



Meeting of the Transportation District Commission of Hampton Roads

Thursday, November 14, 2024, 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, November 14, 2024, 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, November 14, 2024, 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 October 24, 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
 - October 2024 Financial Report will be presented at the
December 2024 Meeting
 - B. Management/Financial Advisory Committee – Alternate Commissioner DeProfio/
Conner Burns, Chief Financial Officer
 - C. Operations & Oversight Committee - Commissioner Glover/
Sonya Luther, Director of Procurement
 - **Contract No. 24 - 00299 – Client Technology Support Service**

Commission Consideration: Award of contracts to 22nd Century Technologies, Inc., Computer Aid, Inc., Lakarya, LLC and Networking Technologies + Support, Inc. to provide client technology support services. The cumulative amount of all Task Orders issued under this contract will not exceed \$1,645,000.00 over the five-year period.

- **Contract No. 24 – 00286 – Commercial Banking Services (Renewal)**

Commission Consideration: Award of contract to TowneBank to provide commercial banking services in the not-to-exceed amount of \$180,340.45 over five (5) years

- **Contract No. 24 – 00298 – Infrastructure Support Services**

Commission Consideration: Award of contracts to Data Storage Science, LLC and ePlus Technology, Inc. to provide infrastructure support services. The cumulative amount of all Task Orders issued under this contract will not exceed \$3,568,000.00 over the five-year period.

- **Contract No. 24 – 00315 – State Legislative and Advocacy Services (Renewal)**

Commission Consideration: Award of contracts to Access Point Public Affairs, LLC to provide state legislative and advocacy services in the not-to-exceed amount of \$477,822.22.

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

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

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

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

G. 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, December 12, 2024, at 1:00 p.m.
at 509 E18th Street, Norfolk, VA**



Meeting Minutes of the Transportation District Commission of Hampton Roads

Thursday, October 24, 2024, • 1:00 p.m. 509 E. 18th Street, Norfolk, VA, and Hybrid (Zoom) Meeting

Call to Order.

A quorum was attained, Chairman Carey called the meeting to order at 1:08 p.m.

Commissioners in attendance:

Chairman Carey, Chesapeake
Vice-Chair Glover, Portsmouth
Past-Chair Woodbury, Newport News
Commissioner Ross-Hammond, Virginia Beach
Commissioner Gray, Hampton
Commissioner Johnson, Chesapeake
Commissioner McClellan, Norfolk
Commissioner Goodwin, Portsmouth
Alt. Commissioner Sparks, VDRPT
Commissioner White, Hampton
Commissioner Bullock, Newport News
Commissioner Houston, Norfolk
Commissioner Alex Askew, House of Delegates Representative

Hampton Roads Transit Staff in attendance:

Ray Amoruso, Chief Planning and Development
Tammara Askew, Administrative Support Technician (Zoom)
Monique Battle, Ops Project and Contract Administrator (Zoom)
Thomas Becher, Communications Manager (Zoom)
Blue Bell, Budget Analyst (Zoom)
Barry Bland, Paratransit Services Contract Administrator
Malika Blume, Director of Internal Audit (Zoom)
Claudette Boneparte, Human Resource Analyst (Zoom)
Keisha Branch, Director of Capital Programs
Amy Braziel, Director of Contracted Services and Operational Analytics
David Burton, William Mullens, General Counsel
Donna Brumbaugh, Director of Finance (Zoom)
Conner Burns, Chief Financial Officer
Dudley Clarke, Contract Budget Analyst (Zoom)
Sherri Dawson, Director of Transit Development
Rodney Davis, Director of Customer Relations
Sheri Dixon, Director of Revenue Services (Zoom)
Jennifer Dove, Civil Rights/Grants Program Manager (Zoom)
Katie Fenimore, Marketing Communications Strategist (Zoom)
April Garrett, Sr. Executive Assistant

Angela Glass, Director of Budget & Financial Analysis
Wayne Groover, Director of Rail Maintenance (Zoom)
William Harrell, President and CEO
Keianna Harris, Special Projects Assistant (Zoom)
Danielle Hill, Director of Human Resources
Toni Hunter, Staff Auditor
Ashley Johnson, Assistant Director of Budget and Financial Analysis (Zoom)
Shane Kelly, Sr. Manager Security & Emergency Preparedness
Justin Kahler, Grants Program Analyst (Zoom)
Robert Lee, RTS Program Manager (Zoom)
Sonya Luther, Director of Procurement
Alexis Majied, Chief Communications & External Affairs Officer
Patrick McGowan, Manager of Rail Transportation, (Zoom)
Tracy Moore, Director of Transportation (Zoom)
John Nason, Director of Bus Maintenance
Sibyl Pappas, Chief Engineering & Facilities Officer (Zoom)
Noelle Pinkard, Organizational Advancement Officer (Zoom)
Chad Pritchett, Senior Budget Analyst
Luis R. Ramos, Senior Executive Administrator/Commission Secretary
Shleaker Rodgers, Staff Auditor (Zoom)
Dawn Sciortino, Chief Safety Officer (Zoom)
Liliana Scott, HR Training Development Specialist (Zoom)
Ben Simms, Chief Transit Operations Officer
Brian Smith, Deputy CEO
Paula Studebaker, HR Executive Assistant
Stumpf, Matthew, Budget Analyst
Adrian Tate, Assistant Director of Finance (Zoom)
Alex Touzov, Senior Director of Tech Services
Fevrier Valmond, Deputy Director of Procurement (Zoom)
Jessica White, Contract Administrator
Keishia Williams, Operations Support Technician
Kim Wolcott, Chief Human Resources Officer
Robert Travers, HRT Corporate Counsel

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

Jordan Chapman, VDRPT
Alt. Commissioner Cipriano, City of Newport News
Alt. Commissioner Daugherty, VDRPT
Andrew Ennis, Transit Rail Safety & Emergency Management Administrator, DRPT
Angela Hopkins, City of Newport News
Denise Johnson, Chair, Transit Riders Advisory Committee
Jessica Klion, Consultant, Foursquare ITP
Ina Kreps, Portsmouth, Citizen
Sheila McAllister, City of Newport News (Zoom)
Janice Taylor, League of Women Voters (Zoom)
Constantinos Velissarios, City of Newport News (Zoom)

The TDCHR meeting package was distributed electronically to all Commissioners in advance of the meeting. The meeting package consisted of:

- Agenda
- Meeting Minutes
- President's Report Presentation
- Financial Reports
- Committee Reports

Chairman Carey asked for a moment of silence in memoriam of Alt. Commissioner Eisenburger, City of Chesapeake.

Public Comments

Mr. Moses Washington, Southside Maintenance Steward, ATU Local 1177, shared various union concerns related to working conditions and working environment.

Mr. Harrell noted that many of the issues raised by Mr. Washington were also raised in recent CEO roundtable meetings. Mr. Harrell noted that management has attempted to engage with the Union and will address concerns if feasible and appropriate.

Chairman Carey recognized Commissioner Johnson. Commissioner Johnson noted similar comments, and discussion had been made by the Union at recent meetings. Commissioner Johnson inquired whether addressing these matters were in the purview of the Commission. General Counsel advised that matters involving union working conditions and working environment are within the purview of management and it is not appropriate for commissioners to directly engage with the Union when issues such as these arise.

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

Ayes: Commissioners Carey, Glover, Woodbury, Ross-Hammond, Gray, Johnson, McCellan, Goodwin, Sparks, White, Bullock, Houston, and Askew.

Nays: None

Abstain: None

Approval of September 26, 2024, Meeting Minutes

A motion to approve the September 2024 minutes was made by Commissioner Woodbury and properly seconded by Commissioner Ross-Hammond. A roll call vote resulted as follows:

Ayes: Commissioners Glover, Woodbury, Ross-Hammond, Gray, Johnson, McCellan, Goodwin, Sparks, White, Bullock, Houston, and Askew.

Nays: None

Abstain: Carey and McClellan

President's Monthly Report

Mr. Harrell acknowledged the ongoing activities in celebration of the 25th anniversary of Hampton Roads Transit, which began at last month's Commission meeting.

Mr. Harrell shared recognition and heartfelt appreciation for the more than 50 employees who worked with either Tidewater Regional Transit or Pentran at the time of the merger and who are still with us today. Many of these dedicated employees assembled to join in the meeting and commemorative 25th Anniversary pins were distributed. There was a standing ovation and applause and photos taken. Mr. Harrell noted that a variety of additional celebration activities will occur throughout the year.

Mr. Harrell then called on Ms. Misty Gordon, Risk Manager, to give a special presentation to recognize an employee who has distinguished herself as a top performer.

Ms. Gordon commented on the outstanding work of Ms. Michelle Rodriguez. Ms. Rodriguez prior to joining HRT was a nurse for 26 years and here began analyzing all our case management and medical related expenses. Her work has directly contributed to cost savings in excess of \$400,000 beyond this, Ms. Rodriguez was recognized for her outstanding teamwork, training employees to achieve First Aid and CPR certifications, and other contributions to increasing employee morale and achieving HRT's mission. Ms. Rodriguez was presented with an Award for Excellence and recognized by the Commission and all in attendance for her outstanding dedication to Hampton Roads Transit.

Mr. Harrell mentioned the recent celebrations for the return of the OnDemand microtransit in Newport News and Virginia Beach. These included many guests, including Congressman Bobby Scott was part of the presentation in Newport News, along with Zach Trogdon, Acting Director of DRPT. The afternoon event in Virginia Beach included Mayor Bobby Dyer as well as Delegate Anne Tata and Delegate Michael Feggans.

Mr. Harrell reminded everyone that HRT will be providing free fares systemwide on Election Day. On October 27th a service board change will occur, and Mr. Harrell called on Mr. Amoruso for a brief update. Mr. Amoruso briefed the board on the upcoming service changes.

Audit & Budget Review Committee

Commissioner Carey called upon Commissioner Gray for the Audit & Budget Review Committee report.

The Committee met prior to the TDCHR meeting and were provided an update on HRT's FY 2022 Audit. Commissioner Gray called on Mr. Burns for the introduction of the external auditor. Mr. Burns called on Ms. Nikolaisen of Brown Edwards to brief the Commission.

Ms. Nikolaisen provided an update. She stated that the auditors remain on schedule and anticipate issuing a clean, unmodified opinion for FY 2022 in the near future. Upon finalization of the FY 2022 Audit, Brown Edwards will start immediately on FY 2023 Audit.

Mr. Burns provided the Commission with September's financial report.

The goal is to bring the FY 2022 Audit Report to both the Audit & Budget Committee and the regular scheduled TDCHR meeting in December 2024 for acceptance.

Management and Financial Advisory Committee (MFAC)

Chairman Carey called for the MFAC report. Alt. Commissioner Cipriano presented the MFAC report. The meeting began with a September financial report from Mr. Burns, CFO. Ms. Cipriano stated that Ms. Kim Wolcott, Chief Human Resource Officer, presented the quarterly staffing report. Mr. Ray Amoruso, Chief of Planning and Development provided the committee with a System Optimization Plan review. The Free Fare Day scheduled for Election Day was also noted.

Ms. Cipriano also mentioned that a topic to be discussed in the future would be HRT's potential support during emergencies.

Operations and Oversight Committee

Chairman Carey called on Ms. Sonya Luther to present contracts for the Commission's consideration of approval.

There was one contract presented and approved by the O&O Committee and brought to the Commission as a motion for approval:

Contract No. 24-00317 – Purchase of Twenty-Two 35' Buses contract to approve the award of a contract to Gillig, LLC to procure twenty-two (22) 35' buses, in the total amount of \$15,227,960.00.

A motion to approve **Contract No. 24-00317 – Purchase of Twenty-Two 35' Buses** was made by the Operations and Oversight Committee and properly seconded by Commissioner Ross-Hammond. A Roll Call vote resulted as follows:

Ayes: Commissioners Carey, Glover, Woodbury, Ross-Hammond, Gray, Johnson, McCellan, Goodwin, Sparks, White, Bullock, Houston, and Askew.

Nays: None

Abstain: None

Vice-Chair Glover stated that Mr. Simms provided an Operations update to the committee. Vice-Chair Glover provided a recap of the report that Mr. Simms provided. This included an investigation and follow-up on policies and procedures related to documenting remedial work and dispatching cleared buses into service. It was also noted that due to the upcoming holidays the next Operations and Oversight committee will be held on November 7, 2024, in Hampton.

Planning and New Starts Committee.

Chairman Glover called on Commissioner Ross-Hammond for an update. Commissioner Ross-Hammond stated that the committee did not meet in the month of October.

External Legislative Affairs Committee (ELAC)

Chairman Carey called upon Commissioner Bullock for an update. Commissioner Bullock provided a State and Federal update:

Federal Legislative Update:

Phil Bianchi, Squire Patton Boggs, provided a 2024 Elections Overview. With less than one month to Election Day, the race for the White House is a toss-up. Control of the House is also a toss-up. Democrats must flip 5 seats for majority control, with more than 25 predicted toss-up seats in total. Thirty-four seats are up in the Senate in 2024. Republicans must gain two seats to secure a majority.

State Legislative Update:

The Transit Service Delivery Advisory Committee (TSDAC) met on October 8, 2024, to discuss state operating funding. Supporting state transit funding is an ongoing priority and ELAC will address this and other strategic activities happening across the state at the next meeting.

HRT 2025 Legislative Agenda:

Commissioner Bullock mentioned that later during the regular meeting the Commission will be asked to vote for approval of the 2025 Legislative Agenda.

The next ELAC meeting is scheduled for November 6, 2024, at 1:30 p.m. in Hampton.

Smart Cities and Innovation Committee

Commissioner McClellan stated that the Committee did not meet in the month of September, the next meeting will be held on December 5, 2024, in Norfolk. Commissioner McClellan thanked the staff for the significant increase in Technology projects that are reflected in the CIP.

Paratransit Advisory Sub-Committee (PAC)

Mr. Bland, Director of Paratransit, stated that that the Paratransit Advisory Committee met on October 9, 2024. There was an election held, and the new chairman of the Paratransit Advisory Committee is Ms. Alicia Griffin, and the new vice chair is Ms. Annie Asher.

Mr. Bland stated that we have received positive comments about the service, especially for the new call center that was established here in Norfolk.

Mr. Bland mentioned that our service provider has been operating at over 90% in the month of September, service demand is at historically high levels, and we have at the same time seen a reduction in complaints along with the uptick in service. Our next meeting is December 11, 2024, in Hampton.

Transit Riders Advisory Sub-Committee (TRAC)

Ms. Denise Johnson stated the committee did not meet in the month of September. Ms. Johnson stated that the next meeting will be on November 6, 2024, in Norfolk.

Old and New Business

Chairman Carey stated 2025 Legislative Priorities has been reviewed by the ELAC committee and have been motioned for adoption. The motion was properly seconded by Commissioner McClellan. A roll call vote resulted as follows:

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

Nays: None

Abstain: Sparks

Mr. David Burton, General Council, read Resolution 01-2024 Commemorating the 25th Anniversary of Hampton Roads Transit.

A motion to adopt Resolution 01-2024 was made by Commissioner Woodbury and properly seconded by Commissioner Bullock. A roll call vote resulted as follows

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

Nays: None

Abstain: None

Comments from Commissioners

None

Adjournment

With no further business to conduct, the meeting was adjourned at 2:32 p.m.

**TRANSPORTATION DISTRICT COMMISSION
OF HAMPTON ROADS**

**Don Carey
Chair**

ATTEST:

**Luis Ramos
Commission Secretary
September 26, 2024**



President's Report

October 2024



HRT Celebrates 25th Anniversary

25th anniversary celebrations are continuing throughout October. HRT staff were out on the anniversary date – Oct. 1 – handing out special 25th anniversary lanyards to customers in all six cities. More than 50 employees have been with HRT since the historic merger. We're continuing to recognize them for their years of service. All employees will receive a commemorative 25th anniversary lapel pin as part of the celebration.



Microtransit is Back on the Southside and Peninsula

Microtransit is back! HRT is partnering with Via to bring OnDemand service to Newport News and Virginia Beach for another year-long pilot program. Service began Oct. 14, with events on the Peninsula and Southside. We heard from the assistant city manager, Ginger Blount-Moore, in Newport News, and Mayor Bobby Dyer in Virginia Beach. A representative from Via, Aparna Paladuga, director of public policy, also spoke. We're celebrating the return of microtransit by offering free fares for the first two weeks of service and have launched a comprehensive marketing campaign to promote OnDemand in the two cities.



Passengers Ride for Free on Election Day

Passengers can ride fare-free on Election Day. On Tuesday, November 5, HRT fares will be waived on buses, light rail, ferry, paratransit, and OnDemand service to give residents every opportunity to get to the polls and vote. Riders are encouraged to visit gohrt.com to find the best route to their polling place. Election Day is one of four free fare days HRT offers annually. The others are Transit Equity Day, Earth Day, and Juneteenth.



Service Changes Begin October 27

On Sunday, Oct. 27, service changes will go into effect on two dozen bus routes across the region. Customers can expect improved alignments and runtimes on many routes. For example, Route 108 on the Peninsula will now serve the new Newport News Transportation Center. Service on Route 961 has been extended to midnight, Monday through Saturday. On the Southside, Route 45 has been extended and will provide 30-minute service Monday through Saturday between DNTC and Joliff Road and Starmount Parkway in Chesapeake. HRT's outreach team has been meeting with customers at key locations to let them know about the schedule changes.



HRT Participates in Public Outreach at Neptune Festival

The Marketing and Strategic Communications team reached hundreds of visitors at the 50th annual Virginia Beach Neptune Festival. The team hosted a vendor tent on the Boardwalk near 19th Street, where they answered questions about HRT services. They also welcomed guests at the Touch-a-Truck event near 15th Street featuring a paratransit vehicle. Families looked inside the van, watched a demonstration of the wheelchair ramp, and learned how the service helps riders with unique challenges get to where they need to go.



October is Breast Cancer Awareness Month

HRT's Recognition and Reward Committee hosted multiple events in support of Breast Cancer Awareness Month. On Friday, Oct. 18, the Committee sponsored Chesapeake Regional Healthcare's 3D Mobile Mammography Unit. The 40-foot van set up in the parking lot at the 18th Street facility, allowing for a comfortable and convenient location for staff to get screened. At least 15 people took advantage of this opportunity. The Committee gave out brochures and bracelets to help raise awareness. They also hosted an art display in the breakrooms featuring decorative bras and celebrating stories of survival.



Protecting Our Most Valuable Assets

The success of any public transit agency relies on its frontline employees. Their safety and security are paramount to the organization. That's why Hampton Roads Transit is taking extra precautions to protect its bus operators. They wear many hats, including safety observers, customer service representatives, advocates, counselors, and security officials.

Earlier this year, Dawn Sciortino, our chief safety officer, secured a \$1.49 million Transit Ridership Incentive Program (TRIP) grant from the Virginia Department of Rail and Public Transportation (DRPT). The grant funding is being used to purchase and install safety barriers on more than 100 buses and all VB Wave Trolleys. The barriers will help protect operators when they are behind the wheel.

HRT is working with Complete Coach Works on the project. The final design was approved in mid-October, and safety features of the impact-resistant barriers include an easy-to-slide closure for quick protection in the event of an emergency, a low glare coating to reduce light reflection, and an unobstructed view of surroundings, including mirrors. Installation is planned for completion in 2025.

HRT installed partial barriers on some buses a couple of years ago. Those will be retrofitted with the new design. About 100 buses have been excluded from the project because they are set to be retired within the next 18 months. New buses are arriving with the barrier installed, so all HRT buses will eventually have the barrier.

While the barriers offer operators physical protection, other steps are being taken to enhance the system's overall security. One mitigation strategy that has already proven successful is the use of two mobile telescoping surveillance units. One is deployed at a bus shelter near Virginia Beach Boulevard and Birch Lake Road and another at the Newtown Road light rail station. Before the installation, our customer service department received multiple security-related complaints. Now, those calls have stopped.

HRT's Department of Security Services is also doing more to put valuable resources directly into the hands of operators, including providing de-escalation training to new bus operators and veteran staff during annual refresher courses. Sixty percent of the staff that require training have received it since this initiative began. HRT's mission is to connect the region with transportation solutions that are safe for customers and operators alike. It's a mission that we take seriously every day. I applaud our efforts to find new and innovative ways to keep our customers and operators safe and secure.

Sincerely,

A handwritten signature in black ink, appearing to read "W. Harrell", with a long, sweeping underline.

William E. Harrell
President and CEO
Hampton Roads Transit



VB Wave Trolley Ridership Makes a Splash

The VB Wave Trolley celebrated its 40th summer at the Oceanfront with a significant jump in ridership. Between May 12 and the Neptune Festival in late September, a total of 277,724 people rode on the three trolley routes as part of the summertime service operated by Hampton Roads Transit, up from 174,212 riders in 2023. That's a 56 percent increase. Route 35 increased by 178 percent as daily service doubled from hourly to every 30 minutes. Route 30 increased by 45 percent and Route 31 by 67 percent.



Operation Hurricane Relief a Big Success

Even in the off-season, HRT continued to make good use of our trolleys during Operation Hurricane Relief. Dozens of employees volunteered and, with the help of our community, stuffed two VB Wave Trolleys – one on the Peninsula and another on the Southside - with 2,500 pounds in supplies for Operation Blessing. This initiative came together quickly following back-to-back hurricanes that swept across the South. I offer a sincere “thank you” to our staff for their dedication to pulling off this task. This was a great opportunity to partner with a local organization and show “HRT Cares.”



Wi-Fi Installation Complete

Mission Accomplished! When passengers board an HRT bus, trolley, light rail, or ferry, they can now use complimentary Wi-Fi. Wi-Fi has been installed on 88 buses, 14 trolleys, nine light rail trains, and two ferries. This was a massive undertaking. Technology Services began the installation process in January 2023, and it was completed in July 2024. All new buses are delivered Wi-Fi ready. This is the latest example of how we use technology to enhance passenger amenities and bring in new riders.



Light Rail Emergency Drill

The Department of Emergency Management conducted its annual emergency drill on the Tide light rail system. It was held on Sunday, Nov. 3, and was meant to simulate real-world events, including a disabled train with passengers needing to be evacuated. HRT partnered with the Norfolk Fire Department and Office of Emergency Management on this exercise. Following the drill, feedback was gathered from participants, which will help the department generate an after-action report and make improvements where necessary.



Reaching The Next Generation of Transit Workers

Public Outreach participated in the annual World of Work Career Expo in Chesapeake on Oct. 22 and 23. The Hampton Roads Workforce Council, Hampton Roads Chamber, Tidewater Community College, Chesapeake Economic Development, and Chesapeake Public Schools and Chesapeake Public Library hosted the two-day event. Thousands of students were given hands-on experience in on-demand, high-earning career paths in Hampton Roads. This year, HRT offered a virtual glimpse into the daily life of a bus operator and information on other transit-related career opportunities.

Contract No.: 24-00299	Title: Client Technology Support Services	Contract Amount: \$1,645,000.00 1 yr. w/4 1-yr. options
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Acquisition Description: Enter into a contract with qualified Contractors to provide client technology support services on a Task Order basis.

Background: Hampton Roads Transit (HRT) has a requirement to provide equipment and services necessary to modernize, expand, and operate its Client Technology Systems. The ability to maintain multiple Contractors to perform these services provides HRT with the flexibility to obtain services in a reasonable amount of time and give Contractors the flexibility of focusing on their areas of core competency. Under the terms of this agreement, the Contractors will provide services related to the planning, designing, implementation, operations, maintenance, and management of the various client technologies used, or planned to be implemented at HRT.

Contract Approach: A Request for Proposals was issued on May 20, 2024. Ten (10) proposals were received on July 9, 2024, from the following firms:

- 22nd Century Technologies, Inc. (22nd Century)
- Abacus Service Corporation
- Ampcus, Inc.
- Computer Aid, Inc. (CAI)
- Convergent Technologies Group
- Infojini, Inc.
- Lakarya, LLC (Lakarya)
- Navisite, LLC
- Networking Technologies + Support, Inc. (NTS)
- WebtechNET, LLC

Upon review and evaluation of the technical proposals, 22nd Century, CAI, Lakarya, and NTS were rated best to meet the Scope of Work requirements; therefore, no presentations or proposal clarifications were required.

In response to the RFP, proposers were required to provide fully loaded hourly rates for a variety of labor categories to be utilized on Task Orders

The firms were both invited for discussions and negotiations which focused on reducing the proposed hourly rates and achieving the most competitive pricing. At the conclusion of negotiations, Best and Final Offers (BAFOs) were requested.

As a result of the negotiations, 22nd Century, CAI, Lakarya, and NTS reduced their hourly rates by an average of approximately 3.97%, 4.45%, 3.89%, and 9.33%, respectively.

Contract No.: 24-00299	Title: Client Technology Support Services	Contract Amount: \$1,645,000.00 1 yr. w/4 1-yr. options
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In order for HRT to have the ability to obtain the most skilled and experienced resources at the most favorable price when services are required, a decision was made to award to all four (4) firms. Their proposed rates are deemed fair and reasonable based on a price analysis performed and the fact that pricing was obtained in a competitive environment. A contractor responsibility review performed confirmed that the firms are all technically and financially capable to perform the services.

22nd Century is located in McLean, VA and provides similar services to the United States Department of Agriculture in Washington, DC; the Internal Revenue Service in Washington, DC; and the City of Dallas in Dallas, TX.

CAI is located in Allentown, PA and provides similar services to the Allegheny City Department of Human Services in Pittsburgh, PA; the Pennsylvania Turnpike Commission in Middletown, PA; and Metra in Chicago, IL.

Lakarya is located in Sterling, VA and provides similar services to Tata Communication in Herndon, VA; General Dynamics Information Technology in Coralville, IA; and Jazz Solutions in Ashburn, VA.

NTS is located in Midlothian, VA and provides similar services to the City of Hampton; Quarles Petroleum in Midlothian, VA; and James Madison's Montpelier in Midlothian, VA.

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 federal 5307 grant, state grant, and ACC funds.

Project Manager: Alex Touzov, Senior Director of Technical Services

Contracting Officer: Sonya Luther, Director of Procurement

Recommendation: It is respectfully recommended that the Commission approve the award of contracts to 22nd Century Technologies, Inc., Computer Aid, Inc., Lakarya, LLC and Networking Technologies + Support, Inc. to provide client technology support services. The cumulative amount of all Task Orders issued under this contract will not exceed \$1,645,000.00 over the five-year period.

Contract No.: 24-00286	Title: Commercial Banking Services (Renewal)	Contract Amount: Three Base Years' Price: \$ 108,204.27 Two Option Years' Price: \$ 72,136.18 Total: \$ 180,340.45
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Acquisition Description: Enter into a renewal contract with a qualified firm to provide core banking services and a revolving line of credit.

Background: Under the terms of this agreement, the financial institution is required to provide core commercial banking services and a revolving credit line in the minimum amount of \$17M. Core commercial banking services include, but are not limited to, wire transfers, account creation, account maintenance, account analysis, cash vault maintenance, cash vault deposit services (loose bill, coin, and mix), provision of cash vault deposit bags, ACH services, stop payment service, overdraft warning/protection, and creation of account related records. The line of credit shall take the form of a grant anticipation note secured by federal and state funds that are provided on an annual basis to HRT, as a federally recognized grant recipient for formula-based funding.

Contract Approach: A Request for Proposals (RFP) was issued on July 15, 2024. One (1) proposal was received on September 12, 2024, from TowneBank. A post-solicitation survey conducted concluded that the other firms solicited did not possess the capability and/or capacity to provide the requirements, such as cash processing and the line of credit, as described in the Scope of Work. There was no indication that a re-solicitation to pursue more competition would have resulted in greater participation.

After review and evaluation of the proposal received, HRT staff determined that TowneBank is technically qualified to meet the Scope of Work requirements; therefore, TowneBank was invited for discussion and negotiations for the purpose of a possible award. Negotiations focused on clarifying the assumptions made in establishing pricing and reducing the proposed closing cost and individual rates. At the conclusion of negotiations, a Best and Final Offer (BAFO) was requested.

As a result, of the negotiations, TowneBank reduced its total price by \$26,200.00, or approximately 12.7%. Based on the results of the negotiations, a price analysis performed utilizing the independent cost estimate, and historical data, TowneBank's pricing is deemed fair and reasonable. A contractor responsibility review performed confirmed that TowneBank is both technically and financially capable to perform the work.

TowneBank is headquartered in Newport News, VA and provides similar services to Williamsburg Area Transit Authority; Central Virginia Waste Management Authority, in Richmond, VA; and Tidewater Green Materials & Recycles, LLC, in Chesapeake, VA. TowneBank also currently provides these services to HRT satisfactorily.

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

Contract No.: 24-00286	Title: Commercial Banking Services (Renewal)	Contract Amount:	
		Three Base Years' Price:	\$ 108,204.27
		Two Option Years' Price:	\$ 72,136.18
		Total:	\$ 180,340.45

No DBE goal was assigned for this solicitation.

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

Project Manager: Adrian Tate, Assistant Director of Finance

Contracting Officer: Fevrier Valmond, Assistant Director of Procurement

Recommendation: It is respectfully recommended that the Commission approve the award of a contract to TowneBank to provide commercial banking services in the not-to-exceed amount of \$180,340.45 over five (5) years.

Solicitation Results

Description	Original Offer	Best and Final Offer
Banking Services Cost	\$169,040.45	\$167,840.45
Line of Credit Closing Costs	\$ 37,500.00	\$ 12,500.00
Total Proposed Price	\$206,540.45	\$180,340.45
Earning Credit Rate	1.50%	1.50%

TowneBank's Pricing Summary

Base Year 1	Base Year 2	Base Year 3	Option Year 1	Option Year 2	Total Price
\$36,068.09	\$36, 068.09	\$36, 068.09	\$36, 068.09	\$36, 068.09	\$180,340.45

Contract No.: 24-00298	Title: Infrastructure Support Services	Contract Amount: \$3,568,000.00 1 yr. w/4 1-yr. options
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Acquisition Description: Enter into a contract with qualified Contractors to provide infrastructure support services on a Task Order basis.

Background: Hampton Roads Transit (HRT) has a requirement to provide equipment and services necessary to modernize, expand, and operate its Infrastructure Systems. The ability to maintain multiple Contractors to perform these services provides HRT with the flexibility to obtain services in a reasonable amount of time and give Contractors the flexibility of focusing on their areas of core competency. Under the terms of this agreement, the Contractors will provide services related to the planning, designing, implementation, operations, maintenance, and management of various server-side compute, storage, cloud, and other related technologies used, or planned to be implemented at HRT.

Contract Approach: A Request for Proposals was issued on May 16, 2024. Four (4) proposals were received on June 20, 2024, from the following firms:

- Data Storage Science, LLC (DSS)
- ePlus Technology, Inc. (ePlus)
- Navisite, LLC
- Universal Adaptive Consulting Services, Inc.

Upon review and evaluation of the technical proposals, DSS and ePlus were rated best to meet the Scope of Work requirements; therefore, no presentations or proposal clarifications were required.

In response to the RFP, proposers were required to provide fully loaded hourly rates for a variety of labor categories to be utilized on Task Orders

The firms were both invited for discussions and negotiations which focused on reducing the proposed hourly rates and achieving the most competitive pricing. At the conclusion of negotiations, Best and Final Offers (BAFOs) were requested.

As a result of the negotiations, DSS and ePlus reduced their hourly rates by an average of approximately 2.11% and 6.92%, respectively.

In order for HRT to have the ability to obtain the most skilled and experienced resources at the most favorable price when services are required, a decision was made to award to both firms. Their proposed rates are deemed fair and reasonable based on a price analysis performed and the fact that pricing was obtained in a competitive environment. A contractor responsibility review performed confirmed that the firms are all technically and financially capable to perform the services.

Contract No.: 24-00298	Title: Infrastructure Support Services	Contract Amount: \$3,568,000.00 1 yr. w/4 1-yr. options
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DSS is located in Sterling, VA and provides similar services to the U.S. Patent and Trademark Office in Alexandria, VA; Yahoo, Inc. in Reston, VA; and Ducats Group in Arlington, VA.

ePlus is located in Glen Allen, VA and provides similar services to the City of Virginia Beach; Chesapeake Public Schools; and the City of Norfolk.

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 federal 5307 grant, state grant, and ACC funds.

Project Manager: Alex Touzov, Senior Director of Technical Services

Contracting Officer: Sonya Luther, Director of Procurement

Recommendation: It is respectfully recommended that the Commission approve the award of contracts to Data Storage Science, LLC and ePlus Technology, Inc. to provide infrastructure support services. The cumulative amount of all Task Orders issued under this contract will not exceed \$3,568,000.00 over the five-year period.

Contract No.: 24-00315	Title: State Legislative and Advocacy Services (Renewal)	Contract Amount:	
		Two Base Years' Price:	\$182,700.00
		Three Option Years' Price:	<u>\$295,122.22</u>
		Total:	\$477,822.22

Acquisition Description: Enter into a renewal contract with a qualified Consulting firm to provide state legislative and advocacy services.

Background: Hampton Roads Transit (HRT) achieves public policy goals and objectives, such as increased and reliable funding for maintaining and expanding multimodal transit service levels and funding of state of good repair capital and ongoing operating costs, by contracting for state legislative and advocacy services. The services are utilized to build and maintain positive, collaborative relationships with elected officials, administrative officials, and others who impact public policy and support for HRT. Under the terms of this agreement, the Consultant will work with members and staff of the Virginia General Assembly, the Governor's Administration, and other elected and appointed officials and key stakeholders to support legislative and public policy priorities of the Transportation District Commission of Hampton Roads. The services include, but are not limited to, effective lobbying and advocacy activities, providing consultation and representation on a day-to-day "as needed" basis, and supporting efforts to make improvements to public policy necessary for Hampton Roads to achieve strategic improvements to transit infrastructure and services.

Contract Approach: A Request for Proposals was issued on August 15, 2024. Five (5) proposals were received on September 17, 2024, from the following firms:

- Access Point Public Affairs, LLC (Access Point)
- Cozen O'Connor Public Strategies, LLC
- Legislative Strategies Group
- The Speller Consulting Group, LLC
- Two Capitols Consulting (Two Capitols)

Upon an initial review and evaluation of the technical proposals, two (2) firms, Access Point and Two Capitols, were rated best to meet the Scope of Work requirements. The two (2) firms were invited to discuss their proposal and provide technical clarification on their approach to the Scope of Work.

At the conclusion of discussions, both firms were invited for further discussions and negotiations for the purpose of a possible award. Negotiations focused on clarifying assumptions made in establishing pricing and reducing the proposed monthly rates. At the conclusion of negotiations, Best and Final Offers (BAFOs) were requested.

After a review and analysis of the BAFOs received, HRT staff determined that Access Point provided the best value to HRT based on a combination of technical capability and price. Access Point did not offer any concessions as result of the negotiations; however, based on the price

Contract No.: 24-00315	Title: State Legislative and Advocacy Services (Renewal)	Contract Amount:	
		Two Base Years' Price:	\$182,700.00
		Three Option Years' Price:	<u>\$295,122.22</u>
		Total:	\$477,822.22

analysis performed utilizing the independent cost estimate and historical data, and the fact that the pricing was obtained in a competitive environment, Access Point's pricing is deemed fair and reasonable. A contractor responsibility review performed confirmed that Access Point is both technically and financially capable to perform the services.

Access Point is located in Virginia Beach, VA and has provided similar services for the City of Suffolk; Northern Virginia Transportation Coalition in McLean, VA; and Chesapeake Regional Healthcare.

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

No DBE goal was assigned for this solicitation.

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

Project Manager: Noelle Pinkard, Organizational Advancement Officer

Contracting Officer: Fevrier Valmond, Assistant Director of Procurement

Recommendation: It is respectfully recommended that the Commission approve the award of a contract to Access Point Public Affairs, LLC to provide state legislative and advocacy services in the not-to-exceed amount of \$477,822.22.

Solicitation Results

Offeror	Original Offer	Best and Final Offer
Legislative Strategies	\$402,000.00	N/A
Cozen O'Connor Public Strategies, LLC	\$420,000.00	N/A
The Speller Consulting Group, LLC	\$420,000.00	N/A
Access Point Public Affairs	\$477,822.22	\$477,822.22
Two Capitols Consulting	\$576,000.00	\$570,000.00

Contract No.: 24-00315	Title: State Legislative and Advocacy Services (Renewal)	Contract Amount: Two Base Years' Price: \$182,700.00 Three Option Years' Price: <u>\$295,122.22</u> Total: \$477,822.22
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Access Point Public Affairs' Pricing Summary

Base Year 1	Base Year 2	Option Year 1	Option Year 2	Option Year 3	Total Price
\$90,000.00	\$92,700.00	\$95,481.00	\$98,345.43	\$101,295.79	\$477,822.22

TRAC Board Report

November 2024

HRT's Transit Riders Advisory Committee (TRAC) met on November 6, 2024, in Norfolk. The meeting was convened at 6 P.M. Chairperson Denise Johnson and Heather Cutrone were present. The July and September minutes were not approved because the committee did not have a quorum. Members of HRT's staff in attendance were Noelle Pinkard, Linda Carroll, William Reichenbach, Henry Ryto and Rodney Davis. Mikel Bell attended as a member of the general public.

Noelle Pinkard provided a legislative update on the 2025 legislative agenda. She said that on the federal level, HRT's legislative agenda recognizes the historic funding levels for public transportation included in the Bipartisan Infrastructure Bill. HRT's first federal priority is to encourage the continuation of these funding levels in the next transportation authorization bill. HRT's second federal priority is to seek the continuation of the congressional earmarks in the annual transportation appropriations process. The third federal priority seeks full funding of the Capital Investment Grant program consistent with previously authorized amounts. This program funds high-capacity, fixed guideway projects like the Norfolk Tide light rail system and bus rapid transit. HRT will advocate for increased funding for transformational technologies including non-diesel fuels and microtransit projects.

Ms. Pinkard said HRT's first state priority is support for funding policies that create predictable, adequate, and equitable funding across varying transit modes and regions throughout the Commonwealth. The second priority is support for review and revision of statewide performance-based funding metrics to avoid disparate consequences to transit customers and systems.

Rodney Davis gave a presentation on the results of the 2024 light rail and bus customer satisfaction surveys. He thanked TRAC members for their assistance with the administration of the survey.

Mr. Davis also provided an update on microtransit service in Newport News and Virginia Beach.

In his Director's Remarks, Mr. Davis discussed:

1. The reopening of the Silverleaf Transit Center on October 1.
2. The upcoming holiday events and service schedules.
3. "Customer Engagement" at the Downtown Norfolk Transit Center. He said as of Sep 3, Customer Service Representatives engage customers who are standing at the bus bays at the Downtown Norfolk Transit Center between 4pm and 6pm, Monday through Friday. Representatives provide customers information on trip delays/cancellations and receive customer feedback on any concerns. He said daily engagement will be expanded to the Hampton Transit Center once Customer Service is fully staffed.

During her Chair's Remarks, Ms. Johnson:

1. Thanked HRT staff members for their work in support of TRAC.
2. Thanked TRAC members for helping with the distribution of customer alerts.

During Public Comment, Mikel Bell noted TRAC's great attitude towards assisting the public.

The meeting adjourned at 6:41 P.M.