



Meeting of the Operations and Oversight Committee

Thursday, December 1, 2016 • 10:00 a.m.
2nd Floor Board Room • 509 E. 18th Street, Norfolk, VA

A meeting of the Operations and Oversight Committee will be held on Thursday, December 1, 2016 at 10:00 a.m. in the 2nd Floor Board Room at 509 E. 18th Street, Norfolk, VA.

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



Meeting of the Operations and Oversight Committee

Thursday, December 1, 2016 • 10:00 a.m.
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AGENDA

1. Approval of the November Operations and Oversight Committee Meeting Minutes
2. Procurement Recommendations to the Committee:
 - a. Request for approval of Contract 16-72041, Custodial Services
3. Operations Update
4. DRPT Presentation & Safety Update
5. Old and New Business
6. Adjournment

The next Operations & Oversight Committee Meeting will be held on Thursday, January 12, 2017 at 10:00 a.m. TENTATIVELY at 3400 Victoria Blvd., Hampton, VA



Meeting of the Operations and Oversight Committee

Thursday, November 3, 2016 • 10:00 a.m.
2nd Floor Board Room • 509 E. 18th Street, Norfolk, VA

MEETING MINUTES

Call to order

A quorum was attained and Commissioner Woodbury of Newport News called the meeting to order at 10:00 a.m.

Commissioners in attendance:

Commissioner Froncillo, Chesapeake
Commissioner Coleman, Newport News
Commissioner Woodbury, Newport News
Commissioner Parnell, Norfolk
Commissioner Hennessee, VADRPT
Commissioner Wood, Virginia Beach

Hampton Roads Transit Staff in attendance:

Ray Amoruso, Chief of Planning and Development
Amy Braziel, Executive Assistant
Alesia Cain, Chief Information Technology Officer
Gene Cavazos, Director of Marketing & Communications
Kamlesh Chowdhary, Technology Project Manager
Aileen Curtin, Administrative Coordinator
Scott Demharter, Director of Facilities
Margaret Denoncourt, Internal Auditor
Joe Dillard, Government Relations Liaison
William Harrell, President and CEO
Tom Holden, Media Relations Specialist
Sonya Luther, Assistant Director of Procurement
Sibyl Pappas, Chief Environmental & Facilities Officer
Michael Perez, Director of Rolling Stock
Jim Price, Chief of Transit Operations
Luis Ramos, Executive Assistant
Dyanne Sampson, Director of Procurement
Benjamin Simms, Director of Bus and Rail Transportation
Brandon Singleton, Chief Finance Officer
Velvet Smiley, Interim Chief Safety and Security Officer

Mark Stemple, Director of Technical Services
Maryann Martin, Administrative Coordinator

The November 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
- Minutes from the November Meeting
- Procurement Items for Approval

Approval of the October 2016 Minutes

A motion to approve the October 2016 Operations & Oversight Committee Meeting Minutes was made by Commissioner Parnell and properly seconded by Commissioner Hennessee.

The October 2016 Minutes were approved by a unanimous vote.

Request for approval of Contract 16-73949, FX2 Compellant Project

Ms. Dyanne Sampson presented Contract 16-73949, FX2 Compellant Project.

Mr. Alex Touzov and Mr. William Harrell provided additional information regarding the need for the contract and a brief overview on the project.

There was a discussion regarding virtualization, resource sharing and the use of Dell servers. There was also some discussion regarding the size of the virtual environment and the tools that are available.

There was some discussion regarding the physical location of the project and the use of a sole source contractor.

There was a discussion regarding the procurement process.

ACTION ITEM: Staff to gather additional information as it relates to the project and share that information at the Board meeting.

A motion to approve Contract 16-73948, FX2 Compellant Project was made by Commissioner Coleman and was properly seconded by Commissioner Hennessee.

Contract 16-73949 was approved by a unanimous vote.

Operations Update

Mr. Jim Price provided updates regarding the wind down of summer services and upcoming winter maintenance campaigns.

Mr. Price also provided updates on the upcoming Grand Illumination and Holly Dazzle Parades.

There was some discussion regarding bus and paratransit service being used on election day.

There was also a suggestion made to utilize social media to inform potential riders on the locations of polling places and how to use HRT services to get to them.

It was also mentioned that paratransit representatives were needed for Newport News.

New and Old Business

There was no new business presented.

Adjournment

The meeting was adjourned at 10:27 a.m.

Respectfully submitted by:
Amy Braziel, Executive Assistant

Contract No:	16-72041	Title:	Custodial Services	Price:	\$1,616,684.43
				Term:	1 Yr w/ 4-1 yr Options

Acquisition Description: Enter into a contract with a qualified Contractor to provide custodial services at all Hampton Roads Transit (HRT) facilities.

Background: Under the terms of this agreement, the Contractor shall provide custodial services on a daily, weekly, monthly, and quarterly basis. The contract incorporates HRT’s Green Housekeeping Program, to maintain the facilities in such a manner as to provide a clean, well-kept, healthy, and safe work environment for HRT employees and visitors. The Green Housekeeping Program includes the use of specified (green) housekeeping chemicals, implementing cleaning processes that benefit public health and the environment, and utilizing environmentally preferable products for performing custodial services. The contractor is also required to provide all equipment and cleaning supplies.

Contract Approach: A Request for Proposals (RFP) was issued on May 24, 2016. Eleven (11) proposals were received on July 12, 2016 from the following firms:

- A-1 Environmental Services, Inc. (A-1)
- A&B Cleaning Service, Inc. (A&B)
- American Facility Services (American)
- Davis Professional Services (Davis)
- Diversified Building Services, Inc. (Diversified)
- Eco Technologies (Eco)
- Gordon’s Quality Cleaning, LLC (Gordon’s)
- Portco Contracting Group (Portco)
- Red Coats, Inc. (Red Coats)
- Sparkleen Cleaning Service (Sparkleen)
- Ron & Sons Janitorial Services, LLC (Ron & Sons)

HRT staff’s initial review of responses received determined that Sparkleen’s proposal was non-responsive (not in compliance with submittal requirements) because they did not provide a technical proposal for evaluation purposes.

Upon further review and evaluation of the technical proposals, Davis, Diversified, Eco, Gordon’s, Portco and Ron & Sons were rated best to meet the Scope of Work (SOW) requirements. The six (6) firms were invited to discuss their proposals and provide technical clarifications on their approach to the SOW.

At the conclusion of discussions, negotiations were held with Diversified and Gordon’s, the two highest scoring firms based on technical ability and price, for the purpose of a possible award. Negotiations focused on reducing the proposed service rates and making adjustments to proposed staffing at various HRT’s facilities. After negotiations, Best and Final Offers (BAFOs) were requested.

BAFO’s from Gordon’s and Diversified were submitted in the amount of \$2,041,372 and \$1,616,684.43 respectively. Diversified made significant price concessions in their BAFO. Gordon’s did not make any price concessions and increased unit prices significantly for most services. After HRT staff inquired about Gordon’s significant price increase, the firm withdrew its proposal from further consideration.

Diversified ranked highest when technical evaluation scores were combined with pricing scores, which rendered their proposal best overall value to HRT. Diversified’s final offer is also deemed fair and

Contract No:	16-72041	Title:	Custodial Services	Price: Term:	\$1,616,684.43 1 Yr w/ 4-1 yr Options
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reasonable based on the results of the negotiations, an in-depth price analysis performed and the fact that pricing was obtained in a competitive environment. A contractor responsibility review performed confirmed that Diversified is both technically and financially capable to perform the work.

Diversified is located in Chesapeake and provides similar services to Suburban Management Group in Virginia Beach; Commonwealth Realty in Norfolk; and, SL Nusbaum Realty in Norfolk, Virginia. As the incumbent, Diversified also provides these services to HRT satisfactorily.

This contract will be awarded for a base period of one (1) year, with four (4) additional one-year options.

A DBE goal of 4% was established for this solicitation and DBS has committed to 4% DBE participation.

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

Project Manager: Scott Demharter, Director of Facilities Maintenance

Contracting Officer: Sonya Luther, Assistant Director of Procurement

Recommendation: It is respectfully recommended that the Commission approve award of a contract for custodial services to Diversified Building Services, Inc. in the not to exceed amount of \$1,616,684.43 over the five-year term.

SOLICITATION RESULTS

OFFEROR	ORIGINAL OFFER	BEST AND FINAL OFFER
Sparkleen Cleaning Service*	\$1,398,734.00	N/A
Gordon's Quality Cleaning, LLC	\$1,526,975.00	N/A
Portco Contracting Group	\$1,545,235.80	N/A
Ron & Sons Janitorial Services LLC	\$1,599,944.40	N/A
A&B Cleaning Service, Inc.	\$1,627,406.04	N/A
Red Coats, Inc.	\$1,667,158.52	N/A
Davis Professional Services	\$1,795,452.90	N/A
Diversified Building Services, Inc.	\$1,916,858.28	\$1,616,684.43
American Facility Services	\$1,946,930.00	N/A
A-1 Environmental Services, Inc.	\$2,217,110.20	N/A
Eco Technologies	\$2,709,183.80	N/A

*Sparkleen Cleaning Services was deemed non-responsive.

Overview
of
Rail State Safety Oversight
to the
Operations and Oversight Committee

December 1, 2016

Sharmila Samarasinghe, Rail Transit Safety Programs Administrator
Andrew Ennis, State Safety Oversight Program Manager



Virginia Department of Rail and Public Transportation

Presentation Overview

- State Safety Oversight (SSO) – Regulatory Requirements
- State Safety Oversight Program
- Moving Ahead for Progress in the 21st Century (MAP-21) Act



State Safety Oversight Regulatory Requirements



Virginia Department of Rail and Public Transportation

State Safety Oversight Regulatory Requirements

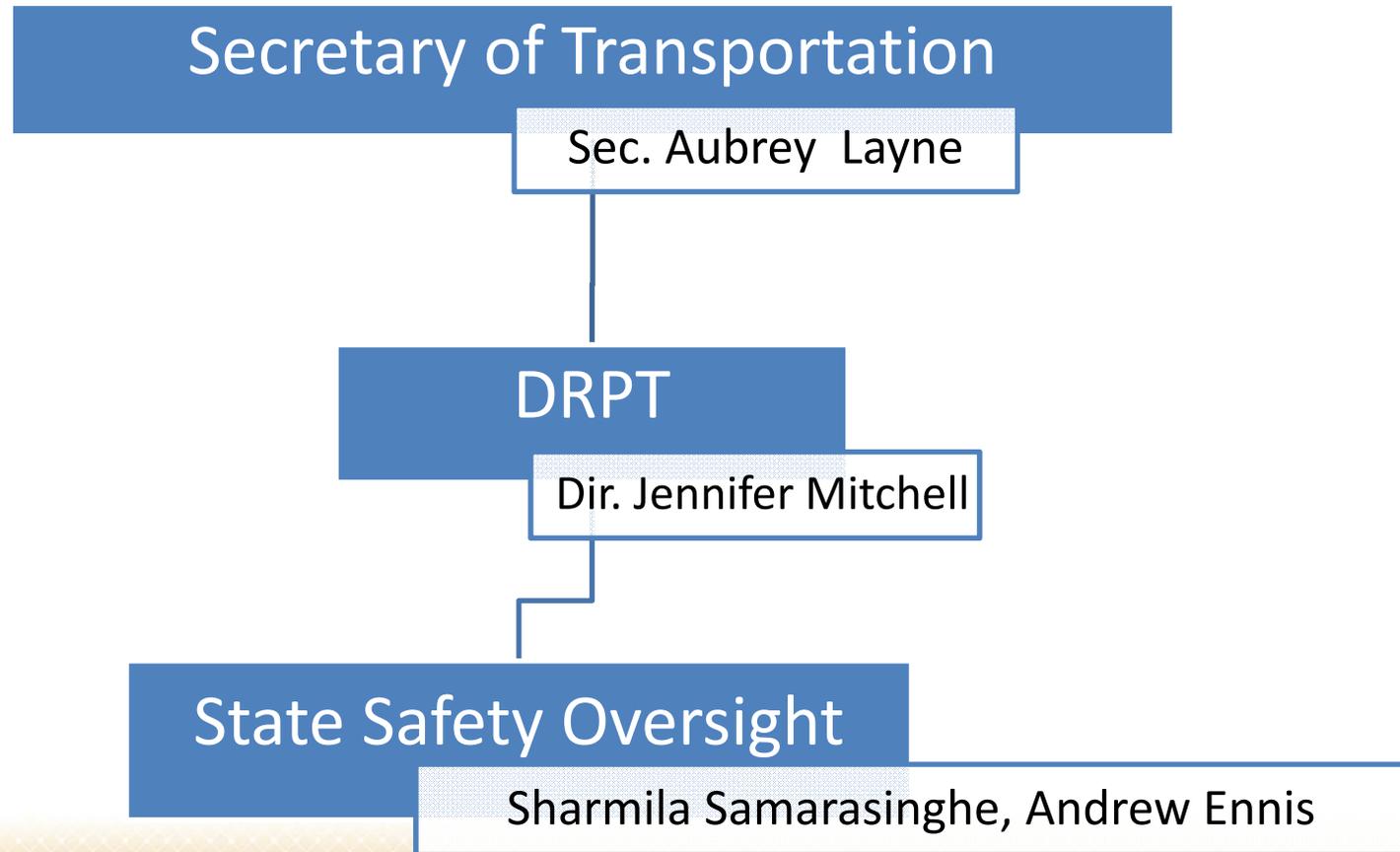
- **1996:** FTA established SSO for rail systems not regulated by FRA
- **2012:** MAP-21 establishes new requirements for SSO
- **2015:** FAST Act augments the FTA's safety and authority
- **March 2016:** FTA issues new SSO Final Rule giving states three (3) years to comply

State Safety Oversight Regulatory Requirements

- Required by Federal Transit Administration (FTA) as of 1996
- States designate a State Safety Oversight Agency (SSOA)
 - In Virginia, the SSOA is DRPT per the Code of Virginia
 - Covered rail systems are HRT and WMATA (this report will only focus on HRT)



State Safety Oversight Regulatory Requirements



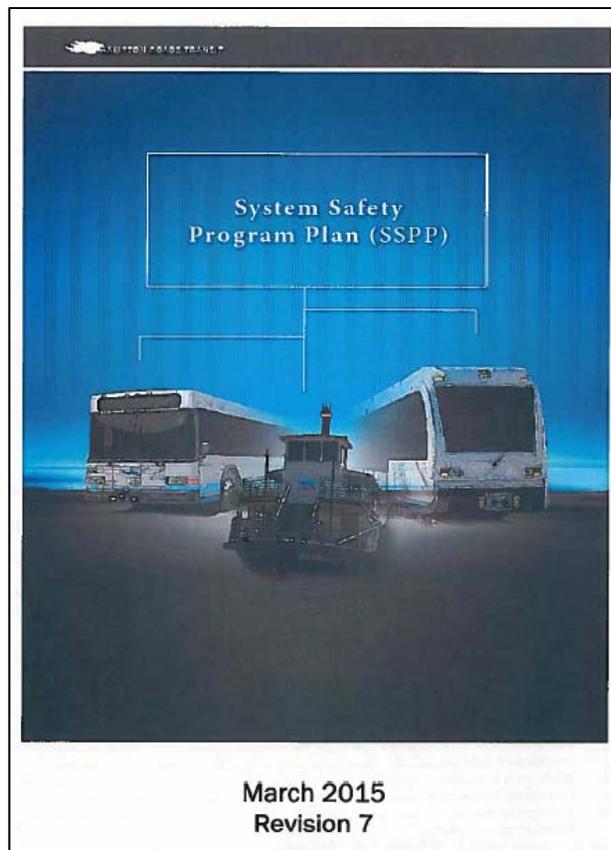
State Safety Oversight Program

Key takeaways about this program

- Primary program document – TIDE System Safety Program Plan (SSPP)
- Additional document on Security and Emergency Preparedness Plan (SEPP)
- Accidents
- Audits
- Corrective Action Plans (CAPs)



SSO Program – Primary Document



TIDE System Safety Program Plan (SSPP)

- Describes how TIDE will maintain the highest practical levels of safety on TIDE Light Rail
- Authority wide document, maintained by the Safety & Security Department
- The highest accountable executive within TIDE signs and attests to it, annually

SSO Program Accidents

- HRT has notification and reporting requirements to DRPT SSO and FTA
- Accident investigations
- Investigation reports – SSO adoption & approval



SSO Program Audits of HRT

- DRPT Audit process
- Security audit – April 2016
- Maintenance audit – October 2016



SSO Program

Corrective Action Plans (CAPs)

- What are CAPs
- How are CAPs generated
- DRPT SSO's role



Best Practices of TIDE

Best Practices

- Infrastructure Checklist (Security audit)
- Off duty Norfolk police (Security audit)
- Fare Enforcement Officers (Security audit)
- Data collection and tracking (Maintenance audit)
- 100% Quality Assurance Inspection (Maintenance audit)
- “Peer to Peer” refresher training (Maintenance audit)
- Very high degree of partnership between HRT and TIDE in complying with SSO regulations



Moving Ahead for Progress in the 21st Century (MAP-21) Act



Virginia Department of Rail and Public Transportation

MAP-21

Changes mandated by new regulation:

- Requires that SSO is legally independent
- Requires dedicated staff
- Requires that SSO staff are technically trained to perform SSO activities
- Establishes enforcement authority over the Rail Transit System (TIDE)

MAP-21

- SSO final rule published March 16, 2016
- DRPT SSO needs to be compliant by April 2019

Next Steps

- Regularly update the TDCHR – semi annually
- Continue to bring items of significance to TDCHR's attention

Thank You

Questions? Comments?

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Andrew.ennis@drpt.virginia.gov



Virginia Department of Rail and Public Transportation



MEMORANDUM

DATE: 12/1/2016

TO: Transportation District Commission of Hampton Roads

FROM: Kim Ackerman, Chief Human Resources Officer and Velvet Smiley, Interim CSSO

SUBJECT: Operator Workplace Safety Update

Workplace safety is a top priority for Hampton Roads Transit, especially when it comes to our operators who are the first point of contact with the public. Since January 1, 2013 through October 31, 2016, HRT has received and investigated 17 verified, physical assaults (excluding verbal assaults) against our operators.

We strive to have zero assaults and it is incumbent on HRT to institute various strategies that mitigate risk and demonstrate our zero-tolerance commitment to our employees and to the public, who entrust us daily, to transport them safely. We will continue to partner with the Union regarding workplace safety concerns and mirror industry best practices.

The information provided below summarizes our safety initiatives and our commitment to safety to our customers and to our employees.

Safety Barriers

Operator safety barriers have been installed on 32 buses. These barriers provide an added layer of protection to the operators who wish to use them. Operators can place the barrier in the open or closed position while performing their duties. Moving forward, safety barriers will be installed on all new buses.

Video Screens

Video screens have been installed on buses just above the operator's seat in most our fleet. These screens allow passengers to see themselves as they enter the bus and serve as a deterrent by providing visual validation to our customers that security cameras are in place on that vehicle. We will continue to install video screens on the remainder of the fleet.

Security Cameras

Security cameras are essential to capturing events as they unfold and are capable of capturing footage from many vantage points within the interior and exterior of the bus. Camera surveillance is a powerful tool, and sometimes the only tool, to assist police in investigating an assault that occurs on a public transit bus. The cameras are visible to the public and can also act as deterrent to crime.

HRT is committed to equipping all busses with the appropriate number of cameras to ensure the safety of its patrons and staff.

Security

HRT employs Extra Duty Officers (EDO) and security guards who are available to respond to the scene of any incident that may occur either on a bus, ferry, or light rail vehicle. In the event that an operator requires additional security for a specific route they can request that an EDO or security guard accompany them. Security guards are also located at transfer centers to visibly show a security presence to our operators and the public alike.

Operator Training

Operators receive a 3-hour course on Assault Awareness and Prevention for Transit Operators in new operator training. Annually, operators attend refresher training, which includes topics specific to assault awareness and de-escalation techniques.

Federal Rule Making

The Federal government will be issuing a Notice of Proposed Rulemaking (NPRM) entitled "Protecting Rail and Bus Operators from the Risk of Assault." in 2017. HRT staff will collaborate with DRPT and the Union to comment on this proposed rulemaking.

Future Safety Initiatives

HRT's safety culture is ongoing and continuous. We continue to build on our successes in order to uphold the trust that the public has in us to get them to their destination safely and to provide our employees a safe workplace.

HRT is committed to work on new initiatives to enhance workplace safety, to strengthen our workplace culture and to provide HRT riders with a safe public transit experience.

We look forward to a productive and safe 2017!