



Meeting of the Transportation District Commission of Hampton Roads

Thursday, April 25, 2024, at 1:00 p.m.
509 E. 18th Street, Norfolk, VA – In Person - Zoom

A meeting of the Transportation District Commission of Hampton Roads will be held on Thursday, April 25, 2024, at 1:00 p.m. at 509 E. 18th Street, Norfolk, VA.

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

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



Meeting of the Transportation District Commission of Hampton Roads

Thursday, April 25, 2024, 509 E. 18th Street, Norfolk, VA at
1:00 p.m. in Person – Zoom

AGENDA

Call to Order & Roll Call

1. Public Comments
2. Approval of March 28, 2024, 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

- March 2024 Financial 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. 22-00211 Human Resources Management System Software and Implementation Services.**

Commission Consideration: Award of contracts to Collaborative Solutions, LLC to provide implementation and ongoing support and Workday, Inc. to provide and host their human resources management system in the not-to-exceed amount of \$3,186,481.00 and \$3,267,653.00, respectively.

- **Contract No. 24-00274 Information Technology Research and Advisory Services (Renewal)**

Commission Consideration: Award of a sole source contract to Gartner, Inc. to provide information technology research and advisory services in the not-to-exceed amount of \$315,070.00 for a one (1) year period.

- **Contract No. 24-00269 Provision of Bulk Fuils**

Commission Consideration: Award of a contract to World Fuel, Inc. for the provision of bulk fluids in the not-to-exceed amount of \$2,867,400.00 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
 6. Comments by Commission Members
 6. Closed Session
 7. Adjournment

**The next meeting will be held on Thursday, May 23, 2024, at 1:00 p.m.
at 3400 Victoria Boulevard, Hampton, VA**



Meeting Minutes of the Transportation District Commission of Hampton Roads

Thursday, March 28, 2024, • 1:00 p.m. 3400 Victoria Boulevard, Hampton, VA, and Hybrid (Zoom) Meeting

Call to Order.

A quorum was attained, and Chairwoman Woodbury called the meeting to order at 1:00 p.m.

Commissioners in attendance:

Chairwoman Woodbury, Newport News
Vice-Chair Don Carey, Chesapeake
Past-Chair Ross-Hammond, Virginia Beach
Commissioner Andrian McClellan, Norfolk
Commissioner Gray, Hampton
Commissioner Daughtery, VDRPT (Zoom)
Commissioner White, Hampton
Commissioner Bullock, Newport News
Commissioner Houston, Norfolk (Zoom)
Commissioner Glover, Portsmouth
Commissioner Anthony “Tony” Goodwin, Portsmouth
Commissioner Spruill, Senate of Virginia 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 Capital Programs
Amy Braziel, Director of Contracted Services and Operational Analytics
Daniel Burton, Asst. Manager of Bus Transportation
David Burton, William Mullens, General Council
Donna Brumbaugh, Director of Finance (Zoom)
Conner Burns, Chief Financial Officer
Dudley Clarke, Budget Analyst (Zoom)
Rodney Davis, Director of Customer Relations
Sheri Dixon, Director of Revenue Services (Zoom)
Jennifer Dove, Civil Rights/Grants Program Manager (Zoom)
Clarke Dudley, Contract Budget Analyst
Vanity Faulkner, Budget Analyst (Zoom)
April Garrett, Sr. Executive Assistant
Angela Glass, Director of Budget & Financial Analysis
Wayne Groover, Director of Rail Maintenance (Zoom)
Shelia Gulledge, Manager Technology PMO
Heather Harmon, Sr. Staff Accountant
William Harrell, President, and CEO

Autumn Jenkins, Operations Support Technician
Toni Hunter, Staff Auditor
Ashley Johnson, Assistant Director of Budget and Financial Analysis (Zoom)
Keith Johnson, Paratransit Service Contract Administrator
Shane Kelly, Sr. Manager Security & Emergency Preparedness
Mason Lawrence, Emergency Management Specialist
Robert Lee, RTS Program Manager
Sonya Luther, Director of Procurement
Steven Magaro, Emergency Preparedness Manager (Zoom)
Alexis Majied, Chief Communications & External Affairs Officer
Tracy Moore, Director of Transportation (Zoom)
Sibyl Pappas, Chief Engineering & Facilities Officer
Michael Perez, Operations Project, and Contract Administrator (Zoom)
Noelle Pinkard, Organizational Advancement Officer (Zoom)
John Powell, Telecommunications Specialist
Michael Price, Chief Information Officer/CTO
Chad Pritchett, Senior Budget Analyst (Zoom)
Luis R. Ramos, Senior Executive Administrator/Commissioner Secretary
Dawn Sciortino, Chief Safety Officer (Zoom)
Ben Simms, Chief Transit Operations Officer
Lillian Scott, HR Training Development Specialist
Brian Smith, Deputy CEO
Paula Studebaker, HR Executive Assistant
Adrian Tate, Assistant Director of Finance (Zoom)
Robert Travers, Corporate Counsel
Fevrier Valmond, Deputy Director of Procurement (Zoom)
Jessica White, Contract Administrator
Kim Wolcott, Chief Human Resources Officer

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

Shannon Borst, (Zoom)
Andrew Ennis, Transit Rail Safety & Emergency Management Administrator, DRPT
Alt. Commissioner Cipriano, Newport News
Angela Hopkins, City of Newport News (Zoom)
Denise Johnson, Chair, Transit Riders Advisory Committee
Ina Kreps, Portsmouth, Citizen
Shelia McAllister, City of Newport News (Zoom)
Brian Swets, City of Portsmouth (Zoom)
Janice Taylor, League of Women Voters (Zoom)
Alt. Commissioner Constantinos Velissarios, 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

A moment of Silence was observed prior to the Commission Meeting.

Public Comments

There were no public comments.

Approval of February 22, 2024, Meeting Minutes

A motion to approve the amended February 22, 2024, minutes was made by Commissioner Glover and properly seconded by Commissioner Bullock. A roll call vote resulted as follows:

Ayes: Commissioners Woodbury, Carey, Ross-Hammond, Gray, Goodwin, McClellan, Daughtery, White, Bullock, Houston, Glover, and Spruill.

Nays: None

Abstain: None

President's Monthly Report

Mr. William Harrell welcomed everyone to the meeting. Mr. Harrell stated that Hampton Roads Transit has received federal funding to support its strategic transition to electric buses. As result of the leadership of our Congressional delegation, HRT will be able to continue investing in sustainable, clean transportation throughout the service area. On behalf of HRT, Mr. Harrell expressed gratitude to federal representatives for securing this funding, and especially to Congressman Scott. Mr. Harrell officially welcomed the Honorable Robert C. "Bobby" Scott, who has been an ardent advocate and supporter of reliable and safe public transportation.

Congressman Scott stated that Hampton Roads Transit has been a leader in the Commonwealth in procuring and deploying zero admission buses. Congressman Scott presented a funding award of \$1,000,000, as an priority community project recently authorized by the United States Congress. This funding is to support HRT in accelerating the procurement and future deployment of additional zero admission electric buses.

Mr. Harrell presented Mr. Maurice Jones with a plaque for his valuable contribution as the keynote speaker for the Inaugural Regional State of Transit event.

Mr. Harrell called on Bus Operator Malcom Hill and presented Mr. Hill with the President's Coin for displaying professionalism and heroism while on duty on January 30, 2024. Bus Operator Hill's intervention helped prevent a student from an inappropriate situation on his bus. Bus Operator Hill contacted the appropriate law enforcement agencies to defuse the incident and ensure that the student was safe.

Audit & Budget Review Committee

Commissioner Gray called on Mr. Conner Burns for the Budget and Audit Committee report. Mr. Burns briefed the Commission on the February monthly financial report.

Management and Financial Advisory Committee (MFAC)

Commissioner Eisenberger stated that MFAC met Tuesday, March 20, 2024. Commissioner Eisenberger mentioned that Mr. Burns updated the Committee on the February financials.

Commissioner Eisenberger mentioned that the Committee discussed how to improve the Budget Review process. Commissioner Eisenberger reminded the Commission that Fare Free day is coming up April 22, 2024, which is Earth Day, and MFAC will review ridership numbers at the May Commission meeting.

Commissioner Eisenberger reminded the Commission that Strategic Allocation Resolutions will be coming before all Member Cities for adoption and Hampton Roads Transit needs adopted resolutions returned by the end of June 2024.

Operations and Oversight Committee

Commissioner Glover called on Ms. Sonya Luther to present the 12 contracts for commission approval.

Mr. Burton, General Council, stated that the following contracts were approved by the O&O Committee and brought to the Commission as a motion for approval in the form of four (4) separate votes:

Vote #1: A motion to approve **Contract 23-00265 Legal Services (Renewal)** was made by the Operations & Oversight Committee (O&O) and properly seconded by Commissioner Carey
A roll call vote resulted as follows:

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

Nays: None

Abstain: None

Vote #2: A motion to approve **Contract 19-00051, Architectural & Engineering Services, Modification No. 4, Contract 23-00255, Avaya Managed Services, Contract 23-00249 Managed Print Services (Renewal), Contract 20-00047 Modification No. 4, Oracle Database Administrative Managed Services and Initiated Issue Support, Contract 23-00241, Modification No. 1 Oracle Enterprise Database Annual Support, and Contract 23-00257 Property and Casualty Insurance Brokerage Service (Renewal)** was made by the Operations & Oversight Committee and properly seconded by Commissioner Spruill. A roll call vote resulted as follows:

Ayes: Commissioners Woodbury, Carey, Ross-Hammond, Gray, Goodwin, McClellan, Daughtery, White, Bullock, Houston, Glover, and Spruill.

Nays: None

Abstain: None

Vote #3: A motion to approve **Contract 23-00223R Bus Repower Services, Contract 23-00262 Hampton Roads Transit Roof and Cladding Replacement, Contract 23-00254R, Provision of Six (6) Non-Revenue Vehicles, Contract 24-00282, Purchase of (7) 40' Hybrid Buses** was made Operations & Oversight Committee and properly seconded by Commissioner McClellan. A roll call resulted as follows:

Ayes: Commissioners Woodbury, Carey, Ross-Hammond, Gray, Goodwin, McClellan, Daughtery, White, Bullock, Houston, Glover, and Spruill.

Nays: None

Abstain: None

Vote #4: A motion to approve **Contract 23-00263 Paratransit Services (Renewal)** was made by Operations & Oversight Committee (O&O) and properly seconded by Commissioner Spruill. A roll call vote resulted as follows:

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

Nays: None

Abstain: Commissioner Daughtery

The next meeting of the O&O Committee will be held April 11, 2024, in Norfolk.

Planning and New Starts Committee.

Past-Chair Ross-Hammond stated that the Committee did not meet in the month of March.

External Legislative Affairs Committee (ELAC)

Commissioner Bullock provided the following update to the Commission:

Federal Legislative Update

Congress passed and President Biden signed the Federal Fiscal Year 2024 Transportation, Housing and Urban Development (THUD) appropriations bill. This legislation provides funding for transit at levels consistent to those agreed upon in the Bipartisan Infrastructure Legislation (BIL).

State Legislative Update

The Virginia General Assembly adjourned Sine Die on Saturday, March 9, 2024

There were several pieces of legislation HRT opposed that would have redirected, reduced, or completely by-passed Virginia's comprehensive transportation funding formula created in 2020.

Also under consideration by the legislature was the Biennium Budget for FY24-25. It is unclear at this time whether the Governor will accept the legislature's budget before the reconvened session scheduled for April 17, 2024

Commissioner Bullock also provide a Marketing Update:

The Marketing Communications team is excited to announce that patrons can ride The Tide light rail to all Norfolk Tides' home games for free this season. Rides are being paid for by the City of Norfolk and the Norfolk Tides.

Commissioner Bulluck reminded the Commission that Hampton Roads Transit will have its 500th shelter ribbon cutting ceremony at the historic Cavalier Hotel and Beach Club on Friday, April 5, 2024, at 11:00AM.

Commissioner Bullock shared upcoming HRT Earth Day Activities.

Commissioner Bullock encouraged Commissioners to participate in a group bus ride on Earth Day and encouraged other members of the community to join them for a short, lunchtime ride.

Smart Cities and Innovation Committee

Commissioner McClellan stated that the Committee did not meet in March and their next meeting will be held April 18, 2024

Paratransit Advisory Sub-Committee (PAC)

Mr. Keith Johnson reported that the Committee did not meet in March. The next meeting will be held on April 10th in Hampton.

Transit Riders Advisory Sub-Committee (TRAC)

Ms. Denise Johnson provided a report to the Commission.

Old and New Business

None

Commissioner Comments:

Commissioner Ross-Hammond thanked HRT staff for expeditiously installing new bus shelters throughout Virginia Beach.

Commissioner Glover wished everyone a pleasant Good Friday and a Happy Passover/Easter Holiday.

Adjournment

With no further business to conduct, the meeting was adjourned at 2:21 p.m.

**TRANSPORTATION DISTRICT COMMISSION
OF HAMPTON ROADS**

**Patricia Woodbury
Chair**

ATTEST:

**Luis Ramos
Commission Secretary
March 28, 2024**



Connecting Businesses

TRAFFIX and HRT are teaming up with the Virginia Department of Rail and Public Transportation on a month-long campaign to help local businesses bring their employees back into the office. Connecting Businesses gives employers access to the tools they need to navigate a changing workforce. The campaign highlights the benefits of vanpooling and other forms of transit to commute to work as well as solutions to free up spaces in congested parking lots.



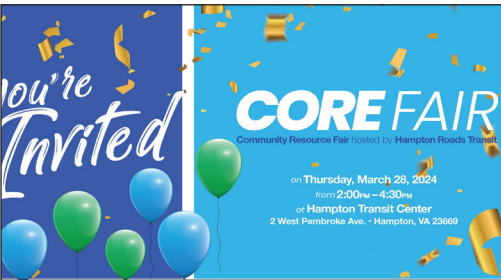
National Transit Employee Appreciation Day

In March, we celebrated National Transit Employee Appreciation Day with a focus on bus operators and mechanics, as they are the true backbone of the organization. The IDEA (Inclusive, Diversity, Equity and Accessibility) Committee sponsored a carnival and fun fair on the Southside and Peninsula giving operators and mechanics an opportunity to enjoy their downtime with goodies, games, and giveaways. The Recognition and Reward Committee co-sponsored these events.



TCC Lunch and Learn

Representatives from Human Resources and Marketing and Communications were able to talk about career opportunities at Hampton Roads Transit during a recent Lunch and Learn at Tidewater Community College's Norfolk Student Center. TCC hosted an interactive discussion about careers in the transportation industry. HRT staff talked about their own roles in the agency and answered students' questions.



Community Resource Fairs

HRT's Public Outreach team is getting ready for its second annual Community Resource Fair. Last year's inaugural event was such a big success we decided to make it an annual event. We're working with community partners to provide a one-stop-shop for passengers and employees to access important information on services available. The Community Resource Fairs will be held on Thursday, March 28 at the Hampton Transit Center and Thursday, April 4 at Newtown Road Station, from 2:00 p.m. to 4:30 p.m.



Earth Day Preview

On April 22, HRT will be celebrating Earth Day by offering free fare on all bus, light rail, ferry, and paratransit services. Throughout the month, we'll be highlighting our current Adopt-A-Stop volunteers and encouraging people to sign up. HRT staff will also be hitting the pavement, teaming up to clean shelters and bus stops throughout the service area. Public Outreach and TRAFFIX will represent HRT at several Earth Day events on the Southside and Peninsula. We're also asking our Commissioners to join us in celebrating Earth Day by taking transit and hosting a ride-along in their communities.



Turn-by-Turn Pilot Program

HRT is piloting a "Turn-by-Turn" feature designed to provide bus operators with route navigation directions. A multi-function map-view screen displays the vehicle's current location and navigation instructions. It also highlights the entire bus route and stops along the way. In addition to the visual guidance, there are also audible turn-by-turn route navigation instructions that supplement the textual indications of left and right turns, along with street names on the map view.



RECRUITMENT AND WORKFORCE DEVELOPMENT REMAINS A TOP PRIORITY

Hampton Roads Transit is gearing up for another busy summer season. Recruitment is in full force as we ramp up hiring ahead of the VB Wave's 40th year serving the Virginia Beach Oceanfront. HRT is hosting monthly job fairs to hire and train full- and part-time trolley operators for the months ahead.

According to Mass Transit's annual Mobility Outlook Survey, recruitment and retention was identified as the number one challenge of transit agencies, both currently and looking ahead. As we continue to emerge from the pandemic, recruiting and retaining employees remains a top priority at HRT.

We are accomplishing this through various avenues. Internally by utilizing multiple committees that are focused on employee engagement and recognition and externally by taking advantage of career fairs and other workforce development outreach opportunities.

HRT's Human Resources Department has at least six career fairs planned in the coming months on both the Peninsula and Southside. This month, ForKids, a Hampton Roads-based non-profit geared toward helping families who may be experiencing homelessness, hosted an on-site job fair exclusively for HRT, giving their clients an opportunity to learn about careers in transit.

In addition, staff is working to capitalize on HRT's Virginia Values Veterans certification by partnering with the Army on its Partnership for Your Success (PaYS) program. The program assists service members who are within 12 to 18 months of leaving the military with finding employment.

We also have multiple staff members who volunteer their time and talent to show that "HRT Cares."

The Recognition and Reward Committee hosts events monthly to spur employee engagement. Most recently they teamed up with the Inclusion, Diversity, Equity, and Access (IDEA) Committee for Transit Employee Appreciation week. Committee members fanned out across the agency bringing a carnival-like atmosphere to breakrooms. This show of appreciation was well received by our operators and mechanics.

The Recognition and Reward Committee also makes sure that our retirees are honored. Committee members contact each retiree, delivering personalized mementos to express HRT's gratitude for their many years of service to the agency.

Efforts are underway to revive the HRT Employee Recognition Organization (HERO). Employees have been asking for this and the committee is already recruiting new members. The goal is to have it back up and running in May.

As you can see, we are tackling the issue of recruitment and retention head-on. Taking advantage of every opportunity to let current employees know they are valued members of the team and building relationships outside the agency, letting more people learn about careers in transit.

Sincerely,

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

William E. Harrell
President and CEO
Hampton Roads Transit



500th Bus Shelter Ribbon Cutting

HRT celebrated the installation of its 500th bus shelter on Friday, April 5. A ribbon-cutting ceremony was held at the Virginia Beach Oceanfront, where the shelter is across from the Historic Cavalier Hotel and Beach Club. With the help of Commissioner Dr. Amelia Ross-Hammond, HRT was able to move quickly through the permitting process and install the shelter in about a year. It went up in time to serve the many visitors to the Resort City this summer and hotel staff. Gold Key/PHR Hotels and Resorts announced it will be giving complimentary GoPass354 transit passes to all employees.



Team HRT Wins Virginia State Bus Roadeo

Congratulations to Team HRT after bringing home Best Overall at this year's Virginia State Bus Roadeo competition. In addition, Reginald Charity won Third Place Overall in the Bus Operator category and received the DRPT Smooth/Safe Operation Award. Mechanics George Sweeny and Jose Brito placed third in the Maintenance Team Category. The annual competition was hosted by OmniRide and sponsored by the Virginia Department of Rail and Transportation. HRT is excited to host the 2026 Virginia State Roadeo competition.



CORE Fairs a Big Success

Our second annual Community Resources (CORE) Fairs were a big success. With events on the Southside and Peninsula, HRT was able to connect hundreds of riders with dozens of organizations, all in one location. CORE Fairs help bring vital resources to the communities we serve. Customers were able to gain access to information on employment opportunities, job training, rental assistance, and mental health services.



Volunteers Help Cleanup Hampton Roads for Earth Day

It was all-hands-on-deck during HRT's Earth Week Community Cleanup. Employees, civic leagues, community groups, and citizens of Hampton Roads were invited to give back by spending one hour cleaning a bus stop. Volunteers spread out across the system armed with trash bags and a passion for keeping the planet clean. HRT also offered free rides on all bus, light rail, ferry, and paratransit services. A special thanks to the Commissioners who hosted an Earth Day ride along.



Connecting Chesapeake Study Holds Public Outreach

Community outreach continues on the Connecting Chesapeake Study. The team is hosting a series of pop-up events, happening now through May 1, giving the public a chance to view the proposed high-capacity transit alignments and provide feedback. For those who can't make it to one of the six pop-up events, they can join a Facebook Livestream on Thursday, April 25. Sherri Dawson, Director of Transit Development, will be available during the live event to answer any questions.



Passenger Information Displays a Big Hit with Customers

Passenger Information Displays (PIDs) have been up and running in each of our three transit centers since January. The displays provide important information, including bus departure times, cancellations, customer alerts, promotions, and policies. They enable Customer Service text-to-screen functionality to rapidly post messages in case of an emergency. The PIDs have been well received by customers.

Success Factors Scorecard

April 2024

CUSTOMER FOCUSED OPERATIONS	Score Frequency (Monthly, Annually)	March 2024	Quarter (Jan, Feb, Mar)	FY23
On-Time Performance (%)	M			
Bus On-Time Performance		70.8	71.4	71.6
Ferry On-Time Performance		99.6	99.4	98.6
Light Rail On-Time Performance		98.8	98.8	98.7
Paratransit On-Time Performance		90.3	90.8	90.9
Missed Trips (% , Bus time points)	M	0.86	0.99	0.54
Adherence to Fleet Preventive Maintenance Schedule (%)	M	100	97	97
Ridership by Mode	M			
Bus Ridership		635,843	1,874,865	5,838,443
Ferry Ridership		13,510	28,109	229,214
Light Rail Ridership		67,390	183,913	717,493
Paratransit Ridership		33,181	96,360	356,306
Customer Complaints per 100,000 Passenger Boardings	M	36	40	47
Customer Satisfaction Score (Bus)	A			3.6
Marketing Impressions (million)	M	4.7	16.5	

REGIONAL IMPACT	Score Frequency (Monthly, Annually)	March 2024	Quarter (Jan, Feb, Mar)	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)	March 2024	Quarter (Jan, Feb, Mar)	FY23
Preventable Accidents per 100,000 Vehicle Revenue Miles	M	2.25	2.32	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	100
Mean Distance Between Service Interruptions (Miles, Bus)	M	4,126	5,129	5,131
Administrative and Maintenance Facilities Condition Rating (% rated 3 or above)	A		80	90
Agency Generated Revenue (\$ million)	M	0.74	2.33	9.87
Cost per Vehicle Revenue Hour (\$, Bus)	A			126.98

WORKFORCE SUCCESS	Score Frequency (Monthly, Annually)	March 2024	Quarter (Jan, Feb, Mar)	FY23
Retention Rate (%)	M	9.5	96.6	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

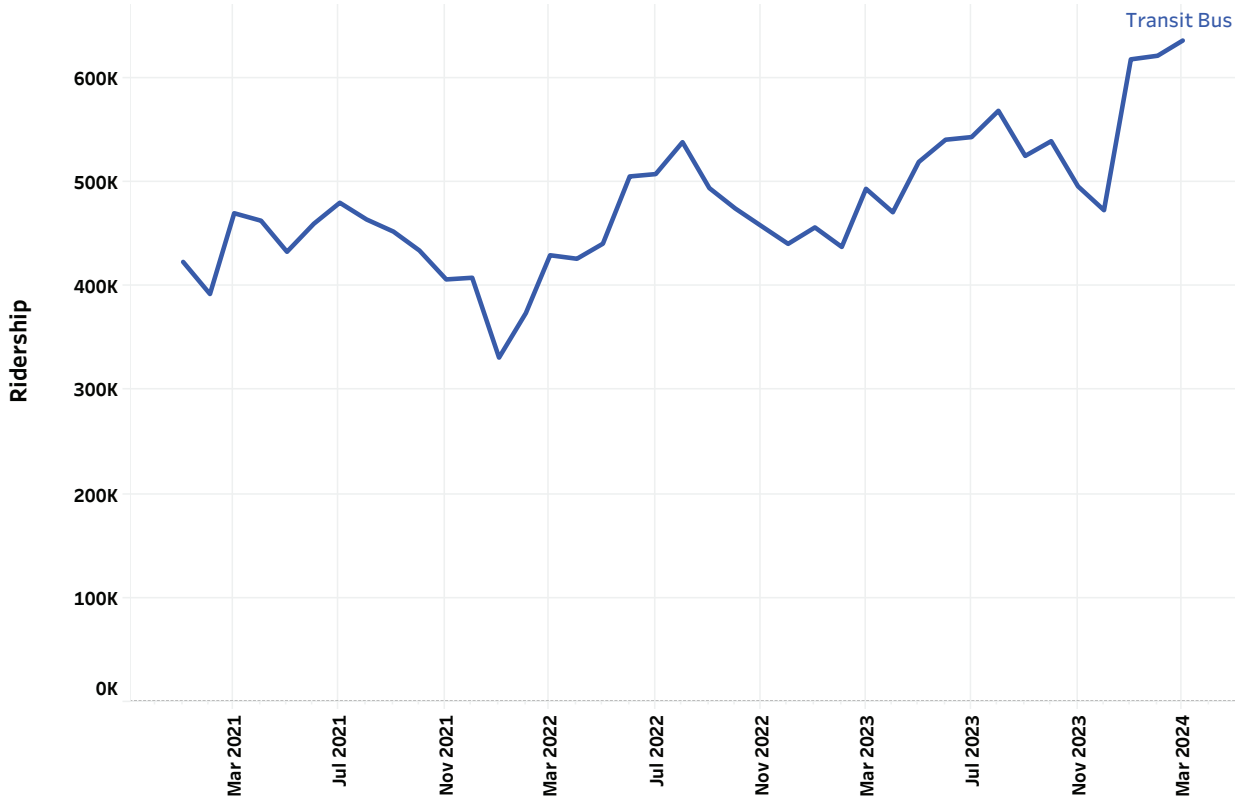
Success Factors Descriptions

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

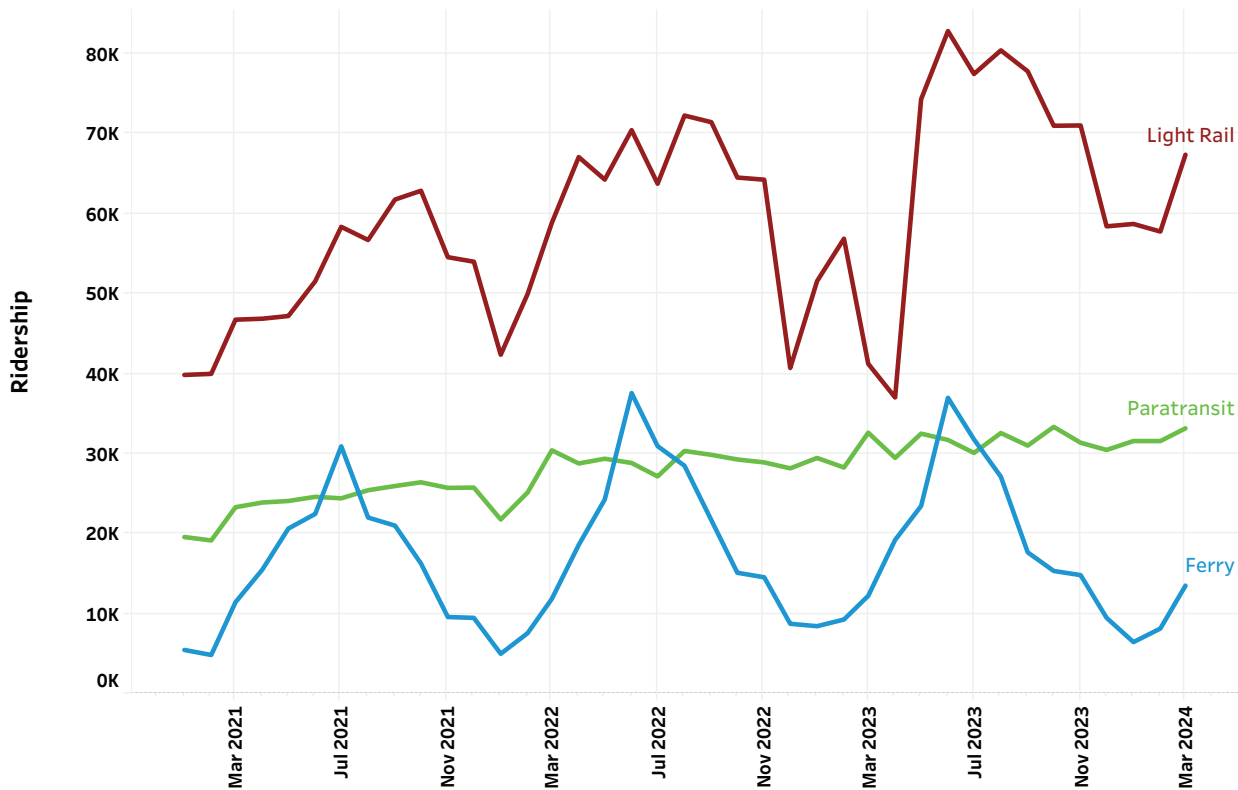
Ridership - All Modes

		Total	Ferry	Light Rail	Paratransit	Transit Bus
2024	March	749,924	13,510	67,390	33,181	635,843
	February	718,766	8,145	57,787	31,587	621,247
	January	714,557	6,454	58,736	31,592	617,775
2023	December	571,195	9,483	58,437	30,477	472,798
	November	612,971	14,827	71,051	31,382	495,711
	October	658,857	15,346	71,015	33,363	539,133
	September	651,504	17,672	77,821	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

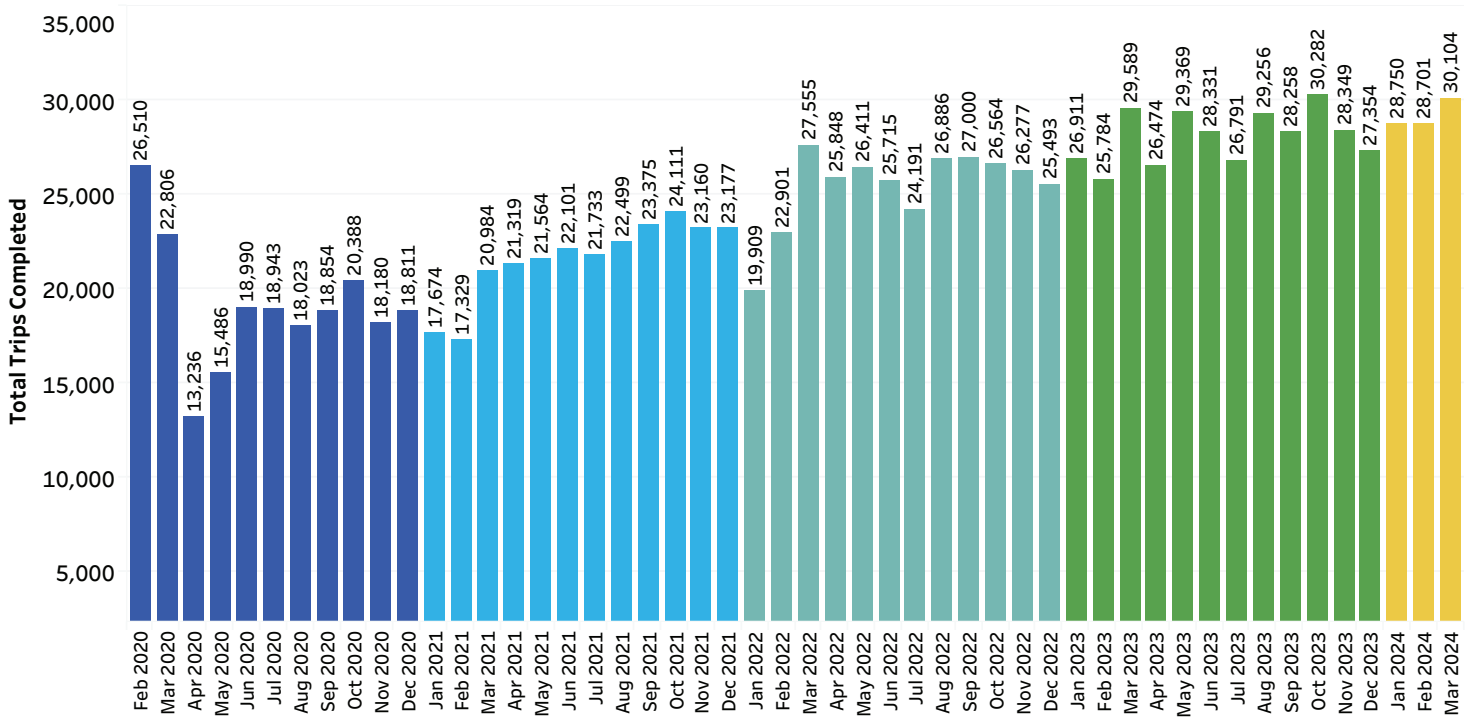
Ridership - Bus



Ridership - Ferry, Light Rail, Paratransit

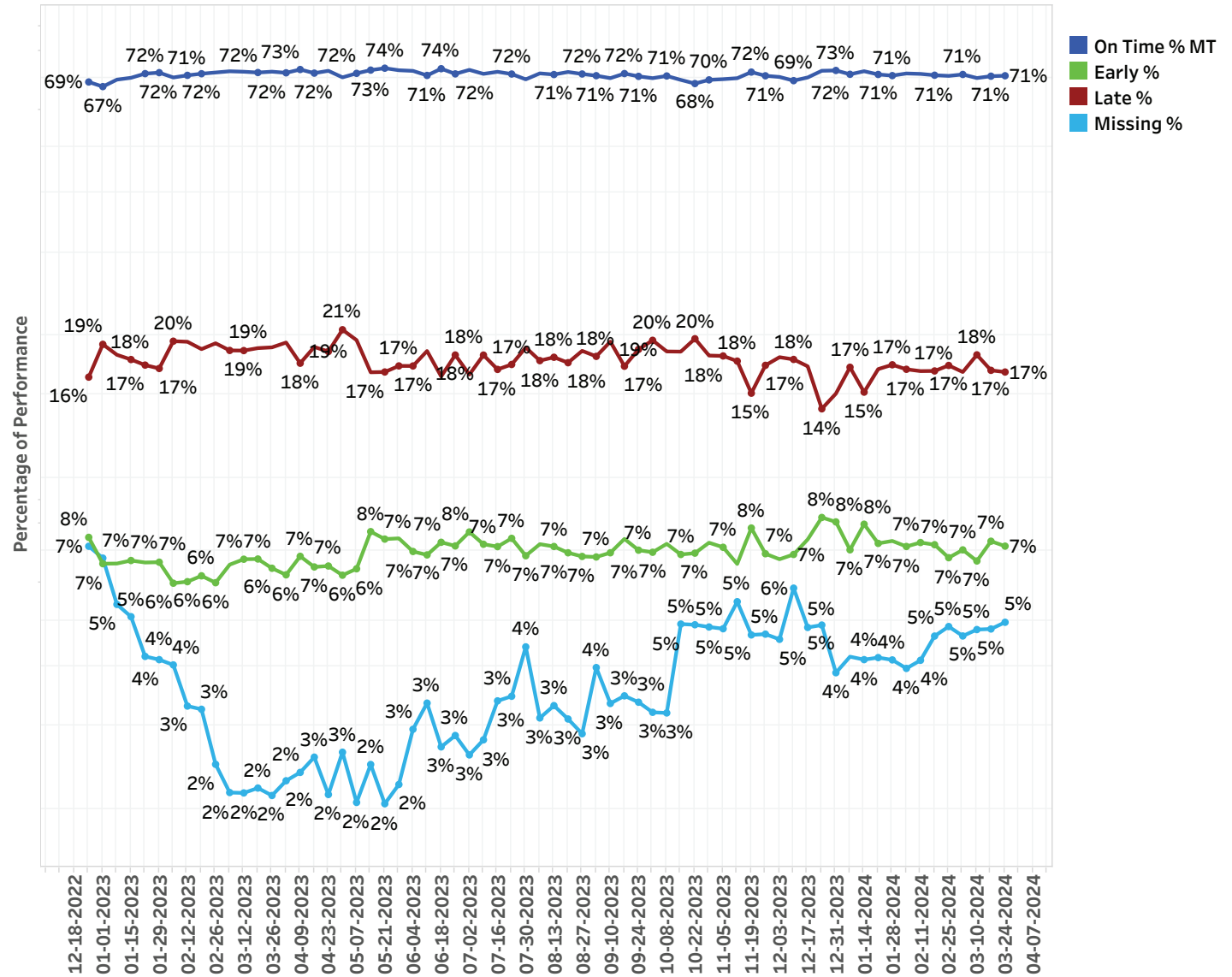


Paratransit Total Trips

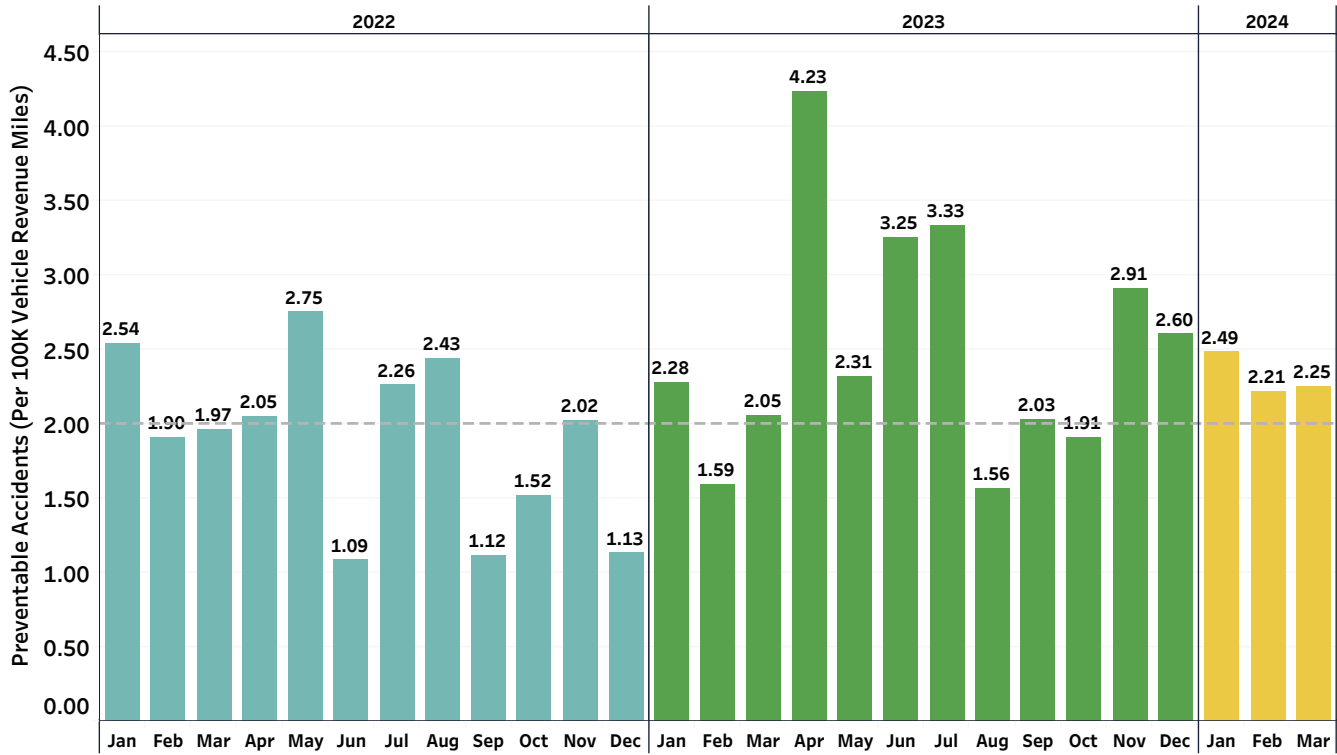


Bus On-Time Performance (%)

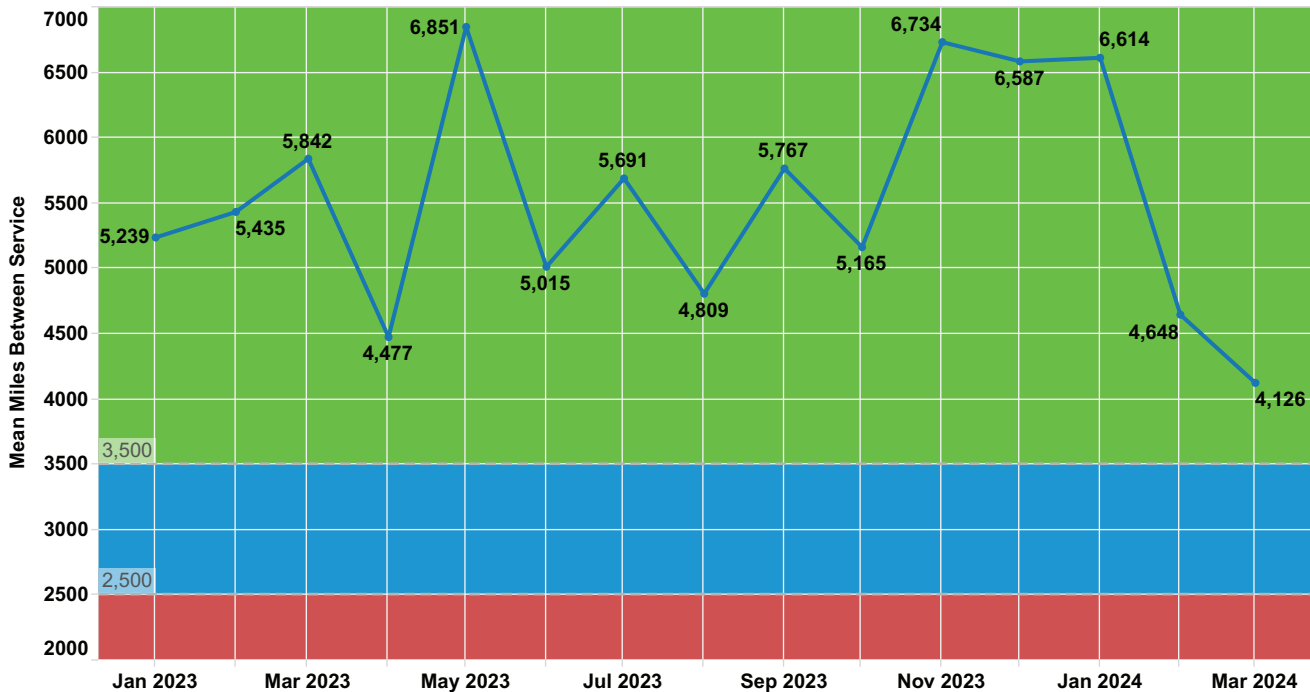
Bus Performance Summary



Preventable Accidents per 100,000 Vehicle Revenue Miles



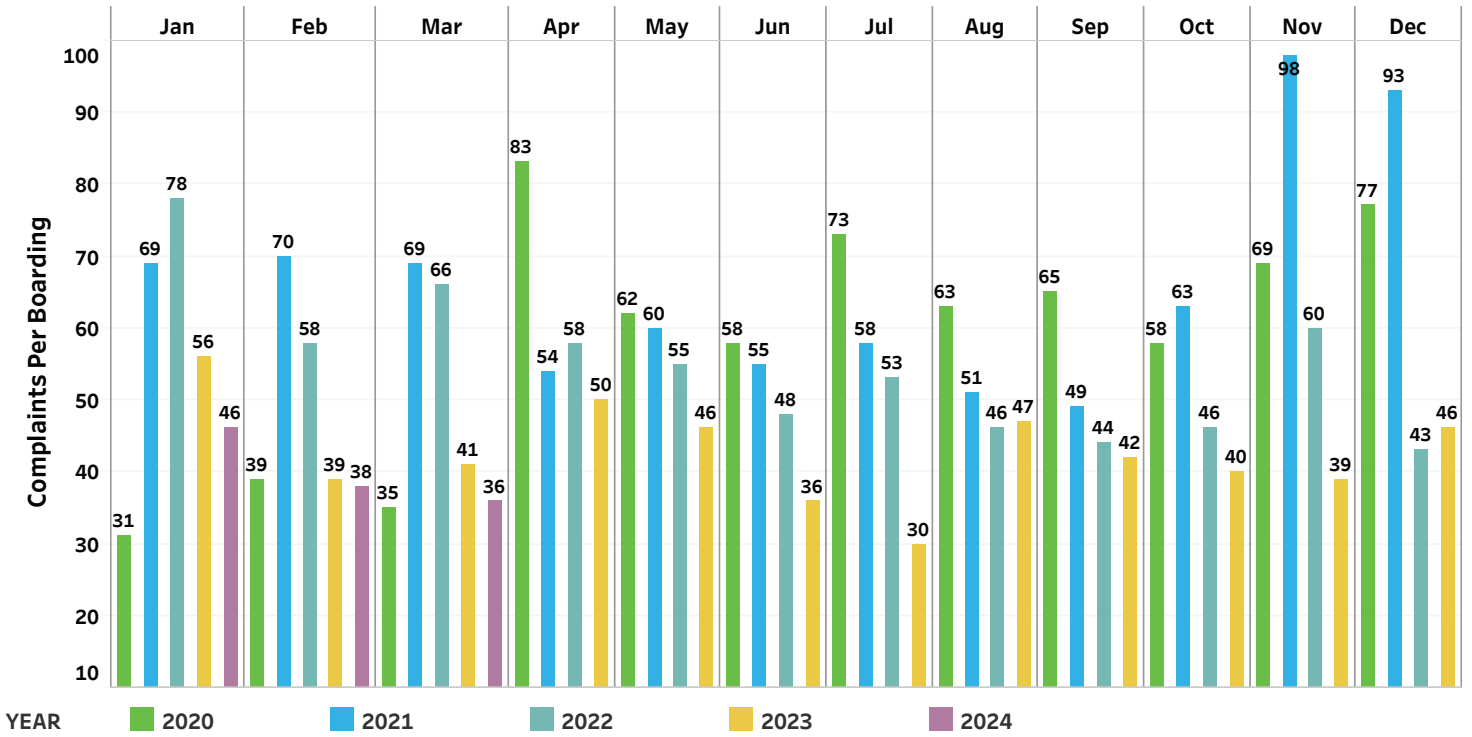
Mean Distance Between Service Interruptions (Miles, Bus)



< 2,500 Miles Between Service Interruptions: Not Optimal
 > 2,500 and < 3,500 Miles Between Service Interruptions: Less Than Optimal
 > 3,500 Miles Between Service Interruptions: Optimal

Customer Complaints per 100,000 Passenger Boardings

Complaints Per 100K Boardings For Last 24 Months





HAMPTON ROADS
TRANSIT

Draft Financial Statement

MARCH 2024
FISCAL YEAR 2024
FINANCIAL REPORT

gohrt.com

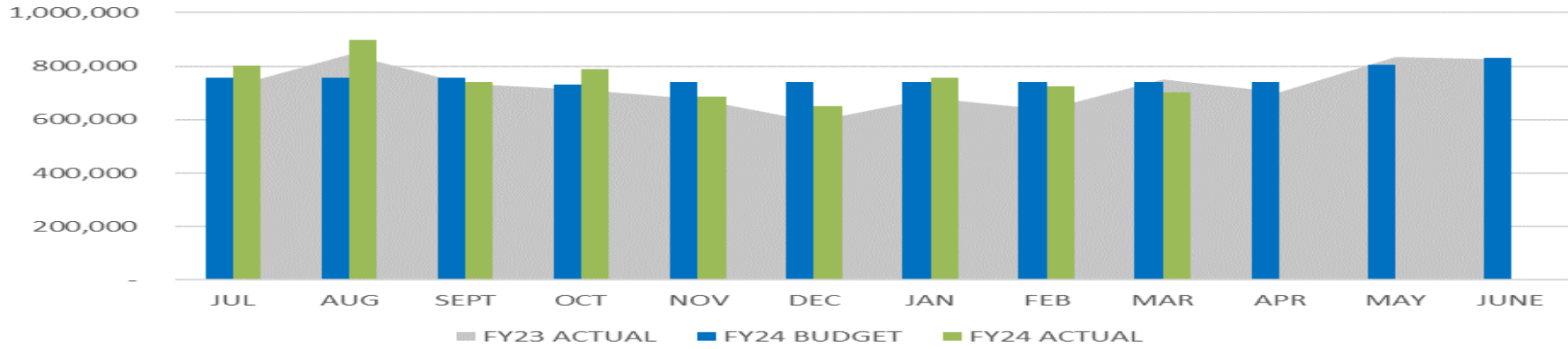
OPERATING FINANCIAL STATEMENTS

March 2024

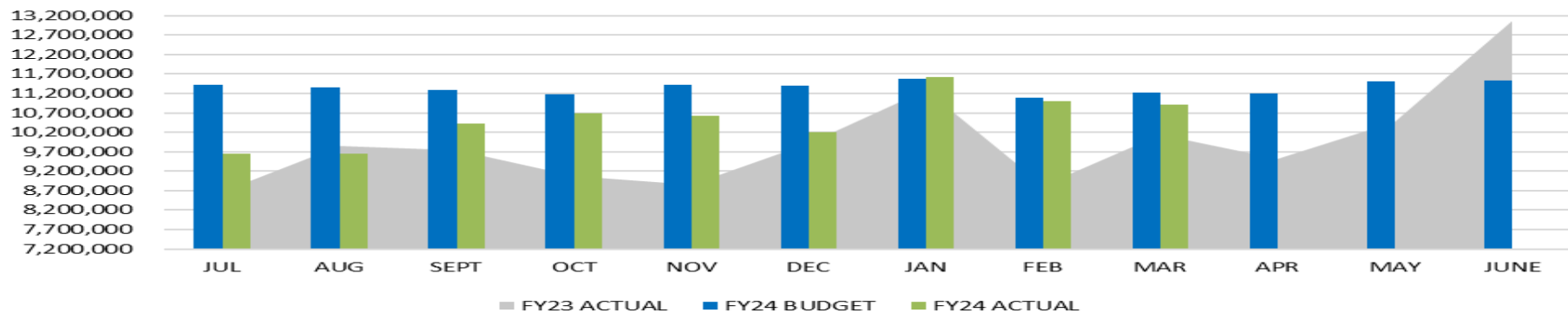
FISCAL YEAR 2024 Dollars in Thousands	Annual		Month to Date			Year to Date			
	Budget	Budget	Actual	Variance		Budget	Actual	Variance	
Operating Revenue									
Passenger Revenue	\$ 8,144.5	\$ 664.9	\$ 865.3	\$ 200.3	30.1 %	\$ 6,063.8	\$ 6,265.0	\$ 201.3	3.3 %
Passenger Revenue - RTS	936.9	75.5	(164.1)	(239.6)	(317.4) %	641.5	488.2	(153.4)	(23.9) %
Advertising Revenue	800.0	66.7	30.3	(36.3)	(54.5) %	600.1	470.3	(129.8)	(21.6) %
Other Transportation Revenue	2,698.8	224.9	228.7	3.8	1.7 %	2,024.1	2,051.8	27.7	1.4 %
Non-Transportation Revenue	60.0	5.0	26.4	21.4	427.8 %	45.0	395.3	350.3	778.5 %
Total Operating Revenue	12,640.1	1,037.0	986.6	(50.3)	(4.9) %	9,374.5	9,670.6	296.1	3.2 %
Non-Operating Revenue									
Federal Funding (5307/5337)	38,858.9	3,165.3	5,781.0	2,615.7	82.6 %	29,720.2	24,267.5	(5,452.7)	(18.3) %
HRRTF Funding	10,044.1	809.2	(1,720.0)	(2,529.2)	(312.5) %	6,877.7	6,226.6	(651.0)	(9.5) %
State Funding	26,837.1	2,236.4	2,236.4	0.0	0.0 %	20,127.8	20,127.8	0.0	0.0 %
Local Funding	47,766.4	3,980.5	3,980.5	0.0	0.0 %	35,824.8	35,824.8	0.0	0.0 %
Total Non-Operating Revenue	123,506.5	10,191.5	10,278.0	86.5	0.8 %	92,550.5	86,446.7	(6,103.7)	(6.6) %
TOTAL REVENUE	\$ 136,146.6	\$ 11,228.5	\$ 11,264.6	\$ 36.2		\$ 101,925.0	\$ 96,117.4	\$ (5,807.5)	
TOTAL EXPENSE									
Personnel Services	\$ 81,605.6	\$ 6,694.6	\$ 6,740.6	\$ (46.0)	(0.7) %	\$ 61,035.9	\$ 58,256.2	\$ 2,779.8	4.6 %
Contract Services	16,424.8	1,518.6	1,019.9	498.6	32.8 %	12,419.1	8,198.8	4,220.2	34.0 %
Materials & Supplies	6,250.3	475.8	648.1	(172.3)	(36.2) %	4,670.9	5,601.2	(930.3)	(19.9) %
Gas & Diesel	6,918.2	560.6	410.7	150.0	26.7 %	5,090.0	4,916.1	173.9	3.4 %
Contractor's Fuel Usage	1,240.7	103.4	89.7	13.7	13.2 %	930.5	767.8	162.7	17.5 %
Utilities	1,345.0	112.1	116.1	(4.0)	(3.5) %	1,008.8	1,075.5	(66.7)	(6.6) %
Casualties & Liabilities	5,528.5	345.7	382.7	(37.0)	(10.7) %	4,151.4	4,122.5	28.9	0.7 %
Purchased Transportation	15,052.1	1,237.3	1,318.1	(80.9)	(6.5) %	11,250.4	10,361.1	889.3	7.9 %
Other Miscellaneous Expenses	1,781.3	180.4	184.4	(4.0)	(2.2) %	1,368.0	1,494.5	(126.5)	(9.2) %
TOTAL EXPENSE	\$ 136,146.6	\$ 11,228.5	\$ 10,910.4	\$ 318.1		\$ 101,925.0	\$ 94,793.7	\$ 7,131.3	
SURPLUS (DEFICIT)			\$ 354.3				\$ 1,323.7		

1. Page 3 removed for the March Financials due to RTS service hour adjustment.
 2. Line of Credit balance as of April 17, 2024, is \$6,877,985.04

Farebox Revenue



Total Expenses



OPERATING CROSSWALK

March 2024

FISCAL YEAR 2024 (Dollars in Thousands)	YEAR-TO-DATE				
	BUDGET	ACTUAL LOCALITY	ACTUAL NON-LOCALITY	ACTUAL CONSOLIDATED	VARIANCE + / (-)
REVENUE					
Passenger Revenue	\$ 6,705.3	\$ 6,143.7	\$ 609.5	\$ 6,753.2	\$ 47.9
Advertising Revenue	\$ 600.1	\$ 417.7	\$ 52.6	\$ 470.3	\$ (129.8)
Other Transportation Revenue	\$ 2,024.1	\$ -	\$ 2,051.8	\$ 2,051.8	\$ 27.7
Non-Transportation Revenue	\$ 45.0	\$ 95.3	\$ 300.1	\$ 395.4	\$ 350.4
Federal Funding (PM 5307/5337)	\$ 29,720.2	\$ 24,267.5	\$ -	\$ 24,267.5	\$ (5,452.7)
HRRTF Funding ¹	\$ 6,877.7	\$ -	\$ 6,226.6	\$ 6,226.6	\$ (651.1)
State Funding	\$ 20,127.8	\$ 20,127.8	\$ -	\$ 20,127.8	\$ -
Local Funding	\$ 35,824.8	\$ 35,824.8	\$ -	\$ 35,824.8	\$ -
TOTAL REVENUE:	\$ 101,925.0	\$ 86,876.8	\$ 9,240.6	\$ 96,117.4	\$ (5,807.6)
EXPENSE					
Personnel Services	\$ 61,035.9	\$ 53,053.2	\$ 5,203.0	\$ 58,256.2	\$ 2,779.7
Services	\$ 12,419.1	\$ 7,466.5	\$ 732.3	\$ 8,198.8	\$ 4,220.3
Materials & Supplies	\$ 10,691.4	\$ 10,277.2	\$ 1,007.9	\$ 11,285.1	\$ (593.7)
Utilities	\$ 1,008.8	\$ 979.4	\$ 96.1	\$ 1,075.5	\$ (66.7)
Casualties & Liabilities	\$ 4,151.4	\$ 3,754.2	\$ 368.3	\$ 4,122.5	\$ 28.9
Purchased Transportation	\$ 11,250.4	\$ 9,435.7	\$ 925.4	\$ 10,361.1	\$ 889.3
Other Miscellaneous Expenses	\$ 1,368.0	\$ 1,360.3	\$ 134.2	\$ 1,494.5	\$ (126.5)
TOTAL EXPENSE:	\$ 101,925.0	\$ 86,326.5	\$ 8,467.2	\$ 94,793.7	\$ 7,131.3
BUDGET STATUS TO DATE²:	\$ -	\$ 550.3	\$ 773.4	\$ 1,323.7	\$ 1,323.7

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

March 2024

FISCAL YEAR 2024 (Dollars in Thousands)	TOTAL LOCALITY			
	ANNUAL BUDGET	YEAR-TO-DATE		
		BUDGET	ACTUAL	VARIANCE
Locality Operating Share	\$ 47,766.3	\$ 35,824.8	\$ 35,824.8	\$ -
Plus: Local Farebox	\$ 7,977.4	\$ 5,983.1	\$ 6,143.7	\$ 160.6
Locality Share - Sub-Total:	\$ 55,743.7	\$ 41,807.9	\$ 41,968.5	\$ 160.6
Plus: Federal Aid	\$ 38,859.0	\$ 29,720.2	\$ 24,267.5	\$ (5,452.7)
State Aid	\$ 26,837.0	\$ 20,127.8	\$ 20,127.8	\$ -
Total Revenue Contribution:	\$ 121,439.7	\$ 91,655.9	\$ 86,363.8	\$ (5,292.1)
Operating Expenses:	\$ 121,439.7	\$ 91,655.9	\$ 85,813.5	\$ (5,842.4)
Locality Budget Status to Date¹:				\$ 550.3

KPI

Farebox Recovery:	6.5%	7.2%
Farebox % of Budgeted Expense:		6.7%

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

LOCALITY RECONCILIATION

March 2024

FISCAL YEAR 2024 (Dollars in Thousands)	CHESAPEAKE			
	ANNUAL BUDGET	YEAR-TO-DATE		
		BUDGET	ACTUAL	VARIANCE
Locality Operating Share	\$ 2,866.8	\$ 2,150.1	\$ 2,150.1	\$ -
Plus: Local Farebox	\$ 426.8	\$ 320.1	\$ 324.5	\$ 4.4
Locality Share - Sub-Total:	\$ 3,293.6	\$ 2,470.2	\$ 2,474.6	\$ 4.4
Plus: Federal Aid	\$ 2,904.1	\$ 2,178.1	\$ 1,716.1	\$ (462.0)
State Aid	\$ 1,719.8	\$ 1,289.9	\$ 1,241.6	\$ (48.3)
Total Revenue Contribution:	\$ 7,917.5	\$ 5,938.2	\$ 5,432.3	\$ (505.9)
Operating Expenses:	\$ 7,917.5	\$ 5,938.2	\$ 5,427.9	\$ (510.3)
Locality Budget Status to Date¹:				\$ 4.4

KPI

Farebox Recovery:	5.4%	6.0%
Farebox % of Budgeted Expense:		5.5%

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

LOCALITY RECONCILIATION

March 2024

FISCAL YEAR 2024 (Dollars in Thousands)	HAMPTON			
	ANNUAL BUDGET	YEAR-TO-DATE		
		BUDGET	ACTUAL	VARIANCE
Locality Operating Share	\$ 4,971.8	\$ 3,728.9	\$ 3,728.9	\$ -
Plus: Local Farebox	\$ 723.5	\$ 542.6	\$ 620.2	\$ 77.6
Locality Share - Sub-Total:	\$ 5,695.3	\$ 4,271.5	\$ 4,349.1	\$ 77.6
Plus: Federal Aid	\$ 4,615.8	\$ 3,461.9	\$ 3,467.8	\$ 5.9
State Aid	\$ 2,903.2	\$ 2,177.4	\$ 2,352.0	\$ 174.6
Total Revenue Contribution:	\$ 13,214.3	\$ 9,910.8	\$ 10,168.9	\$ 258.1
Operating Expenses:	\$ 13,214.3	\$ 9,910.8	\$ 10,091.3	\$ 180.5
Locality Budget Status to Date¹:				\$ 77.6

KPI

Farebox Recovery:	5.5%	6.1%
Farebox % of Budgeted Expense:		6.3%

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

LOCALITY RECONCILIATION

March 2024

FISCAL YEAR 2024 (Dollars in Thousands)	NEWPORT NEWS			
	ANNUAL BUDGET	YEAR-TO-DATE		
		BUDGET	ACTUAL	VARIANCE
Locality Operating Share	\$ 7,886.7	\$ 5,915.0	\$ 5,915.0	\$ -
Plus: Local Farebox	\$ 1,193.6	\$ 895.2	\$ 1,096.1	\$ 200.9
Locality Share - Sub-Total:	\$ 9,080.3	\$ 6,810.2	\$ 7,011.1	\$ 200.9
Plus: Federal Aid	\$ 6,886.0	\$ 5,164.5	\$ 5,619.5	\$ 455.0
State Aid	\$ 4,530.1	\$ 3,397.6	\$ 3,817.8	\$ 420.2
Total Revenue Contribution:	\$ 20,496.4	\$ 15,372.3	\$ 16,448.4	\$ 1,076.1
Operating Expenses:	\$ 20,496.4	\$ 15,372.3	\$ 16,247.5	\$ 875.2
Locality Budget Status to Date¹:				\$ 200.9

KPI

Farebox Recovery:	5.8%	6.7%
Farebox % of Budgeted Expense:		7.1%

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

LOCALITY RECONCILIATION

March 2024

FISCAL YEAR 2024 (Dollars in Thousands)	NORFOLK			
	ANNUAL BUDGET	YEAR-TO-DATE		
		BUDGET	ACTUAL	VARIANCE
Locality Operating Share	\$ 20,722.5	\$ 15,541.9	\$ 15,541.9	\$ -
Plus: Local Farebox	\$ 3,787.8	\$ 2,840.9	\$ 2,711.1	\$ (129.8)
Locality Share - Sub-Total:	\$ 24,510.3	\$ 18,382.8	\$ 18,253.0	\$ (129.8)
Plus: Federal Aid	\$ 14,901.0	\$ 11,175.8	\$ 7,795.6	\$ (3,380.2)
State Aid	\$ 11,275.0	\$ 8,456.2	\$ 8,010.0	\$ (446.2)
Total Revenue Contribution:	\$ 50,686.3	\$ 38,014.8	\$ 34,058.6	\$ (3,956.2)
Operating Expenses:	\$ 50,686.3	\$ 38,014.8	\$ 33,854.8	\$ (4,160.0)
Locality Budget Status to Date¹:				\$ 203.8

KPI

Farebox Recovery:	7.5%	8.0%
Farebox % of Budgeted Expense:		7.1%

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

LOCALITY RECONCILIATION

March 2024

FISCAL YEAR 2024 (Dollars in Thousands)	PORTSMOUTH			
	ANNUAL BUDGET	YEAR-TO-DATE		
		BUDGET	ACTUAL	VARIANCE
Locality Operating Share	\$ 3,027.4	\$ 2,270.6	\$ 2,270.6	\$ -
Plus: Local Farebox	\$ 527.8	\$ 395.9	\$ 394.7	\$ (1.2)
Locality Share - Sub-Total:	\$ 3,555.2	\$ 2,666.5	\$ 2,665.3	\$ (1.2)
Plus: Federal Aid	\$ 2,873.1	\$ 2,154.8	\$ 1,899.9	\$ (254.9)
State Aid	\$ 1,786.2	\$ 1,339.7	\$ 1,360.4	\$ 20.7
Total Revenue Contribution:	\$ 8,214.5	\$ 6,161.0	\$ 5,925.6	\$ (235.4)
Operating Expenses:	\$ 8,214.5	\$ 6,161.0	\$ 5,925.6	\$ (235.4)
Locality Budget Status to Date¹:				\$ -

KPI

Farebox Recovery:	6.4%	6.7%
Farebox % of Budgeted Expense:		6.4%

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

Draft Financial Statement

LOCALITY RECONCILIATION

March 2024

FISCAL YEAR 2024 (Dollars in Thousands)	VIRGINIA BEACH			
	ANNUAL BUDGET	YEAR-TO-DATE		
		BUDGET	ACTUAL	VARIANCE
Locality Operating Share	\$ 8,291.1	\$ 6,218.3	\$ 6,218.3	\$ -
Plus: Local Farebox	\$ 1,317.9	\$ 988.4	\$ 997.1	\$ 8.7
Locality Share - Sub-Total:	\$ 9,609.0	\$ 7,206.7	\$ 7,215.4	\$ 8.7
Plus: Federal Aid	\$ 6,679.0	\$ 5,585.1	\$ 3,768.6	\$ (1,816.5)
State Aid	\$ 4,622.7	\$ 3,467.0	\$ 3,346.0	\$ (121.0)
Total Revenue Contribution:	\$ 20,910.7	\$ 16,258.8	\$ 14,330.0	\$ (1,928.8)
Operating Expenses:	\$ 20,910.7	\$ 16,258.8	\$ 14,266.4	\$ (1,992.4)
Locality Budget Status to Date¹:				\$ 63.6

KPI

Farebox Recovery:	6.1%	7.0%
Farebox % of Budgeted Expense:		6.1%

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

Contract No.: 22-00211	Title: Human Resources Management System Software and Implementation Services	Contract Amount:	
		Implementation:	\$3,791,641.00
		Two Base Years:	\$1,123,544.00
		Three Option Years:	<u>\$1,538,949.00</u>
		Total:	\$6,454,134.00

Acquisition Description: Enter into a contract with qualified firms to provide and implement Human Resource Management System (HRMS) software for transit organizations.

Background: Hampton Roads Transit (HRT) requires an HRMS software which meets or exceeds current requirements and whose complete product offering provides a robust solution set that will allow the agency to continue to leverage this investment well into the future as the needs of HRT grow and evolve. Required application software includes the following:

- Human Resources:
 - Absence and Leave Management
 - Benefits Administration
 - Compensation
 - Employee/Manager Self-Service
 - Learning Management
 - Performance Management
 - Recruitment
 - Onboarding
 - Offboarding
 - Workforce Management
- Payroll
- Pension Management
- Time and Attendance
- Data Analytics and Reporting
- Any other necessary software components to support the Core Application Software solution

Under the terms of this agreement, the Contractor shall supply and implement a cloud-based, single, integrated solution for Human Resource and Payroll functions. Required services include project management; business process redesign; software installation/set-up; software configuration; data extraction, conversion and migration; integration and interface development; business analytics and report development; change management; security design and configuration; system documentation development; testing; knowledge transfer and training services for all staff; deployment; ongoing hosting services; and ongoing support and maintenance services. Additionally, the Contractor shall conduct a thorough business analysis at the start of implementing each module and provide HRT with a pre-configured system using its best practices and experience as a model.

Contract No.: 22-00211	Title: Human Resources Management System Software and Implementation Services	Contract Amount:	
		Implementation:	\$3,791,641.00
		Two Base Years:	\$1,123,544.00
		Three Option Years:	<u>\$1,538,949.00</u>
		Total:	\$6,454,134.00

Contract Approach: A Request for Proposals (RFP) was issued on January 4, 2023. Five (5) proposals were received on February 21, 2023, from the following firms:

- Avaap U.S.A. LLC (Workday)
- Collaborative Solutions, LLC (Workday)
- Mythics, LLC (Oracle HCM Cloud)
- OnActuate Consulting U.S., Inc. (Ceridian Dayforce)
- UKG Inc. (UKG Ready® HCM)

After an extensive and detailed review and analysis of the technical proposals received, two (2) firms, Avaap and Collaborative Solutions, were rated best to meet the requirements of the Scope of Work. The two (2) firms were invited to participate in technical presentations, demonstrations, and interviews that focused on the specific requirements of HRT. At the conclusion of discussions, and upon review of the price proposals, HRT staff determined that the proposed pricing of the two (2) firms required further clarification. While the pricing was indicative of the relative cost for each proposal, the firms had made different and incomplete assumptions that impacted pricing and prevented reasonable comparison without further clarification and normalization of the pricing proposals.

HRT staff decided to enter into negotiations with both firms for the purpose of a possible award. Negotiations focused on the proposed managed services fees, data conversion effort, end-user training, clarification of the functional requirements, and the proposed price schedule, to include any potential additional costs. At the conclusion of negotiations, Best and Final Offers (BAFOs) were requested.

Following an analysis of the BAFOs received, HRT staff determined that Collaborative Solutions provided the best overall value to HRT based on a combination of their technical capabilities, proposed HRMS software, and price. After the selection of Collaborative Solutions, there were additional discussions held to further refine their BAFO based on HRT's requirements. Based on the results of the negotiations, a price analysis conducted, and the fact that pricing was obtained in a competitive environment, Collaborative Solutions' BAFO is deemed fair and reasonable. A contractor responsibility review confirmed that Collaborative Solutions is both technically and financially capable of performing the work.

Collaborative Solutions is located in Reston, VA and has provided similar services to the Regional Transportation District of Denver in Denver, CO; Transurban Limited in Tysons, VA; and Maryland Environmental Services in Millersville, MD.

Contract No.: 22-00211	Title: Human Resources Management System Software and Implementation Services	Contract Amount:	
		Implementation:	\$3,791,641.00
		Two Base Years:	\$1,123,544.00
		Three Option Years:	<u>\$1,538,949.00</u>
		Total:	\$6,454,134.00

The period of performance for this contract is two (2) base years, effective at the conclusion of the initial not-to-exceed twenty-four (24) month development and implementation phase. There is an option to extend the contract, including all licensing, maintenance, hosting, and support services for up to an additional three (3) one-year options.

No DBE Goal was assigned for this solicitation.

Cost/Funding: This contract will be funded with federal 5307, state, and local grant and HRRTF funds.

Project Manager: Glenda Dixon, Director of ERP Services

Contracting Officer: Sonya Luther, Director of Procurement

Recommendation: It is respectfully recommended that the Commission approve the award of contracts to Collaborative Solutions, LLC to provide implementation and ongoing support and Workday, Inc. to provide and host their Workday human resources management system in the not-to-exceed amount of \$3,186,481.00 and \$3,267,653.00, respectively.

SOLICITATION RESULTS

OFFEROR	INITIAL OFFER	BEST AND FINAL OFFER
OnActuate Consulting U.S., Inc. (Ceridian Dayforce)	\$2,356,640.00	N/A
UKG, Inc. (UKG Ready® HCM)	\$3,483,684.00	N/A
Avaap U.S.A. LLC (Workday)	\$4,646,455.00	\$5,643,802.20
Collaborative Solutions, LLC (Workday)	\$4,978,608.00	\$6,454,134.00
Mythics, LLC (Oracle HCM Cloud)	\$5,078,780.00	N/A

Contract No.: 22-00211	Title: Human Resources Management System Software and Implementation Services	Contract Amount:	
		Implementation:	\$3,791,641.00
		Two Base Years:	\$1,123,544.00
		Three Option Years:	<u>\$1,538,949.00</u>
		Total:	\$6,454,134.00

Collaborative Solutions, LLC's Price Summary						
Implementation (Project Management, Business Process Review and Configuration, Data Conversion, Integration, Reporting, etc.)	Base Year 1	Base Year 2	Option Year 1	Option Year 2	Option Year 3	Total
\$2,757,681.00	\$139,200.00	\$116,100.00	\$73,500.00	\$50,000.00	\$50,000.00	\$3,186,481.00

Workday, Inc.'s Price Summary						
Implementation (Software Licenses, Training, and Software Tools)	Base Year 1	Base Year 2	Option Year 1	Option Year 2	Option Year 3	Total
\$1,033,960.00	\$430,027.00	\$438,217.00	\$446,571.00	\$455,093.00	\$463,785.00	\$3,267,653.00

<p>Contract No: 24-00274</p>	<p>Title: Information Technology Research and Advisory Services (Renewal)</p>	<p>Contract Amount: \$315,070.00</p>
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Acquisition Description: Enter into a sole source renewal service contract with Gartner, Inc. to provide information technology research and advisory services.

Background: Hampton Roads Transit’s (HRT’s) Information Technology Department requires the services of a research and advisory firm to provide technical assistance and support to improve performance and reduce risks associated with a multitude of Technology projects. With HRT’s limited technical staffing resources, Gartner has proven to be a definitive and cost-effective method for HRT’s Technology Management to provide both strategic expertise and timely insight into all of the Agency’s key technology initiatives. Under the terms of this agreement, Gartner will provide technical assistance to HRT’s Technology Department to drive HRT’s technology related mission and vision. Research and advisory assistance will include but is not limited to contract/cost optimization services; analysis and research; consulting services; benchmarking; peer networking; access to webinars and seminars; and access to resources in a workgroup environment.

Contract Approach: FTA and Virginia Public Procurement Act guidelines allow non-competitive procurements when only one 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. Gartner is the industry standard for providing research, information technology (IT) contract review, IT key metrics data, peer networking, and expertise across a wide range of IT solutions. Sole Source procurements are accomplished through solicitation and acceptance of a proposal from only one (1) source.

A solicitation was issued on February 20, 2024, and Gartner, Inc. provided a responsive proposal on March 5, 2024, in the amount of \$315,070.00. The proposal included an annual cost to provide the requested services over the one-year contract term.

Based on the results of a price analysis performed utilizing historical data and the current Gartner State and Local Government pricing, the proposed pricing is deemed fair and reasonable. A contractor responsibility review confirmed that Gartner is both technically and financially capable to provide the services described in the Scope of Work.

Gartner, Inc. is headquartered in Stamford, CT and has provided these services for municipalities throughout the Commonwealth of Virginia and HRT satisfactorily.

The period of performance for this contract is one (1) year.

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

Contract No: 24-00274	Title: Information Technology Research and Advisory Services (Renewal)	Contract Amount: \$315,070.00
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Project Manager: Michael Price, Chief Technology Officer/Chief Information Officer

Contracting Officer: Jason Petruska, Senior Contract Specialist

Recommendation: It is respectfully recommended that the Commission approve the award of a sole source contract to Gartner, Inc. to provide information technology research and advisory services in the not-to-exceed amount of \$315,070.00 for a one (1) year period.

Contract No: 24-00269	Title: Provision of Bulk Fluids	Contract Amount:	
		Base Year:	\$ 565,680.00
		Four Option Years:	<u>\$2,301,720.00</u>
		Total:	\$2,867,400.00

Acquisition Description: Enter into a contract with a qualified Contractor to provide and deliver branded automotive lubricants to Hampton Roads Transit (HRT) locations.

Background: HRT, in an effort to consolidate the purchases of automotive lubricants, has a requirement for a Contractor to provide diesel exhaust fluid, automatic transmission fluid, antifreeze, motor oil, high mobility grease, heavy-duty synthetic gear oil, full synthetic motor oil, and full synthetic transmission fluid. Under the terms of this agreement, the Contractor shall provide and deliver the automotive lubricants to both the Northside and Southside facilities. HRT reserves the right to have product samples randomly collected and tested during the duration of the contract.

Contract Approach: An Invitation for Bids was issued January 31, 2024. Six (6) bids were received on March 12, 2024, from the following firms:

- Cadence Petroleum Group
- Cummins Inc. dba Cummins Sales and Service, Inc.
- Mansfield Oil Company of Gainesville, Inc. (Mansfield Oil)
- PetroChoice LLC
- Safety-Kleen Systems
- World Fuel Services, Inc. (World Fuel)

In response to the IFB, Bidders were required to provide unit prices per gallon or per pound for each type of lubricant. After review and evaluation of the bids received, the lowest bid, from Mansfield Oil, was deemed nonresponsive. Mansfield Oil did not provide pricing for all of the items listed on the Price Schedule. Consequently, HRT staff determined that World Fuel was the lowest responsive (in compliance with submittal requirements) and responsible (capable to perform) bidder; and is therefore eligible for award.

World Fuel’s bid price is deemed fair and reasonable based on a price analysis performed utilizing the independent cost estimate, and the fact that the pricing was obtained in a competitive environment. A contractor responsibility review confirmed that World Fuel is technically and financially capable to perform the work.

World Fuel is located in Virginia Beach, VA and provides similar services for the City of Chesapeake and the City of Newport News. World Fuel has also performed these services in the past for HRT satisfactorily.

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

Contract No: 24-00269	Title: Provision of Bulk Fluids	Contract Amount:	
		Base Year:	\$ 565,680.00
		Four Option Years:	<u>\$2,301,720.00</u>
		Total:	\$2,867,400.00

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, Transit Operations

Contracting Officer: Jessica White, Contract Specialist

Recommendation: It is respectfully recommended that the Commission approve the award of a contract to World Fuel, Inc. for the provision of bulk fluids in the not-to-exceed amount of \$2,867,400.00 over a five-year period.

SOLICITATION RESULTS

FIRM	TOTAL BID PRICE
Mansfield Oil	\$ 826,530.82
World Fuel, Inc.	\$2,867,400.00
Cadence Petroleum Group	\$3,114,500.00
Petro Choice	\$3,125,810.00
Cummins Inc.	\$3,334,335.00
Safety Kleen	\$4,161,900.00

World Fuel Services, Inc.'s Bid Summary					
Base Year	Option Year 1	Option Year 2	Option Year 3	Option Year 4	Total
\$565,680.00	\$565,680.00	\$578,680.00	\$578,680.00	\$578,680.00	\$2,867,400.00