



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

Thursday, November 1, 2018 • 10:00 a.m.  
Hilton Norfolk The Main, 3<sup>rd</sup> Floor, Ghent Board Room  
100 E. Main Street, Norfolk, VA

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A meeting of the Operations and Oversight Committee is scheduled for Thursday, November 1<sup>st</sup> at 10:00 am at Hilton Norfolk The Main, Norfolk, VA.

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



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

Thursday, November 1, 2018 • 10:00 a.m.  
Hilton Norfolk The Main, 3<sup>rd</sup> Floor, Ghent Board Room  
100 E. Main Street, Norfolk, VA

### **AGENDA**

1. Approval of the October 2018 Operations and Oversight Committee Meeting Minutes
2. Review Action Items
3. Procurement Recommendations to the Committee:
  - a. Request for approval of Contract 18-78375, Commercial Banking Services (renewal)
  - b. Request for approval of Contract 18-78388, Eleven (11) 35' Low Floor Diesel Buses
  - c. Request for approval of Contract 18-78387, Six (6) 40' Low Floor diesel Buses
  - d. Upcoming Procurements
4. Operations Update
5. Old and New Business
6. Adjournment

**The next Operations & Oversight Committee Meeting will be held on Thursday, December 6, 2018 at 10:00 a.m. at 509 E. 18<sup>th</sup> Street, Norfolk, VA**



## Meeting of the Operations and Oversight Committee

Thursday, October 11, 2018 • 10:00 a.m.  
2nd Floor Board Room • 508 E. 18<sup>th</sup> Street, Norfolk, VA

### MEETING MINUTES

#### Call to order

Commissioner Parnell called the meeting to order at 10:02 a.m.

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

Commissioner Fuller, Chesapeake  
Commissioner Kanoyton, Hampton (via phone)  
Commissioner Parnell, Norfolk  
Commissioner Woodbury, Newport News  
Commissioner Rowe, Portsmouth  
Commissioner McClellan, Norfolk  
Commissioner Hennessee, DRPT

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

Ray Amoruso, Chief Planning and Development Officer  
Conner Burns, Chief Financial Officer  
Alesia Cain, Chief Information Technology Officer  
Margaret Denoncourt, Internal Auditor  
William Harrell, President and CEO (via phone)  
Sonya Luther, Director of Procurement  
Maryann Martin, Operations Analyst II  
Danielle Burton, Operations Support Technician  
Michael Perez, Director of Rolling Stock  
Benjamin Simms, Director of Bus and Rail Transportation  
Mark Stemple, Director of Maintenance  
Robert Travers, Corporate Counsel  
Gene Cavasos, Director of Marketing and Communications  
Brian Smith, Chief of Staff  
Derrick Snowden, Chief Safety and Security Officer  
Sibyl Pappas, Chief Engineering and Facilities Officer  
Scott Demharter, Director of Facilities Maintenance  
Brandon Singleton, Assistant Director of Budget  
Keisha Branch, Capital Programs and Grants Administration Officer  
Ron Hodges, Director of Business Development  
Brittany Sumpter, DBE & Grants Coordinator  
Wayne Groover, Sr. Manager of Rail Vehicle Maintenance and Rail Materials  
Fevrier Valmond, Contracts Manager

The October 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 September Meeting
- Procurement Items for Approval

### **Approval of the September 2018 Minutes**

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

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

Commissioner Parnell requested a review of current action items at the start of each Operations and Oversight Committee Meeting.

### **Request for Approval of Contract 18-78373, Agency Enterprise Asset Management System**

Ms. Sonya Luther formally presented Contract 18-78373, Agency Enterprise Asset Management System.

Commissioner Parnell read aloud questions submitted by the Committee regarding the contract. Ms. Sibyl Pappas explained the benefits of expanding the system to an agency-wide program, as well as the savings associated with the same. Ms. Pappas noted that there is currently \$3,350,000 in State of Good Repair Grant funding to cover the initial expansion costs.

Commissioner McClellan arrived at 10:17 a.m.

A motion to recommend approval of Contract 18-78373, Agency Enterprise Asset Management System was made by Commissioner Rowe and was properly seconded by Commissioner Hennessee.

Contract 18-78373, Agency Enterprise Asset Management System, was approved by a unanimous vote.

### **Request for Approval of Contract 18-78359R, Light Rail Surveillance System Upgrade**

Ms. Luther formally presented Contract 18-78359R, Light Rail Surveillance System Upgrade.

There was discussion regarding the systems currently in use on the light rail vehicles. It was noted that this contract would, among other things, allow the agency to use a single provider for all closed-circuit video on all agency vehicles.

A motion to recommend approval of Contract 18-78359R, Light Rail Surveillance System Upgrade was made by Commissioner Rowe and was properly seconded by Commissioner Woodbury.

Contract 18-78359R, Light Rail Surveillance System Upgrade was approved by a unanimous vote.

**Request for Approval of Contract 18-78384, Ten (10) 29' Low Floor Diesel Buses**

Ms. Luther formally presented Contract 18-78384, Ten (10) 29' Low Floor Diesel Buses.

A motion to recommend approval of Contract 18-78384, Ten (10) 29' Low Floor Diesel Buses was made by Commissioner Rowe and was properly seconded by Commissioner Woodbury.

Commissioner McClellan inquired if Wi-Fi connections and charging stations would be featured on the new vehicles. Staff explained the issues associated with including the additional features; e.g., a cost benefit analysis does not support the additional features due to the increased maintenance costs and the fact the subject buses will be used for shorter routes, rather than commuter routes. Shorter routes do not permit much time for charging or internet usage. Commissioner Fuller also posed the question as to how many riders use the Wi-Fi on light rail. Staff will provide data showing how many riders utilize the organization's Wi-Fi in the near future. Staff will provide pricing for the requested additional features to the buses at the next Commission meeting.

Following the discussion, Commissioner Rowe made a motion, to amend his previous motion, and approve the purchase request with the direction that HRT's staff will provide the pricing of adding Wi-Fi and charging stations to the buses at the next meeting, with the understanding changes can be made prior to production. Commissioner Woodbury properly seconded.

Contract 18-78384, Ten (10) 29' Low Floor Diesel Buses was then approved by a majority vote; Commissioner Hennessee abstained.

**Upcoming Procurements**

The upcoming procurements were included in the meeting package.

## **Operations Update**

Mr. Benjamin Simms briefed the Committee on tracking and preparation details for Hurricane Michael. Commissioner Parnell recommended, in the future, to keep local cities' transportation departments abreast of service changes. Commissioner McClellan inquired about lodging for personnel required to work when mandatory evacuations are issued.

The Committee reminded staff that it would like a review of the Mobile Ticketing App launch at the November Operations and Oversight Committee meeting, to include the extra expense of processing credit cards and how much cash is lost.

Action Item: 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.

## **New and Old Business**

The Committee requested a status of Marketing's summary of advertisement space.

Action Item: Staff to provide a summary of available real estate for advertisement.

There was a discussion regarding the safety of DNTC and the cost of adding additional security.

Commissioner Parnell reported to the Committee that during the Operations Report of the Paratransit Advisory Committee meeting, it was discussed that approximately \$25,000 a month is being expended due to no-shows and late cancellations of trips. Commissioner Parnell speculated that this could just be a "cost of doing business" but would like to have the issue researched. Operations will report back at the next meeting with an analysis of the cause(s) of the issue, as well as suggestions, if any, to mitigate future losses.

Action Item: 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.

## **Adjournment**

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

Respectfully submitted by:  
Danielle Burton, Operations Support Technician



**HAMPTON ROADS TRANSIT  
OPERATION AND OVERSIGHT COMMITTEE  
ACTION ITEMS**

Date	Action Item	Responsible Party	Due Date	Completed Date & Method
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	
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	
10/11/2018	HRT staff will provide pricing to add Wi-Fi and USB charging stations to the requested Ten (10) 29' Low Floor Diesel Buses. (These costs were provided by staff at the October 25, 2018, meeting of the full Commission.)	Information Technology and Operations-A. Cain & J. Price	10/25/2018	10/25/2018 Verbally to the Commission at the TDCHR Meeting
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
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	

<b>Contract No:</b>	18-78375	<b>Title:</b>	Commercial Banking Services (Renewal)	<b>Three Base Year Price:</b> <b>Two Option Year's Price:</b>	\$161,447.88 \$102,631.92
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**Acquisition Description:** Enter into a renewal contract with a qualified firm to provide core banking services and a revolving line of credit.

**Background:** Under the terms of this agreement the financial institution is required to provide core banking services such as wire transfers, account maintenance, ACH services, etc. and a \$17 million line of credit. The line of credit shall take the form of a grant anticipation note payable upon receipt of federal funds that are provided on an annual basis to HRT, as a federally recognized grant recipient for formula-based funding.

**Contract Approach:** A Request for Proposals (RFP) was issued on August 31, 2019. One (1) proposal was received on October 12, 2018 from TowneBank in the total amount of \$279,079.80. A post-solicitation survey conducted concluded that the other firms solicited did not possess the capability and/or capacity to provide the requirements, such as cash processing and the line of credit, as described in the Scope of Work. There was no indication that a re-solicitation to pursue more competition would have resulted in greater participation.

After initial review and evaluation of the proposal, HRT staff determined that TowneBank is deemed technically qualified, and therefore invited for discussions and negotiations. Negotiations focused on reducing the proposed individual rates and closing cost; and, increasing the Earning Credit Rate (ECR). At the conclusion of negotiations, a Best and Final Offer (BAFO) was requested.

After an in-depth review an analysis of the BAFO received, HRT staff determined that TowneBank provided the best value to HRT based on a combination of technical capability and price. TowneBank's BAFO included a reduction in the closing cost from \$22,500 to \$7,500 and an increase in the ECR from 1% to 1.25%. As a result, the BAFO in the amount of \$264,079.80 is \$15,000, or approximately 5% less than the original total proposed price of \$279,079.80.

TowneBank's pricing is deemed fair and reasonable based on a price analysis performed utilizing the independent cost estimate and historical data. A contractor responsibility review performed confirmed that TowneBank is both technically and financially capable to perform the work.

TowneBank is headquartered in Newport News, VA and provides similar services to United Property Associates, Inc. in Virginia Beach, VA; County of Currituck in North Carolina; and, Hampton-Newport News Community Services Board in Hampton, VA. TowneBank also currently provides the services to HRT satisfactorily.

The period of performance for this contract is three (3) base years with two (2) additional one-year options.

No DBE goal was established for this solicitation.

<b>Contract No:</b>	18-78375	<b>Title:</b>	Commercial Banking Services (Renewal)	<b>Three Base Year Price:</b> <b>Two Option Year's Price:</b>	\$161,447.88 \$102,631.92
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**Cost/Funding:** This contract will be funded by operating funds.

**Project Manager:** Debbie Ball, Assistant Director of Finance

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

**Recommendation:** It is respectfully recommended that the Commission approve the award of a contract to TowneBank to provide commercial banking services in the amount of \$264,079.80.

### **SOLICITATION RESULTS**

<b>DESCRIPTION</b>	<b>ORIGINAL OFFER</b>	<b>BEST AND FINAL OFFER</b>
Banking Services Cost	\$256,579.80	\$256,579.80
Closing Costs on Line of Credit	\$22,500.00	\$7,500.00
<b>Total Proposed Price</b>	<b>\$279,079.80</b>	<b>\$264,079.80</b>
<b>Earning Credit Rate</b>	<b>1%</b>	<b>1.25%</b>

<b>Contract No:</b>	18-78388	<b>Title:</b>	Eleven (11) 35' Low Floor Diesel Buses	<b>Price:</b>	\$5,317,917
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**Acquisition Description:** Piggyback on an existing Commonwealth of Virginia, Department of Rail and Public Transportation (DRPT) Contract No. 194-75548 MA2274 to procure eleven (11) 35' Low Floor Diesel Buses (State Contract).

**Background:** Using the competitive procurement process, in June 2017, the Commonwealth of Virginia awarded Contract No. E194-75548 MA2274 to Gillig to purchase a number of different style buses during a base term of one (1) year with four (4) additional one-year options. Under the terms of the Contract, as a DRPT funds recipient, the Transportation District Commission of Hampton Roads dba Hampton Roads Transit (HRT) is considered an additional user. This procurement is to utilize the Gillig contract to purchase eleven (11) 35' heavy duty low floor buses for use in HRT's operations. It should be noted that HRT is often precluded from "piggybacking" on existing state contracts as those agreements often do not include all of the contractual terms mandated by the Federal Transit Administration. DRPT, however, included the mandated federal terms in the State Contract thus allowing HRT to order buses pursuant to this agreement.

**Contract Approach:** The original State Contract was competitively procured with a base unit price of \$383,574 for a standard 35' 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 \$483,447. HRT's options include passenger information stations, driver's seat shoulder belt, heavy duty driver's protective barrier, upgraded passenger windows with bonded frames, side turn signal guards, Trapeze TransitMaster Automatic Vehicle Locator (AVL), Twin Vision amber LED destination and rear run signs, Genfare FastFare fareboxes, farebox guards, Apollo video surveillance systems, bike racks, Quantum Passenger activated wheel chair restraints, electrically assisted power steering and a number of other additional upgrades.

Based on a price analysis conducted by DRPT 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 of \$483,447 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 by Grant funds.

**Project Manager:** Michael Perez, 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 eleven (11) heavy duty 35' low floor diesel buses in the total amount of \$5,317,917.

<b>Contract No:</b>	18-78387	<b>Title:</b>	Six (6) 40' Low Floor Diesel Buses	<b>Price:</b>	\$2,926,440
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**Acquisition Description:** Piggyback on an existing Commonwealth of Virginia, Department of Rail and Public Transportation (DRPT) Contract No. 194-75548 MA2274 to procure six (6) 40' Low Floor Diesel Buses (State Contract).

**Background:** Using the competitive procurement process, in June 2017, the Commonwealth of Virginia awarded Contract No. E194-75548 MA2274 to Gillig to purchase a number of different style buses during a base term of one (1) year with four (4) additional one-year options. Under the terms of the Contract, as a DRPT funds recipient, the Transportation District Commission of Hampton Roads dba Hampton Roads Transit (HRT) is considered an additional user. This procurement is to utilize the Gillig contract to purchase six (6) 40' heavy duty low floor buses for use in HRT's operations. It should be noted that HRT is often precluded from "piggybacking" on existing state contracts as those agreements often do not include all of the contractual terms mandated by the Federal Transit Administration. DRPT, however, included the mandated federal terms in the State Contract thus allowing HRT to order buses pursuant to this agreement.

**Contract Approach:** The original State Contract was competitively procured with a base unit price of \$387,867 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 \$487,740. HRT's options include passenger information stations, driver's seat shoulder belt, heavy duty driver's protective barrier, upgraded passenger windows with bonded frames, side turn signal guards, Trapeze TransitMaster Automatic Vehicle Locator (AVL), Twin Vision amber LED destination and rear run signs, Genfare FastFare fareboxes, farebox guards, Apollo video surveillance systems, bike racks, Quantum Passenger activated wheel chair restraint, electrically assisted power steering and a number of other additional upgrades.

Based on a price analysis conducted by DRPT 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 of \$487,740 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 by Grant funds.

**Project Manager:** Michael Perez, 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 six (6) heavy duty 40' low floor diesel buses in the total amount of \$2,926,440.

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.