



Meeting of the Operations and Oversight Committee

Thursday, September 11, 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, September 11, 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_esWIW1ptSUCO_zwIWiF77w

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



Meeting of the Operations and Oversight Committee

Thursday, September 11, 2025, • 10:00 a.m.
Hybrid 3400 Victoria Blvd, Hampton, VA and
Virtual ZOOM Meeting

AGENDA

1. Approval of the August 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. 25-00349, HASTUS Enterprise System Upgrade.
 - b. Contract No. 25-00369, HASTUS Maintenance and Support Services (Renewal).
 - c. Contract No. 25-00370, Portable Wayside Track Lubrication System.
 - d. Contract No. 25-00372, Regional Transit Service Bus Expansion.
 - e. Contract No. 25-00345, Signage Production Services (Renewal).
 - f. Contract No. 25-00373, Smart Scale Gloucester Max Service Suburban Buses.
 - g. Contract No. 20-00077, Modification No. 11, Vanpool Assistance Program.
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 196. This Task Order is for Bill Mech Repairs; Coin validator repair. This Task order is for \$3,180.00 and is funded with operating funds.
- ii. Task Order 197. This Task Order is for Module, Controller repair. This Task Order is for \$220.00 and is funded with operating funds.
- iii. Task Order 198. This Task Order is for Assy, Lock Bar Security; Slide Block, Security Lock; Screw, Cap SOC HD; Spring, Extension-.312; Nut, Hex; Screw, FL HD Cap. This Task Order is for \$344.77 and is funded with operating funds.
- iv. Task Order 199. This Task Order is for Shaft No. 8B. This Task Order is for \$1,056.40 and is funded with operating funds.
- v. Task Order 200. This Task Order is for FastFare 41" Fareboxes; Interface Software Licenses. This Task Order is for \$247,082.65 and is funded with Federal 5307, State and ACC funds.

6. Options to be Exercised November 2025 – 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, October 9, 2025, in Norfolk, VA and virtually via ZOOM.



Meeting of the Operations and Oversight Committee

Thursday August 14, 2025, • 10:00 a.m.
509 E. 18th Street Norfolk, VA, and Zoom Meeting

MEETING MINUTES

Call to Order

Chairman Glover called the meeting to order at 10:02 AM.

Commissioners in attendance:

Chairman Glover, Portsmouth
Commissioner Steve Johnson, Chesapeake
Commissioner Ross-Hammond, 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
Malika Blume, Director of Internal Audit
Monquie Battle, Ops Project & Contract Administrator
Barry Bland, Paratransit Services
Amy Braziel, Director of Contracted Services and Operational Analytics
Keisha Branch, Director of Capital Programs (Zoom)
Conner Burns, Chief Financial Officer
William Collins, Facilities Maintenance Manager
Sherri Dawson, Director of Transit Development (Zoom)
Rodney Davis, Director of Customer Relations
Scott Demharter, Engineering & Facilities Maintenance
Chera Edwards, Associate Project Manager
La'Toya Elliott, Buyer II
Steven Florian, Fare Technology Services Manager
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
Shelia Gulledege, Director, Technology PMO
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
Karen Kitsis, Sr. Director of Planning and Development
Anthony Kramer, Assistant Security Manager
Sonya Luther, Director of Procurement
Alexis Majied, Chief Communications Officer
Maryann Martin, Data Analyst II (Zoom)
Lawrence Mason, Emergency Manager, Safety
Tracy Moore, Director of Transportation
Sibyl Pappas, Chief Engineering & Facilities Officer
Noelle Pinkard, Organizational Advancement Officer
John Powell, Telecommunications Specialist
Michael Price, Chief Information Officer/CTO
Luis Ramos, Executive Assistant to the President & CEO
Shleaker Rodgers, Staff Auditor (Zoom)
Timothy Sanchez, (Zoom)
John Schaefer, Manager Maintenance Training
Kevin Shaw, Director of Bus Maintenance
Benjamin Simms, Chief Transit Operations Officer
Brian Smith, Deputy Chief Executive Officer
Matthew Stumpf, Budget Analyst (Zoom)
John Tate, Safety Manager
Alex Touzov, Sr. Director of Technology Services
Robert Travers, Corporate Counsel
Fevrier Valmond, Assistant Director of Procurement
Keishia Williams, Operations Support Technician
Kim Wolcott, Chief Human Resources Officer

Others in attendance:

Alt. Commissioner Cipriano, Newport News
Megan Gribble

The August 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 June 2025, Meeting Minutes

A motion to approve June 2025, Operations and Oversight Committee meeting minutes were made by Commissioner Ross-Hammond and properly seconded by Commissioner Woodbury. A roll call vote resulted as follows:

Ayes: Commissioners Glover, Johnson, Ross-Hammond, Woodbury, Daughtery, and M. Johnson.

Nays: None

Abstain: None

Audit Update

Ms. Malika Blume gave an update.

Review of the Operations and Oversight Committee Action Items

1. There was a request from May's O&O meeting to provide a roadmap of additional enhancements and modules associated with MSD365 for Contract No. 25-00358, Microsoft Dynamics 365 Support Services. This action item will be fulfilled at September's meeting to allow time to get information together.

Procurement Items for Approval

Contract No. 24-00308R, Audit Management System.

Ms. Luther presented Contract No. 24-00308R, Audit Management System as a recommendation that the Commission approve the award of a contract to Onspring Technologies, LLC to provide an Audit Management System in the not-to-exceed amount of \$275,350.00.

Ms. Shelia Gullledge gave a presentation.

There was a discussion regarding process and software.

There was discussion regarding pricing and implementation cost.

A motion to approve Contract No. 24-00308R, Audit Management System, was made by commissioner Woodbury and properly seconded by commissioner Ross-Hammond and a roll call vote as follows:

Ayes: Commissioner's Glover, Johnson, Ross-Hammond, Woodbury, Daughtery, and M. Johnson.

Nays: None

Abstain: None

Contract No. 25-00341, Custodial Services and Consumables.

Ms. Luther presented Contract No. 25-00341, Custodial Services and Consumables, as a recommendation that the Commission approve the award of a contract to Aspen Cleaning Services, Inc., to provide custodial services and consumables, in the not-to-exceed amount of \$4,610,229.62.

Mr. Scott Demharter gave a presentation.

A motion to approve Contract No. 25-00341, Custodial Services and Consumables, was made by commissioner M. Johnson and properly seconded by commissioner Woodbury and a roll call vote as follows:

Ayes: Commissioner's Glover, Johnson, Ross-Hammond, Woodbury, Daughtery, and M. Johnson.

Nays: None

Abstain: None

Contract No. 22-00199, Modification 3, Fare Technology Assessment, Phase 5 – Mobile Fare Collection System Implementation Support.

Ms. Luther presented Contract No. 22-00199, Modification 3, Fare Technology Assessment, Phase 5 – Mobile Fare Collection System Implementation Support as a recommendation that the Commission approve the award of a modification to increase the not-to exceed amount of the Fare Technology Assessment, Phase 5 – Mobile Fare Collection System Implementation Support Contract by \$160,450.00, from \$358,302.23 to \$518,752.23.

Mr. Steven Florian gave a presentation.

There was discussion regarding adding another year for mobile fare and what are some of the biggest challenges.

There was discussion regarding the procurement process.

A motion to approve Contract No. 22-00199, Modification 3, Fare Technology Assessment, Phase 5 – Mobile Fare Collection System Implementation Support, was made by commissioner Johnson and properly seconded by commissioner Ross-Hammond and a roll call vote as follows:

Ayes: Commissioner's Glover, Johnson, Ross-Hammond, Woodbury, Daughtery, and M. Johnson.

Nays: None
Abstain: None

Contract No. 25-00348, Federal Legislative Services (Renewal).

The Ferguson Group, LLC to provide federal legislative services in the not-to-exceed amount of \$390,000.00.

Ms. Noelle Pinkard gave a presentation.

A motion to approve Contract No. 25-00348, Federal Legislative Services (Renewal), was made by commissioner Johnson and properly seconded by commissioner Ross-Hammond and a roll call vote as follows:

Ayes: Commissioner's Glover, Johnson, Ross-Hammond, Woodbury and M. Johnson.

Nays: None

Abstain: Daughtery

Contract No. 25-00356, Light Rail Systems Training Benches.

Ms. Luther presented Contract No. 25-00356, Light Rail Systems Training Benches as a recommendation that the Commission approve the award of a contract to award of a contract to Diverging Approach, Inc., to provide Light Rail systems training benches, in the not-to-exceed amount of \$278,500.00.

Mr. Wayne Groover gave a presentation.

There was discussion regarding hands-on opportunities and how many people train.

A motion to approve Contract No. 25-00356, Light Rail Systems Training Benches, was made by commissioner M. Johnson and properly seconded by commissioner Woodbury and a roll call vote as follows:

Ayes: Commissioner's Glover, Johnson, Ross-Hammond, Woodbury, Daughtery, and M. Johnson.

Nays: None
Abstain: None

Contract No. 25-00339, Naval Station Norfolk Base Circulator (Renewal).

Ms. Luther presented Contract No. 25-00339, Naval Station Norfolk Base Circulator (Renewal) as a recommendation that the Commission approve the award of a contract to Easton to provide a Naval Station Norfolk base circulator in the not-to-exceed amount of \$6,772,200.00.

Ms. Amy Braziel gave a presentation.

There was discussion regarding the pricing on the contract.

There was discussion regarding how many buses operate currently and if we will need more buses in the future and if the pricing was already added to the contract.

A motion to approve Contract No. 25-00339, Naval Station Norfolk Base Circulator (Renewal), was made by commissioner Woodbury and properly seconded by commissioner Ross-Hammond and a roll call vote as follows:

Ayes: Commissioner's Glover, Johnson, Ross-Hammond, Woodbury, Daughtery, and M. Johnson.

Nays: None

Abstain: None

Contract No. 25-00338, On-Site Vehicle Inspection Services (Renewal).

Ms. Luther presented Contract No. 25-00338, On-Site Vehicle Inspection Services (Renewal) as a recommendation that the Commission approve the award of a contract to AmeriTran Service Corporation dba Transit Resource Center Engineering Services, LLC to provide on-site vehicle inspection services in the not-to-exceed amount of \$262,000.00.

Ms. Monique Battle gave a presentation.

There was discussion regarding pricing and option year distribution.

A motion to approve Contract No. 25-00338, On-Site Vehicle Inspection Services (Renewal), was made by commissioner Johnson and properly seconded by commissioner Ross-Hammond and a roll call vote as follows:

Ayes: Commissioner's Glover, Johnson, Ross-Hammond, Woodbury, Daughtery, and M. Johnson.

Nays: None

Abstain: None

Contract No. 25-00340, Overhead Doors Maintenance and Repair Services.

Ms. Luther presented Contract No. 25-00340, Overhead Doors Maintenance and Repair Services as a recommendation that the Commission approve the award of a contract to Doors, Inc. to perform overhead door maintenance and repair services in the not-to-exceed amount of \$704,350.00.

Mr. Wayne Groover gave a presentation.

A motion to approve Contract No. 25-00340, Overhead Doors Maintenance and Repair Services, was made by commissioner Woodbury and properly seconded by commissioner Ross-Hammond and a roll call vote as follows:

Ayes: Commissioner's Glover, Johnson, Ross-Hammond, Woodbury, Daughtery, and M. Johnson.

Nays: None

Abstain: None

Contract No. 25-00351, Supervisory Control and Data Acquisition System Hardware and Software Support (Renewal).

Ms. Luther presented Contract No. 25-00351, Supervisory Control and Data Acquisition System Hardware and Software Support (Renewal) as a recommendation that the Commission approve the award of a contract to B&C Transit, Inc., to provide Supervisory Control and Data Acquisition system hardware and software support services in the not-to-exceed amount of \$926,826.84.

Mr. Alex Touzov (Two-Sov) gave a presentation.

A motion to approve Contract No. 25-00351, Supervisory Control and Data Acquisition System Hardware and Software Support (Renewal), was made by commissioner M. Johnson and properly seconded by commissioner Woodbury and a roll call vote as follows:

Ayes: Commissioner's Glover, Johnson, Ross-Hammond, 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 the same.

Options to be Exercised.

Options to be Exercised enclosed in the meeting package for September and October 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 regarding the Savannah Banana's baseball game in which HRT supported the event to provide additional Ferry and light rail service along with staff support to ensure patrons move safely to and from the park. 36,907 patrons were safely moved with ZERO incidents (approx... 8,000 more than last year.)

Mr. Simms also welcomed a couple of new team members to the operations department. Mr. John Schaefer the new Manager of Maintenance Training and Mr. Kevin Shaw the new Director of Bus Maintenance.

Mr. Simms informed the committee that Ms. Alexis Majied has been in correspondence with commissioner Cipriano regarding the marketing strategies. Digital ads will stop after August 12 and will pick back up with the launch of the new contract.

Mr. Simms updated the committee regarding the microtransit contract and that HRT has an active solicitation for the continuation of the Newport News zone and the two new zones in Chesapeake and Hampton as well as reviewed the current ridership.

Old and New Business

There was no old and new business to discuss.

Commissioner Comments

Commissioner Glover welcomed Mr. John Schaefer and Mr. Kevin Shaw to the team and reminded the committee of the upcoming school season.

Commissioner Glover also thanked the committee and staff for all their hard work.

Commissioner Cipriano thanked chair Glover for his chairmanship in leading the committee.

Mr. William Harrell welcomed Karen Kitsis, who joined the planning department as the Sr. Director of Planning & Development.

Commissioner Glover's 60th Birthday is September 7th.

****The next meeting will be held on Thursday, September 11, 2025, at 10:00 am in the HRT HAMPTON Boardroom.**

Adjournment

Commissioner Glover adjourned the meeting at 11:33 AM.

Submitted by April Garrett, Sr. Executive Assistant



HAMPTON ROADS
TRANSIT

Internal Audit Department Report

gohrt.com

Security and Emergency Preparedness Audit

(Audit Scope)

Examine HRT's Security and Emergency Preparedness departments to determine its compliance with the Public Transportation Agency Safety Plan.

- Reviewed Policies and Procedures.
- Reviewed HRT's ASP and implementation processes.
Reviewed FTA's oversight regulations and best practices.
- Reviewed the VDRPT's oversight regulations and safety review checklist for HRT's ASP.
- Reviewed internal controls and other supporting documents of audited departments.

Security and Emergency Preparedness Audit cont. (Areas of Opportunity)

Security and Emergency Preparedness (FNC)

- The Emergency Warden Program has been inactive since 2023 which is not in compliance with EXE-201 The Comprehensive Preparedness Guide.
- The Acceptance Sign Off Sheets for HRT Extra Duty Officers were not signed by the extra duty officers in accordance with HRT Extra Duty Officers Standard Operation Procedures.
- The Hampton Roads Transit Security Force Handbook had not been reviewed since January 2023 and contains outdated information, such as the training matrix.
- The Hampton Roads Training Extra Duty Officers Standard Operating Procedure had not been reviewed since March 2022.
- The Continuity of Operation Plan (COOP) SEC-301, had not been reviewed since June 2023, as required by EXE-101 rev 10.
- Annual Track Access Training for Extra Duty Officers is outdated and/or incomplete. Management self-reported difficulties in administering track access training for the Extra Duty Officers due to scheduling conflicts and availability.

Triennial Audit

Virginia Department of Rail and Public Transportation

- Multi-Department Audit - December 2025

Thank you!

Questions



Internal Auditing: Leveraging Technology in GRC



GRC is a unified framework to enhance operational efficiency, enable cost optimizations, foster proactive regulatory compliance and risk management



- Leveraging a purpose-built platform transitions HRT's internal auditing from *reactive compliance* to *proactive governance*
- Represents a strategic shift in which ROI can be better quantified
- Staff hours reallocated for value-added analysis vs. manual creation/review of work papers, reconciliations, workflows and spreadsheet upkeep
- Reduction in audit cycle time
- Increased audit coverage

Built-in, purpose-specific workflows and templates out-of-the-box, reduces configuration complexity and accelerates deployment

Saves hundreds of hours annually and drives cost reductions through process automation and standardized templates

SaaS-hosted with no on-prem hardware or manual patching reduces IT overhead and drives down total cost of ownership

Vendor-managed, continuous updates roll out new regulatory frameworks and best practices seamlessly

Granular role-based access controls; users see only relevant information

Onspring

A Purpose-Built
Software as a Service
(SaaS) Platform



Contract # 25-00341

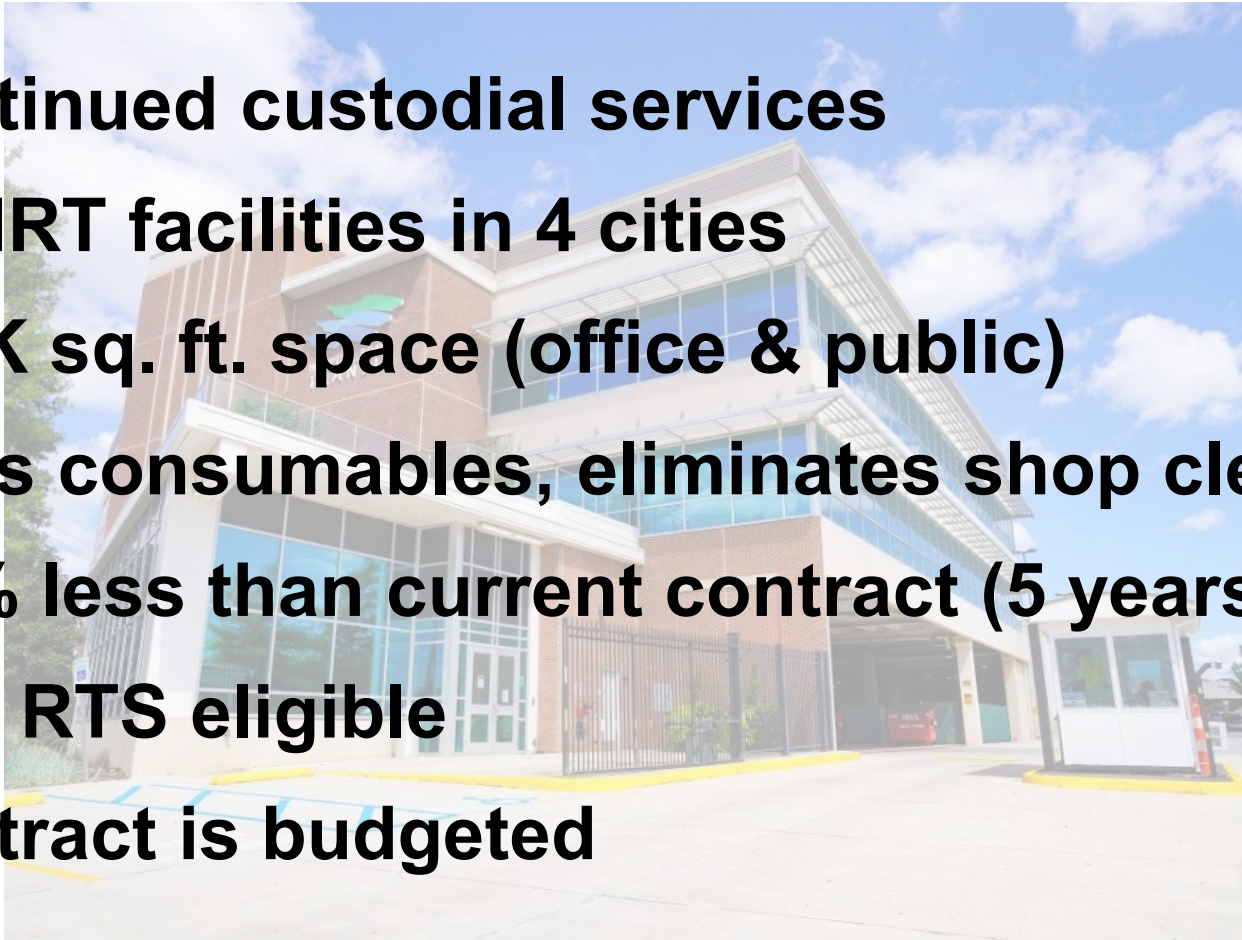
Custodial Services and Consumables Contract

August 14, 2025

gohrt.com

Contract Highlights

- **Continued custodial services**
- **15 HRT facilities in 4 cities**
- **135K sq. ft. space (office & public)**
- **Adds consumables, eliminates shop cleaning**
- **0.3% less than current contract (5 years)**
- **34% RTS eligible**
- **Contract is budgeted**





Fare Technology Assessment, Phase 5

Mobile Fare Collection System: Implementation Support

RFP 22-00199, Mod 3 – Operations & Oversight Committee 8/14/2025

Agenda

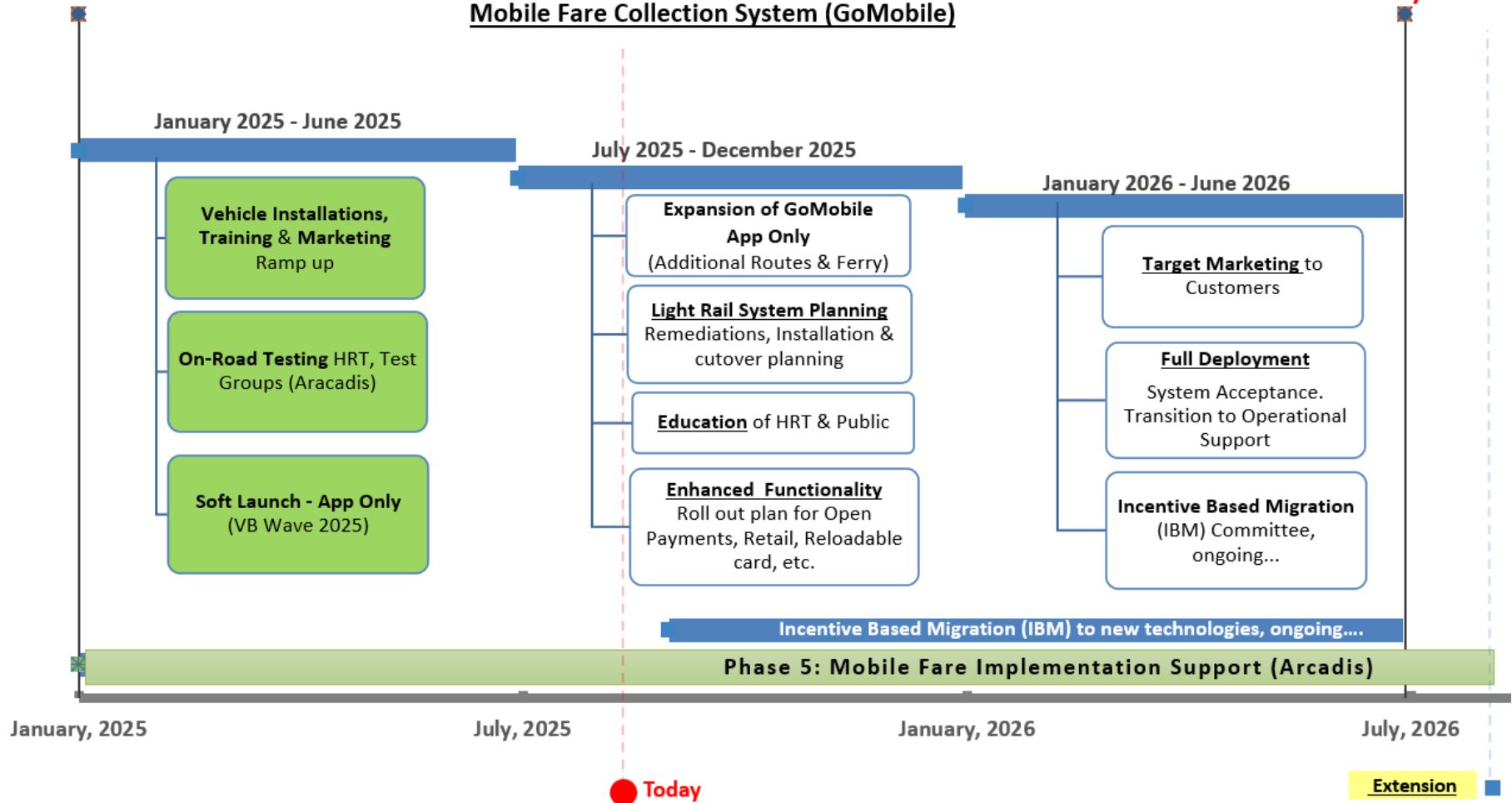
- **Background**: Fare Tech Assessment Phases & IBI (now Arcadis)
- **Timeline**: Mobile Fare System Update (GoMobile)
- **Implementation Support Activities**

Background

- **IBI Group/Arcadis**: HRT's long-term consultant partner for Fares efforts and upgrades.
 - **Phase 1 (2016 – 2017)**: Fare Technology Assessment
 - **Phase 2 (2017 – 2018)**: Support for Mobile Ticket Pilot Solicitation
 - **Phase 3 (2018 – 2020)**: Mobile Pilot Implementation Support & Analysis
 - **Phase 4 (2021 – 2022)**: Fleetwide Mobile Fare Solicitation Support
 - ***Phase 5 (2022 – current)**: Fleetwide Mobile Fare Implementation Support
 - **Phase 5A: System Configuration & System Deployment**
 - **Phase 5B: Design, Construction, Install & Cutover of Equipment (Validators & TVMs)**
 - ***Phase 6 (Ongoing)***: Unified Fare Study (HRT, Wata, Suffolk)

Mobile Fare Collection System (GoMobile)

Full Deployment of
Mobile Fare Systems



Challenges (GoMobile system – Bytemark/Siemens)

- **Merger:** Bytemark merger with Siemens Mobility, Inc.
- **Vendor Integrations:** Prime, Sub-Contractors & Existing HRT systems – competing priorities.
- **Supply Chain:** Long lead-times on components. To reduce impact, phasing was developed.
- **Hardware/Remediations:** Retrofit vehicles, new buses at factory, light rail stations & transfer centers.

Mobile Fare Implementation Support: Activities:

Project Management – ongoing PM support.

Testing and Acceptance – All solutions are working together as intended, issues are resolved, and all requirements met.

Installation Planning & Coordination – Light Rail cutover (Various Contractors, Subs & HRT simultaneous activities).

Miscellaneous planning activities – assessment of system readiness, planning system rollouts, assessing training materials, final assessment post-rollout.

Transitions to Operational Support – Ensure smooth and efficient handoff of fare systems and processes going from implementation to ongoing operations.

Questions?



Federal Legislative Services

gohrt.com

Recent Earmark “Wins”

Fiscal Year	Request	Dollar Amount	Member of Congress
FY2022	Virginia Beach Parks Avenue Facility Replacement	\$5,000,000	Rep. Elaine Luria
FY2023	Paratransit Vehicle Acquisition	\$2,240,000	Senators Mark Warner and Tim Kaine
FY2024	Purchase of Electric Buses for Southside Bus Operating Facility	\$1,000,000	Rep. Bobby Scott and Senators Mark Warner and Tim Kaine
FY2025	Paratransit Vehicle Acquisition	\$850,000*	Rep. Bobby Scott and Senators Mark Warner and Tim Kaine
FY2026	Paratransit Vehicle Acquisition	\$850,000**	Rep. Bobby Scott

Washington DC Advocacy Visits





Questions?

gohrt.com

25-00356 – Light Rail Systems Training Bench

Enter a contract with a qualified contractor to provide Light Rail Systems training benches.

- The training benches are designed to train HRT personnel on vital communications and signal circuitry.
- Additionally, the benches provide a means to test and verify operation of the Light Rail vital circuit boards; and upgrade firmware without having to utilize live field equipment.



Description	Original Pricing	Revised Pricing
Task Rack 1	\$132,000.00	\$130,000.00
Test Rack 2	\$132,000.00	\$128,500.00
Training	\$20,000.00	\$20,000.00
Total	\$284,000.00	\$278,500.00





HAMPTON ROADS
TRANSIT

Naval Station Norfolk Base Circulator -Base Express Contract 25-00339

gohrt.com

Serving The Military

Base
Express

LEGEND

- GOLD ROUTE
- BLUE ROUTE
- ★ NEX MALL BUS STOP



	TRIP	HRRTF
Base Yr 1	20%	80%
Base Yr 2	10%	90%
Option Yr 1		100%
Option Yr 2		100%
Option Yr 3		100%



- Currently 2 routes-Blue and Gold
- Funded through State TRIP Grant and HRRTF (Route 23 extension)
- Very successful pilot program on Naval Station Norfolk
 - Served over 136,000 passengers to date



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

On-site Vehicle Inspection Services

Contract 25-00338

gohrt.com

This contract will help ensure HRT is compliant with the requirements as outlined in 49 CFR Parts 661 and 663.

- 49 CFR Part 661
 - Buy America Requirements
 - Atleast 70% of components must be US made, and final assembly must occur in the US
- 49 CFR Part 663
 - Pre-Award and Post-Delivery Audits of Rolling Stock Purchases
 - Equipment built according to the contract
 - Comply with safety and performance standards (Federal Motor Vehicle Safety Standards)
 - Onsite vehicle inspections
 - Physical inspections at the manufacturing facility
 - Updates and reports on all equipment.
 - Any discrepancies or findings are noted and remedied at the manufacturing facility prior to equipment being released for delivery.



HAMPTON ROADS
TRANSIT

Thank you!

gohrt.com

25-00340 – Overhead Doors Maintenance and Repair Services

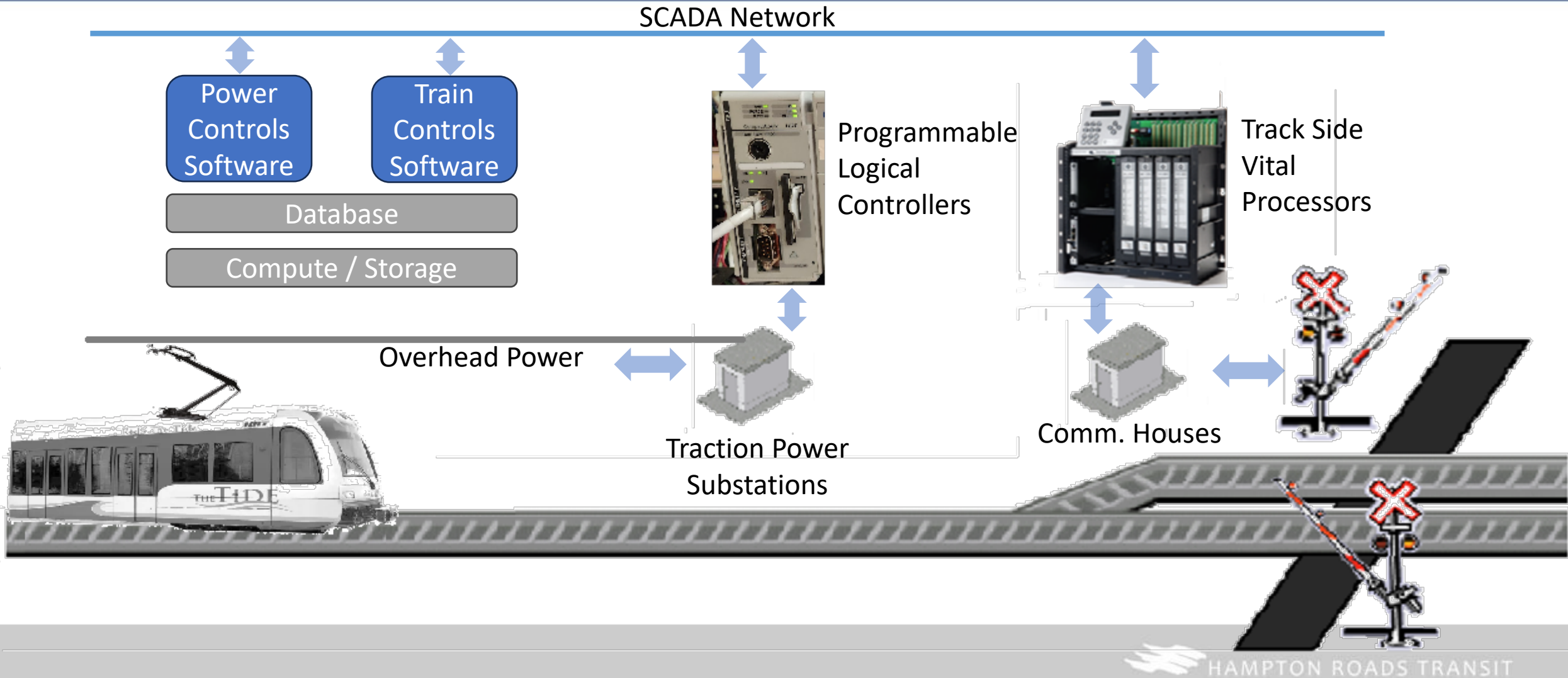
Perform scheduled and unscheduled maintenance, inspections, and emergency repair services for overhead doors.

- Commercial overhead doors require preventive maintenance and unscheduled repairs to maintain smooth, reliable operation.
- A certified contractor will be able to supply all necessary expertise, materials and supplies, and equipment required for scheduled and unscheduled maintenance on HRT's overhead doors.



New Contract – 25-00340
Contractor – Doors, Inc.
Award Value – \$704,350.00
Contract Length – Two (2) base years, plus three (3) additional one-year options.
Base Year 1 – \$136,500.00
Base Year 2 – \$136,500.00
Option Year 1 – \$141,250.00
Option Year 2 – \$144,100.00
Option Year 3 – \$146,000.00

SCADA Software Support





HAMPTON ROADS TRANSIT
AUGUST 2025/SEPTEMBER 2025
OPERATIONS AND OVERSIGHT COMMITTEE
ACTION ITEMS

Date	Action Item	Responsible Party	Due Date	Completed Date & Method
5/2025	Provide a roadmap of additional enhancements and modules associated with MSD365 for Contract No. 25-00358, Microsoft Dynamics 365 Support Services.	Technology		This will be presented on September 11th O&O.

Contract No: 25-00349	Title: HASTUS Enterprise System Upgrade	Contract Amount: \$1,427,594.00
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Acquisition Description: Enter into a sole source contract with GIRO, Inc. (GIRO) to upgrade Hampton Roads Transit's (HRT's) HASTUS Enterprise software system.

Background: The HASTUS Scheduling System was implemented in 2004 to manage bus, light rail, and ferry services and is currently utilized by HRT's Operations, Scheduling, and Planning Departments. The system was upgraded in 2013. The HASTUS software aids in planning, scheduling, analysis, and daily operations, including vehicle and operator assignments and changes, and operator timekeeping. HASTUS was developed and is distributed exclusively by GIRO. Under the terms of this agreement, the Contractor will replace the current HASTUS system with the latest on-premises HASTUS system, version 2025. The upgraded system shall include all the licensed modules currently utilized by HRT, including HASTUS Vehicle and DailyVehicle, Crew and DailyCrew, CrewOpt, Roster, Geo, SelfService, SignIn, ATP, Rider, EPM, Bid, and Checker.

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 and the proprietary nature of the system software, 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 solicitation was issued on May 13, 2025, and GIRO provided a responsive proposal on May 27, 2025. The Price Schedule required GIRO to provide pricing for the HASTUS system upgrade, with options for on-premises and Software as a Service.

After review and evaluation of the proposal received, discussions were held with GIRO to obtain technical clarifications and to negotiate in an effort to obtain the most favorable pricing. As a result of the negotiation, GIRO reduced its on-premises price by \$40,191.00 or approximately 2.7%. Based on a price analysis performed utilizing historical pricing, GIRO's proposed pricing is deemed fair and reasonable. A contractor responsibility review confirmed that GIRO is both technically and financially capable of performing the work.

GIRO is located in Montreal, Canada, and currently provides these services to HRT satisfactorily.

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

Cost/Funding: This contract will be funded with Federal 5307 and 5337 and state grant and ACC funds.

Contract No: 25-00349	Title: HASTUS Enterprise System Upgrade	Contract Amount: \$1,427,594.00
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Project Manager: Kamlesh Chowdhary, Director of ITS Services

Contracting Officer: Donald Shea, Contract Specialist

Recommendation: It is respectfully recommended that the Commission approve the award of a contract to GIRO, Inc. to provide an on-premises HASTUS Enterprise System upgrade in the not-to-exceed amount of \$1,427,594.00.

Contract No.: 25-00369	Title: HASTUS Maintenance and Support Services (Renewal)	Contract Amount: Base Year: \$160,005.00 Two Option Years: <u>\$339,186.00</u> Total: \$499,191.00
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Acquisition Description: Enter into a sole source renewal contract with GIRO, Inc. (GIRO) to provide maintenance and support services for Hampton Roads Transit's (HRT's) HASTUS Enterprise Software (HASTUS).

Background: The HASTUS Scheduling System was implemented in 2004 to manage bus, light rail, and ferry services and is currently utilized by HRT's Operations, Scheduling, and Planning Departments. The system was upgraded in 2013. The HASTUS software aids in planning, scheduling, analysis, and daily operations, including vehicle and operator assignments and changes, and operator timekeeping. HASTUS was developed, and is distributed exclusively by GIRO. Under the terms of this agreement, GIRO will provide maintenance and support services for all modules and interfaces for the customized HASTUS system installed at 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 and the proprietary nature of the system software, 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 solicitation was issued on July 31, 2025, and GIRO provided a responsive proposal on August 13, 2025. Upon review of the proposal submitted and based on the results of a price analysis performed utilizing historical data, GIRO's pricing is deemed fair and reasonable. A contractor responsibility review confirmed that GIRO is both technically and financially capable of performing the work.

GIRO is located in Montreal, Canada, and currently provides these services to HRT satisfactorily.

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

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

Project Manager: Kamlesh Chowdhary, Director of ITS Services

Contracting Officer: Jason Petruska, Senior Contract Specialist

Recommendation: It is respectfully recommended that the Commission approve the award of a contract to GIRO, Inc. to provide HASTUS maintenance and support services in the not-to-exceed amount of \$499,191.00.

Contract No.: 25-00369	Title: HASTUS Maintenance and Support Services (Renewal)	Contract Amount: Base Year: \$160,005.00 Two Option Years: <u>\$339,186.00</u> Total: \$499,191.00
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GIRO, Inc.'s Proposal Summary

Base Year	Option Year 1	Option Year 2	Total Price
\$160,005.00	\$166,313.00	\$172,873.00	\$499,191.00

Contract No: 25-00370	Title: Portable Wayside Track Lubrication System	Contract Amount: \$152,898.00
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Acquisition Description: Enter into a contract with a qualified Contractor to provide a portable wayside lubrication system for HRT's Light Rail system.

Background: HRT currently utilizes a Canadian made, Light Rail lubrication system to provide lubrication to the Light Rail gauge face running rails, using a special lubricant designed to reduce rail and wheel wear and noise. The system is approximately fifteen (15) years old and is now plagued with wasted lubricants at the application locations; and its intrusive installation design is prone to creating rail failures due to expanding fissures at the drill sights. The system has surpassed its useful service life, become expensive to maintain and service, and requires replacement to maintain the Light Rail's state of good repair.

Contract Approach: An Invitation for Bids (IFB) was issued August 12, 2025. One (1) bid was received on August 27, 2025, from L.B Foster Rail Technologies, Inc, (L.B Foster). A post-solicitation survey of other firms solicited yielded one (1) response indicating that this other firm was not able to complete HRT's requirement for past performance references and its contracts department could not move at a pace that allowed it to meet HRT's bid submission time requirement.

After an evaluation of the bid received, HRT staff determined that L.B Foster was responsive (in compliance with submittal requirements) and responsible (capable to perform); and is therefore eligible for award.

Since there was no indication that a re-solicitation to pursue more competition would have resulted in greater participation, a decision was made to enter into price negotiations with L.B Foster. Negotiations focused on reducing the total bid price. L.B Foster did not provide any price concessions as a result of the negotiations, but the firm certified that the bid price is in line with competitive pricing offered to other transit agencies.

Based on a price analysis conducted utilizing the independent cost estimate, and L.B Foster's certification, the bid price is deemed fair and reasonable. A contractor responsibility review confirmed that L.B Foster is technically and financially capable of performing the work.

L.B Foster's is located in Pittsburgh, PA and provides similar services for AMTRAK in Philadelphia, PA; New Jersey Transit in Newark, NJ; and New York City Transit in New York, NY.

The period of performance for this contract is six (6) months.

No DBE goal was assigned for this solicitation.

Contract No: 25-00370	Title: Portable Wayside Track Lubrication System	Contract Amount: \$152,898.00
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Cost/Funding: This Contract will be funded with federal 5337 and state grant and ACC funds.

Project Manager: Omar Gordon, Manager of Way Maintenance

Contracting Officer: Fevrier Valmond, Assistant Director of Procurement

Recommendation: It is respectfully recommended that the Commission approve the award of a contract to L.B Foster Rail Technologies, Inc. to furnish a portable wayside lubrication system for HRT in the total amount of \$152,898.00.

Contract No.: 25-00372	Title: Regional Transit Service Bus Expansion	Total Amount: \$2,965,934.00
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Acquisition Description: Enter into a cooperative procurement contract on an existing Washington State Transit Bus Cooperative Contract (No. 06719-01) to procure two (2) 40' Low Floor Electric Buses (State Contract).

Background: Using the competitive procurement process, in April 2021, the state of Washington awarded Contract No. 06719-01 to Gillig to purchase a number of different style buses during a base term of two (2) years with three (3) additional one-year options. Under the terms of the Contract, the Transportation District Commission of Hampton Roads dba Hampton Roads Transit (HRT) is authorized as a participant in the Contract. This procurement is to utilize the Washington State contract to purchase two (2) 40' heavy duty low floor electric buses from Gillig. It should be noted that a cooperative procurement contract is a contract between a state and one (1) or more vendors under which the vendors agree to provide the ability to purchase rolling stock and related equipment to multiple participants. The Fixing America's Surface Transportation (FAST) Act allows agencies to participate in cooperative procurement contracts without regard to whether the agency is located in the same state as the parties to the contract.

Contract Approach: The original State Contract was competitively procured with a base unit price of \$1,177,315.00 for a standard 40' electric 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 \$1,482,967.00 for the 40' electric bus. HRT's options include an energy storage system with battery packs, overhead charge rails, rear door controls with electronic touch bars, exterior graphics, air purification system, driver protection barrier, Vontas OnRoute Automatic Vehicle Locator (AVL) system, IDIS video surveillance systems, bike racks, and a number of other additional upgrades.

Based on a price analysis conducted by the state of Washington 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 Federal Transit Administration 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 5307 grant, HRRTF, and ACC funds.

Project Manager: Monique Battle, Operations Project and Contract Administrator

Contracting Officer: Sonya Luther, Director of Procurement

Contract No.: 25-00372	Title: Regional Transit Service Bus Expansion	Total Amount: \$2,965,934.00
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Recommendation: It is respectfully recommended that the Commission approve the award of a contract to Gillig to procure two (2) heavy duty 40' low floor electric buses in the total amount of \$2,965,934.00.

Contract No: 25-00345	Title: Signage Production Services (Renewal)	Contract Amount: \$11,200,000.00
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Acquisition Description: Enter into a renewal contract with two (2) Contractors to provide signage production services.

Background: Hampton Roads Transit (HRT) requires a contractor to produce custom, quality, commercial signs and graphics specifically for the transportation industry. Under the terms of this agreement, the Contractor will produce advertising signage wraps, posters, and other custom signage for all modes of transportation offered by HRT. Additionally, since this contract generates revenue for HRT, the Contractor is required to respond to HRT's request with a quick turnaround time, and adhere to proper safety requirements, techniques, and types of materials when applying signage wraps and posters.

Contract Approach: A Request for Proposals (RFP) was issued on May 27, 2025. Four (4) proposals were received on June 26, 2025, from the following firms:

- Action Graphics and Signs, Inc. (dba AGWraps)
- DC Wrap Company (DC Wrap)
- East Coast Sign and Design
- Signmasters, Inc. (Signmasters)

In response to the RFP, proposers were required to provide unit pricing for the various types of signage currently utilized by HRT, as listed in the Price Schedule.

Upon review and evaluation of the technical proposals, AGWraps, DC Wrap, and Signmasters were rated best to meet the Scope of Work requirements and, as a result, staff determined that no presentations were required. Therefore, the decision was made to conduct discussions and negotiations with the three (3) firms 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, Best and Final Offers (BAFOs) were requested.

After a review and analysis of the BAFOs received, HRT staff determined that in order for HRT to have the ability to retain the most skilled Contractors at the most favorable prices, a decision was made to award contracts to the two (2) highest ranked firms, AGWraps and Signmasters. As a result of the negotiations AGWraps' average unit price decreased by 0.24%, while Signmasters did not offer any price concessions. However, Signmasters did offer a tiered volume discount percentage, which will be based on the total quantity of each order. Both firms' BAFO pricing is deemed fair and reasonable based on a price analysis performed and the fact that the pricing was obtained in a competitive environment. A contractor responsibility review performed confirmed that AGWraps and Signmasters are both technically and financially capable of performing the work.

Contract No: 25-00345	Title: Signage Production Services (Renewal)	Contract Amount: \$11,200,000.00
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AGWraps is located in Chesapeake, VA and has provided similar services to Atlantic Heating and Cooling in Virginia Beach, VA; Zoomin Groomin in Virginia Beach, VA, and Millers Energy in Norfolk, VA. AGWraps also currently provides these services to HRT satisfactorily.

Signmasters is located in Virginia Beach, VA and has provided similar services to NEXCOM in Virginia Beach, VA; Guy Smith HVAC in Virginia Beach, VA; and the Vibe Creative District in Virginia Beach, VA. Signmasters also currently provides these services to HRT satisfactorily.

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

No DBE Goal was assigned for this solicitation

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

Project Manager: Alonzo Crittenden, Regional Sales Manager

Contracting Officer: Donald Shea, Contract Specialist

Recommendation: It is respectfully recommended that the Commission approve the award of two (2) contracts for signage production services to Action Graphics and Signs, Inc. and Signmasters, Inc. in the not-to-exceed amount of \$11,200,000.00.

Contract No.: 25-00373	Title: Smart Scale Gloucester Max Service Suburban Buses	Total Amount: \$1,561,030.00
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Acquisition Description: Enter into a cooperative procurement contract on an existing Washington State Transit Bus Cooperative Contract (No. 06719-01) to procure two (2) 40' Suburban Low Floor Diesel Buses (State Contract).

Background: Using the competitive procurement process, in April 2021, the state of Washington awarded Contract No. 06719-01 to Gillig to purchase a number of different style buses during a base term of two (2) years with three (3) additional one-year options. Under the terms of the Contract, the Transportation District Commission of Hampton Roads dba Hampton Roads Transit (HRT) is authorized as a participant in the Contract. This procurement is to utilize the Washington State contract to purchase two (2) 40' suburban heavy duty low floor buses from Gillig. It should be noted that a cooperative procurement contract is a contract between a state and one (1) or more vendors under which the vendors agree to provide the ability to purchase rolling stock and related equipment to multiple participants. The Fixing America's Surface Transportation (FAST) Act allows agencies to participate in cooperative procurement contracts without regard to whether the agency is located in the same state as the parties to the contract.

Contract Approach: The original State Contract was competitively procured with a base unit price of \$598,031.00 for a standard 40' 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 \$780,515.00 for the 40' suburban bus. HRT's options include rear door controls with electronic touch bars, full composite floor, dash multi-function display, exterior graphics, air purification system, driver protection barrier, Vontas OnRoute CAD/AVL, IDIS video surveillance systems, bike racks, and a number of other additional upgrades.

Based on a price analysis conducted by the state of Washington 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 Federal Transit Administration 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 state grant and ACC funds.

Project Manager: Monique Battle, Operations Project and Contract Administrator

Contracting Officer: Sonya Luther, Director of Procurement

Recommendation: It is respectfully recommended that the Commission approve the award of a contract to Gillig to procure two (2) heavy duty 40' suburban low floor diesel buses in the total amount of \$1,561,030.00.

Contract No: 20-00077, Modification No.11	Title: Vanpool Assistance Program	Modification Amount \$72,000.00
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Acquisition Description: Award a contract modification to increase the Vanpool Assistance Program contract value by an additional \$72,000.00

Background: In August 2020, the Commission approved the award of a contract to Commute with Enterprise (Enterprise) in the not-to-exceed amount of \$330,000.00 to provide vanpool services for commuter vanpool programs for HRT over a five-year period. The contract was awarded through a competitive Request for Proposal (RFP) process, with a Scope of Work which outlined the services required under HRT's goCommute (formerly TRAFFIX) program.

The not to exceed amount of the Contract was increased by a total amount of \$61,905.07, or approximately 18.7% to accommodate additional vanpool vehicles and price adjustments requested by the Contractor due to the increased cost of the services.

In June 2024, a decision was made to resolicit competitively for a new contract, in an effort increase to number of vanpool service providers and provide choices for vanpool users. However, after extensive discussion with proposers following receipt of proposals, the RFP process was cancelled to allow HRT to review and revise its Scope of Work to more closely align with the prevailing vanpool market. In the meantime, the current Contract expires on September 30, 2025, and in order to ensure uninterrupted services to Vanpool users while HRT prepares to and resolicits for a new contract, additional funds are required to provide the subsidies to the vanpool service provider.

Contract Approach: The modification amount of \$72,000.00 will provide funding for the services until March 31, 2026, based on the current subsidy rate.

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

Project Managers: Alexis Majied, Chief Communications Officer

Contracting Officer: Fevrier Valmond, Assistant Director of Procurement

Recommendation: It is respectfully recommended that the Commission approve the award of a modification to increase the Vanpool Assistance Program contract by \$72,000.00, from \$391,905.07 to \$463,905.07.

Exercise of Options – November 2025

Contract No.	Title	Description	Total Current Value	Period of Performance	Option Year to be Exercised	Total Amount of Option Year
22-00219	Third Party Administrator for Claims Handling and Risk Control Services	To provide workers' compensation, general liability, automobile liability, and cost recovery subrogation claims handling and risk management services.	\$1,497,900.00	3 yrs. w/2 1-yr. options	First	\$296,100.00
23-00246	Heavy Duty Bus Batteries	To provide heavy duty bus batteries	\$961,003.80	1 yr. w/4 1-yr. options	Second	\$191,743.76
24-00298 (A&B)	Infrastructure Support Services	To provide infrastructure support services on a task order basis.	\$3,568,000.00	1 yr. w/4 1-yr. option	First	\$713,600.00
24-00299 (A,B,C&D)	Client Technology Support Services	To provide client technology support services on a task order basis.	\$1,645,000.00	1 yr. w/4 1-yr. options	First	\$329,000.00

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
Background Screening Software Service	To procure pre-employment background screening services, as well as services to configure, integrate, test, deploy, and support a Workday HCM validated background screening connector that will integrate with Workday HCM.	New
Bus Stop Improvements – Orcutt Avenue and 81 st Street Transfer	To improve HRT’s existing bus stop and transfer area on Orcutt Avenue at 81 st Street in Hampton.	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
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
Light Rail Vehicle Midlife Overhaul	To provide the complete, turnkey Light Rail Vehicle midlife overhauls for all nine (9) LRVs.	New
Microtransit Services	To provide a “turnkey operation” of microtransit services in three (3) distinct zones within HRT’s service district.	New
Midlife Bus Overhaul and Repower	To provide a midlife propulsion overhaul “repower” of up to thirteen (13) buses.	New
Provision of Seven (7) Non-Revenue Vehicles	To supply seven (7) non-revenue vehicles to replace older, less reliable mission critical support vehicles.	New

Structured Cabling Services	To provide services and materials necessary to maintain, modernize, and expand HRT's structured cabling.	2/23/2026
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