



Meeting of the Operations and Oversight Committee

Thursday, May 8, 2025, • 10:00 a.m.
3400 Victoria Blvd. Hampton, VA and Virtual via ZOOM

A meeting of the Operations and Oversight Committee is scheduled for Thursday, May 8, 2025, at 10:00 a.m. in the Hampton Boardroom.

Those who wish to join the meeting via ZOOM may do so by following the link at:

https://hrtransit-org.zoom.us/webinar/register/WN_HqO80MYyS0C_M_24Kemi-g

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



Meeting of the Operations and Oversight Committee

Thursday, May 8, 2025, • 10:00 a.m.
Hybrid 3400 Victoria Blvd. Hampton, VA and
Virtual ZOOM Meeting

AGENDA

1. Approval of the March and April 2025 Operations and Oversight Committee Meeting Minutes
2. Review Action Items
3. Audit Update – Malika Blume
4. Procurement Recommendations to the Committee – Sonya Luther
 - a. Contract No. 24-00314, Investigative Case Management Systems.
 - b. Contract No. 25-00358, Microsoft Dynamics 365 Support Services.
 - c. Contract No. 25-00347, Supervisory Control and Data Acquisition System Processor Upgrade Parts.
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 185. This Task Order is for Bill validator – FastFare. This Task order is for \$631.60 and is funded with operating funds.
 - ii. Task Order 186. This Task Order is for Repair of Controller Module. This Task order is for \$360.00 and is funded with operating funds.

- iii. Task Order 187. This Task Order is for Bill validator FastFare repair. This Task Order is for \$315.80 and is funded with operating funds.

6. Upcoming Commission Approvals – Sonya Luther

7. Operations Update-Benjamin Simms, IV

8. Old and New Business

9. Adjournment

The next Operations & Oversight Committee Meeting will be held on Thursday, June 12, 2025, in NORFOLK, VA and virtually via ZOOM.



Meeting of the Operations and Oversight Committee

Thursday March 13, 2025, • 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 10:02 AM.

Commissioners in attendance:

Chairman Glover, Portsmouth
Commissioner Jovanovich, Virginia Beach
Commissioner Woodbury, Newport News
Commissioner Daughtery, DRPT
Commissioner M. Johson, Norfolk

Hampton Roads Transit Staff in attendance:

Ray Amoruso, Chief Planning & Development Officer (Zoom)
Tammara Askew, Data Analyst II (Zoom)
Malika Blume, Director of Internal Audit
Monquie Battle, Ops Project & Contract Administrator
Amy Braziel, Director of Contracted Services and Operational Analytics
Keisha Branch, Director of Capital Programs (Zoom)
Donna Brumbaugh, Director of Finance
Conner Burns, Chief Financial Officer
William Collins, Facilities Maintenance Manager (Zoom)
Sherri Dawson, Director of Transit Development
Rodney Davis, Director of Customer Relations
Scott Demharter, Director of Facilities
Jennifer Dove, Civil Rights/Grants Prog Manager (Zoom)
Chera Edwards, Associate Project Manager
La'Toya Elliott, Buyer II
April Garrett, Sr. Executive Assistant
Wayne Groover, Director of Light Rail Maintenance and Facilities
William Harrell, President and CEO
Keianna Harris, Special Project Assistant (Zoom)
Toni Hunter, Staff Auditor
Shane Kelly, Sr. Mgr Security & Emerg Preparedness
Alexis Majied, Chief Communications Officer
Maryann Martin, Data Analyst II (Zoom)
Tracy Moore, Director of Transportation

Stephanie Napier, Facilities Asset Manager
John Nason, Director of Bus Maintenance
Sibyl Pappas, Chief Engineering & Facilities Officer
John Powell, Telecommunications Specialist (Zoom)
Michael Price, Chief Information Officer/CTO (Zoom)
Luis Ramos, Executive Assistant to the President & CEO
Dawn Sciortino, Chief Safety Officer
Benjamin Simms, Chief Transit Operations Officer
Brian Smith, Deputy Chief Executive Officer
Matthew Stumpf, Budget Analyst (Zoom)
Robert Travers, Corporate Counsel
Alex Touzov, Sr. Director of Technology Services
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

The March 2025 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 February 13, 2025, Meeting Minutes

A motion to approve the February 13, 2025, Operations and Oversight Committee meeting minutes was made by Commissioner Woodbury and properly seconded by Commissioner Daughtery. A roll call vote resulted as follows:

Ayes: Commissioners Glover, Jovanovich, Woodbury, and Daughtery.

Nays: None

Abstain: None

Audit Update

A motion to approve the 2025 Audit Schedule was made by Commissioner Woodbury and properly seconded by Commissioner Daughtery. A roll call vote resulted as follows:

Ayes: Commissioners Glover, Jovanovich, Woodbury, and Daughtery.

Nays: None

Abstain: None

*Commissioner Mamie Johnson entered at 10:04.

Review of the Operations and Oversight Committee Action Items

There were no Action items.

Procurement Items for Approval

Contract No. 25-00333, Hydraulic Equipment Maintenance, Inspection, and Repair Service.

Ms. Luther presented Contract No. 25-00333, Hydraulic Equipment Maintenance, Inspection, and Repair Service, as a recommendation that the Commission approve the award of a Hydraulic Service Company, Inc. to perform scheduled and unscheduled maintenance, inspections, and emergency repair services for hydraulic vehicle lifts, brake testing equipment, and related systems in the not-to-exceed amount of \$964,618.00 over a five-year period.

Mr. Wayne Groover was available for questions.

There was a discussion regarding the annual allowance and if the \$110,000.00 is included.

There was discussion regarding if this contractor is currently under contract with HRT and they have been with us approximately 12 years.

A motion to approve presented Contract No. 25-00333, Hydraulic Equipment Maintenance, Inspection, was made by Commissioner Woodbury and properly seconded by Commissioner Jovanovich. A roll call vote resulted as follows:

Ayes: Commissioners Glover, Jovanovich, Woodbury, Daughtery, and M. Johnson.

Nays: None

Abstain: None

Contract No. 25-00335, Provision of Facilities Materials and Supplies (Renewal).

Ms. Luther presented Contract No. 25-00335, Provision of Facilities Materials and Supplies (Renewal) as a recommendation that the Commission approve the award of a contract to Sid Tool Company, Inc. dba MSC Industrial Supply Company to provide facilities materials and supplies in the not-to-exceed amount of \$453,960.00 over a three-year period.

Mr. Wayne Groover was available to answer questions.

There was a discussion regarding the types of materials that would be purchased under this contract.

A motion to approve presented Contract No. 25-00335, Provision of Facilities Materials and Supplies (Renewal) was made by Commissioner Woodbury and properly seconded by Commissioner Daughtery. A roll call vote resulted as follows:

Ayes: Commissioners Glover, Jovanovich, Woodbury, Daughtery and M. Johnson.

Nays: None

Abstain: None

Contract No. 24-00330, Provision of Safety Shoes, High Visibility Jackets, and High Visibility T-Shirts (Renewal).

Ms. Luther presented Contract No. 24-00330, Provision of Safety Shoes, High Visibility Jackets, and High Visibility T-Shirts (Renewal), as a recommendation that the Commission approve the award of a contract to Virginia Shoe Clinic, LLC for the provision of safety shoes, high visibility jackets, and high visibility t-shirts to HRT employees in the not-to-exceed amount of \$139,500.00 over a four-year period.

Mr. John Nason was available for questions.

There was a discussion regarding the design of the shirts vs jackets and their usefulness.

There was discussion regarding how employees use the voucher allowance and if they go over the allowance, what happens?

A motion to approve presented Contract No. 24-00330, Provision of Safety Shoes, High Visibility Jackets, and High Visibility T-Shirts (Renewal), was made by Commissioner Woodbury and properly seconded by Commissioner Daughtery. A roll call vote resulted as follows:

Ayes: Commissioners Glover, Jovanovich, Woodbury, Daughtery, and M. Johnson.

Nays: None

Abstain: None

Contract No. 23-00256, Technology Staffing Services (Renewal).

Ms. Luther presented Contract No. 23-00256, Technology Staffing Services (Renewal), as a recommendation that the Commission approve the award of contracts to Ampcus, Inc., Apex Systems, FedTec, LLC, Hays US Corporation, Lancesoft, Inc., and Synkriom, Inc. to provide technology staffing services to HRT. The cumulative amount of all Task Orders issued under these Contracts will not exceed \$4,000,000.00 over the five-year period.

Ms. Glenda Dixon was available for questions.

There was a discussion regarding how staffing works Direct hire vs Temporary needs.

A motion to approve presented Contract No. 23-00256, Technology Staffing Services (Renewal), was made by Commissioner Woodbury and properly seconded by Commissioner Daughtery. A roll call vote resulted as follows:

Ayes: Commissioners Glover, Jovanovich, Woodbury, Daughtery, and M. Johnson.

Nays: None

Abstain: None

Contract No. 25-00342, Trolley Bus Replacement.

Ms. Luther presented Contract No. 25-00342, Trolley Bus Replacement, as a recommendation that the Commission approve the award of a contract to Gillig, LLC to procure fourteen (14) 29' trolley buses, in the total amount of \$11,602,948.00

Ms. Glenda Dixon was available for questions.

There was a discussion regarding where the trolleys will be used as well as the proper steps to take to gain access to the trolleys for use.

There was discussion regarding the lead time to expect the arrival of the trolleys and what happens to the old trolleys.

A motion to approve presented Contract No. 25-00342, Trolley Bus Replacement, was made by Commissioner Woodbury and properly seconded by Commissioner Jovanovich. A roll call vote resulted as follows:

Ayes: Commissioners Glover, Jovanovich, Woodbury, Daughtery, and M. Johnson.

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 May 2025 were reviewed by the Committee.

Upcoming Procurements

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

Operations Update

Mr. Simms gave the committee details for the barrier installs, which adds another layer of protection to the operators. It is expected to have all installations done by the summertime.

Mr. Simms turned it over to Ms. Amy Braziel who gave the committee an update for Microtransit, Paratransit and the Base Express.

Old and New Business

There was no new/old business to discuss.

Commissioner Comments

Commissioner Glover recognized and celebrated the women in leu of Women's History Month as well as wished everyone a Happy St. Patrick's Day.

**The next meeting will be held on Thursday, April 10, 2025, at 10:00 am in the HRT NORFOLK Boardroom.

Adjournment

Commissioner Glover adjourned the meeting at 10:53 AM.



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TRANSIT

Operator Safety Barriers

Contract 24-00278

gohrt.com

Retrofit with new extended glass

Existing Door



New Extended Glass



Replacement of existing barrier doors

Existing Lexan doors



New Arowguard MV308





23-00256, Technology Staffing Services (Renewal)

Operations & Oversight 03/13/2025

Objective

As technology advances and HRT strives to move forward with systems to align with these advances HRT's Technology Department requires a pool of Vendors to assist with various positions/staff augmentation to support HRT.

Direct Hires

Vendors to assist on a *Task Order* basis to assist HRT with initiatives to hire Technology staff.

Direct Hires (Budgeted Positions)

- If HRT hires a candidate submitted by Vendor - Contingency Fees apply.

Consultants

Vendors to assist on a *Task Order* basis to assist HRT with Specialized Technical Consultants to augment HRT staff on Agency Projects.

Consultants (Funding - Operating, Grants and HRRTF)

- Based on not-to-exceed hourly rates per vendor rate card.

Upcoming Projects - Consultants

CIP#	Project Name	CIP#	Project Name	CIP#	Project Name
IT01	HASTUS	IT22	EAM System State-of-Good-Repair	IT45	Onboard Passenger Information System
IT03	Large Technology Infrastructure	IT29	Light Rail APC System Fixed Side Hardware Software	IT46	Yard Management System
IT05	Client Technology Systems State of Good Repair	IT32	Technology Enabled Safety Improvements	IT47	Enterprise Data Integration
IT06	Bus Facility Passenger Information Displays SGR	IT36	Internal Digital Signage System	IT48	Farebox Replacement Project
IT12	Onboard Network Infrastructure State of Good Repair	IT37	ICS Cyber Security	IT49	Collision Avoidance System
IT16	Financial Software System (FSS) Implementation	IT42	IT Security Systems Upgrade		
IT18	Fixed Side CAD/AVL System	IT43	Contract and Vendor Management Software Upgrades		





HAMPTON ROADS
TRANSIT

Thank you

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Contracted Services Key Performance Metrics & Service Updates Operations & Oversight Committee March 13, 2025

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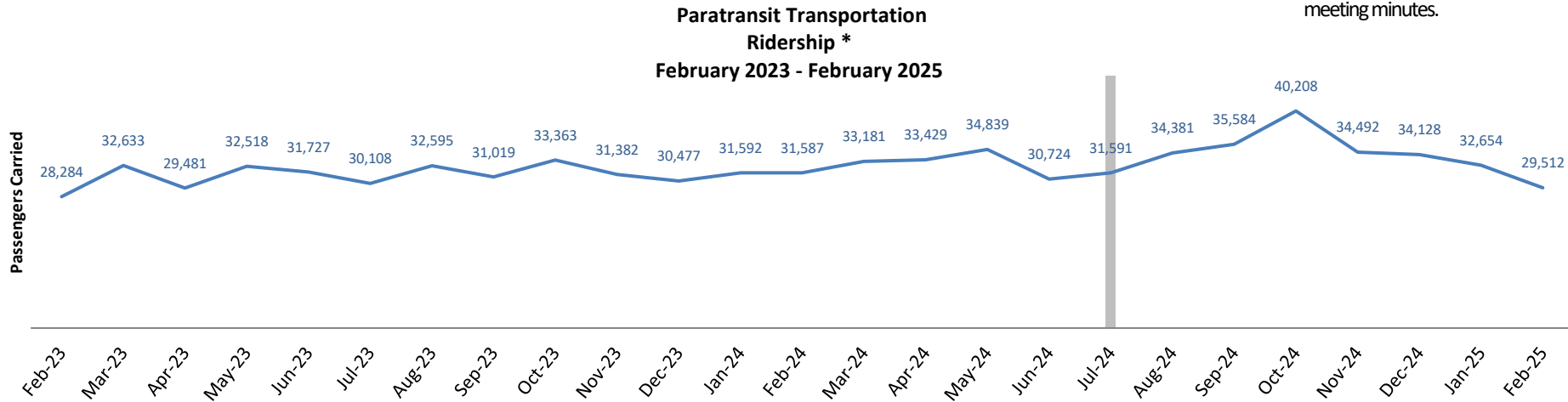


HAMPTON ROADS
TRANSIT

Paratransit Service Metrics

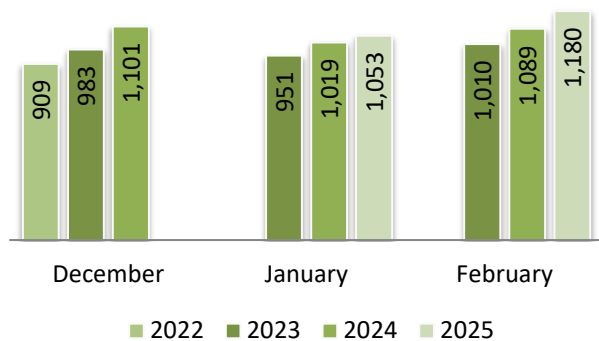
gohrt.com

*Attached as part of the meeting minutes.



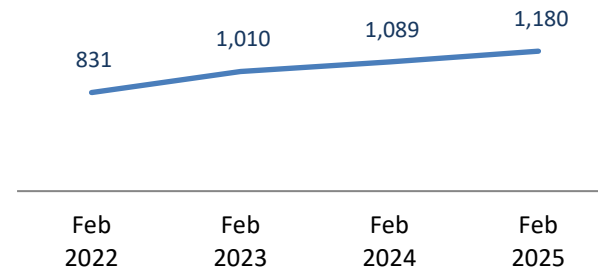
* Includes passengers in taxis & TNC's

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



No service on 2/20, 2/21 & 2/22

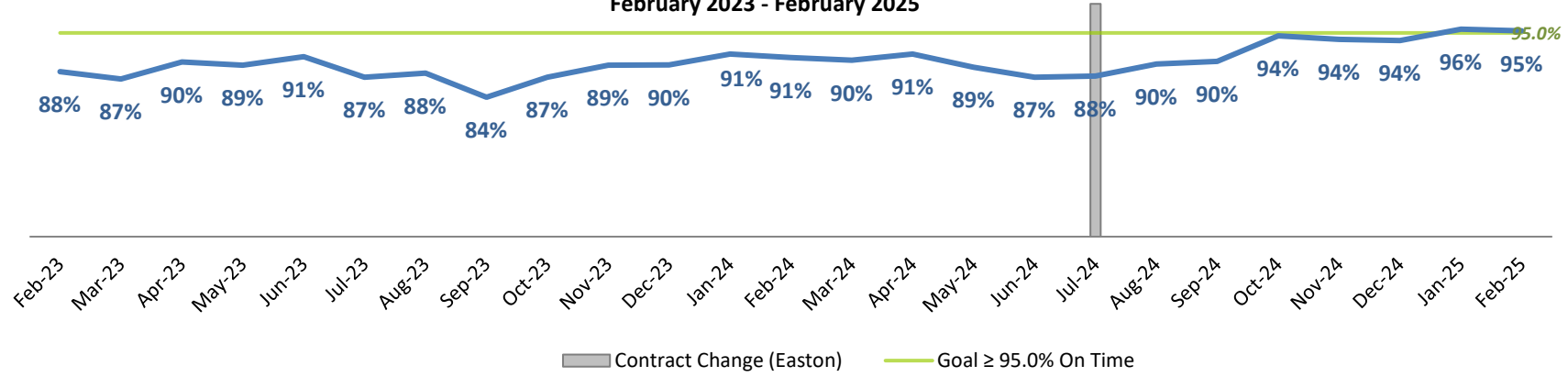
**Paratransit Transportation
Avg Daily Ridership
YoY - 1-Month Comparison**



Contract Change (Easton) as of 7/1/24

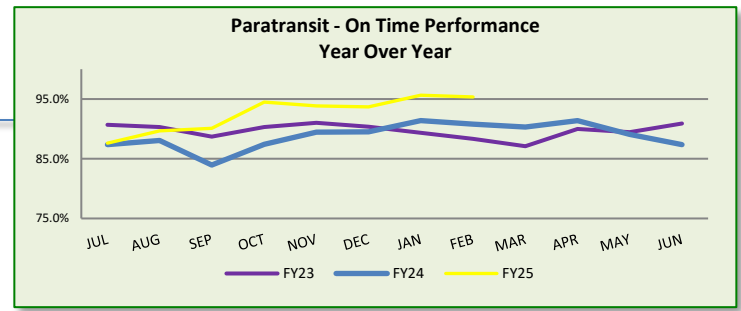
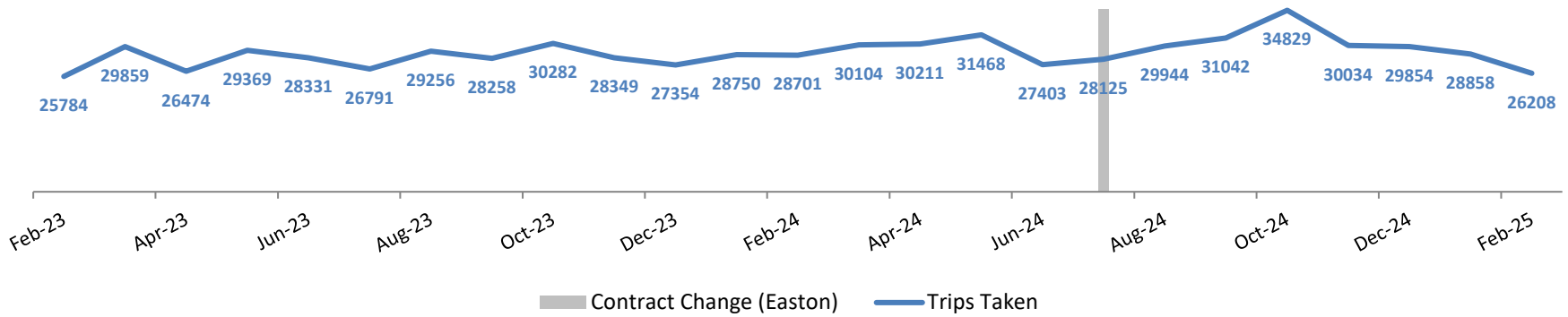
*Attached as part of the meeting minutes.

Paratransit On Time Performance February 2023 - February 2025

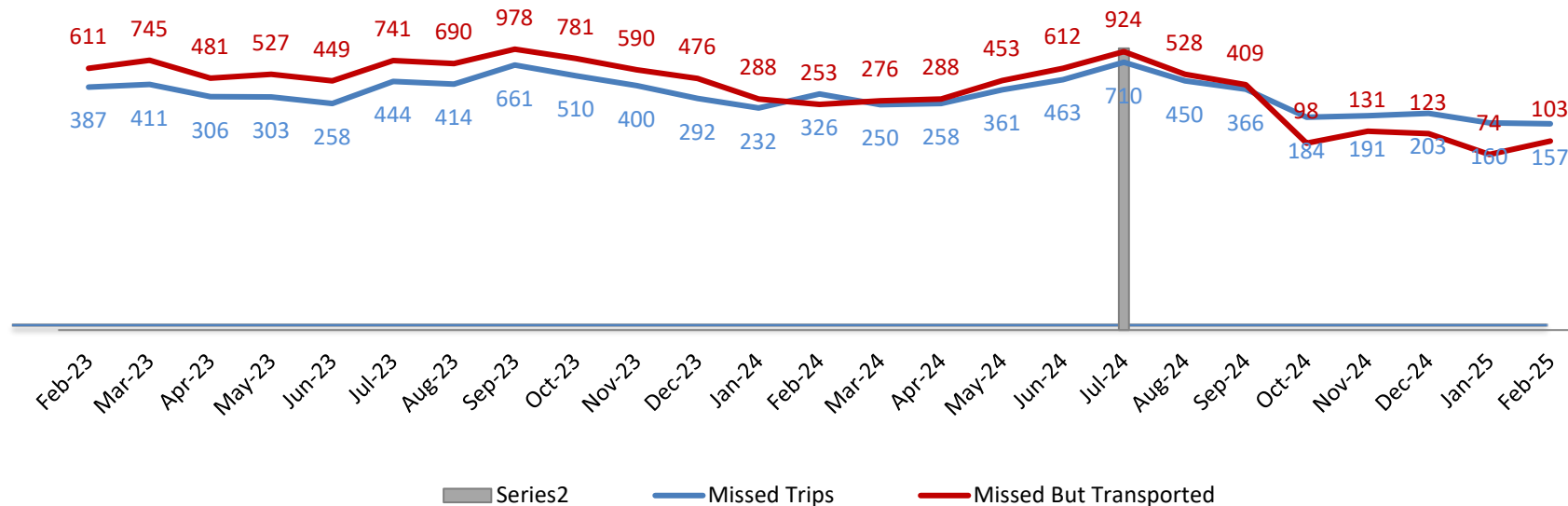


New contractor as of 7/1/24

Paratransit Trips Taken February 2023 - February 2025



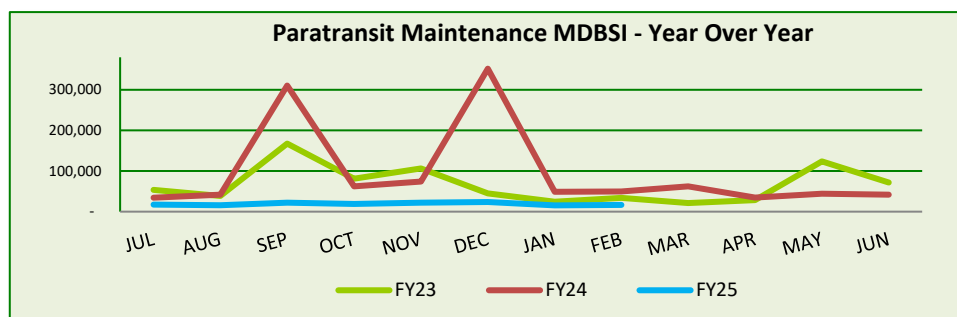
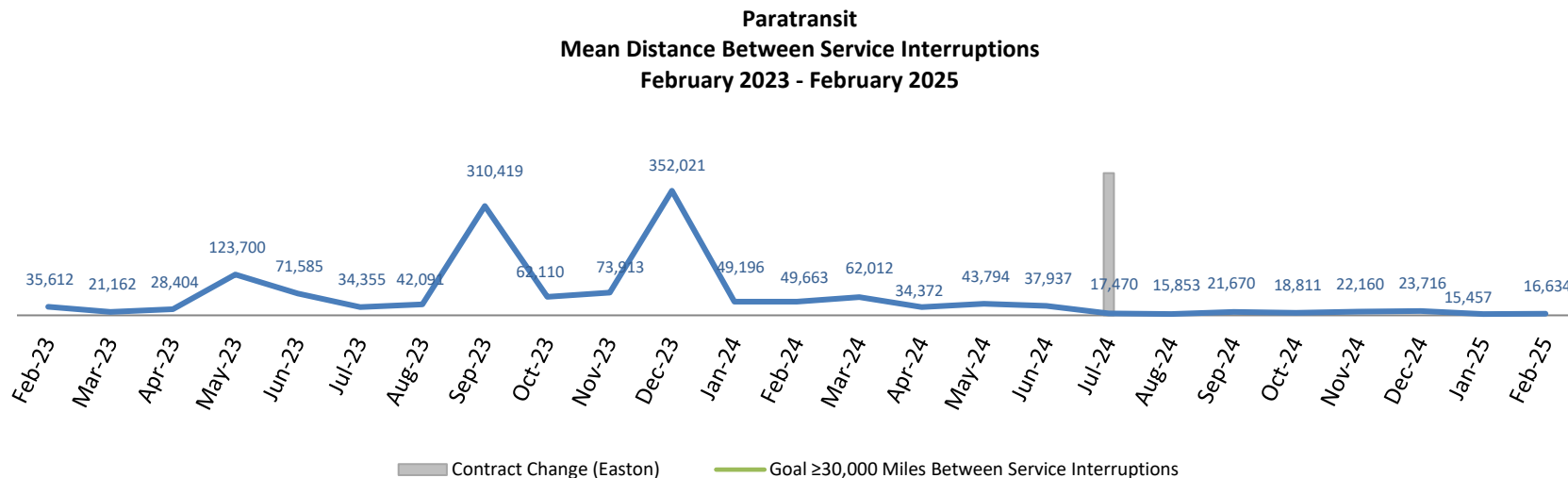
Paratransit Total Missed Trips February 2023 - February 2025



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

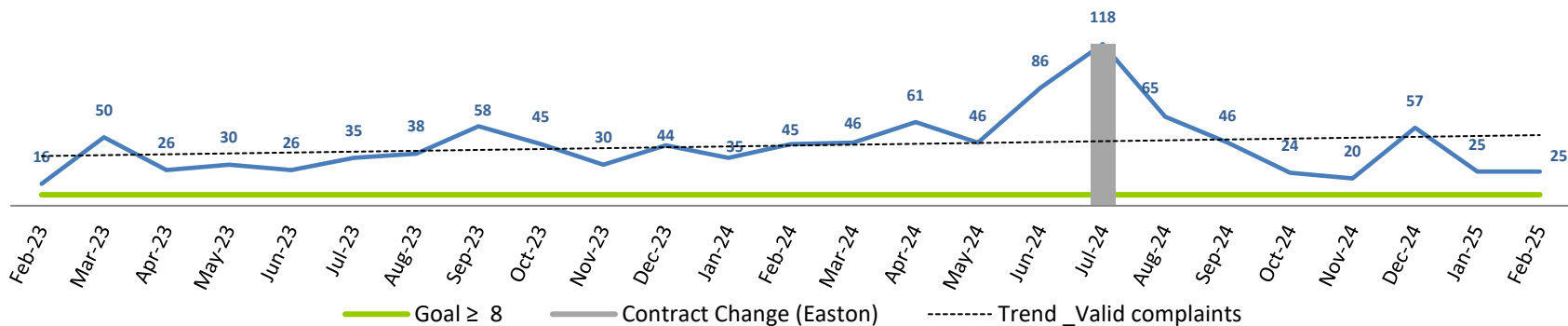
New contractor as of 7/1/24



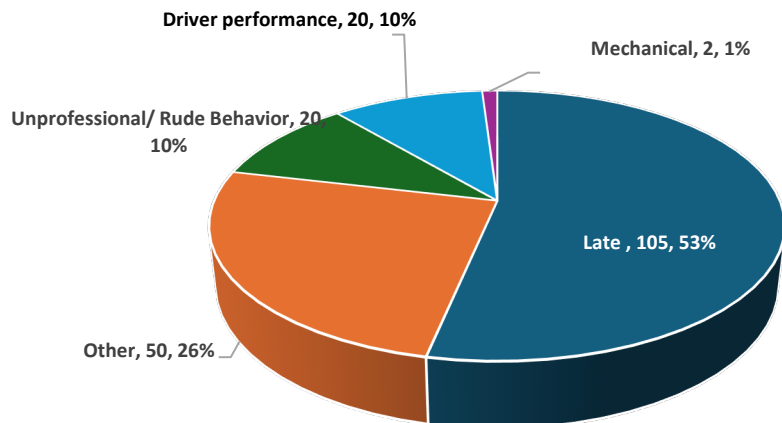
New contractor as of 7/1/24

*Attached as part of the meeting minutes.

Paratransit Transportation Services Valid Customer Complaints per Month February 2023 - February 2025



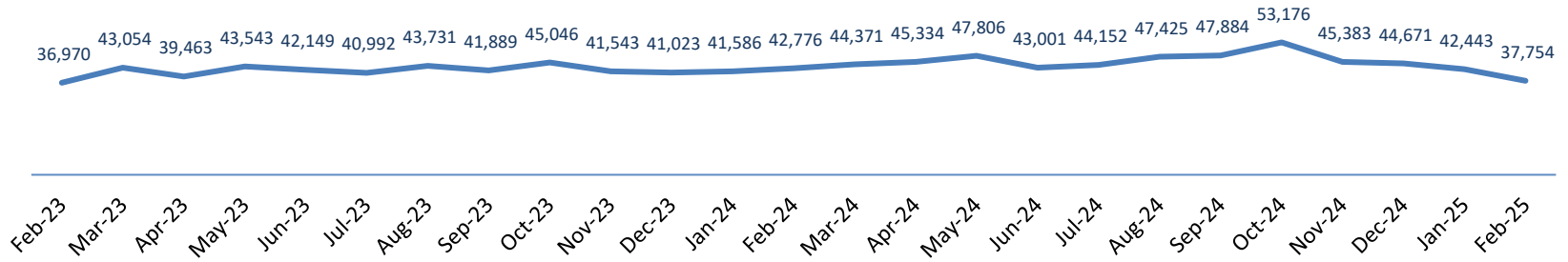
Paratransit Transportation Services EASTON Percentage of Customer Complaints by Type September 2024 -February 2025 6 Month Period



New contractor as of 7/1/24

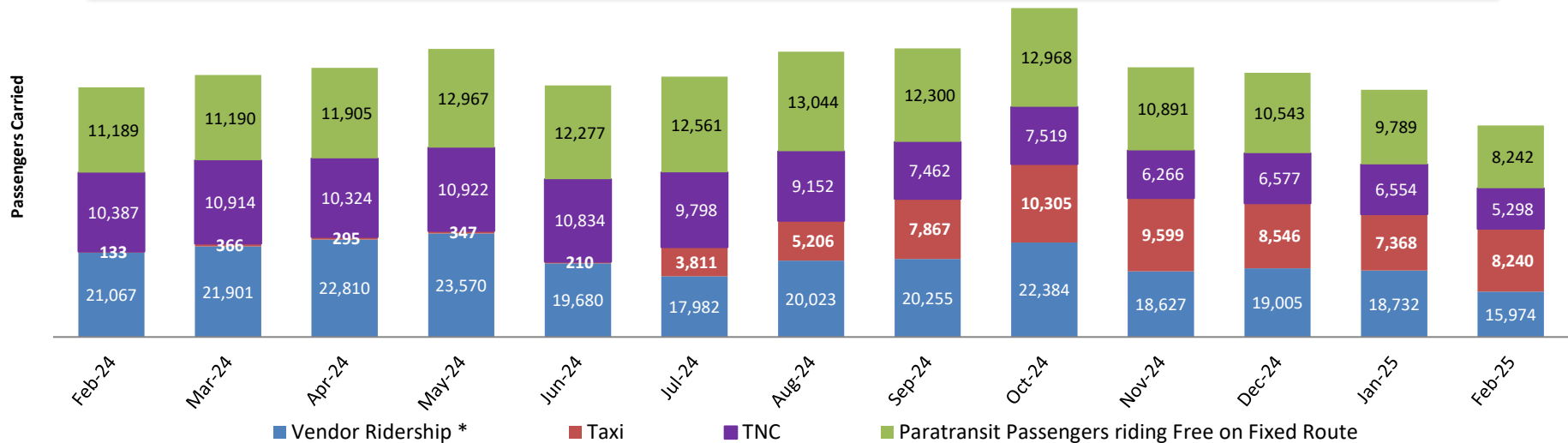
All Paratransit Passengers Riding on Paratransit & Fixed Route February 2023 - February 2025

*Attached as part of the meeting minutes.



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

*New contractor as of 7/1/24



Drivers

- 131 Drivers
- 13 in training
- 7 will start training on 3/17
- Goal is 150

Fleet

- 100% Preventive Maintenance Compliance

Paratransit Call Center

- February-19,156 Inbound calls received with an average wait time of 33.61 second

Trips over 90 minutes

- 1 year ago-230
- This Month-5





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Microtransit Update

gohrt.com



Hampton Roads Transit
OnDemand

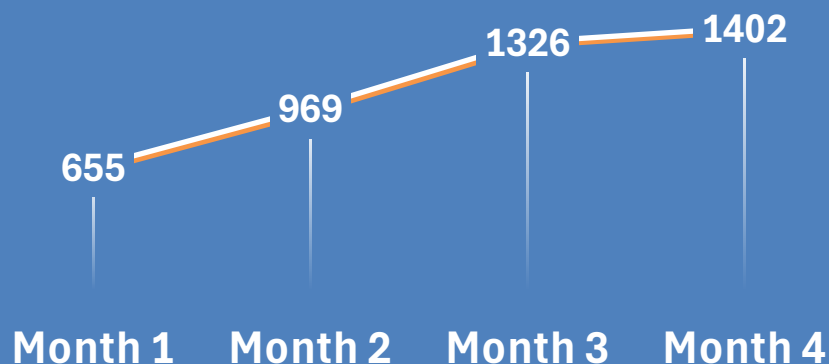
Month 1 – October 14, 2024 – November 13, 2024

Month 2 – November 14, 2024 – December 13, 2024

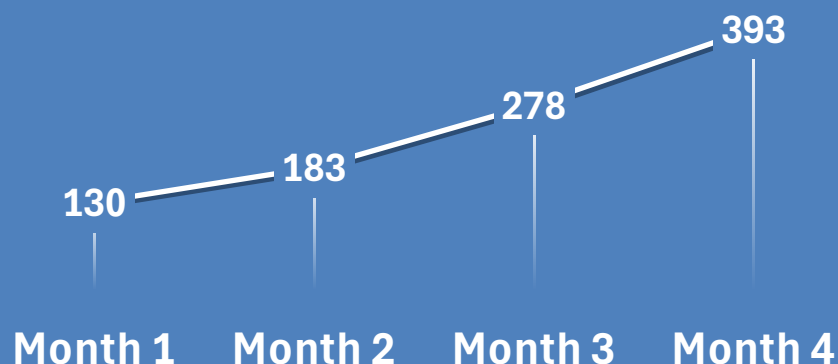
Month 3 – December 14, 2024 – January 13, 2025

Month 4 – January 14, 2025 – February 13, 2025

NEW RIDER ACCOUNTS



ACTIVE RIDERS



- New Rider Accounts – 114% increase over 4-month period
- Active Riders – 202% increase over 4-month period



HAMPTON ROADS TRANSIT

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



Hampton Roads Transit
OnDemand

Month 1 – October 14, 2024 – November 13, 2024

Month 2 – November 14, 2024 – December 13, 2024

Month 3 – December 14, 2024 – January 13, 2025

Month 4 – January 14, 2025 – February 13, 2025

*Attached as
part of the
meeting
minutes.

Completed Rides & Zone Breakdown



- Total Ride Requests – 246% increase
- Total Completed Rides – 260% increase
- Newport News Zone – 218% increase
- Virginia Beach Zone – 360% increase



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Hampton Roads Transit
OnDemand

Month 1 – October 14, 2024 – November 13, 2024
 Month 2 – November 14, 2024 – December 13, 2024
 Month 3 – December 14, 2024 – January 13, 2025
 Month 4 – January 14, 2025 – February 13, 2025

Rider Experience

Month	1	2	3	4
# Ride Requests	2058	3153	4510	7124
Met Demand %	94.7%	97.4%	92.9%	91.6%
Average Pick-up ETA	9.6 minutes	10.6 minutes	12.3 minutes	13.6 minutes
Average Ride Distance	3.3 miles	3.5 miles	3.4 miles	3.2 miles
Average Ride Duration	10.8 minutes	10.7 minutes	10.2 minutes	9.9 minutes
# of Ratings	233	357	460	774
5-Star Rating %	97.9%	98.6%	97.0%	95.1%



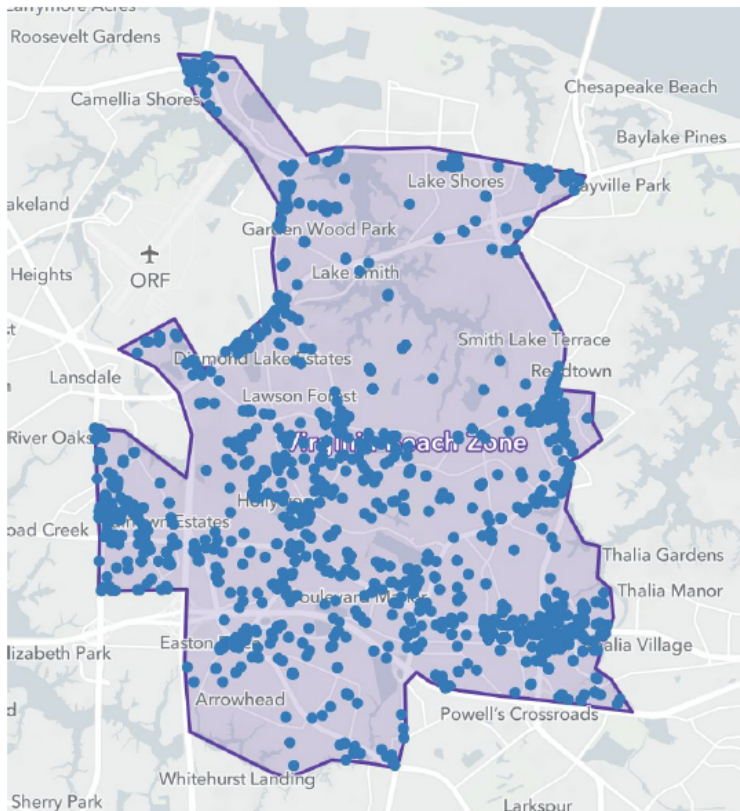
HAMPTON ROADS TRANSIT

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Zone Highlight - Virginia Beach

Riders go to a variety of commercial and residential destinations



Top destinations:

- Haygood Shopping Center
- Nando's
- Funny Bones Comedy Club
- Aragona Village Shopping Center
- Janaf Shopping Center
- Walmart Supercenter
- Williams Farm Recreation Center
- Red Carpet Inn Virginia Beach

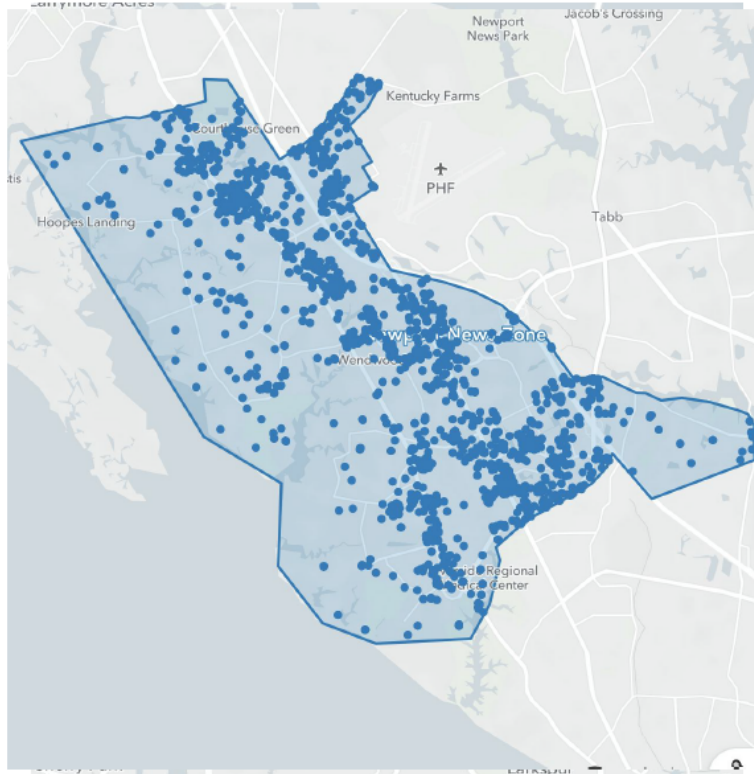




Hampton Roads Transit
OnDemand

Zone Highlight - Newport News

Riders go to a variety of commercial and residential destinations



Top destinations:

- City Center at Oyster Point
- The Shoppes at Oyster Point
- Food Lion
- Jefferson Commons
- Young Mill Apartments
- Aqueduct Housing
- DW Entertainment & Shopping Center



HAMPTON ROADS TRANSIT

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

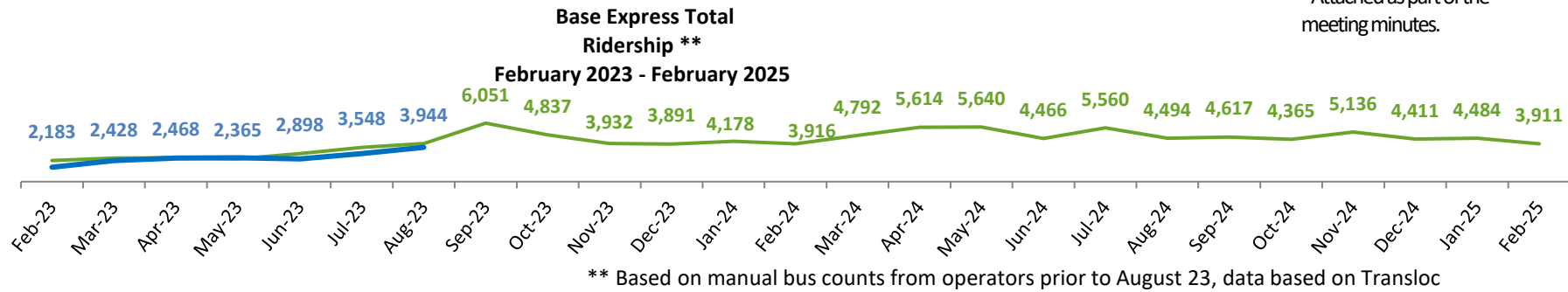


HAMPTON ROADS
TRANSIT

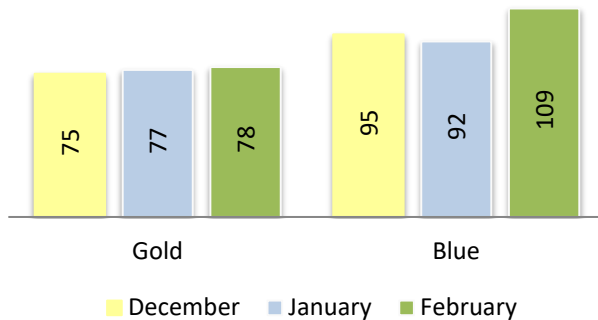
Base Express Service Metrics

gohrt.com

Passengers Carried



Base Express - GOLD & BLUE Routes
Average Daily Ridership
3-Month Comparison



No service on 2/20, 2/21 & 2/22

The **Gold Route** originates at the HRT bus stop by the Navy Exchange and operates along portions of Maryland Avenue, Dillingham Boulevard, and Gilbert Street.

- Monday-Friday from 0600-1800
Every 30 minutes
- Saturday-Sunday 0900-1800
Every 30 minutes

The **Blue Route** starts at the Gilbert and First Avenue bus stop and provides frequent weekday service along Virginia Avenue, the piers, and Towway Drive.

- Monday-Friday from 0600-1800
Every 15 minutes
- No weekends



HAMPTON ROADS
TRANSIT

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

gohrt.com



Meeting of the Operations and Oversight Committee

Thursday April 10, 2025, • 10:00 a.m.
509 E. 18th Street Norfolk, VA, and Zoom Meeting

MEETING MINUTES

Call to Order

Commissioner Glover called the meeting to order at 10:00 AM.

Commissioners in attendance:

Chairman Glover, Portsmouth
Commissioner Steve Johnson, Chesapeake
Commissioner Ross-Hammond, Virginia Beach
Commissioner Daughtery, DRPT (Zoom)
Commissioner M. Johson, Norfolk (Zoom)

Hampton Roads Transit Staff in attendance:

Ray Amoruso, Chief Planning & Development Officer
Malika Blume, Director of Internal Audit
Monquie Battle, Ops Project & Contract Administrator
Amy Braziel, Director of Contracted Services and Operational Analytics
Keisha Branch, Director of Capital Programs (Zoom)
William Collins, Facilities Maintenance Manager
Sherri Dawson, Director of Transit Development (Zoom)
Rodney Davis, Director of Customer Relations
Chera Edwards, Associate Project Manager
La'Toya Elliott, Buyer II
April Garrett, Sr. Executive Assistant
Angela Glass, Director of Budget and Financial Analysis (Zoom)
Jonathan Greene, Sr. Manager of Bus Transportation (Zoom)
Wayne Groover, Director of Light Rail Maintenance and Facilities
William Harrell, President and CEO
Danielle Hill, Director of Human Resources (Zoom)
Natasha Hill, Manager of Rail Transportation
Toni Hunter, Staff Auditor (Zoom)
Ashley Johnson, Assistant Director of Budget and Financial Analysis (Zoom)
Shane Kelly, Sr. Mgr Security & Emerg Preparedness
Alexis Majied, Chief Communications Officer
Maryann Martin, Data Analyst II (Zoom)
Tracy Moore, Director of Transportation

Sibyl Pappas, Chief Engineering & Facilities Officer
John Powell, Telecommunications Specialist
Michael Price, Chief Information Officer/CTO
Shleaker Rodgers, Staff Auditor (Zoom)
Timothy Sanchez, (Zoom)
Benjamin Simms, Chief Transit Operations Officer
Brian Smith, Deputy Chief Executive Officer
Matthew Stumpf, Budget Analyst (Zoom)
John Tate, Safety Manager
Robert Travers, Corporate Counsel
Keishia Williams, Operations Support Technician
Kim Wolcott, Chief Human Resources Officer

Others in attendance:

Alt. Commissioner Cipriano, Newport News
Alt. Commissioner Velissarios, Newport News (Zoom)
Alt. Commissioner M. Johnson, Norfolk (Zoom)

The April 2025 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 March 2025, Meeting Minutes

Due to not having a quorum these minutes will be voted on at the next Operations and Oversight Committee Meeting.

****Commissioner Ross-Hammond entered at 10:05 am. ****

Audit Update

There was no audit update.

***Commissioner Mamie Johnson entered at 10:04.**

Review of the Operations and Oversight Committee Action Items

There were no Action items.

Procurement Items for Approval

****Due to not having a quorum- these contracts will be presented at April's commission meeting and voted upon and are being shared for informational purposes only. ****

Contract No. 25-00337, Information Technology Research and Advisory Services (Renewal).

Ms. Luther presented Contract No. 25-00337, Information Technology Research and Advisory Services (Renewal), as a recommendation 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 \$343,100.00 for a one (1) year period.

Mr. Michael Price gave a presentation.

There was discussion regarding reports and if there is a way to break out training.

There was discussion regarding FTE's and how many there are.

Contract No. 24-00331, Pest Control Management Services (Renewal).

Ms. Luther presented Contract No. 24-00331, Pest Control Management Services (Renewal) as a recommendation that the Commission approve the award of a contract to Ives Contracting to provide pest control management services in the not-to-exceed amount of \$196,734.04 over a five-year period

Mr. Wayne Groover was available to answer questions.

There was a discussion regarding the percentage increase between year's 2 and 3.

Task Orders

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

Options to be Exercised.

Options to be Exercised enclosed in the meeting package for June 2025 were reviewed by the Committee.

Upcoming Procurements

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

Operations Update

Mr. Simms gave the committee an update with the Tides Baseball season and the free ride effort due to construction on Ferry and Light rail as well as some positive ridership numbers. A total combined ridership was 20,768 rides. The operations were well planned and ran smooth with no incidents. Thank you to the staff and departments who volunteered their time to make that happen.

Mr. Simms also updated the committee with the upcoming Trolley Season which opens May 11th. We are excited about the extended service on route 31. With 26 full-time operators in training and 13 mechanics that are certified with ATI for Air Conditioning, we are ready and anticipating a wonderful season.

Lastly, Mr. Simms gave an update on Microtransit and introduced Natasha Hill, our new Manager of Rail Transportation.

There was discussion regarding the marketing plan for microtransit till October.

Old and New Business

There was no new/old business to discuss.

Commissioner Comments

Commissioner Glover wished everyone a happy holiday season.

**The next meeting will be held on Thursday, May 8, 2025, at 10:00 am in the HRT HAMPTON Boardroom.

Adjournment

Commissioner Glover adjourned the meeting at 10:22 AM.



Operations and Oversight Committee

Information Technology Research & Advisory Services

Technology Department - April 10, 2025

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Information Technology Research & Advisory Services

Some Key Services Presented in Aug 2025 Review:

- Expert Technical Research Capabilities
- Expert Technical Advisors
- Supports All Areas of Technology
- Outstanding Training and Mentoring
- Analysis on Executive Orders



Information Technology Research & Advisory Services

Cyber:

- Annual Trend Analysis Research
- Annual Tools Analysis Research
 - Protect, Detect, & Respond
 - Internal completion and maintenance estimate 2 FTE's
- Training and Mentoring

Information Technology Research & Advisory Services

Infrastructure:

- Annual Trend Analysis Research
- Annual Tools Analysis Research
 - Clouds vs On-Prem
 - Security
 - Networking/Wireless/
 - Internal completion and maintenance estimate 2 FTE's
- Training and Mentoring

Information Technology Research & Advisory Services

Partial Cost Comparison:

# FTE's	Division	Salary	Total Salary	Contract
2	Cyber	\$ 110,000.00	\$ 220,000.00	
2	Infrastructure	\$ 115,000.00	\$ 230,000.00	
			\$ 450,000.00	\$ 343,100.00



HAMPTON ROADS
TRANSIT

Thank you!

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HAMPTON ROADS TRANSIT
APRIL 2025/MAY 2025
OPERATIONS AND OVERSIGHT COMMITTEE
ACTION ITEMS

Date	Action Item	Responsible Party	Due Date	Completed Date & Method

Contract No.: 24-00314	Title: Investigative Case Management System	Contract Amount: Base Year Price: \$ 35,040.00 Two Option Years Price: \$ 70,080.00 Total: \$105,120.00
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Acquisition Description: Enter into a contract with a qualified Contractor to provide an Investigative Case Management System for Hampton Roads Transit's (HRT's) Department of Security Services.

Background: HRT's Department of Security Services has oversight and primary responsibility to identify, respond to (mitigate/resolve), work with external law enforcement entities, and report on threats, risks, and incidents at all HRT facilities and properties, as well as to safeguard the physical security of the riding customers and employees. Additionally, there has been a notable rise in crime on and around transit systems across the country, including the Tidewater Region, and as such, underscored the need for enhanced security measures at transit locations, in a manner that satisfies applicable regulatory and statutory compliance guidelines.

Currently, security data is manually collected, processed and reported from disparate networks operating in a reactive mode to address and resolve immediate needs. Security technology requires new ways to centralize data, create a dynamic and adaptable security infrastructure to effectively navigate the emerging threats, and operational needs. This technology-enhanced approach increases the ability to manage and collaborate with law enforcement, legal authorities, and relevant HRT departments. Under the terms of this agreement, the Contractor will provide a secure, cloud-based solution to serve as an Incident Management and Investigative Case report-writing system to provide improved automation capabilities, including access to information, secure transmission of data between/among external law enforcement, and reporting that supports Federal Transit Administration (FTA) National Transit Database (NTD).

Contract Approach: A Request for Proposals (RFP) was issued on November 5, 2024. Five (5) proposals were received on September 3, 2024, from the following firms:

- Kaseware, Inc. (Kaseware)
- Kokomo Solutions, Inc.
- Matrix Pointe Software, LLC.
- Omnigo Software, LLC (Omnigo)
- Pivotal Leap, LLC

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

Following the technical presentations and interviews, HRT Staff determined that Kaseware was the most technically qualified to provide the services described in the Scope of Work based on

Contract No.: 24-00314	Title: Investigative Case Management System	Contract Amount: Base Year Price: \$ 35,040.00 Two Option Years Price: \$ 70,080.00 Total: \$105,120.00
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clarifications provided during their presentation. Therefore, Kaseware was invited for further discussions and negotiation for the purpose of a possible award. Negotiations focused on clarifying assumptions made in establishing pricing and reducing their proposed pricing. At the conclusion of negotiations, a Best and Final Offer (BAFO) was requested.

Although Kaseware did not offer any pricing concession as a result of the negotiation, HRT staff determined that Kaseware provided the best value to HRT based on technical capability and price. The firm indicated that their original pricing was developed to provide maximum value, transparency, and long-term sustainability from the outset, and represents Kaseware's best and most competitive offer. Based on a price analysis performed utilizing the independent cost estimate, and the fact that the pricing was obtained in a competitive environment, Kaseware's pricing is deemed fair and reasonable. A contractor responsibility review performed confirmed that Kaseware is both technically and financially capable of performing the services.

Kaseware is located in Denver, CO and has provided similar services for the Illinois State Police in Springfield, IL; Michigan State Police in Lansing, MI; and Tennessee Homeland Security in Nashville, TN.

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

No DBE Goal was assigned for this solicitation.

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

Project Manager: Shelia Gullledge, Director, Technology Project Management Office

Contracting Officer: Donald Shea, Contract Specialist

Recommendation: It is respectfully recommended that the Commission approve the award of a contract to Kaseware, Inc. to provide an Investigative Case Management System in the not-to-exceed amount of \$105,120.00.

Contract No.: 24-00314	Title: Investigative Case Management System	Contract Amount:	
		Base Year Price:	\$ 35,040.00
		Two Option Years Price:	<u>\$ 70,080.00</u>
		Total:	\$105,120.00

Solicitation Results

Offeror	Offer	Best and Final Offer
Omnigo Software, LLC	\$36,999.80	
Kokomo Solutions, Inc.	\$77,000.00	
Kaseware, Inc.	\$105,120.00	\$105,120.00
Matrix Pointe Software, LLC	\$115,800.00	
Pivotal Leap, LLC	\$204,200.00	

Kaseware's Pricing Summary

Base Year	Option Year 1	Option Year 2	Total
\$35,040.00	\$35,040.00	\$35,040.00	\$105,120.00

Contract No: 25-00358	Title: Microsoft Dynamics 365 Support Services	Contract Amount: \$2,000,000.00 1 yr. w/4 1-yr. options
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Acquisition Description: Enter into a sole source contract with Crowe LLP to provide support services for Hampton Roads Transit's (HRT's) Microsoft Dynamics 365 financial software.

Background: On October 1, 2019, the new Microsoft Dynamics 365 Finance and Operations financial software (Microsoft D365) was implemented. HRT now requires support to continue to meet and fulfill key high-level service obligations including the following:

- Enhance overall performance and efficiency in delivery of application Enhancements, Service Requests, and Incident and Problem Management, as defined herein.
- Remain positioned for on-going or new critical items for the Agency.
- Provide guidance based on best practices in supporting HRT in planning and executing critical and time-sensitive processes.
- Continually ensure processes are standardized to industry best practices and gain access to world-class capabilities.
- Support HRT via the appropriate Application Support approaches.
- Continuously improving delivery of Information Technology (IT) services for the system and release management.

Integrated with Microsoft D365 is Crowe's Transportation Accelerator, which provides enhanced functionality for Transportation customers. This enhanced functionality supports HRT with the ability to effectively manage needed Financials and Inventory processes. Crowe has the needed intimate insight to Microsoft D365, their Transportation Accelerator, and HRT's Business objectives to continue support of the agency. In order to allow for continuity of services, it is imperative for HRT to retain the services of Crowe resources currently assigned to HRT.

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

A Request for Proposal was issued May 2, 2025, and Crowe provided a responsive proposal on May 3, 2025. The Price Schedule required Crowe to provide hourly labor rates for the various labor categories that may be required for the duration of the Contract.

Contract No: 25-00358	Title: Microsoft Dynamics 365 Support Services	Contract Amount: \$2,000,000.00 1 yr. w/4 1-yr. options
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Based on a price analysis performed utilizing historical pricing, Crowe's proposed pricing is deemed fair and reasonable. A contractor responsibility review confirmed that Crowe is both technically and financially capable of performing the work.

Crowe is headquartered in Chicago, IL and has provided previous services to HRT satisfactorily.

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

Cost/Funding: This contract will be funded with operating 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 a contract to Crowe LLP to continue support and maintenance services for HRT's Microsoft Dynamics 365 financial system in the not-to-exceed amount of \$2,000,000.00 for five (5) years.

Contract No: 25-00347	Title: Supervisory Control and Data Acquisition System Processor Upgrade Parts	Contract Amount: \$260,599.68 Three (3) Months
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Acquisition Description: Enter into a contract with a qualified Contractor to provide vital processor upgrade parts for Hampton Roads Transit’s (HRT’s) Supervisory Control and Data Acquisition (SCADA) system.

Background: HRT’s SCADA system provides the Light Rail Operation Control Center with situational awareness and supervisory control functions on a 24/7 basis by controlling power distribution along the alignment, including, but not limited to, providing train identification and location on the track, supporting signal operations, train crossings operations, track switch operations, and rail yard operations. The existing system processor hardware has been in service since the system was first launched in 2011. As part of HRT’s State of Good Repair initiative, an assessment of SCADA’s vital processor along the alignment was carried out. The assessment identified a series of module replacement requirements, based on the age of the units, the field-observed “mean time between failures,” and the manufacturer published service bulletins for hardware revision in service at each location. Under the terms of this agreement, the Contractor will provide twenty-one (21) Alstom Electrologix vital processor VPM-3 modules and thirty-two (32) Alstom Electrologix vital processor VTI-2s modules as identified by the assessment, to maintain the SCADA system.

Contract Approach: An Invitation for Bids was issued on March 28, 2025. Two (2) bids were received on April 16, 2025, from the following firms:

- B&C Transit, Inc. (B&C Transit)
- Bani Software, Inc.

A post-solicitation survey of other firms solicited revealed that some did not provide the products requested; or were unwilling to submit a bid due to the prevailing instability in tariff and material pricing.

In response to the IFB, Bidders were required to provide pricing for the items specified in the Price Schedule. After review and evaluation of the bids received, HRT staff determined that B&C Transit was the lowest responsive (in compliance with submittal requirements) and responsible (capable to perform) Bidder; and is therefore eligible for award.

B&C Transit’s pricing is deemed fair and reasonable based on a price analysis conducted and the fact that the pricing was obtained in a competitive environment. A contractor responsibility review confirmed that B&C Transit is technically and financially capable of performing the work.

B&C Transit is located in Oakland, CA and has provided similar services for Los Angeles County Metro Transportation Authority in Los Angeles, CA; Foothill Extension Authority in Monrovia,

Contract No: 25-00347	Title: Supervisory Control and Data Acquisition System Processor Upgrade Parts	Contract Amount: \$260,599.68 Three (3) Months
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CA; and Miami-Dade Transit in Miami, FL. B&C also currently provides SCADA support services to HRT satisfactorily.

The period of performance for this Contract is three (3) months.

No DBE goal was assigned for this solicitation.

Cost/Funding: This Contract will be funded with federal 5337, state, and ACC funds.

Project Manager: Alex Touzov, Senior Director of Technology Services

Contracting Officer: Fevrier Valmond, Assistant Director of Procurement

Recommendation: It is respectfully recommended that the Commission approve the award of a contract to B&C Transit, Inc. to provide supervisory control and data acquisition system upgrade parts, in the not-to-exceed amount of \$260,599.68.

Solicitation Results

Bidder	Total Bid Price
B&C Transit, Inc.	\$260,599.68
Bani Software, Inc.	\$271,690.00

UPCOMING CONTRACTS FOR APPROVAL		
Title	Description	Renewal Contract Expiration Date
Audio/Visual Services	To provide audio and visual support services on a Task Order basis.	12/15/2025
Audit Management System	To provide a cloud-based, fully integrated software solution to deliver strategic value and increase efficiency through a streamlined internal audit process.	New
Contract and Vendor Software Solution	To provide a commercial off-the-shelf, Software as a Service Contract and Vendor Management Software solution.	New
Custodial Services and Consumables	To provide custodial services to all of HRT's facilities.	7/31/2025
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
Employee Benefits Consulting Services	To provide consulting and brokerage services for marketing, claims services, and advisement related to its employee benefits program, to include group health, group dental, group vision, long-term disability insurance, group life insurance, short-term disability insurance, flexible spending accounts, health savings accounts, legal resources and employee assistance program.	11/30/2025
Federal Legislative Services	To perform government relations and legislative services activities at the federal level in support of HRT's core mission in Hampton Roads.	9/30/2025
Light Rail Systems Training Bench and SGR Equipment Replacement	To purchase a Signals training/troubleshooting bench and replace Light Rail shop equipment that has reached the end of its useful life.	New
On-Site Vehicle Inspection Services	To produce Pre-Award and Post-Delivery Buy America reports compliant with the requirements of 49 CFR parts 661 and 663; and provide on-site vehicle production line inspections, oversight, and quality assurance services.	11/4/2025
Oracle PeopleSoft Annual Support Services	For the renewal of HRT's PeopleSoft Human Capital Management (HCM) Annual Software Support.	6/30/2025
Provision of Two (2) Electric Forklifts	To supply two (2) 4,000-pound capacity forklifts for use at HRT's Hampton and Norfolk storerooms.	New

Rapid7 Managed Threat Complete Advanced	To provide software designed to help HRT prepare for, detect, and respond to technology threats.	New
Signage Production Services	To provide signage production services.	2/18/2025
Tide Light Rail Bridge Repairs – Smith Creek Bridge	To perform needed repairs to the Tide’s Smith Creek Bridge.	New
Time Collection Devices	To procure time collection devices and software, as well as services to install, configure, integrate, test, deploy and support of Workday HCM validated Time collection connector that will integrate with Workday HCM.	New
Trackside Lubrication System	To purchase a trackside lubrication system.	New