



## **Meeting of the Operations and Oversight Committee**

Thursday, December 7, 2017 • 10:00 a.m.  
2nd Floor Board Room • 509 E. 18<sup>th</sup> Street, Norfolk, VA

A meeting of the Operations and Oversight Committee will be held on Thursday, December 7, 2017 at 10:00 a.m. in the 2nd Floor Board Room at 509 E. 18<sup>th</sup> 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 7, 2017 • 10:00 a.m.  
2nd Floor Board Room • 509 E. 18<sup>th</sup> Street, Norfolk, VA

### AGENDA

1. Approval of the November 2017 Operations and Oversight Committee Meeting Minutes
2. Internal Audit Update
3. DRPT Presentation
4. Operations Update
5. Old and New Business
6. Adjournment

**The next Operations & Oversight Committee Meeting will be held on Thursday, January 11, 2018 at 10:00 a.m. at 3400 Victoria Blvd., Hampton, VA**



## Meeting of the Operations and Oversight Committee

Thursday, November 2, 2017 • 10:00 a.m.  
2nd Floor Board Room • 3400 Victoria Blvd., Hampton, VA

### MEETING MINUTES

#### Call to order

Commissioner Fuller of Chesapeake called the meeting to order at 10:00 a.m.

#### **Commissioners in attendance:**

Commissioner Fuller, Chesapeake  
Commissioner Hennessee, VADRPT  
Commissioner McClellan, Norfolk  
Commissioner Parnell, Norfolk  
Commissioner Amelia Ross-Hammond, Virginia Beach  
Commissioner Woodbury, Newport News

#### **Hampton Roads Transit Staff in attendance:**

Kimberly Ackerman, Chief Human Resource Officer  
Ray Amoruso, Chief Planning and Development Officer  
Amy Braziel, Sr. Executive Assistant  
Alesia Cain, Chief Information Technology Officer  
Gene Cavazos, Director of Marketing & Communications  
Brian Chenault, Planner  
Margaret Denoncourt, Internal Auditor  
Joe Dillard, Government Relations Liaison  
Angela Glass, Director of Budget and Financial Analysis  
William Harrell, President and CEO  
Ron Hodges, Director of Business Development  
Tom Holden, Media Relations Specialist  
Kamlesh Chowdhary, Director of ITS Technology  
Jamie Jackson, Director of Planning  
Sonya Luther, Assistant Director of Procurement  
Maryann Martin, Operations Analyst  
Sybil Pappas, Chief Engineering and Facilities Officer  
Michael Perez, Director of Rolling Stock  
Jim Price, Chief Transit Operating Officer  
Dyanne Sampson, Director of Procurement  
Silvia Shanahan, Interim Chief Finance Officer

Benjamin Simms, Director of Bus and Rail Transportation  
Brian Smith, Assistant to the President  
Derrick Snowden, Chief Safety & Security Officer  
Mark Stemple, Director of Technical Services  
Brittany Sumpter, DBE and Grants Coordinator  
Robert Travers, Counsel

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 October Meeting
- Procurement Items for Approval

### **Approval of the October 2017 Minutes**

A motion to approve the October 2017 Meeting Minutes was made by Commissioner Woodbury and properly seconded by Commissioner Coleman.

The October 2017 Meeting Minutes were approved by a unanimous vote.

### **Request for approval of Contract 17-76498, Third Party Administration for Claims Administration and Risk Control Services**

Ms. Dyanne Sampson formally presented 17-76498, Third Party Administration for Claims Administration and Risk Control Services.

Mr. William Harrell provided historical context for this contract and stated that he wanted to make sure some of the newer commissioners understood the purpose of this contract.

Ms. Kimberly Ackerman introduced Ms. Danielle Hill, Human Resource Compliance Manager, and they gave a presentation regarding HRT's Workers' Compensation and Auto Liability Self-Insured Program to include a detailed history of the contract being presented.

Commissioner Coleman asked if there were unlimited light duty positions and staff stated that there are.

Dr. Woodbury stated that when she became a commissioner, HRT's liability claims were outrageous and congratulated staff for helping those numbers go down every year since.

Ms. Ackerman was asked if HRT had wellness plan for employees. Ms. Ackerman noted that PMA is not associated with health insurance, but HRT's health insurance plan does have incentives and preventive programs.

**ACTION ITEM: Send presentation to the Committee members.**

Commissioner Parnell asked why there was only one vendor. Staff noted that the Request for Proposals resulted in multiple initial responses, however, as one of the requirements for this contract is an office in the state of Virginia, some potential bidders could not qualify as responsive. Further the publication of current pricing from the incumbent caused the remaining bidders to withdraw from the process.

**ACTION ITEM: Commissioner Fuller wants to have the successes of the current Third-Party Administration for Claims Administration and Risk Control Services contract presented at the Board meeting.**

A motion to recommend approval of Contract 17-76498, Third Party Administration for Claims Administration and Risk Control Services, was made by Commissioner Woodbury and properly seconded by Commissioner Rowe. No further discussion was had with regards to Contract 17-76498.

Recommendation of Contract 17-76498, Third Party Administration for Claims Administration and Risk Control Services was approved by a unanimous vote.

### **Request for approval of Contract 17-76500, Bus Stop Sign Installation and Maintenance Services**

Ms. Dyanne Sampson formally presented Contract 17-76500, Bus Stop Sign Installation and Maintenance Services.

Ms. Sibyl Pappas gave a brief overview of the contract. Ms. Pappas stated that bus stop changes and sign changes happen when there is a board change and the changes to the stops and signs must happen virtually overnight.

Commissioner Ross-Hammond asked if the public is notified in the event of a change. Ray Amoruso stated that Customer service puts out alerts and notices and it is posted on HRT's website. It was stated that there are also announcements made on the buses.

Commissioner Parnell asked if Google Maps gets updated when HRT makes changes. Ms. Alesia Cain stated that is updated through our Trapeze system.

There was a discussion regarding the current contractor and the incumbent and if there are any anticipated issues regarding their current relationship.

A motion to recommend approval of Contract 17-76500, Bus Stop Sign Installation and Maintenance Services was made by Commissioner Coleman and was properly seconded by Commissioner Rowe.

Recommendation of Contract 17-76500, Bus Stop Sign Installation and Maintenance Services was approved by a unanimous vote.

**Request for approval of Contract 17-75523, HASTUS Maintenance and Support Services**

Ms. Dyanne Sampson formally presented Contract 17-75523, HASTUS Maintenance and Support Services.

Ms. Alesia Cain gave a presentation regarding Contract 17-75523, HASTUS Maintenance and Support Services. Ms. Cain also noted the Planned Improvements presentation that was included in the package.

The differences between TransitMaster and HASTUS were discussed.

There was some discussion regarding using inside staff instead of hiring outside support.

There was a discussion regarding what contracts Information Technology needs currently as well as in the future.

**ACTION ITEM: There was a request for HRT to create a list of upcoming technology needs, the cost of each and the contracts that will be associated with the same. Staff noted that this will take some time but will assemble and present the requested information in the upcoming months.**

Mr. Ray Amoruso provided information regarding the history of planning as well as the planning side of the HASTUS system.

There was a discussion regarding other possible providers that support the HASTUS system.

There was a discussion regarding funding for information systems, the current funding model for HRT as well as the Capital Program.

A motion to recommend approval of Contract 17-75523, HASTUS Maintenance and Support Services was made by Commissioner Woodbury and was properly seconded by Commissioner Ross-Hammond.

Recommendation of Contract 17-75523, HASTUS Maintenance and Support Services was approved by a unanimous vote.

**Operations Update**

Mr. Jim Price stated that there was nothing to report.

**New and Old Business**

There was no new or old business discussed.

**Adjournment**

The meeting was adjourned at 11:14 p.m.

Respectfully submitted by:  
Amy Brazier, Sr. Executive Assistant



# October 2017 Audit, SSPP Findings

[gohrt.com](http://gohrt.com)



<b>FNC</b>	<b>Resolution</b>
Ensure HRT's processes and procedural actions are up-to-date, and information and data are current.	HRT must ensure all processes and procedural actions are updated according to policy and are consistent with supporting documentation.
Ensure hazards are identified, tracked, and reported according to State standards.	HRT must identify, track, and report hazards according to State standards. HRT must ensure practices for identifying, tracking, and reporting hazards is outlined in the SSPP, according to the SSPS
HRT did not submit its annual report timely in 2015 and 2016.	HRT's Safety and Security (S&S) department must comply with annual audit report submission deadlines implemented by the DRPT.
<b>FCR</b>	<b>Recommendation</b>
Improve notification and dissemination of the SSPP to employees and key individuals.	HRT must improve the notification and dissemination of information process for the SSPP and supporting documents to all employees and key individuals.
Implement a review procedure when redacting light rail data from the Safety Hotline to ensure all data its transposed on the Accident/Incident Hazard Log.	HRT should implement a review procedure when redacting light rail data from the Safety Hotline to ensure all data its transposed on the Accident/Incident Hazard Log. HRT should ensure the process is recorded in the SSPP with an outline clearly explaining the recording, reporting, and review process.
Improve S&S training for new employees and formalize current S&S training.	HRT should formalize safety training and improve training material to educate employees on the importance of safety within the organization. The S&S department must disseminate information related to the SSPP, SEPP, and the hazard management process.
Provide formal training to employees conducting accident/incident investigations.	HRT should formalize safety training and provide employees conducting accident/incident investigations with standardized approaches to uphold the safety system of HRT.

Commonwealth of Virginia  
**Annual Rail State Safety Oversight  
Activities**  
**HRT TIDE Light Rail**  
to the  
Operations and Oversight Committee

December 7, 2017

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



# Presentation Overview

- HRT Safety and Security Department staff
- HRT Tide program documents
- Accidents
- Audits
- Special Study
- Corrective Action Plans (CAPs)
- DRPT State Safety Oversight certification activity and status

# HRT Safety and Security Department staff

## New Safety Department Leadership and Staff

- Derrick Snowden - Chief Safety and Security Officer
- Paullando Richards - Safety Manager

### **DRPT Observations:**

- Safety and Security Department Staff continue to be counselled and acclimated to the requirements of the State Safety Oversight requirements in the Commonwealth of Virginia.
- Safety and Security Department needs to be integrated more effectively into the HRT Engineering activities.

# HRT Program Documents

There are two HRT program documents that the state requires annual reviews of in order to remain compliant with regulation.

- System Safety Program Plan
- Security and Emergency Preparedness Plan
  - Approved 11/27/2017

## **DRPT Observations:**

- Both of these program documents have been updated per state requirements.
- Typically requirements in program documents are articulated in staff job responsibilities.

# Accidents and Hazards

- 3 Collisions --
  - 2 with individual or Automobile
  - 1 with object
  - All adopted by the Dept. Rail & Public Transportation
- 1 Evacuation due to loss of power
- Pre-cursor incidents (hazards)

# AUDITS

# FTA State Safety Oversight Triennial Audit

- Subject of audit is the DRPT State Safety Oversight Program
- March 2017
- The audit looks at program performance in the areas such as accident investigations, corrective actions, audits etc.
- Conducted typically every 3 years.
- Draft report issued to DRPT August 2017
  - No findings of non-compliance



# DRPT Triennial Audits of HRT TIDE

TIDE Facilities, Signal, Power, and Track Maintenance and Training (May 2017)

- Final report issued August 2017
- No Findings of non-compliance

# DRPT Triennial Audits of HRT TIDE

TIDE Safety and Security Department core activities of program delivery, managing hazards, internal audits and system safety

- Draft report issued November 2017
- 8 Findings (4 non-compliance, 4 compliance with recommendation)

HRT Legal Department audit of HRT Internal Audit department

- Audit conducted November 2017

# Special Study

## HRT Review of Track Access training for adjacent construction

- Observed near-miss on March 29, 2017
- DRPT requested HRT Safety department conduct a special study
- Identified 9 findings
- DRPT is reviewing HRT's response to findings.

# Corrective Action Plans (CAPs)

## DRPT Triennial Audits

- System Safety Program Plan
  - CAP status being monitored
- Security and Emergency Preparedness Plan
  - More than 2 dozen CAPs closed due to approval

## Accidents/Incidents and Hazards

- Employee re-training
- Safety Lessons Learned (bulletin)
- Re-stripping
- Safety Stand-down

# DRPT State Safety Oversight Program

## Certification and Status

- Code of Virginia – Safety and Security Oversight
- DRPT certification status
- FTA launched a campaign to highlight status of states in reaching “certification”.
  - Letters to Governors, state legislatures
  - Federal Funds withholding for non-compliance
  - April 2019 deadline
- HRT and DRPT attendance at FTA Conference - Fall 2017

# DRPT State Safety Oversight Program

## Certification and Status

### New Program Requirements

- Emphasis on enforcement
- Emphasis on legal independence
- Dedicated State Safety Oversight staff
- Ensuring SSO roles stay independent of funding decision of rail system
- Emphasis on staff knowledge, skills, training
- Dedicated Federal Formula Funding

# Thank You

## Questions? Comments?

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