



## Meeting of the Operations and Oversight Committee

Thursday, December 6, 2018 • 10:00 a.m.  
2<sup>nd</sup> Floor Boardroom, 509 E. 18<sup>th</sup> Street, Norfolk, VA

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A meeting of the Operations and Oversight Committee is scheduled for Thursday, December 6 at 10:00 a.m. in the 2<sup>nd</sup> Floor Boardroom, 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 6, 2018 • 10:00 a.m.  
2<sup>nd</sup> Floor Boardroom, 509 E. 18<sup>th</sup> Street, Norfolk, VA

### AGENDA

1. Approval of the November 2018 Operations and Oversight Committee Meeting Minutes
2. Review Action Items
3. Procurement Recommendations to the Committee:
  - a. Request for approval of Contract 18-78368, Provision of Magnetic Fare Media (Renewal)
  - b. Upcoming Procurements
4. Operations Update
5. Audit Update
6. Virginia Department of Rail and Public Transportation Safety Audit
7. Technology Road Map Presentation
8. Old and New Business
9. Adjournment

**The next Operations & Oversight Committee Meeting will be held on Thursday, January 10, 2019 at 10:00 a.m. at 509 E. 18<sup>th</sup> Street, Norfolk, VA**



# Meeting of the Operations and Oversight Committee

Thursday, November 1, 2018 • 10:00 a.m.  
Hilton Norfolk The Main, Norfolk, VA

## MEETING MINUTES

### Call to order

Commissioner Parnell called the meeting to order at 10:00 a.m.

### **Commissioners in attendance:**

Commissioner Fuller, Chesapeake  
Commissioner Inman, Norfolk  
Commissioner Parnell, Norfolk  
Commissioner Gray, Hampton  
Commissioner Woodbury, Newport News  
Commissioner Jackson, Portsmouth  
Commissioner Rowe, Portsmouth  
Commissioner DeBruhl, DRPT

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

Ray Amoruso, Chief Planning and Development Officer  
Amy Braziel, Sr. Executive Assistant  
Conner Burns, Chief Financial Officer  
Alesia Cain, Chief Information Technology Officer  
Margaret Denoncourt, Internal Auditor  
Sheri Dixon, Manager of Revenue Services  
William Harrell, President and CEO  
Sonya Luther, Director of Procurement  
Michael Perez, Director of Rolling Stock  
Jim Price, Chief Operations Officer  
Benjamin Simms, Director of Bus and Rail Transportation  
Mark Stemple, Director of Maintenance  
Robert Travers, Corporate Counsel  
Derrick Snowden, Chief Safety and Security Officer  
Sibyl Pappas, Chief Engineering and Facilities Officer  
Brandon Singleton, Assistant Director of Budget  
Keisha Branch, Capital Programs and Grants Administration Officer  
Ron Hodges, Director of Business Development  
Fevrier Valmond, Contracts Manager

### **Others in attendance:**

Mike Hayes, City of Hampton  
Ina Kreps, Citizen

Neil Sherman, DRPT

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 2018 Minutes**

A motion to approve the October 2018 Meeting Minutes was made by Commissioner Woodbury and properly seconded by Commissioner Hayes.

The October 2018 Meeting Minutes were approved by a unanimous vote.

### **Review of the Operations and Oversight Committee Action Items**

- **HRT Mobile Ticketing**

Ms. Alesia Cain gave a presentation titled *HRT Mobile Ticketing System Pilot Program Phase I Review*.

There was a discussion regarding where the model for the app came from and if the vendor was assisting HRT with completing a survey of customers that purchased through the app.

There was some discussion related to what the grant for the mobile ticketing pilot program covers.

There was discussion regarding the potential expansion of the app to other areas and modes from the Oceanfront Trolleys.

The timeframe for a full launch was discussed to include installation of new equipment.

Mr. Conner Burns provided an overview of the financial portion of the project.

There was discussion regarding revenue for the 3-day pass and if the information being provided could be provided for the entire system. Staff stated that it was specific to the mobile app.

There was discussion regarding the ticket sales and where the transaction fee was being charged.

There was a discussion regarding HRTs ability to pass the cost of the app on to customers. It was stated that there needs to be an increase in ridership in order to offset the expenses on to customer.

There was a discussion regarding WIFI and Ms. Cain provided data stating that there is an average of 314 unique user connections on a weekday.

There was a discussion regarding USB ports. It was stated that USB ports are not currently installed on MAX buses or light rail vehicles.

HRT will be creating a complete plan for full system implementation of the Mobile Ticketing App to include the financial impacts.

Commissioner Rowe stated that he is ready to move forward with full system implementation.

Commissioner Inman arrived at 10:30 a.m.

- **HRT Real Estate Advertising Portfolio**

Ray Amoruso gave a presentation regarding HRTs Real Estate Advertising Portfolio.

There was discussion regarding the available sizes of the advertisements and the cost associated with each to include labor costs.

There was discussion regarding paratransit advertising and its target customers.

**Action Item: There was a request for staff to evaluate the percentages of space filled and the pricing to determine the need for a price adjustment. Staff to bring back findings to the Committee.**

- **Analysis on Paratransit Cause of Late Cancellations and No-Shows**

Commissioner Parnell provided a background regarding a report that was given at the Paratransit Advisory Committee Meeting concerning the costs to HRT for late cancellations and no-shows of paratransit customers.

Mr. Jim Price gave a presentation on Paratransit to include HRTs services, vendors, ridership, and costs associated with the service.

There was some discussion regarding the procedure for customers calling in to cancel and how the cancellation is handled when the driver still shows up.

There was some discussion regarding the use of taxis and if they are supplying enough service. It was stated that MV Transportation is utilizing 11 per day and that is sufficient at this time.

There was some discussion regarding paratransit customers riding free ride on fixed route and the influx of applications for paratransit service. It was stated that the requests have leveled off.

It was stated that Yellow Cab purchased wheel chare accessible vans and the question was asked if Yellow Cab could assist HRT with paratransit services. Staff stated that HRT has looked at possibilities noting advantages of each.

There was a discussion regarding paratransit ridership growth.

There was a discussion regarding ADA compliant bus stops and putting a dollar amount on ADA compliance. Ms. Sibyl Pappas spoke on basic infrastructure of the cities and ADA Compliance infrastructure. Mr. Harrell stated that HRT has identified where the most populous stops are so cities can start looking at maximizing the value of any upgrades to transit related infrastructure.

### **Request for Approval of Contract 18-78375, Commercial Banking Services**

Ms. Sonya Luther formally presented Contract 18-78375, Commercial Banking Services.

There was some discussion regarding the price increase compared to the previous contract.

There was a discussion regarding the lack of bidders and the cause being that HRT pledges its federal funds but for the most part the funds are unsecured.

A motion to recommend approval of Contract 18-78375, Commercial Banking Services was made by Commissioner Woodbury and was properly seconded by Commissioner Gray.

Contract 18-78375, Commercial Banking Services was approved by a majority vote with Commissioners Fuller and Rowe abstaining.

### **Request for Approval of Contract 18-78388, Eleven (11) 35' Low Floor Diesel Buses**

Ms. Luther formally presented Contract 18-78388, Eleven 35' Low Floor Diesel Buses.

There was some discussion regarding real time tracking and installation of real time tracking equipment.

A motion to recommend approval of Contract 18-78388, Eleven (11) 35' Low Floor Diesel Buses was made by Commissioner Woodbury and was properly seconded by Commissioner Hayes.

Contract 18-78388, Eleven 35' Low Floor Diesel Buses was approved by a unanimous vote.

### **Request for Approval of Contract 18-78387, Six (6) 40' Low Floor Diesel Buses**

Ms. Luther formally presented Contract 18-78387, Six 40' Low Floor Diesel Buses.

A motion to recommend approval of Contract 18-78388, Eleven (11) 35' Low Floor Diesel Buses was made by Commissioner Woodbury and was properly seconded by Commissioner Fuller.

There was a discussion regarding working toward having a state of good repair.

Contract 18-78387, Six 40' Low Floor Diesel Buses was approved by a unanimous vote.

### **Upcoming Procurements**

The upcoming procurements were included in the meeting package.

### **Operations Update**

There were no additional updates given by the Operations Department.

### **Audit Update**

Ms. Margaret Denoncourt stated that she will be bringing forth a full report next month. Ms. Denoncourt stated that the Safety & Security Audit will be completed soon.

### **New and Old Business**

Commissioner Woodbury requested that prior performance data be presented on proposals recommending the incumbent.

Action Item: There was a request for an Information Technology Road Map to be presented. The request was for a 1-year plan with financial projections to be presented at the December Operations and Oversight Meeting and years 2 and 3 to be presented at the February 2019 Operations and Oversight Committee Meeting.

Mr. Harrell stated that there will be a 1:00 PM Strategic Plan Meeting.

**Adjournment**

The meeting was adjourned at 11:52 a.m.

Respectfully submitted by:  
Amy L. Braziel, CAP-OM  
Sr. Executive Assistant





**HAMPTON ROADS TRANSIT**  
**NOVEMBER/DECEMBER 2018**  
**OPERATIONS AND OVERSIGHT COMMITTEE**  
**ACTION ITEMS**

<b>Date</b>	<b>Action Item</b>	<b>Responsible Party</b>	<b>Due Date</b>	<b>Completed Date &amp; Method</b>
10/11/2018	HRT staff will report back to the Committee a review of the Mobile Ticketing App launch, with an analysis of the extra expense to process credit cards.	Information Technology- A. Cain	11/1/2018	11/1/2018 presented to the Operations and Oversight Committee
10/11/2018	HRT staff will provide numerical data showing how many riders utilize the Wi-Fi provided by the organization.	Information Technology- A. Cain	11/1/2018	11/1/2018 presented to the Operations and Oversight Committee
10/11/2018	Staff to provide a summary of available real estate for advertisement.	Planning and Development-R. Amoruso	11/1/2018	10/11/2018 via email from William Harrell to the O&O Committee. 11/1/2018 formally presented to the Operations and Oversight Committee
10/11/2018	HRT staff to report to the Committee an analysis of the cause of late cancellations and no-shows for Paratransit trips, as well as suggestions to mitigate these costs.	Operations-J. Price	11/1/2018	11/1/2018 presented to the Operations and Oversight Committee

11/1/2018	There was a request for staff to evaluate the percentages of advertising space filled and the pricing to determine the need for a price adjustment. Staff to bring back findings to the Committee.	Planning and Development-R. Amoruso	12/6/2018	
11/1/2018	Request for HRT to provide a Technology Roadmap. HRT to present 1-year plan with financial projections at 12/6 Operations and Oversight Committee Meeting then years 2 & 3 by February 2019.	Information Technology- A. Cain	12/6/2018	

<b>Contract No:</b>	18-78368	<b>Title:</b>	Provision of Magnetic Fare Media (Renewal)	<b>Base Year Price:</b>	\$55,110.00
				<b>Two Option Years Price:</b>	\$110,220.00

**Acquisition Description:** Enter into a renewal contract with a qualified Contractor to provide magnetic fare media for HRT's public transportation services.

**Background:** Hampton Roads Transit utilizes various magnetic fare media, which allows riders access to HRT-provided public transportation. Magnetic fare media includes tickets for riding bus, rail, trolley, and ferry. Under the terms of this agreement, the Contractor is required to provide pre-printed and pre-encoded fare media stock according to HRT's specifications.

**Contract Approach:** A Request for Quote (RFQ) was issued on September 7, 2018. One (1) quote was received on October 31, 2018 from Electronic Data Magnetic, Inc. (EDM) in the amount of \$168,532.50. A post-solicitation survey concluded that other firms solicited did not possess the capability to provide the requirements, such as the pre-encoding of media stock, as described in the Scope of Work (SOW). 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 EDM.

Negotiations focused on reducing the proposed unit prices for the various fare media stock specified in the SOW. During negotiations, EDM indicated that the increase in the proposed unit prices was as a result of significant increases in the price of raw materials. As a result of the negotiations, EDM reduced its total proposed price by \$3,202.50, or approximately 1.9%, to \$165,330.00. The revised pricing represents an approximate 36% increase over the previous contract pricing. The previous contract was awarded in 2013 for five (5) years, with no changes in pricing over the five (5) years. Therefore, HRT staff determined that the revised pricing is deemed fair and reasonable. A contractor responsibility review performed confirmed that EDM is technically and financially capable to perform the services.

EDM, located in High Point, NC, has provided similar services to the Alameda-Contra Costa Transit District (AC Transit) in Oakland, CA; the Kansas City Area Transportation Authority (KCATA) in Kansas City, MO; and, Broward County Transit (BCT) in Pompano Beach, FL. EDM also provides these services to HRT satisfactorily.

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 operating funds.

**Project Managers:** Sheri Dixon, Manager of Revenue Services

<b>Contract No:</b>	18-78368	<b>Title:</b>	Provision of Magnetic Fare Media (Renewal)	<b>Base Year Price:</b>	\$55,110.00
				<b>Two Option Years Price:</b>	\$110,220.00

**Contracting Officer:** Fevrier Valmond, Senior Contracts Specialist

**Recommendation:** It is respectfully recommended that the Commission approve the award of a contract to Electronic Data Magnetic, Inc. to provide magnetic fare media in the not-to-exceed amount of \$165,330.00 over a three-year period.

### SOLICITATION RESULTS

<b>PERIOD</b>	<b>ORIGINAL QUOTE</b>	<b>REVISED QUOTE</b>
Base Year	\$56,177.50	\$55,110.00
Option Year 1	\$56,177.50	\$55,110.00
Option Year 2	\$56,177.50	\$55,110.00
<b>Quote Total</b>	<b>\$168,532.50</b>	<b>\$165,330.00</b>

UPCOMING CONTRACTS FOR APPROVAL	
Title	Description
Industrial Vending and Inventory Management Services	To provide reliable industrial vending and inventory management services at various facilities within the Hampton Roads Service area.
Information Technology Risk Assessment Consulting Services	To provide an IT Risk Assessment which involves a detailed investigation of system architecture, with a special focus on Sensitive Data systems, to include financials, Personally Identifiable Information management and revenue services. Security controls shall be reviewed, documented and assessed against industry best practices.
Security Guard Services	To provide security guard services at various HRT locations throughout the Hampton Roads Service area.
Legal Services	To provide high quality legal services on an as needed basis for General Counsel, Corporate, Liability Defense, Workers' Compensation and Labor and Employment.
Lawn and Landscaping Services	To perform a variety of general lawn and landscaping maintenance services on HRT properties.
HRT Fleet Vehicle Body, Paint and Graphics Repair Services	To provide routine and emergency body repair services for HRT's fleet vehicles.
Healthcare Reporting Services	To provide a full-service solution to support compliance with the current Affordable Care Act healthcare annual reporting.
Elizabeth River Ferry Dock Reconstruction	To provide the design and reconstruction of four (4) ferry docks for the Elizabeth River Ferry.
Bus Exhaust and Emission Services	To provide services which reduce exhaust and emission system related service calls while meeting the latest maintenance requirements established by the OEM and compliance with applicable clean air regulations.
Pre-Employment Screening	To provide reliable and quality background screening services in support of HRT's recruiting and staffing efforts.

Disadvantaged Business Enterprise Compliance Management Software	To provide Disadvantaged Business Enterprise compliance management software that will assist the DBE Program Office in properly monitoring and enforcing the compliance requirements of the DBE Program as required by the FTA and 49 CRF Part 26
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Virginia Department of Rail and Public Transportation

### Annual Rail State Safety Oversight Activities for the Hampton Roads Transit Tide Light Rail


Operations and Oversight Committee  
December 6, 2018

**Andrew Ennis**  
Transit Rail Safety & Emergency Management Administrator




### HRT Program Documents

- Accident Investigation Policy – June 2018
- Security and Emergency Preparedness Plan – Oct. 2018
- Continuity of Operations Plan – Nov. 2018
- System Safety Program Plan\*
  - Currently under review & revision
  - December 2018





### Presentation Overview

- DRPT State Safety Oversight - Updates
- HRT Tide program documents
- Accidents
- Audits
- Corrective Action Plans
- Other items
- 49 CFR 673 – Transit Agency Safety Plan



### Reportable Accidents and Hazards

- Collisions
  - 2 with Automobile
    - FTA Notified
  - 4 with object
- 1 Derailment
- Pre-cursor incidents (hazards)

### DRPT State Safety Oversight Updates

- State Safety Oversight (SSO) program certified under 49 CFR 674 - April 4, 2018
  - Key takeaways: Independence, Conflicts of Interest, Enforcement Authority, Notifications and FTA Penalties
  - Security
  - Workshops
- FTA SSO Final Triennial Audit Final Report – July 2018



### DRPT Triennial Audits of HRT TIDE

System Safety Program Plan elements 1-3, 5, 7-9, 17-19, and 21 (March 2018)


- Final report issued June 2018
- 4 Findings:
  - 2 non-compliance,
  - 2 compliance with recommendation

DRPT Triennial Audits of HRT TIDE

System Safety Program Plan elements 13, 16, and 20 (September 2018)

- Draft report issued October 2018
- 3 Findings (1 non-compliance, 2 compliance with recommendation)


HRT Internal Audits\*



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Other Items

- Security and Emergency Preparedness Plan - tabletop exercise
  - Intruder at NTF
- Safety Manager position



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Corrective Action Plans (CAPs)

DRPT Triennial Audits

- System Safety Program Plan
  - Being addressed with current review & revision
  - PTASP
- Security and Emergency Preparedness Plan
  - All CAPs closed

Accidents/Incidents and Hazards


- Employee re-training, Lessons Learned, Safety Stand-down



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Public Transportation Agency Safety Plan 49 CFR 673



- Dates
  - July 19, 2019 – Effective date
  - July 20, 2020 – Compliance deadline
- Applicability
  - 49 U.S.C. § 5307 Recipients or sub-recipients
  - Rail Transit Agency (RTA)
- System Safety to Safety Management Systems



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Corrective Action Plans (CAPs)

- Civic Plaza – City of Norfolk betterments
  - 11 CAPs
- 2017 Track Access/Adjacent Construction Special Study
  - 6 CAPs





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Public Transportation Agency Safety Plan 49 CFR 673

General Requirements:

- Signed by the agency's Accountable Executive and approved Board of Directors (or an equivalent authority);
- Incorporate Safety Management Systems (SMS) principals and document the RTA's methods for operating its SMS;
- Develop performance targets based on the safety performance measures established in FTA's National Public Transportation Safety Plan (49 CFR 670);



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Public Transportation Agency Safety Plan 49 CFR 673




General Requirements con.

- A process and timeline for conducting an annual review and update of the safety plan;
- Employee reporting program;
- RTA must annually certify compliance with 49 CFR 673 requirements.

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Public Transportation Agency Safety Plan 49 CFR 673




Next steps

- Coordination meeting(s)
- DRPT SSO Program Standard update
- Workshop with HRT
- HRT developing PTASP

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Thank You



Questions? Comments?  
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