HRT based on a combination of technical capability and price. As a result of the negotiations, SISCO reduced their total proposed price by \$124,480 or approximately 7.67%. SISCO's BAFO pricing is deemed fair and reasonable based on the results of the negotiations, a

<b>Contract No.:</b> 22-00219	<b>Title:</b> Third Party Administrator for Claims Handling and Risk Control Services	<b>Contract Amount:</b> Three Base Years:   \$ 898,950.00 Two Option Years:   \$ 598,950.00 <b>Total:</b> <b>\$1,497,900.00</b>
----------------------------------	---	--

price analysis performed, and the fact that the pricing was obtained in a competitive environment. A contractor responsibility review confirmed that they are technically and financially capable to provide the services.

SISCO is located in Baltimore, MD and has provided similar services to the City of Annapolis; Cecil County, MD; Harford County, MD; and the Virginia Hospital Center in Arlington, VA.

No DBE goal was established for this solicitation.

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

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

**Project Manager:**   Misty Gordon, Risk Manager

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

**Recommendation:**   It is respectfully recommended that the Commission approve the award of a contract 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.

### Solicitation Results

OFFEROR	OFFER	BEST AND FINAL OFFER
PMA Management Corp.	\$1,339,400.00	N/A
<b>RCM&amp;D Self-Insured Services Company</b>	<b>\$1,622,380.00</b>	<b>\$1,497,900.00</b>
Specialized Contract Administrators, LLC	\$1,728,015.00	N/A

### RCM&D Self-Insured Services Company's Proposal Summary

Base Year 1	Base Year 2	Base Year 3	Option Year 1	Option Year 2	Summary
\$306,750.00	\$296,100.00	\$296,100.00	\$296,100.00	\$302,850.00	<b>\$1,497,900.00</b>



# Risk Management Third Party Administrator Services

- Workers' Compensation, General Liability and Auto Liability claims handling
- Cost recovery subrogation claims handling
- Safety and Risk control services



<b>Contract No.:</b> 23-00234	<b>Title:</b> Wide Area Network, Internet, and Telephone Services (Renewal)	<b>Contract Amount:</b> Base Year: \$ 209,431.36 Four Option Years: \$ 813,445.44 <b>Total: \$1,022,876.80</b>
----------------------------------	---	---

**Acquisition Description:** Enter into a contract with a qualified telecommunications provider to interconnect Hampton Roads Transit's (HRT's) various properties; and provide internet access and telephone services.

**Background:** HRT conducts bus and trolley operations from three (3) major sites located in Hampton, Norfolk, and Virginia Beach. Light Rail operations are conducted from the Norfolk Tide Facility and Light Rail Operations Facility, with auxiliary communication services being present at select locations along the alignment. Customers are serviced at various transportation hubs located throughout the Hampton Roads area. With a few exceptions, all large sites are interconnected with leased Metro Ethernet (MetroE) Wide Area Network (WAN). Telephony services for HRT's phone system are currently delivered via Primary Rate Interfaces (PRI) with Direct Inward Dialing (DID) functionality at the Hampton and Norfolk Operations facilities. Additionally, all sites are serviced with Plain Old Telephone Service (POTS) lines for life safety and emergency systems. Under the terms of this agreement, the Contractor will deliver scalable WAN connectivity to all HRT locations; provide a scalable Internet access solution; offer direct connectivity to hosted cloud services providers; and provide delivery of Voice Services supporting HRT's telecommunication needs with PRI and Voice over Internet Protocol (VoIP) solutions, as well as analog lines for life safety and emergency systems.

**Contract Approach:** A Request for Proposals (RFP) was issued on May 3, 2023. Three (3) proposals were received on June 6, 2023, from the following firms:

- Cox Virginia Telecom, LLC (Cox)
- T-Mobile for Government (T-Mobile)
- Windstream Services, LLC (Windstream)

In response to the RFP, proposers were given the option to propose on one (1) or all of the services required. Upon review and evaluation of the technical proposals, Cox was rated best to meet the requirements of the Scope of Work (SOW) due to their past experience with HRT and their understanding of the solutions required; therefore, no presentations or proposal clarifications were required.

In order to obtain more favorable pricing, a decision was made to conduct negotiations with Cox. Negotiations focused on clarifying assumptions made in establishing pricing and reducing the proposed rates. At the conclusion of negotiations, a Best and Final Offer (BAFO) was requested.

After an analysis of the BAFO received, Cox reduced its total price by \$42,850.00, or approximately 4%. Based on the results of the negotiations and the fact that the pricing was

<b>Contract No.:</b> 23-00234	<b>Title:</b> Wide Area Network, Internet, and Telephone Services (Renewal)	<b>Contract Amount:</b> Base Year: \$ 209,431.36 Four Option Years: \$ 813,445.44 <b>Total: \$1,022,876.80</b>
----------------------------------	---	---

obtained in a competitive environment, Cox's BAFO is deemed fair and reasonable. A contractor responsibility review performed confirmed that Cox is both technically and financially capable to perform the work.

Cox is headquartered in Atlanta, GA and has provided similar services for the Fairfax County Government; Chesapeake City Public Schools; and Portsmouth City Public schools. Cox also currently provides these services for HRT satisfactorily.

No DBE goal was established for this solicitation.

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

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

**Project Manager:** Alex Touzov, Senior Director of Technology Services

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

**Recommendation:** It is respectfully recommended that the Commission approve the award of a contract 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.

#### Solicitation Results

Offeror	Original Pricing	Negotiated Pricing
T-Mobile for Government*	\$91,086.00	N/A
Windstream Services, LLC*	\$905,050.44	N/A
Cox Virginia Telecom, LLC	\$1,065,726.80	\$1,022,876.80

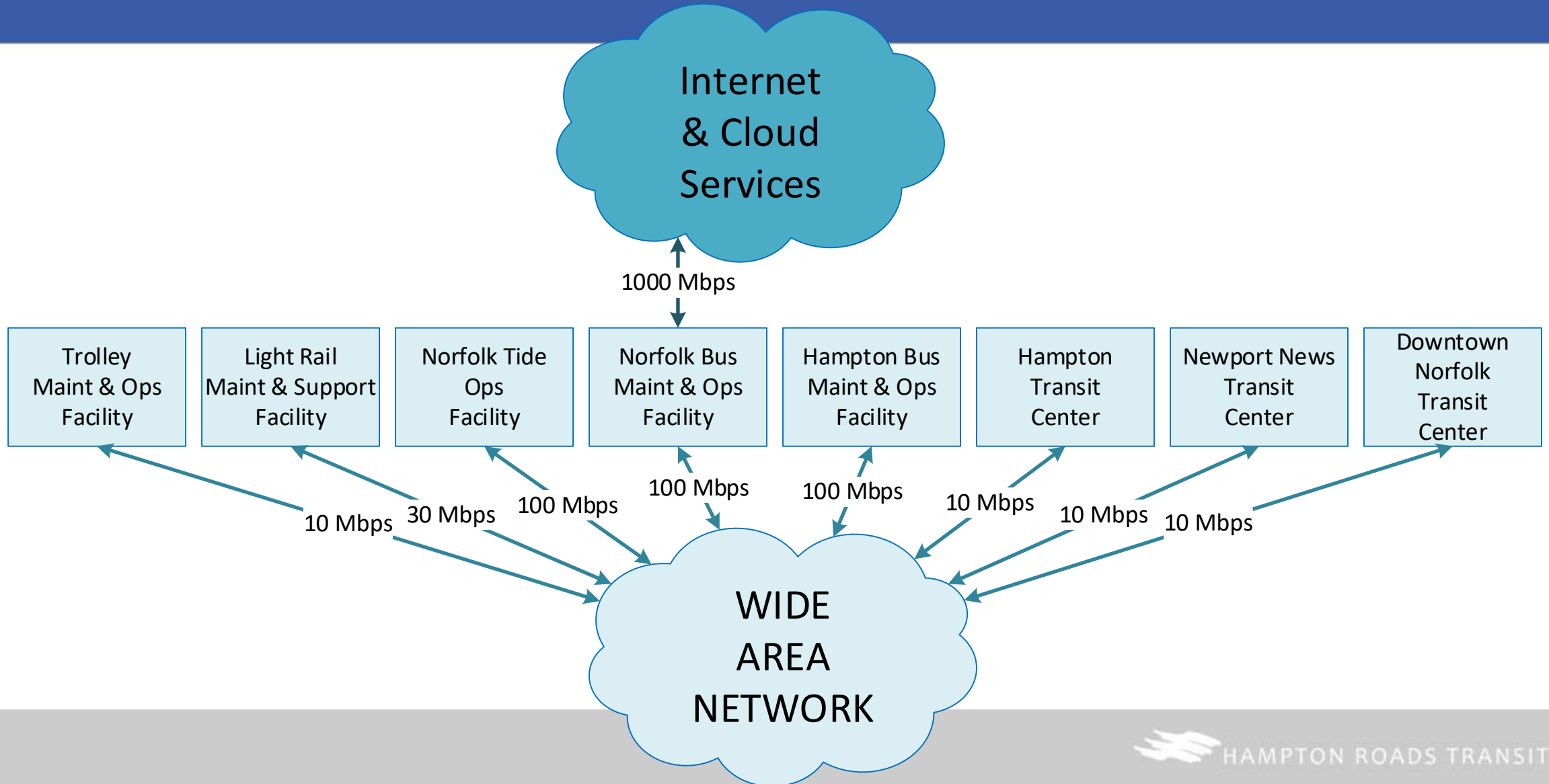
\*Did not provide pricing for all services.

#### Cox Virginia Telecomm, LLC's Proposal Summary

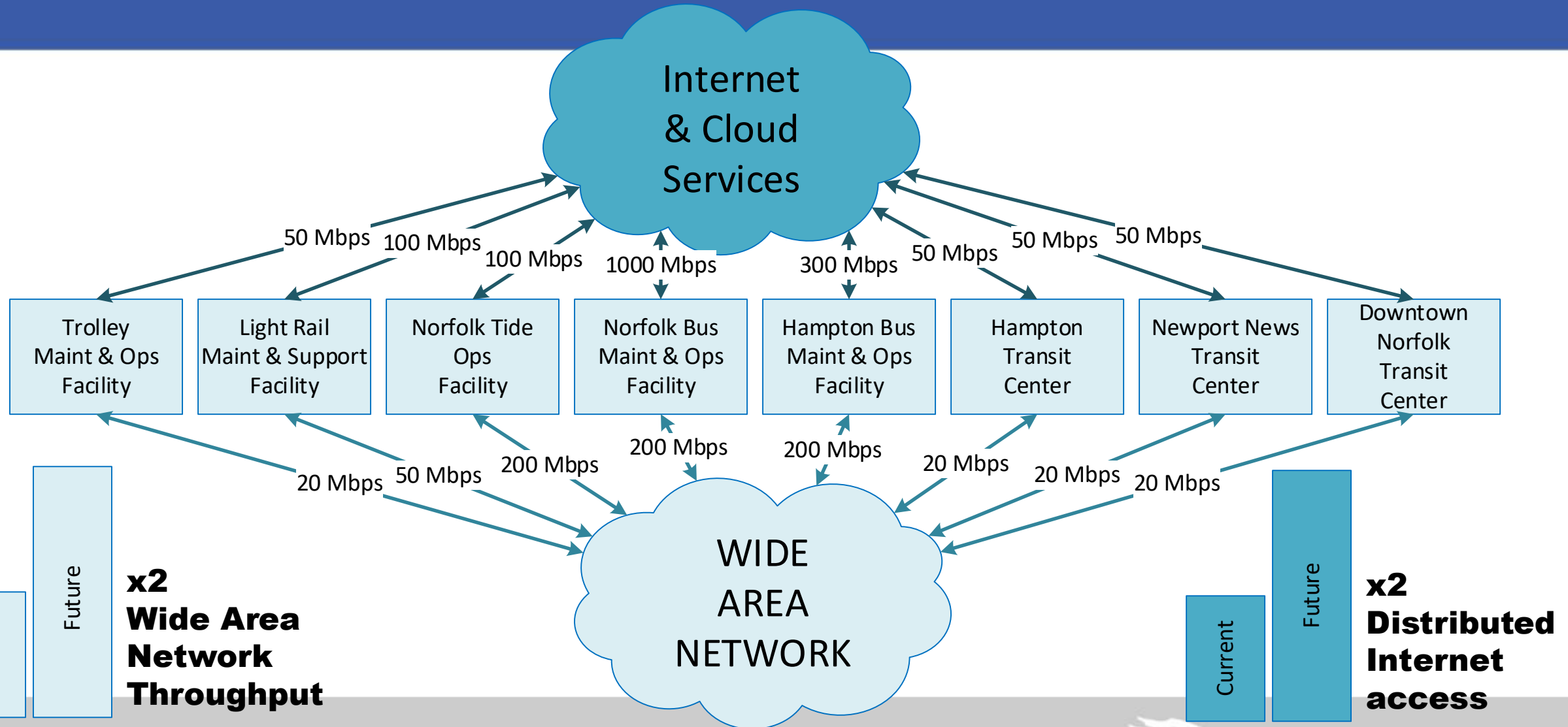
Base Year	Option Year 1	Option Year 2	Option Year 3	Option Year 4	Summary
\$209,431.36	\$203,361.36	\$203,361.36	\$203,361.36	\$203,361.36	<b>\$1,022,876.80</b>

<b>Contract No.:</b> 23-00234	<b>Title:</b> Wide Area Network, Internet, and Telephone Services (Renewal)	<b>Contract Amount:</b>  Base Year: \$ 209,431.36 Four Option Years: <u>\$ 813,445.44</u> <b>Total: \$1,022,876.80</b>
----------------------------------	---	--

# WAN, Internet, and Telephone Services



# WAN, Internet, and Telephone Services





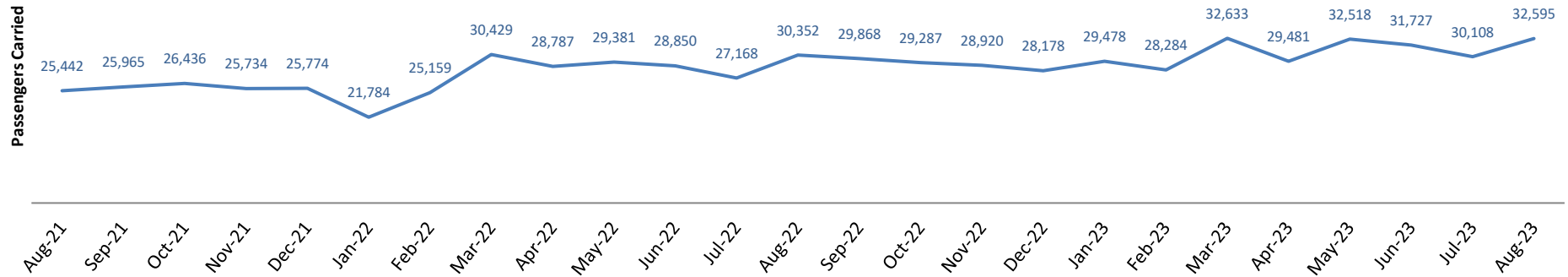


HAMPTON ROADS  
TRANSIT

# Paratransit Service Metrics Operations & Oversight Committee September 14, 2023

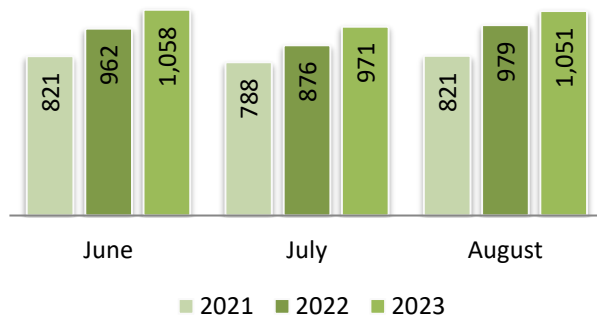
**gohrt.com**

**Paratransit Transportation  
Ridership \***  
**August 2021 - August 2023**

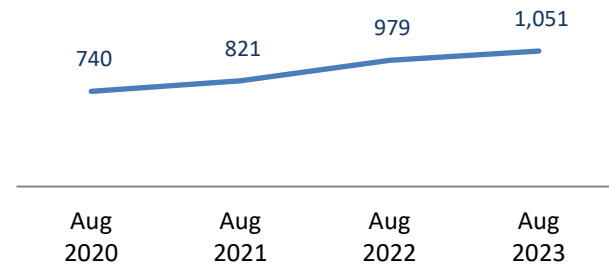


\* Includes passengers in taxis & TNC's

**Paratransit Transportation  
Average Daily Ridership  
YoY - 3-Month Comparison**

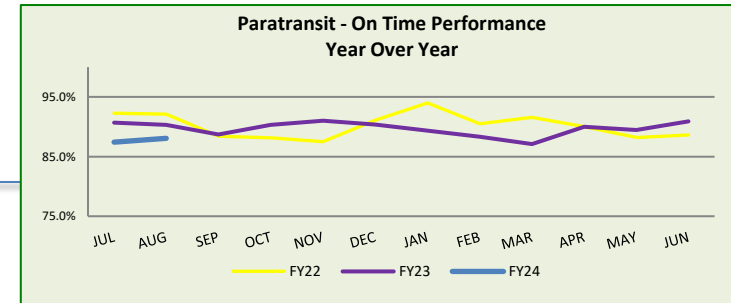
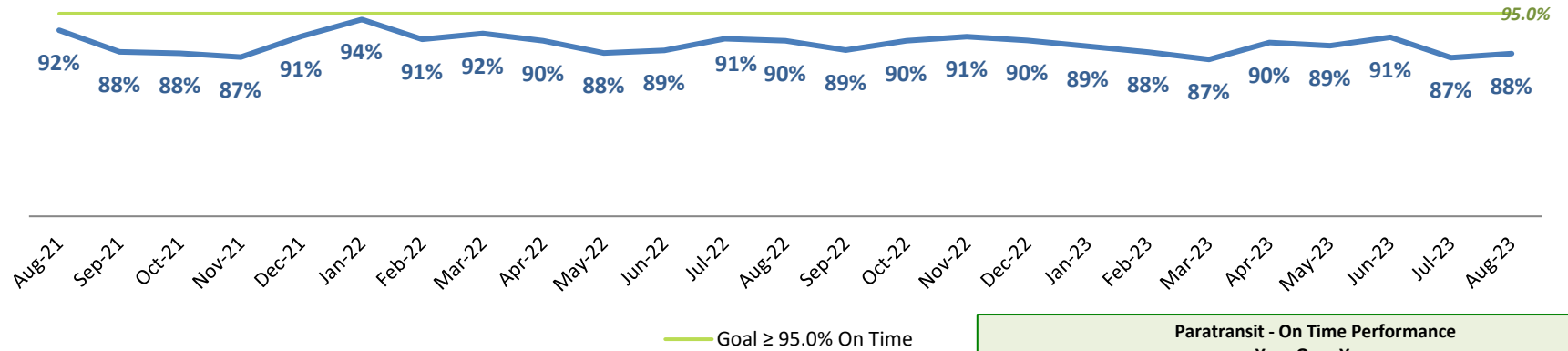


**Paratransit Transportation  
Avg Daily Ridership  
YoY - 1-Month Comparison**

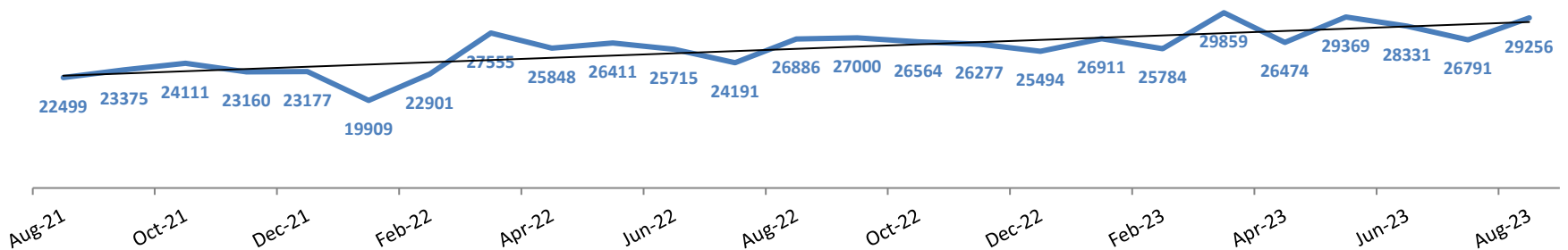




# Paratransit On Time Performance August 2021 - August 2023



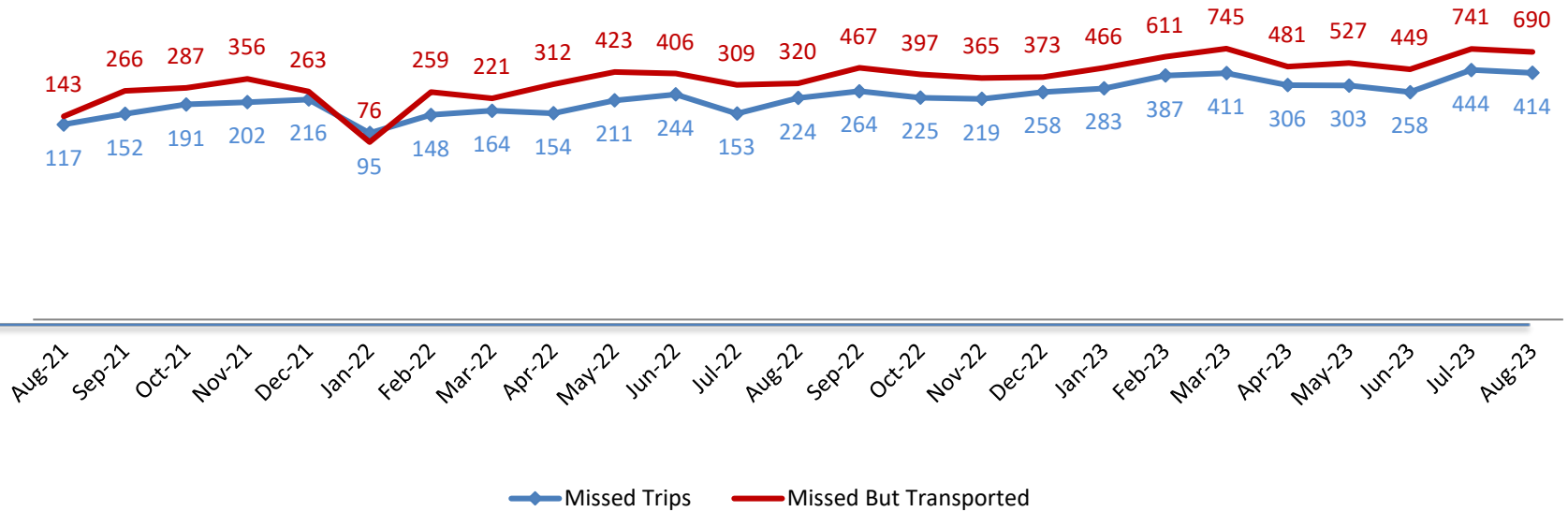
# Paratransit Trips Taken August 2021 - August 2023



HAMPTON ROADS TRANSIT

*Our vision is to be a progressive mobility agency that promotes prosperity across Hampton Roads through collaboration and teamwork. Our mission is to connect Hampton Roads with transportation solutions that are reliable, safe, efficient, and sustainable.*

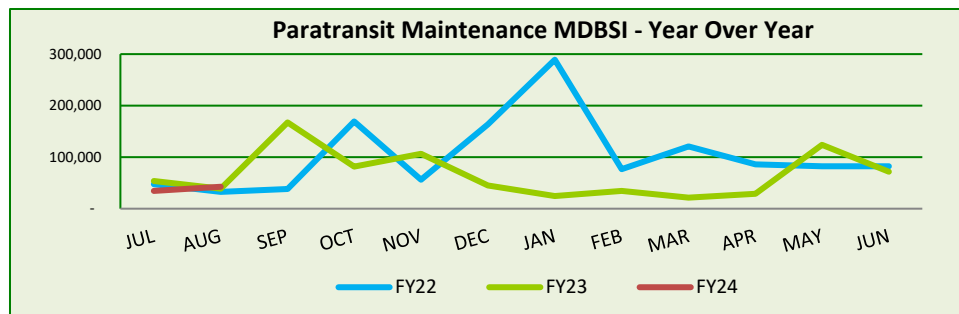
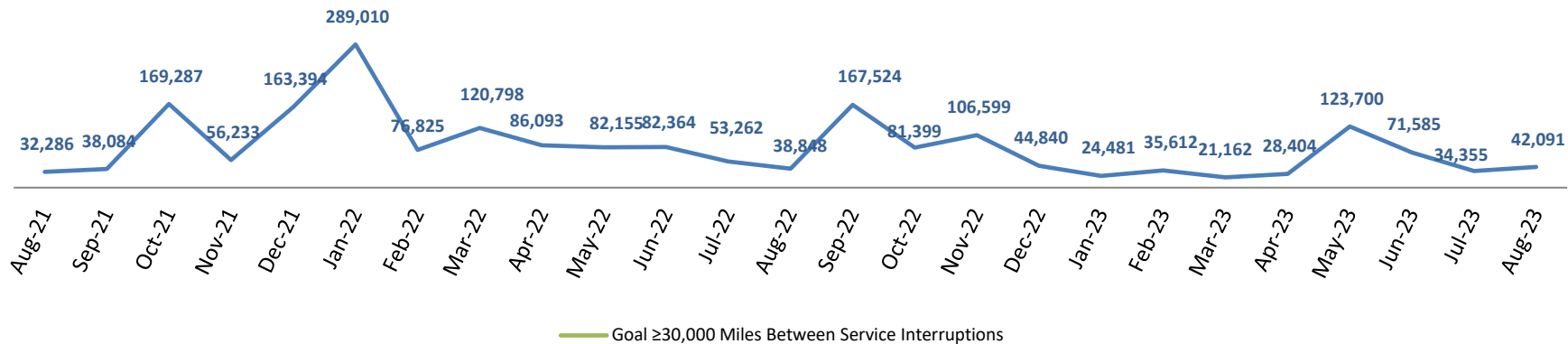
**Paratransit  
Total Missed Trips  
August 2021 - August 2023**



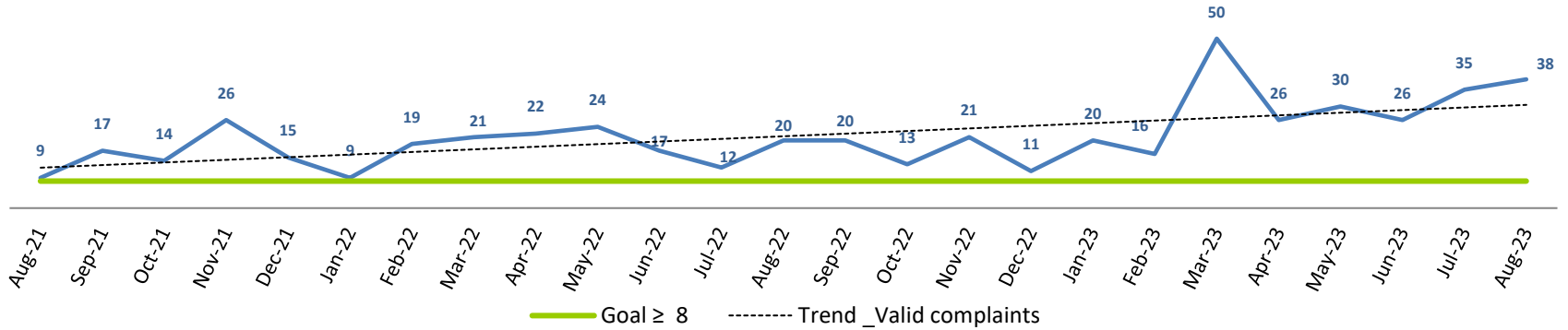
**Missed Trips** - Trips that are a no-show or canceled by the Customer when their ride arrives 30 minutes or later from the start of the Customer's communicated pick-up

**Missed but Transported Trips** - Trips when the vehicle arrives 30 minutes or later from the end of the Customer's communicated pick-up window and the customer still chooses to take the trip

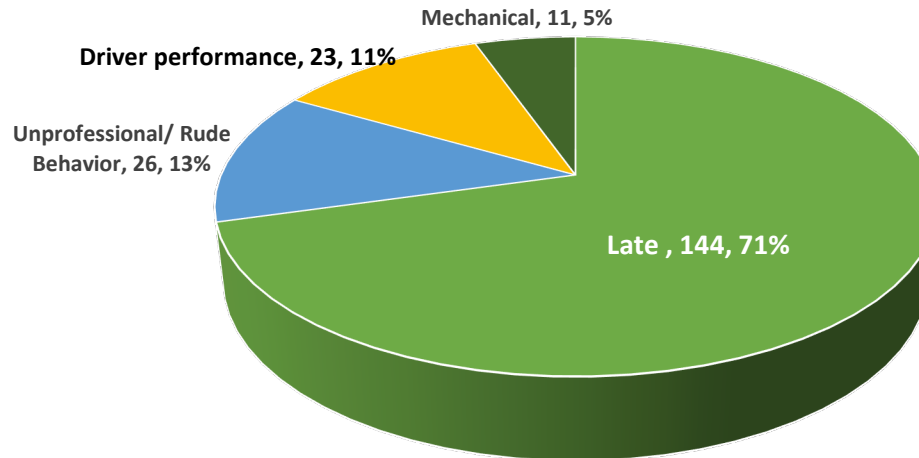
### Paratransit Mean Distance Between Service Interruptions August 2021 - August 2023



**Paratransit Transportation Services  
Valid Customer Complaints per Month  
August 2021 - August 2023**



**Paratransit Transportation Services  
Percentage of Customer Complaints by Type  
Most Recent 6 Month Period**



# Action Items

## VIA:

- Driver Acquisition Campaign.
  - Hire 5 full time drivers by the end of the month.
- Continued training on customer relations.
- Bring in 5 new wheelchair accessible vehicles (WAVs).

## HRT:

- Targeting a minimum replacement of 20-30 vehicles per year.
- Working to increase the fleet size to approximately 130 vehicles (from 94) to handle demand.
- Enhancing ADA accessibility at more fixed route bus stops.
- Prioritizing maintenance, including replacing chair lifts.
- Preparing open solicitation for a new service contract





HAMPTON ROADS  
TRANSIT

Thank You!

**gohrt.com**

## **TRAC Board Report**

### **September 2023**

HRT's Transit Riders Advisory Committee (TRAC) met on Wednesday, September 6, in Hampton. Chairperson Denise Johnson convened the meeting at 6:01 P.M.

TRAC members in attendance were Denise Johnson, Commissioner August Bullock, Melissa Osborne, and Ben Grau.

HRT staff in attendance were Antoinette White, Linda Hodge, Sherry Scott, Kevin Brown, Rodney Evans, Rodney Davis, and Henry Ryto.

Attending from the general public were Andrew Hardin and Joshua Cardell.

The July minutes were approved as submitted. The motion was by Commissioner Bullock, seconded by Ben Grau.

Antoinette White made the following points about the November service board:

1. Route 109 will be detached from Routes 117 and 120, and run independently to Buckroe Beach.
2. Routes 115, 117, and 120 will be absorbed into the Route 115. Buses will run the loop both clockwise and counterclockwise.
3. Thirty-minute service will be restored on Routes 8 & 21.
4. Route 20 will be activated as an RTS route and operate every 15 minutes during peak periods.
5. Routes 4 and 11 will be interlined.
6. There will be schedule adjustments on the Routes 1, 3, 4, 5, 6, 9, 13, 14, 23, 24, 36, 45, 57, 960, and 961.
7. Route 15's timepoint at Janaf will be eliminated, improving the outbound Route 15's ability to make the Military Circle lineup.

Also, Portsmouth's County & Court lineup will temporarily move to Crawford Street while the parking garage is being razed.

In his Director's Remarks, Rodney Davis reviewed TRAC CAFs and provided the following report:

1. The Hampton Transportation Center customer information booth has been closed for more than a month because the air conditioning in the lobby and booth is not working.
2. There will be a 5k run in the vicinity of the Newport News Transit Center on September 23. Detours will impact bus operations. (NOTE: The run date was changed to October 7.)

3. IT has provided Customer Relations the ability to make public address announcements at the transit centers. This capability will not be used on a routine basis, but primarily during severe inclement weather and emergency situations.

In her Chair's remarks, Denise Johnson thanked Henry Ryto, Rodney Johnson, Antoinette White, Kevin Brown, and her fellow TRAC members for their work.

During the Roundtable:

1. Commissioner Bullock asked if it were possible to have information on service adjustments during severe inclement weather run on the ticker tape provided by some news channels. Rodney Davis replied that he knew that the Communications Department issues press releases during these situations, but he would pass the idea on to Communications.
2. Rodney Evans asked if there was anything that could be done to address the delays on the Route 961.
3. Sherry Scott explained the structure of bus operator teams.

During Public Comment:

1. Andrew Hardin inquired as to whether a former Route 964 stop could be restored.
2. Joshua Cardell expressed his thoughts on pending service changes.

The meeting adjourned at 7:06 P.M.