



Meeting of the Operations and Oversight Committee

Thursday, October 10, 2024, • 10:00 a.m.
509 E. 18th Street Norfolk, VA and Virtual via ZOOM

A meeting of the Operations and Oversight Committee is scheduled for Thursday, October 10, 2024, at 10:00 a.m. in the NORFOLK Boardroom. Please note that currently, the in-person meetings are for commissioners and senior HRT staff only. All others can join the meeting via ZOOM by following the link at:

https://hrtransit-org.zoom.us/webinar/register/WN_zhxEI7JQSiOnBHjINVgwnQ

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



Meeting of the Operations and Oversight Committee

Thursday, October 10, 2024, • 10:00 a.m.
Hybrid 509 E. 18th Street. Norfolk, VA and
Virtual ZOOM Meeting

AGENDA

1. Approval of the September 2024 Operations and Oversight Committee Meeting Minutes
2. Review Action Items
3. Audit Update
4. Procurement Recommendations to the Committee-Sonya Luther
 - a. Contract No. 24-00317, Purchase of Twenty-Two 35' Buses.
5. Task Orders (**for informational purposes only**).
 - a. Contract 21-00128, Ticket Vending Machines/Odyssey Farebox Systems, Repair Parts, Software/Hardware, and Maintenance Support:
 - i. Task Order 156. This Task Order is for Repair of GFI Controller Boards. This Task order is for \$951.78 and is funded with operating funds.
 - ii. Task Order 157. This Task Order is for Flange bearings; Label, power supply, 12 VDC; Label, power supply, 24 VDC; 32MXL, 14" wide, N/F, Timing belt. This Task Order is for \$1,088.32 and is funded with operating funds.
 - iii. Task Order 158. This Task Order is Slide, drawer, left; Ramp, coin chute; Slide, drawer, left; Cable, RJ11, W93, 60", coin shutter sensor. This Task Order is for \$2,652.70 and is funded with operating funds.

iv. Task Order 159. This Task Order is for Top enclosure, OCU w/window and gasket. This Task Order is for \$1,822.00 and is funded with operating funds.

6. Options to be Exercised December 2024-Sonya Luther

7. Upcoming Commission Approvals-Sonya Luther

8. Operations Update-Benjamin Simms, IV

9. Old and New Business

10. Adjournment

The next Operations & Oversight Committee Meeting will be held on Thursday, November 7, 2024, in Hampton, VA and virtually via ZOOM.



Meeting of the Operations and Oversight Committee

Thursday September 12, 2024, • 10:00 a.m.
3400 Victoria Blvd. Hampton, VA, and Zoom Meeting

MEETING MINUTES

Call to Order

Commissioner Glover called the meeting to order at 9:59 AM.

Commissioners in attendance:

Chairman Glover, Portsmouth
Commissioner Bullock, Newport News
Commissioner Johnson, Chesapeake
Commissioner Woodbury, Newport News
Commissioner Sparks, DRPT(Zoom)
Commissioner Houston, Norfolk

Hampton Roads Transit Staff in attendance:

Ray Amoruso, Chief Planning & Development Officer
Malika Blume, Director of Internal Audit
Amy Braziel, Director of Contracted Services and Operational Analytics
Keisha Branch, Director of Capital Programs (Zoom)
Colton Brown, Environmental Compliance Specialist
Conner Burns, Chief Financial Officer
Danielle Burton, Asst Mgr of Bus Transportation (Zoom)
Dudley Clarke, Contract Budget Analyst (Zoom)
William Collins, Facilities Maintenance Manager
Sherri Dawson, Director of Transit Development
Rodney Davis, Director of Customer Relations
Scott Demharter, Director of Facilities
Chera Edwards, Associate Project Manager
April Garrett, Sr. Executive Assistant
Wayne Groover, Director of Light Rail Maintenance and Facilities
Toni Hunter, Staff Auditor (Zoom)
Ashley Johnson, Assistant Director of Budget and Financial (Zoom)
Shane Kelly, Sr. Manager Security & Emergency Preparedness
Anthony Kramer, Assistant Security Manager
Sonya Luther, Director of Procurement
Alexis Majied, Chief Communications Officer
Maryann Martin, Data Analyst II (Zoom)
Tracy Moore, Director of Transportation (Zoom)

John Nason, Director of Bus Maintenance
Sibyl Pappas, Chief Engineering & Facilities Officer
John Powell, Telecommunications Specialist
Michael Price, Chief Information Officer/CTO
Chad Pritchett, Sr. Budget Analyst (Zoom)
Luis Ramos, Executive Assistant to the President & CEO
Dawn Sciortino, Chief Safety Officer (Zoom)
Benjamin Simms, Chief Transit Operations Officer
Brian Smith, Deputy Chief Executive Officer
Matthew Stumpf, Budget Analyst (Zoom)
Robert Travers, Corporate Counsel
Fevrier Valmond, Asst Director of Procurement
Jessica White, Contract Administrator (Zoom)
Keishia Williams, Operations Support Technician
Kim Wolcott, Chief Human Resources Officer

Others in attendance:

Alt. Commissioner Cipriano, Newport News
Alt. Commissioner Avery Daugherty, DRPT (Zoom)
Alt. Constantinos Velissarios, Newport News (Zoom)

The August 2024 Operations and Oversight meeting package was distributed electronically to committee members and the media in advance of the meeting. The meeting package consisted of:

- Agenda
- Action Items
- Minutes from the Previous Meeting
- Audit Update
- Procurement Items for Approval
- Options to be Exercised.
- Upcoming Procurements

Approval of the August 8, 2024, Meeting Minutes

A motion to approve the August 8, 2024, Operations and Oversight Committee meeting minutes was made by Commissioner Woodbury, and properly seconded by Commissioner Bullock. A roll call vote resulted as follows:

Ayes: Commissioners Glover, Bullock, Johnson, Sparks, and Woodbury.

Nays: None

Abstain: None

Audit Update

Ms. Malika Blume gave the Audit update.

Commissioner Houston arrived at 10:05 AM.

Review of the Operations and Oversight Committee Action Items

There was one (1) action Item regarding and update on the Microtransit Program that will be provided under the Operations Update portion of the meeting.

Procurement Items for Approval

Contract No. 24-00301, Crane and Hoist Inspection and Repair Service (Renewal).

Ms. Sonya Luther presented Contract No. 24-00301, Crane and Hoist Inspection and Repair Service (Renewal), as a recommendation that the Commission approve the award of a contract to Crane Tech Solutions, LLC to perform crane and hoist inspection and repair services in the not-to-exceed amount of \$236,004.61 over four (4) years.

Mr. Wayne Groover was available to answer questions.

There was discussion regarding if this was the current vendor or a new one and if our current vendor put in a bid.

A motion to approve Contract No. 24-00301, Crane and Hoist Inspection and Repair Service (Renewal), was made by Commissioner Bullock and properly seconded by Commissioner Woodbury. A roll call vote resulted as follows:

Ayes: Commissioners Glover, Bullock, Johnson, Sparks, Houston and Woodbury.

Nays: None

Abstain: None

Contract No. 24-00283, General Environmental Services (Renewal).

Ms. Sonya Luther presented Contract No. 24-00283, General Environmental Services (Renewal), as a recommendation that the Commission approve the award of a contract to First Call Environmental, LLC to provide general environmental services for HRT in the not-to-exceed amount of \$734,944.05 over five (5) years.

Mr. Scott Demharter was available to give presentation and answer questions. There was discussion regarding cost and what was covered under the contract.

A motion to approve Contract No. 24-00283, General Environmental Services (Renewal), was made by Commissioner Bullock and properly seconded by Commissioner Woodbury. A roll call vote resulted as follows:

Ayes: Commissioners Glover, Bullock, Johnson, Sparks, Houston and Woodbury.

Nays: None

Abstain: None

Contract No. 24-00303, Vanpool Assistance Program (Renewal).

Ms. Sonya Luther presented Contract No. 24-00303, Vanpool Assistance Program (Renewal), as a recommendation that the Commission approve the award of contracts to Enterprise Leasing Co. of Norfolk/Richmond, LLC d/b/a Commute with Enterprise and K & K Connections, LLC to provide vanpool services for commuter vanpool programs. The total combined amount of the vanpool subsidy to be provided is \$612,000.00 over five (5) years.

Ms. Alexis Majied gave a presentation on the Vanpool program.

There was discussion regarding the scope and funding.

There was discussion regarding guaranteed ride for passengers who use vanpool, as well as the growth of the program

There was discussion regarding direct/indirect cost in the final bids.

A motion to approve Contract No. 24-00303, Vanpool Assistance Program (Renewal) was made by Commissioner Houston and properly seconded by Commissioner Bullock. A roll call vote resulted as follows:

Ayes: Commissioners Glover, Bullock, Johnson, Sparks, Houston and Woodbury

Nays: None

Abstain: None

Contract No. 24-00300, Vehicle Wash Equipment Maintenance, Inspection, and Repair Services (Renewal).

Ms. Sonya Luther presented Contract No. 24-00300, Vehicle Wash Equipment Maintenance, Inspection, and Repair Services (Renewal), as a recommendation that the Commission approve the award of a contract to EST Companies, LLC to provide vehicle wash equipment maintenance, inspection, and repair services in the not-to-exceed amount of \$449,225.00 over a five-year period.

Mr. Wayne Groover was available to answer questions.

There was discussion about cost escalation.

A motion to approve Contract No24-00300, Vehicle Wash Equipment Maintenance, Inspection, and Repair Services (Renewal), was made by Commissioner Bullock and properly seconded by Commissioner Houston. A roll call vote resulted as follows:

Ayes: Commissioners Glover, Bullock, Johnson, Sparks, Houston and Woodbury

Nays: None

Abstain: None

Task Orders

Task orders were included on the agenda for review. There were no questions or comments regarding same.

Options to be Exercised.

Options to be Exercised enclosed in the meeting package for October 2024 were reviewed by the Committee.

Upcoming Procurements

Upcoming procurements enclosed in the meeting package were reviewed with the Committee.

Operations Update

Mr. Benjamin Simms shared his appreciation to the Security department and HRT staff that played a pivotal role in supporting the Savannah Bananas Baseball game that took place in August.

Mr. Simms also spoke about the upcoming "Something in the Water" event that will be hosted in Virginia Beach October 12th – 13th. HRT will be running oceanfront routes and attendees will be able to purchase either a 1- or 3- day pass for all modes of transportation.

Ms. Amy Braziel gave an update on performance metrics for both Paratransit and the Base Express services.

Ms. Braziel, Ms. Alexis Majid, and Mr. Ray Amoruso provided an update on the Microtransit Service as requested by the Committee.

There was discussion regarding driver complaints and how they are being handled.

There was a suggestion to have a separate KPI/Metric for Easton/VIA or to show when the transition took place so the numbers are not skewed by the previous service provider.

There was discussion about the riders who are outside the projected zones for micro transit and how they can access the service.

It was stated that the Microtransit service will launch on October 14, 2024.

Old and New Business

There was no old or new business to discuss.

Commissioner Comments

Dr. Brian Smith reminded the committee of the upcoming work session to take place before the commission meeting being held in the Hampton board room on September 26, 2024, at 1PM starting at 11:30am.

Adjournment

Commissioner Glover adjourned the meeting at 11:27 AM.



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General Environmental Services

Contract #24-00283

September 12, 2024

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General Environmental Services

Contract #24-00283

- Renewal contract for continued services
- No change to Scope of Work
- Required to meet environmental regulations & permits
- Scheduled quarterly cleanouts of maintenance shop pits, drains and oil/water separators, and bus wash reclaim tanks
- Emergency response services for spills
- Contract is budgeted



TRAFFIX Vanpool Program

Operations & Oversight Committee

Alexis Majied

September 12, 2024



TRAFFIX Program Overview



Established in
1995.



Transportation Demand
Management program that
helps decrease traffic
congestion and improve air
quality.



Services Hampton Roads,
Franklin, Poquoson,
Williamsburg and James City,
Gloucester, Southampton
and York counties.



Staff works with area
employers to develop and
implement commuter
benefits programs for their
employees.



Services include vanpool,
carpool ride matching, bike
amenities, park and rides
and parking amenities,
Guaranteed Ride and
rewards. Promotes walking,
teleworking and transit use.



Annually funded by the
Hampton Roads
Transportation and Planning
Organization using
CMAQ/RSTP funds.



Vanpool Program

Vanpooling is a convenient and cost-effective way to commute for groups of 7-15 people who live or work near one another.

TRAFFIX works with a contracted vendor to offer vanpool groups a month-to-month lease on a new or late model van or SUV. The cost includes maintenance and insurance.

TRAFFIX offers three financial assistance programs:

- ✓ Monthly stipend
- ✓ VanStart
- ✓ VanSave

Benefits of vanpooling:

- ✓ Save money
- ✓ Reduce wear & tear
- ✓ Reduce traffic and pollution
- ✓ Use HOV lanes
- ✓ Reduced stress
- ✓ Free up parking spots

Vanpool participants may also log their trips in the ConnectingVA app for rewards and are eligible to use the Guaranteed Ride program.

Government employees may also take advantage of the Transportation Incentive Program to increase their commuting savings.

Vanpool Vendors

Benefits of Having Multiple Vendors

- 1 Provides customers with options to meet their diverse needs
- 2 Keeps pricing competitive
- 3 Attracts new vanpool customers that were previously ineligible
- 4 Encourages vendors to more proactively recruit new vanpools
- 5 Increases the recruitment area for new vanpools
- 6 Allows for a backup if one vendor is no longer an option



Questions?

Alexis Majied
Chief Communications Officer





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Contracted Services Key Performance Metrics Operations & Oversight Committee September 12, 2024

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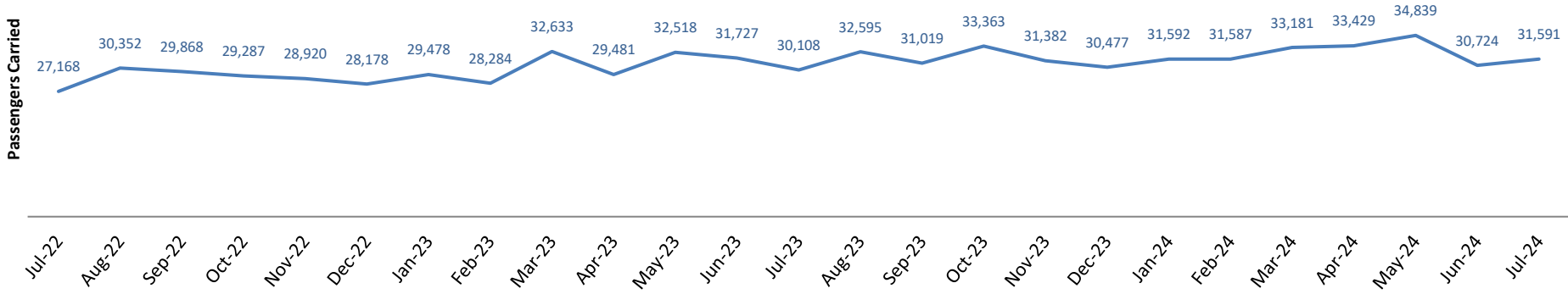
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Paratransit Service Metrics

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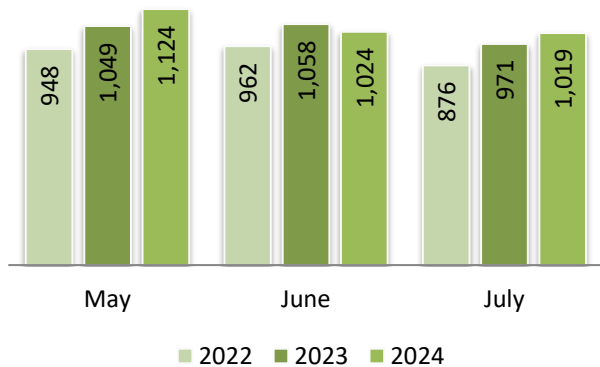
**Paratransit Transportation
Ridership *
July 2022 - July 2024**

-Attached as part of the meeting minutes.

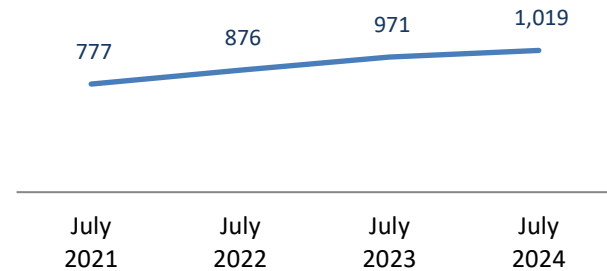


* Includes passengers in taxis & TNC's

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

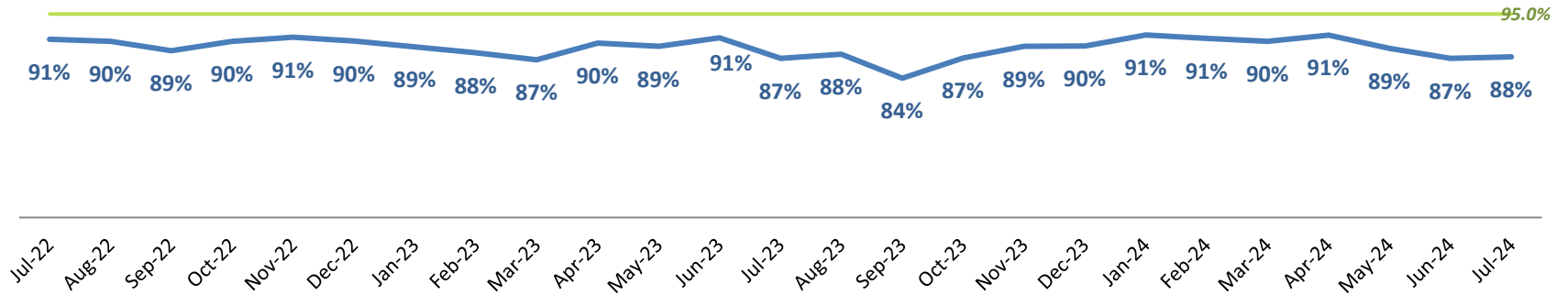


**Paratransit Transportation
Avg Daily Ridership
YoY - 1-Month Comparison**



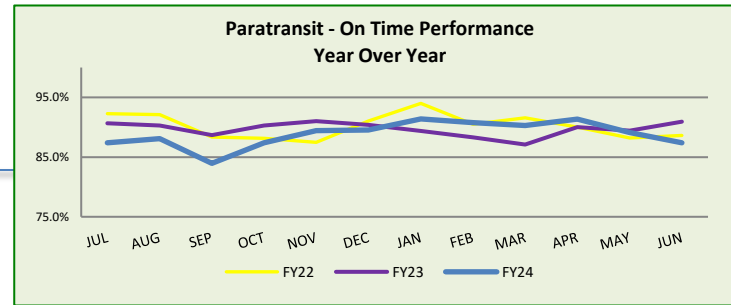
New contractor as of 7/1/24

Paratransit On Time Performance July 2022 - July 2024

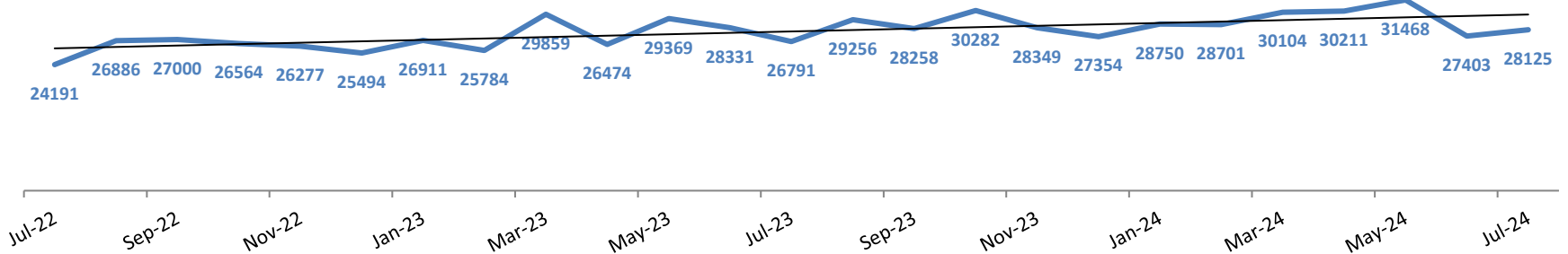


— Goal ≥ 95.0% On Time

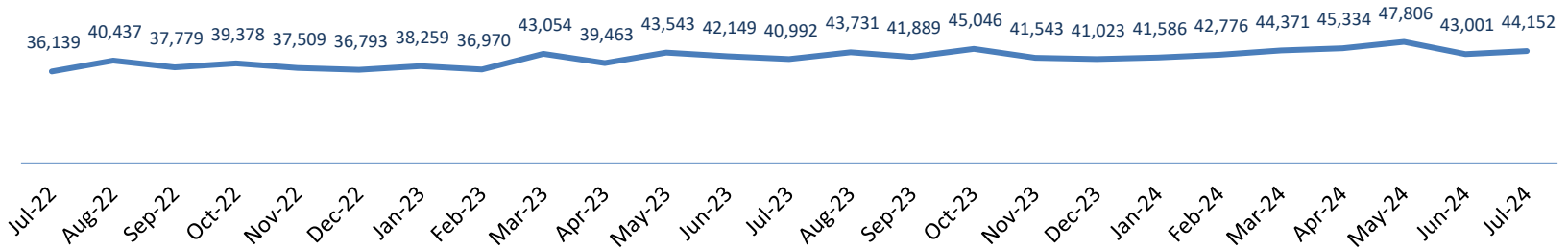
New contractor as of 7/1/24



Paratransit Trips Taken July 2022 - July 2024



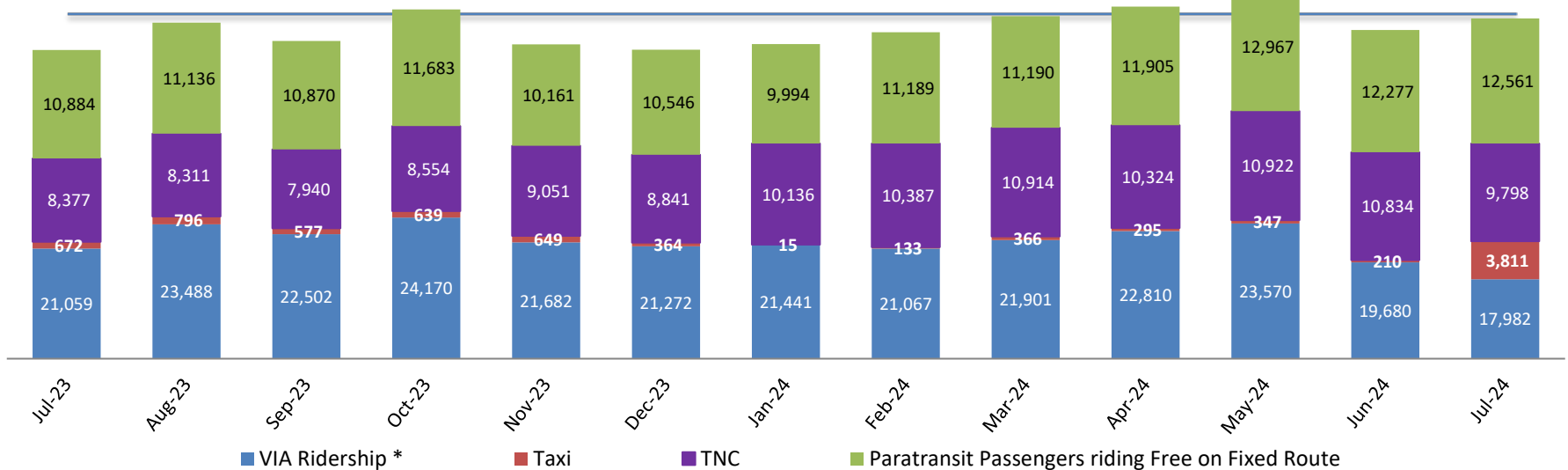
All Paratransit Passengers Riding on Paratransit & Fixed Route July 2022 - July 2024



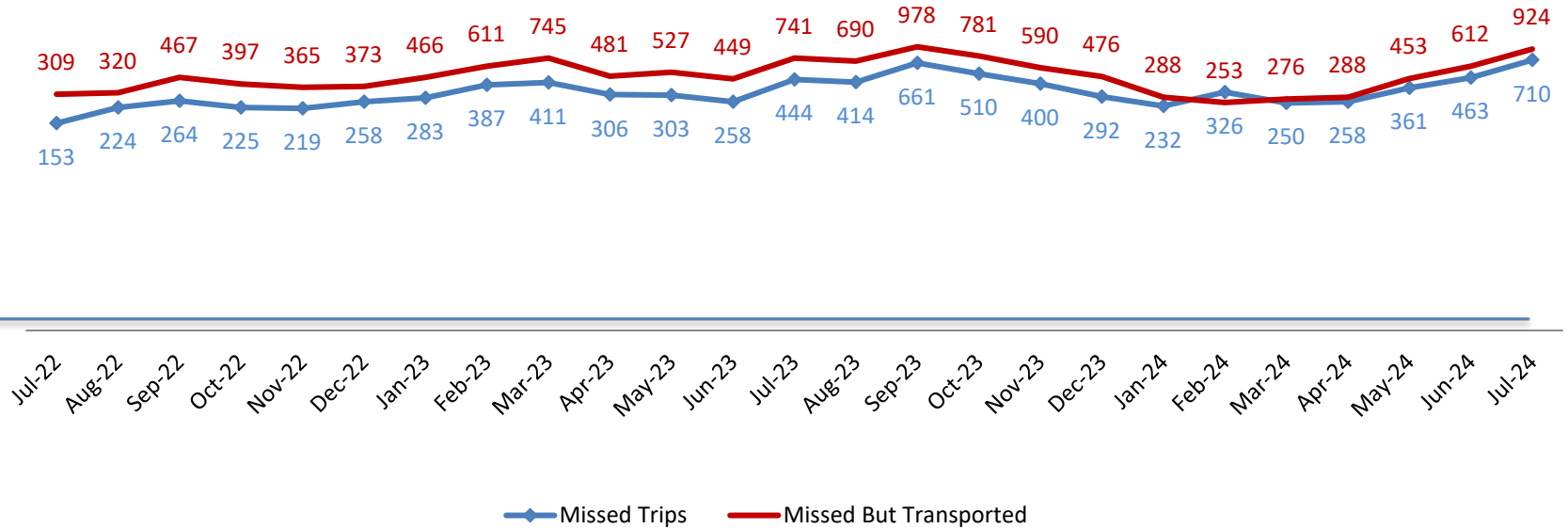
Paratransit Ridership Breakdown By VIA, Taxi & Fixed Route Most Recent 13 Months

*New contractor as of 7/1/24

Passengers Carried



Paratransit Total Missed Trips July 2022 - July 2024

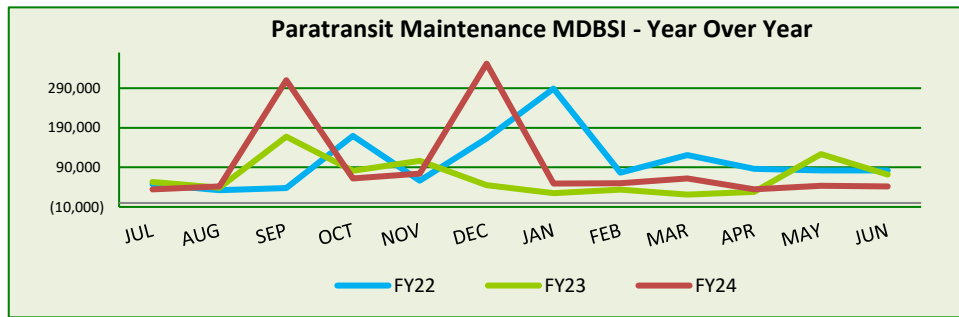
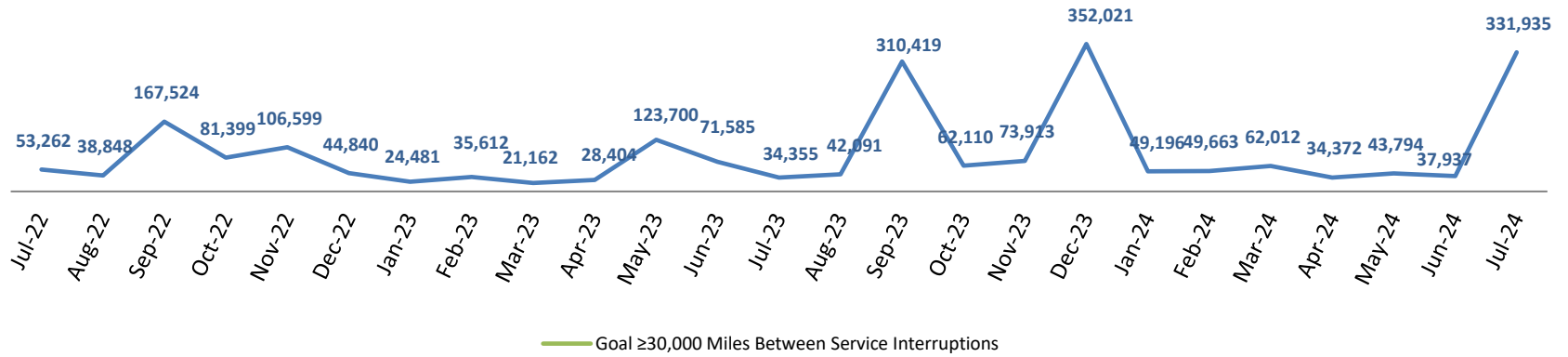


Missed Trips - Trips that are a no-show or canceled by the Customer when their ride arrives 30 minutes or later from the start of the Customer's communicated pick-up

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

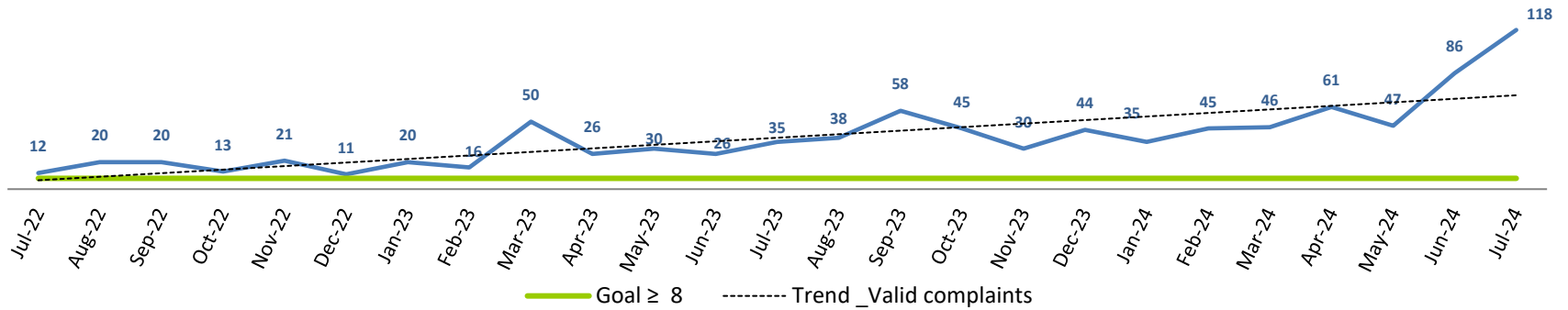
New contractor as of 7/1/24

Paratransit Mean Distance Between Service Interruptions July 2022 - July 2024

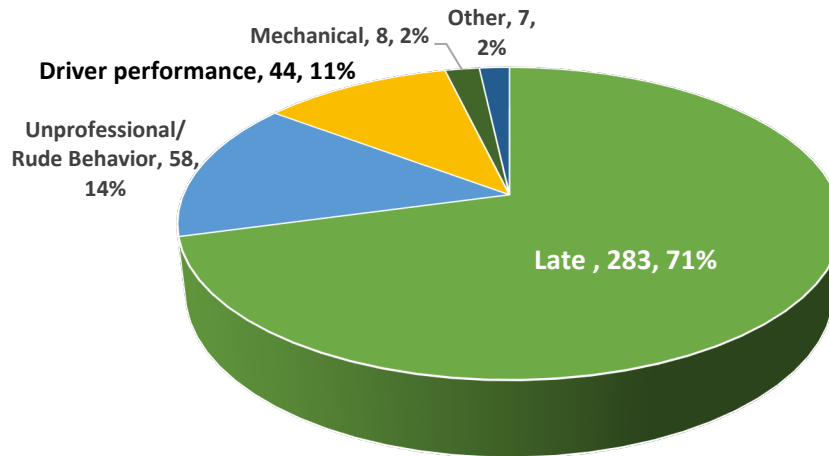


New contractor as of 7/1/24

Paratransit Transportation Services Valid Customer Complaints per Month July 2022 - July 2024



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



New contractor as of 7/1/24

Transition Update

- Transition from Via to Easton officially took place on 7/1
 - Continued weekly meetings between HRT and Easton
 - Working through Interactive Voice Response (IVR) software upgrades
 - Call Center transition complete. Easton's team is taking 100% of the calls
 - Staffing/recruitment efforts
 - Call Center-fully staffed (12 agents plus 1 manager)
 - Dispatch-fully staffed (8 TOS agents)
 - 130 drivers in operation.





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Base Express Service Metrics

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Serving The Military

-Attached as part of the meeting minutes.



Base Express



LEGEND	
	GOLD ROUTE
	BLUE ROUTE
	NEX MALL BUS STOP



Total Ridership: Both Routes

80,879



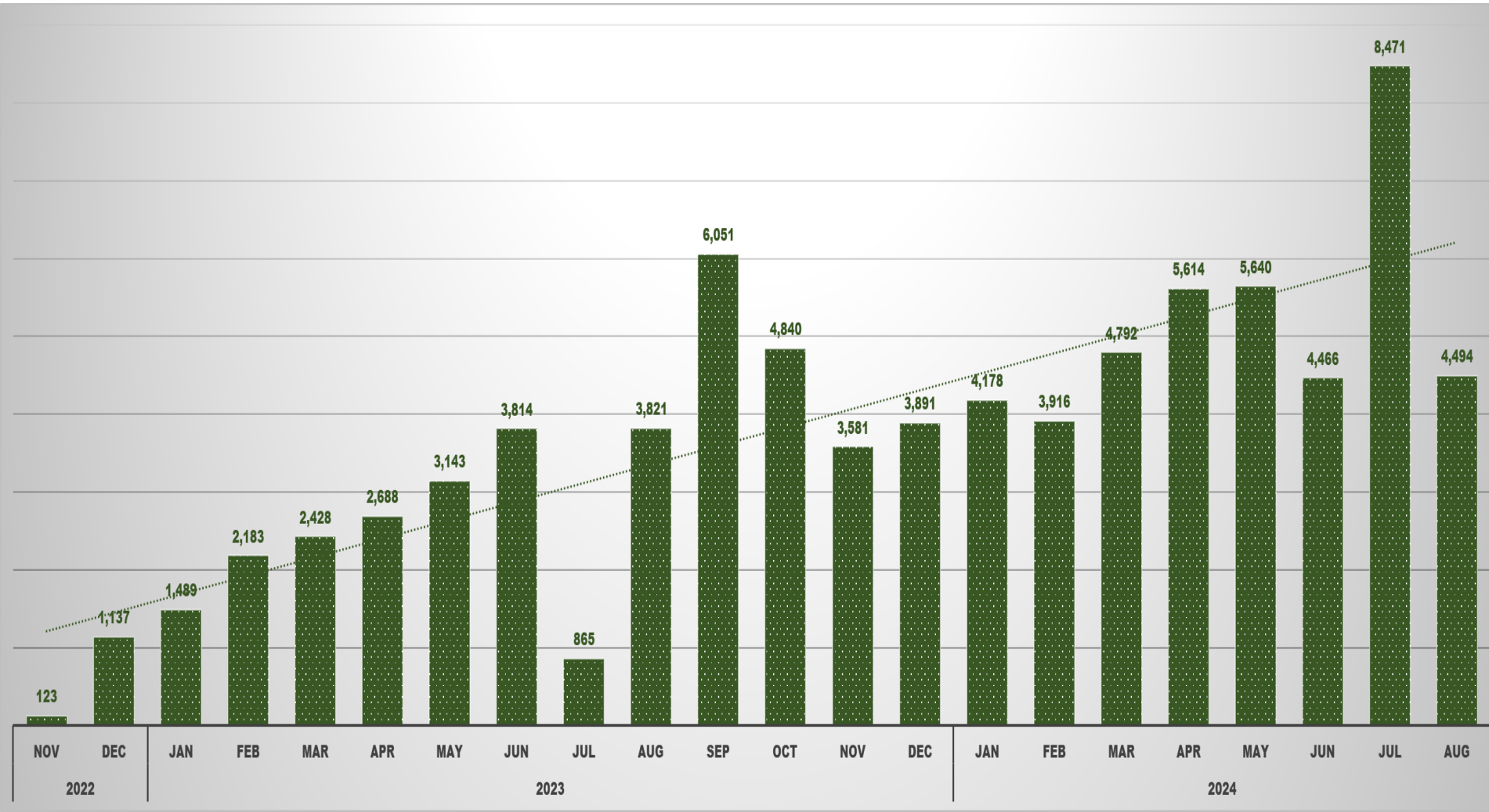
As of Saturday, August 31, 2024

Ridership: 80,879

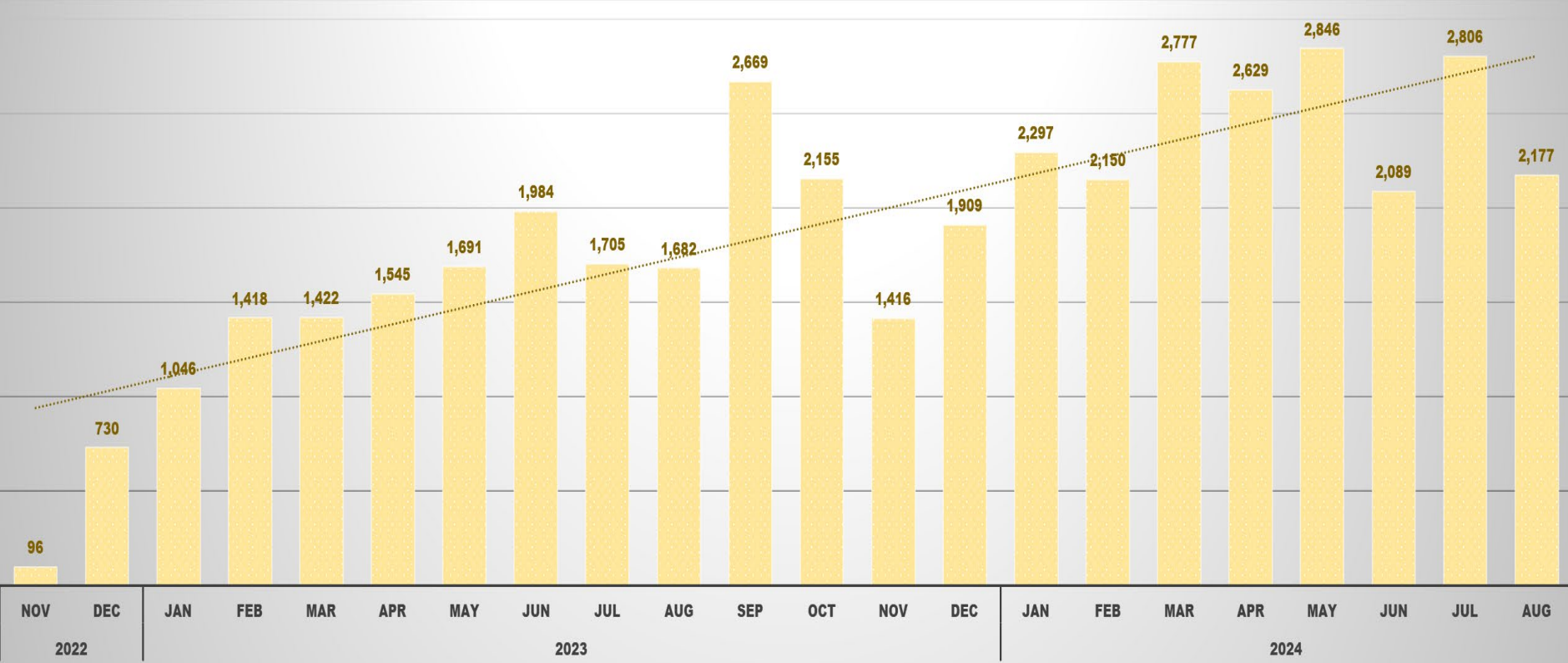
*Discontinued use of TransLoc & revised data

- Start Date: December 5, 2022
- Gold Route's Total: 41,239
- Blue Route's Total: 39,640
- Highest Ridership Stops
 - Hammond & Admiral Taussig
 - Gilbert & First
 - Gilbert & Bacon

Monthly Ridership-both Routes



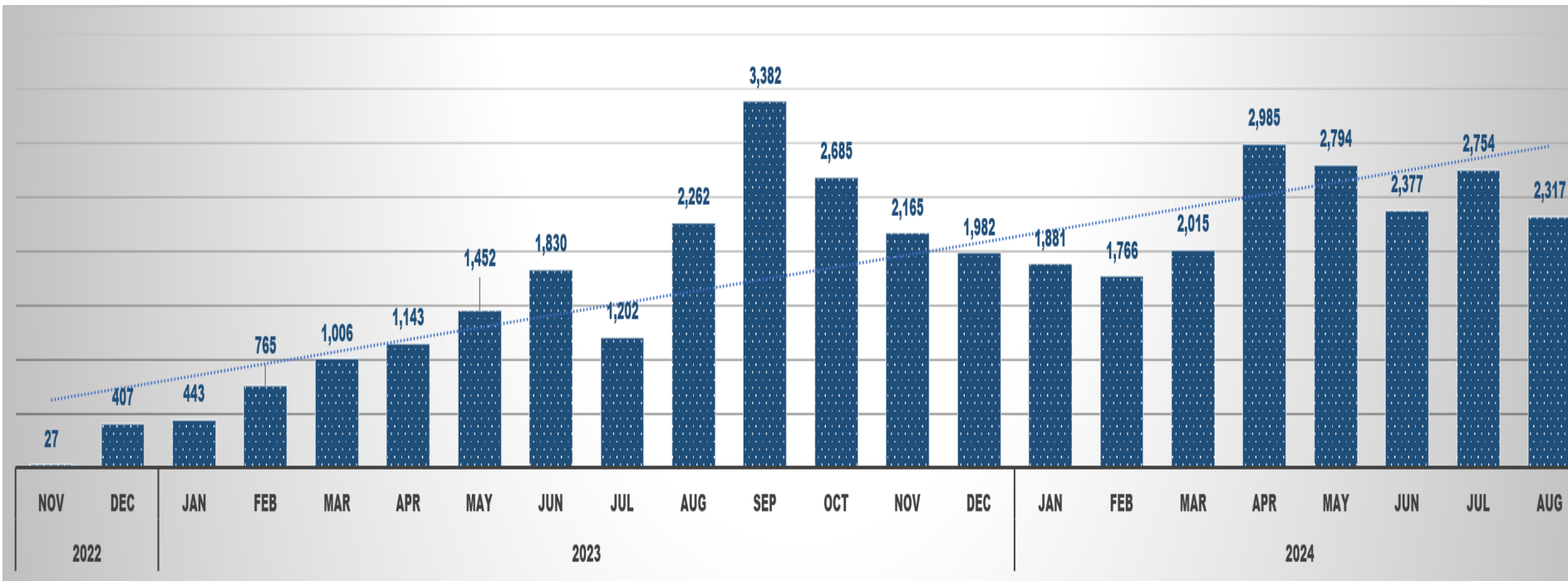
Gold Route



- Monday-Friday: 6AM-6PM
- Every 30 minutes
- Saturday-Sunday: 9AM-6PM
- Positive trend

Blue Route

-Attached as part of the meeting minutes.



- Monday-Friday: 6AM-6PM
- Every 15 minutes
- No weekends
- Positive trend

Upcoming

- Fleet Fest-October 19th 10AM
 - FREE & Open to the Public
- Year 3 of service begins November 1





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For more information, please visit
<https://gohrt.com/modes/base-express/>

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Hampton Roads Transit Microtransit Program Update Operations and Oversight Committee September 12, 2024

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Microtransit Funding

Ray Amoruso, Chief Planning and Development Officer

gohrt.com

Original Microtransit Pilot Project

- HRT was awarded a 6-month State Demonstration Grant in 2021 for \$1,597,000
- There were two zones for the pilot project:
 - Newport News
 - Virginia Beach
- Pilot Project goals
 - Does Microtransit improve mobility options for communities in a cost-effective manner?
- Pilot Project ended in February 2023

Microtransit Service and State TRIP Grant

The new TRIP grant has enough resources to run service in the two original pilot zones plus one additional zone in the city of Virginia Beach.

The project duration under this grant is for a total of 18 months:

- 3 months launch efforts
- 12 months of service
- 3 months of evaluation and final report.



New Microtransit TRIP Grant

- The HRT Board approved a new contract for a “turnkey” vendor on June 27, 2024.
- TRIP Grant Funding - 80% State (\$2,800,000) requiring a 20% Local match (\$700,000).
 - With the two original zones, each city would provide \$350,000 in local matching dollars.
 - If the City Council of Virginia Beach desires to add the second zone in Virginia Beach, then the matching requirements change to \$233,000 from Newport News and \$466,000 from Virginia Beach (1/3 from Newport News and 2/3 from Virginia Beach).
- The grant is for one year of operation. HRT will work with the State to apply under the TRIP program for additional funding for future years.



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Microtransit Service

Amy Braziel, Director of Contracted Services & Operational Analytics

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Microtransit Project (schedule)

- Contract duration - 18 months:
 - Initial phase will include development of:
 - Service plans that include vehicle needs, virtual bus stops, span of the service day, and operational guidelines
 - Branding & marketing plan
 - Customer reservation and complaint system
 - Performance metrics and evaluation methodology
 - Actual operational phase of the project will be twelve (12) months

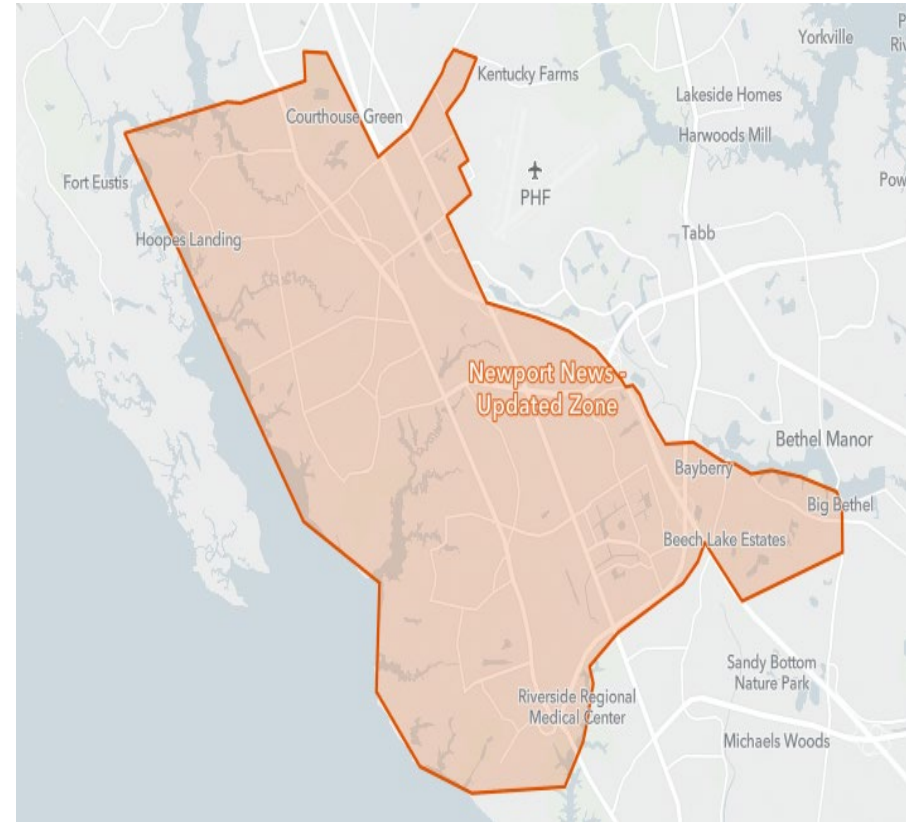
Microtransit Project

- The objective is to utilize app-based booking of rides to move people around the two defined zones in a shared ride mode utilizing passenger vans
- There are two zones for the project:
 - Newport News
 - Virginia Beach
- Service will be provided through a third-party contractor similar to the Elizabeth River Ferry and Paratransit

Microtransit Project

Newport News Zone

- 20 square miles
- Adjustments from previous six-month pilot (includes removes service to Airport)
- Points of Interest
 - Amtrak multi-modal station (Bland Blvd)
 - City Center
 - DW Entertainment and Shopping Center
 - Jefferson Commons
 - Patrick Henry Mall
 - Riverview Farm Park
 - Christopher Newport University
 - Riverside Hospital
 - Walmart
 - Target
 - Denbigh Community Center
- Connections to 6 bus routes



Microtransit Project

Virginia Beach Zone

- 15 square miles
- Points of Interest
 - Walmart Grocery Store
 - Sentara Leigh
 - Kempsville Plaza Shopping Center
 - Pembroke Mall/Town Center
 - Virginia Wesleyan
 - Norfolk Premium Outlets
 - Kroger
 - Pleasure House & Shore Drive Bus Stops
- Connections to 7 bus routes and Newtown Road Light Rail Station



Microtransit Project

- Contractor will deploy small to medium-size vehicles to provide transit trips based on passenger requests.
- Trip requests from customers may be made through a mobile phone application or call-in to request a vehicle to meet at a particular time and location.
- Trips will be shared with other customers who have similar destinations and will originate at “virtual” bus stops.



Microtransit Project (Schedule)

- Three-month Evaluation period after cessation of actual operations. Evaluation will include:
 - Benchmarking of existing conditions prior to project launch
 - Performance and ridership data collected during operational phase
 - All performance metrics identified in methodology tech memo
 - NTD required reporting
- Final Report will document “Lessons Learned”

Previous Microtransit Pilot Project

- **Hours of Operation**
 - Monday – Friday 5AM-9PM
 - Saturday & Sunday 7AM-8PM
- **Fleet Size**
 - 6 in Virginia Beach +2 WAV
 - 5 in Newport News +1 WAV
 - 9 Spares including 2 spare WAVs
- **Prior 6 Month Ridership Results**
 - Total Trip Requests- **33,967**
 - Total Trips Completed- **26,619**
 - Total Passengers Transported- **31,086**
 - Zone Split
 - 35% Zone 1-Virginia Beach
 - 65% Zone 2-Newport News



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Microtransit Marketing

Alexis Majied, Chief Communications Officer

gohrt.com

Marketing Overview

Goals

- Increase ridership by 20% over the original Pilot project
- Contribute to ridership growth of HRT's bus and light rail service
 - Nearly 50% of OnDemand customers reported using the service to connect with other HRT bus routes or The Tide light rail

Audiences

- Through HRT's multi-channel and integrated marketing communications campaign, will target 'likely users,' but also a wider range of demographics to grow HRT customer base
 - Likely users based on survey data: Minority women, ages 35-44, <\$25,000 annual income, with no car available; students

Marketing Campaign

Strategies	Tactics
Public Relations	<ul style="list-style-type: none">-Press release-Media pitch-Media advisory (launch event)
Email/Eblasts	<ul style="list-style-type: none">-E-newsletters: HRT, City of Newport News, City of Virginia Beach-Email: to previous users, civic leagues, Customer Alerts-Email: from HR Chamber, VP Chamber, Visit NN, Visit VB
Print	<ul style="list-style-type: none">-Newsletters/Programs: HRT, Ferguson Center, Sandler Center-Print materials: posters, rack cards-Direct Mail: postcards

Marketing Campaign

Strategies	Tactics
Television	-WAVY, Hampton Roads Show -WTKR, Coast Live -Cox Media, Disney/Hulu -Local Government Channels
Radio	-WHRO, The Groove 109.9, -Audacy: 94.9, 101.3, 95.7, 104.5 Max: 100.5, 92.9, 97.3 -HRT Podcast: Going Places
Billboards	-Printed billboards in zone -College sports: CNU, VWU -Patrick Henry Mall, Lynnhaven Mall

Marketing Campaign

Strategies	Tactics
Digital	<ul style="list-style-type: none">-Dedicated webpage with tracking-Geofencing with Cox Media and Sinclair-Google Ads and Spotify
Social Media	<ul style="list-style-type: none">-Organic and paid Meta/LinkedIn ads-Influencers: holiday and entertainment-Influencers: college sports
Business Development/ Outreach	<ul style="list-style-type: none">-Engage with businesses and community partners<ul style="list-style-type: none">-Distribute posters and rack cards-Presentations: civic leagues, rotary clubs, CBDA-Events: launch event, City Special Events

Businesses & Community Outreach

NN

The Mariner's Museum
Christopher Newport University
Riverside Regional Medical Center
James River Country Club
Ferguson Center for the Arts
Warwick Baptist Church
Cornerstone Community Church
American Legion Post 368
Newport Crossing Shopping Center
Denbigh Specialty Shops
DW Entertainment and Shopping Center
Centura College Newport News
Bon Secours Mary Immaculate Hospital
Newport News Post Office
Jefferson Commons
Walmart Supercenter
Trader Joe's
Residence Inn Newport News Airport
Courtyard Newport News Airport
Comfort Suites Newport News Airport
Comfort Inn

Patrick Henry Mall
Crestwood Suites
Towne Bank
Cannon of Virginia
Peninsula Dermatology and Skin Center
Children's Hospital of the Kings Daughters
Strayer University Newport News Campus
Newport Square Shopping Center
Tradition Brewing Company
Paul and Rosemary Tribble Library
North Riverside Baptist Church
Hidenwood Presbyterian Church
Immanuel Baptist Church
The Chesapeake
Soaps N Suds Laundromat
Fort Eustis Department of Public Health
Newport News Amtrak Station

Businesses & Community Outreach VB

Virginia Wesleyan University
Sentara Leigh Hospital
ECPI University
Virginia Beach Town Center
APEX Entertainment
Barnes & Noble
Bravo! Cucina Italiana
Brooks Brothers
California Pizza Kitchen
Cantina Laredo
CAVA
Cinnaholic
Cold Stone
David's Bridal
Dogtopia
Five Below
Funny Bone Comedy Club
Lego
Men's Warehouse
The Westin Hotel
Pembroke Mall

Wegman's
Walmart
Cinema Café – Pembroke Meadows
Muse Paintbar
Pottery Barn
Cheesecake Factory
Tupelo Honey Café
American Dream Theater
Sandler Center
Central Library
REI



Microtransit Project

For more information contact:

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Operational Analytics

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757-222-6156



HAMPTON ROADS TRANSIT
SEPTEMBER 2024/OCTOBER 2024
OPERATIONS AND OVERSIGHT COMMITTEE
ACTION ITEMS

Date	Action Item	Responsible Party	Due Date	Completed Date & Method

Contract No.: 24-00317	Title: Purchase of Twenty-Two 35' Buses	Contract Amount: \$15,227,960.00
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Acquisition Description: Join on an existing Commonwealth of Virginia, Division of Purchases and Supply (DPS) Contract No. CTR010076 to procure twenty-two (22) 35' Buses (State Contract).

Background: Using the competitive procurement process, in January 2023, the Commonwealth of Virginia awarded Contract No. CTR010076 to Gillig, LLC (Gillig) to purchase various passenger transit buses for a base term of two (2) years with three (3) additional one-year options. Under the terms of the agreement, as a Virginia state agency, the Transportation District Commission of Hampton Roads dba Hampton Roads Transit (HRT) is considered an additional user. This procurement is to utilize the Gillig Contract to purchase twenty-two (22) 35' buses to replace buses in HRT's fleet that have reached the end of their useful service life. It should be noted that HRT is often precluded from entering into an intergovernmental agreement on existing state contracts as those agreements often do not include all of the contractual terms mandated by the Federal Transit Administration (FTA). However, DPS included the mandated federal terms in the State Contract, thus allowing HRT to order vehicles pursuant to this agreement.

Contract Approach: The original State Contract was competitively procured with a base unit price of \$498,248.00 for one (1) 35' Gillig bus. Unit prices for additional features/options were also established at the time of award of the State Contract. Gillig's unit price to HRT, including HRT selected options, is \$692,180.00. HRT's options include a video surveillance system, Vontas OnRoute Technology system, and a number of other additional upgrades.

Based on a price analysis conducted by DPS at the time of award of the State Contract, and the fact that the pricing was obtained in a competitive environment, Gillig's unit price is deemed fair and reasonable.

All FTA required pre-award audits and certifications confirming Buy America, final assembly, and motor vehicle safety standards have been received and verified.

Cost/Funding: This contract will be funded with federal 5339, state, and ACC grant funds.

Project Manager: Chera Edwards, Associate Project Manager

Contracting Officer: Jason Petruska, Senior Contract Specialist

Recommendation: It is respectfully recommended that the Commission 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.

Exercise of Options – December 2024

Contract No.	Title	Description	Total Awarded Value	Period of Performance	Option Year to be Exercised	Total Amount of Option Year
21-00134	Auditing Services	To provide auditing services.	\$346,300.00	1 yrs. w/4 1-yr. options	Third	\$71,300.00
21-00145	Transit Operator/Supervisor Uniforms	To provide transit operator and supervisor uniforms for HRT employees at various locations.	\$1,730,650.00	1 yr. w/4 1-yr. options	Third	\$346,130.00

UPCOMING CONTRACTS FOR APPROVAL

Title	Description	Renewal Contract Expiration Date
Architectural and Engineering Services	To provide comprehensive architectural and engineering services.	1/26/2025
Audio/Visual Services	To provide audio and visual support services on a Task Order basis.	12/15/2024
Audit Management System	To provide a cloud-based, fully integrated software solution to deliver strategic value and increase efficiencies through a streamlined internal audit process.	New
Client Technology Support Services	To provide equipment and services necessary to modernize, expand, and operate HRT's Client Technology systems.	New
Contract and Vendor Software Solution	To provide a commercial off-the-shelf, Software as a Service Contract and Vendor Management Software solution.	New
Data Archive Software and Extraction Services for PeopleSoft Financials	To provide a secure commercial off-the-shelf software as a service data archiving management solution for HRT's PeopleSoft Financials application.	New
Database Administration Managed Services	To provide 24x7 support of all current Production Servers and their associated databases; 8x5 support of all Development/Test Servers and their associated databases; and Database Project Support Services for activities not covered under the Database Administration Managed Services offerings.	New
Human Resources Temporary Staffing Services	To assist in recruiting and placement efforts for the Human Resources department.	New
Infrastructure Support Services	To provide equipment and services necessary to modernize, expand, and operate HRT's Infrastructure Systems.	New
Microsoft Dynamics 365 Finance and Operations Managed Services	To provide managed services for HRT's Microsoft Dynamics 365 Finance and Operations application.	New
Provision of Facilities Materials and Supplies	To supply and deliver facility materials and supplies on an as needed basis.	09/20/2024
Provision of Two (2) Non-Revenue Security Vehicles	To procure two (2) Police Interceptor Utility vehicles to expand the fleet of security support vehicles.	New

State Legislative and Advocacy Services	To provide state legislative and advocacy services for HRT.	New
Technology Staffing Services	To provide technology staffing services.	06/23/2024
Towing and Flat Tire Replacement Services	To provide towing and flat tire replacement services for HRT.	10/29/2024
Transit Amenity Services	To maintain the appearance and cleanliness of HRT's bus, light rail, and ferry passenger amenity stops throughout Hampton Roads.	01/31/2025
Transit Stop Glass Replacement Services	To provide glass replacement services for HRT's various transit stops.	New
Wi-Fi/Networking	To provide equipment and services necessary to modernize, expand, and operate HRT's Network Systems on a Task Order basis.	New