



Meeting of the Operations and Oversight Committee

Thursday, March 14, 2019 • 10:00 a.m.
2nd Floor Boardroom, 3400 Victoria Blvd., Hampton, VA.

A meeting of the Operations and Oversight Committee is scheduled for Thursday, March 14, 2019 at 10:00 a.m. in the 2nd Floor Boardroom, 3400 Victoria Blvd., Hampton, VA.

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



Meeting of the Operations and Oversight Committee

Thursday, March 14, 2019 • 10:00 a.m.
2nd Floor Boardroom, 3400 Victoria Blvd., Hampton, VA.

AGENDA

1. Approval of the February 2019 Operations and Oversight Committee Meeting Minutes
2. Review Action Items
3. Audit Update
4. Procurement Recommendations to the Committee:
 - a. Request for approval of Purchase Order 80553, Light Rail Auxiliary Overhaul
 - b. Request for approval of Contract 18-78370, Lawn and Landscaping Services (Renewal)
 - c. Request for approval of Contract 18-79494, Paratransit Eligibility Evaluation and Processing Services (Renewal)
 - d. Upcoming Procurements
5. Operations Update
6. Old and New Business
7. Adjournment

**The next Operations & Oversight Committee Meeting will be held on
Thursday, April 11, 2019**



Meeting of the Operations and Oversight Committee

Thursday, February 14, 2019 • 10:00 a.m.
509 E. 18th Street, Norfolk, VA

MEETING MINUTES

Call to order

Commissioner Parnell called the meeting to order at 10:04 AM.

Commissioners in attendance:

Commissioner Fuller, Chesapeake
Commissioner Parnell, Norfolk
Commissioner Gray, Hampton
Commissioner Kanoyton, Hampton
Commissioner Woodbury, Newport News
Commissioner Rowe, Portsmouth
Commissioner Hennessee, VADRPT

Hampton Roads Transit Staff in attendance:

Ray Amoruso, Chief Planning and Development Officer
Debbie Ball, Director of Finance
Amy Braziel, Sr. Executive Assistant
Danielle Burton, Operations Support Technician
Conner Burns, Chief Financial Officer
Alesia Cain, Chief Information Technology Officer
Margaret Denoncourt, Internal Auditor
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
Keisha Branch, Capital Programs and Grants Administration Officer
Ron Hodges, Director of Business Development
Fevrier Valmond, Contracts Manager

Others in attendance:

Lisa Cipriano, City of Newport News

The February Operations and Oversight meeting package was distributed electronically to committee members and posted to Hampton Roads Transit's website in advance of the meeting. The meeting package consisted of:

- Agenda
- Action Items
- Minutes from the Previous Meeting
- Procurement Items for Approval
- Upcoming Procurements
- Presentations

Approval of the January 2019 Minutes

A motion to approve the January 2019 Meeting Minutes, as printed, was made by Commissioner Woodbury and properly seconded by Commissioner Rowe.

The January 2019 Meeting Minutes were approved by a unanimous vote.

Review of the Operations and Oversight Committee Action Items

There were no action items for review.

Audit Update

Ms. Margaret Denoncourt presented the Safety and Security Audit as included in the meeting package.

Ms. Denoncourt stated that the biggest concerns related to the safety and security department is that they are underfunded and understaffed. Ms. Denoncourt stated that the department needs an increase in its personnel.

There was a discussion regarding why safety and security positions have not been filled. Mr. William Harrell stated that all departments had to reduce their planned expenditures after the Cities rejected HRT's preliminary budget for FY20. It was stated that the financial inability to offer compensation packages that are, at a minimum, competitive with other transit agencies is the primary reason safety and security positions remain unfilled and the department, as a whole, experiences a high turnover rate.

ACTION ITEM: Committee inquired as to how much was in the safety and security staffing line item to maintain federal funding.

There was a request to follow up on the Safety and Security Audit in 6 months and additional follow-ups until the issues have been fully resolved.

Ms. Denoncourt stated that internal audit will begin the ridership audit in the next few weeks. Ms. Denoncourt stated that a joint HRT/Department of Rail and Public Transportation audit will begin the end of March which will review the current security system. An audit of the GoPass 365 program is scheduled to begin in June. Finally, a payroll audit is expected to take place in October.

Ms. Denoncourt asked the Committee to review and make recommendations for the audit schedule for the next fiscal year.

Request for Approval of Contract 18-78351, Information Technology Risk Assessment Consulting Services

Ms. Sonya Luther formally presented Contract 18-78351, Information Technology Risk Assessment Consulting Services.

There was discussion regarding clarifications made to scope and pricing during the process. It was stated that the vendor will give HRT a work plan approximately 120 days following the assessment that will assist HRT in eliminating or reducing its risk. The work plan will be brought to the Operations and Oversight Committee for review and a high-level view of the action items will be added to the Committees agenda for follow-up and completion.

A motion to recommend approval of Contract 18-78351, Information Technology Risk Assessment Consulting Services was made by Commissioner Fuller and was properly seconded by Commissioner Gray.

Contract 18-78351, Information Technology Risk Assessment Consulting Services was approved by a majority vote with Commissioner Hennessee abstaining from the vote.

Request for Approval of Purchase Order 80411, Light Rail Vehicle Magnetic Track Brakes

Ms. Sonya Luther formally presented Purchase Order 80411, Light Rail Vehicle Magnetic Track Brakes.

There was limited discussion regarding the brakes and contract funding.

A motion to recommend approval of Purchase Order 80411, Light Rail Vehicle Magnetic Track Brakes was made by Commissioner Rowe and was properly seconded by Commissioner Woodbury.

Purchase Order 80411, Light Rail Vehicle Magnetic Track Brakes was approved by a majority vote with Commissioner Hennessee abstaining from the vote.

Commissioner Parnell requested that Commissioners review the meeting packages that are sent out and send questions that they have related to the contents to him or Amy Braziel, Sr. Executive Assistant at abraziel@hrtransit.org so staff can be prepared to respond during the meeting.

Upcoming Procurements

The upcoming procurements were included in the meeting package.

Operations Update

Mr. Jim Price gave an operations update stating that there was a light rail vehicle (LRV) accident that happened last month that was no fault of HRT. Mr. Price noted HRT's exceptional safety record.

Mr. Price stated that there was also a light rail system closure due to a bomb threat at a federal building and bus bridges were initiated in response to the shutdown.

Mr. Price stated that the Virginia Department of Transportation (VDOT) is planning a number of closures of the light rail at the I-264/I-64 interchange while road work is being completed. Mr. Price stated that one of the closure requests is during the MEAC tournament in downtown Norfolk and HRT requested that they change the date of the closure.

New and Old Business

There was a discussion regarding positive Management and Financial Advisory Committee (MFAC) meetings. It was stated that HRT has met the requirements laid out by MFAC.

Alt. Commissioner Inman stated that there have been productive communications between MFAC and HRT. HRT identified for MFAC the savings and efficiencies that would be realized if routes falling below HRT's minimum ridership thresholds were modified or eliminated. Ms. Inman stated that HRT's member cities are not willing to approve service cuts to poor performing routes at this time.

Alt. Commissioner Cipriano stated that next MFAC meeting is next week and that there are a lot of moving numbers and cost drivers. Ms. Cipriano stated that MFAC is looking for what is included in the bottom line to include reductions that are being made.

ACTION ITEM: There was a request from the committee that HRT's Human Resource department give a presentation regarding its process for hiring for vacant positions.

There was discussion regarding the paratransit service contract and oversight of same.

It was stated that HRT is in close contact with MV regarding the concerns. It was stated that MV is short on operators to run the service and is currently in the process of increasing the salaries of their operators to retain and encourage applicants.

There was discussion regarding bringing paratransit service in-house. It was stated that if HRT tried to bring it in-house the operator shortage issue for bus and paratransit service would be exacerbated.

The disincentives being imposed on MV were discussed.

ACTION ITEM: HRT staff to bring a report showing disincentives imposed on MV for the past 12 months.

Ms. Kim Ackerman stated that HRT has 20% operator turnover and 58% of operators leave after the first year. Ms. Ackerman gave an update on what is being done to keep operators and to improve their quality of life.

It was stated that operator shortage is a problem nationwide.

Adjournment

The meeting was adjourned at 11:06 PM.

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



HAMPTON ROADS TRANSIT
 February/MARCH 2019
 OPERATIONS AND OVERSIGHT COMMITTEE
 ACTION ITEMS

Date	Action Item	Responsible Party	Due Date	Completed Date & Method
2/14/2019	Committee inquiry as to how much was in the safety and security staffing line item to maintain federal funding.	Finance	3/14/2019	
2/14/2019	Request from the committee that HRTs Human Resource department give a presentation regarding its process for hiring for vacant positions.	Human Resources	3/14/2019	
2/14/2019	HRT staff to bring a report showing disincentives imposed on MV for the past 12 months.	Operations	3/14/2019	Email from Mr. Harrell with requested data sent to Operations and Oversight Committee 2/19/2019

Purchase Order No.:	80553	Title:	Light Rail Auxiliary Power Overhaul	Price:	\$334,776
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Acquisition Description: Award a Purchase Order (PO) for a vendor to perform twelve (12) Auxiliary Power Supply (APS) overhauls for the State of Good Repair maintenance of Hampton Roads Transit's (HRT's) Light Rail Vehicles (LRV).

Background: HRT currently owns and operates nine (9) LRVs. Each LRV utilizes an APS unit that supplies the electric and electronic train equipment with standard operating voltages. The APS is a multiple power voltage converter powered by 750 Volts DC which provide three (3) output voltages as follows:

- Three (3) phase 460 VAC
- Single phase 120 VAC
- 29.4 VDC

The LRV's have all surpassed 300,000 miles and are over eight (8) years old. The APS currently fitted on the LRVs are failing and require an overhaul to maintain a State of Good Repair.

Contract Approach: A Request for Quote (RFQ) was issued on December 17, 2018. One (1) quote was received on February 12, 2019 from KB-PowerTech Corporation USA (PowerTech).

After review and evaluation of the quote received, HRT staff determined that PowerTech was responsive (in compliance with submittal requirements) and responsible (capable to perform) and eligible for award. PowerTech is also the Original Equipment Manufacturer of the APS and is the only known source for the APS overhauls.

Based on a price analysis performed, PowerTech's quote is deemed fair and reasonable. A contractor responsibility review performed confirmed that PowerTech is technically and financially capable to provide the requested items.

PowerTech is headquartered in Mount Olive, New Jersey and has provided similar materials and parts to HRT satisfactorily.

Cost/Funding: This Purchase Order will be funded by grant funds.

Project Manager: Wayne Groover, Senior Manager of Rail Vehicle Maintenance

Contracting Officer: Fevrier Valmond, Senior Contract Specialist

Recommendation: It is respectfully recommended that the Commission approve award of a Purchase Order to KB-PowerTech Corporation USA to perform auxiliary power supply overhauls for the State of Good Repair maintenance of HRT's LRVs in the total amount of \$334,776.

Contract No:	18-78370	Title:	Lawn and Landscaping Services (Renewal)	One Base Year Price:	\$242,864.25
				Two Option Years' Price:	\$485,728.50

Acquisition Description: Enter into a renewal contract with a qualified Contractor to provide lawn and landscaping services at various Hampton Roads Transit (HRT) locations.

Background: HRT currently has several locations, including Light Rail station platforms and right-of-ways, that require a variety of general lawn and landscaping maintenance services. Under the terms of this agreement, services will be provided on an as needed basis, and shall include new installation and maintenance of lawn areas, shrubberies, flowers and plants; fertilization, chemical applications, debris removal and weed control. The Contractor is also responsible for both snow removal and snow/ice pretreatment at passenger amenities upon request.

Contract Approach: A Request for Proposals (RFP) was issued on September 20, 2018. Four (4) proposals were received on October 26, 2018 from the following firms:

- Bloom Lawn and Landscaping (Bloom)
- Greenworld
- P & D Lawn Care, LLC (P&D)
- Venture Turf Management

A post-solicitation survey conducted concluded that the other firms solicited either did not possess the capability and/or capacity to meet the Scope of Work (SOW) the requirements; or, were already heavily committed and unable to handle additional work. There was no indication that a re-solicitation to pursue more competition would have resulted in greater participation.

After an initial review of the technical proposals received, only two (2) firms Bloom and P&D were deemed qualified to meet the Scope of Work (SOW) requirements. HRT staff decided that no presentations or clarifications were necessary; however, in an attempt to achieve the most competitive pricing, negotiations were conducted with both firms. Negotiations focused on clarifying assumptions made in establishing pricing and reducing the monthly price proposed for each location. At the conclusion of negotiations, Best and Final Offers (BAFOs) were requested.

After a review of the BAFOs received, HRT staff determined that P&D provided the best value to HRT based on a combination of technical capability and price. P&D's pricing decreased by \$30,452.25, or approximately 4%. As a result of a price analysis conducted, and the fact that the pricing was obtained in a competitive environment, P&D's BAFO is deemed fair and reasonable. A contractor responsibility review performed confirmed that P&D is both technically and financially capable to perform the work.

Contract No:	18-78370	Title:	Lawn and Landscaping Services (Renewal)	One Base Year Price:	\$242,864.25
				Two Option Years' Price:	\$485,728.50

P&D, located in Hampton, VA has provided similar services for the Salt Ponds Marina in Hampton, VA; Goodwill of Central and Coastal Virginia in Richmond, VA; and, Wayne Ford in Hampton, VA.

The period of performance for this contract is one (1) base year with two (2) additional one-year options.

No DBE goal was established for this solicitation.

Cost/Funding: This contract will be funded by Operating Funds.

Project Manager: William Collins, Facilities Maintenance Manager

Contracting Officer: Fevrier Valmond, Senior Contract Specialist

Recommendation: It is respectfully recommended that the Commission approve the award of a contract to P & D Lawn Care, LLC to provide lawn and landscaping services, as well as, support for severe weather events, in the not-to-exceed amount of \$728,592.75 for three (3) years.

P & D Lawn Care, LLC's Summary			
Base Year	Option Year 1	Option Year 2	Total
\$242,864.25	\$242,864.25	\$242,864.25	\$728,592.75

SOLICITATION RESULTS

<u>OFFEROR</u>	<u>OFFER</u>	<u>BEST AND FINAL OFFER</u>
Greenworld Landscaping*	\$371,730.00	N/A
Venture Turf Management, Inc.	\$631,384.10	N/A
P & D Lawn Care, LLC	\$759,045.00	\$728,592.75
Bloom Lawn and Landscaping	\$877,128.04	\$877,128.20

*Greenworld Landscaping was deemed non-responsive.

Contract No:	18-79494	Title:	Paratransit Eligibility Evaluation and Processing Services (Renewal)	Three (3) Base Year's Price: Two (2) Option Year's Price:	\$640,379 \$532,262
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Acquisition Description: Enter into a renewal contract with a qualified Contractor to perform the processing and evaluation of applications from persons interested in certification to use Hampton Roads Transit's (HRT) Paratransit Services.

Background: HRT currently receives approximately 250 to 300 applications for ADA Complementary Paratransit services each month. In 2014 it was determined that outsourcing the eligibility evaluation and processing duties would increase efficiency and reduce HRT's overall costs. Under the terms of this agreement, the Contractor shall provide customer service for inquiries and submitting applications, mail services for reminder notices, application packages and notification letters, professional eligibility determinations, data storage, user friendly website for submitting applications and verifications, and transit user profiles.

Contract Approach: A Request for Proposals (RFP) was issued on December 5, 2018. Three (3) proposals were received on January 17, 2019 from the following firms:

- ADARide.com, LLC (ADARide)
- Medical Transportation Management, Inc.
- C.A.R.E. Evaluators, Inc.

Upon review and evaluation of the proposals received, it was determined that ADARide was best rated to meet the Scope of Work (SOW) requirements. As a result, ADARide was invited for discussions and negotiations. Negotiations focused on clarifying SOW items, the auto-recertification processing, and exceptions taken to the contractual terms and conditions. At the conclusion of negotiations, a Best and Final Offer (BAFO) was requested.

After an in-depth review and analysis of the BAFO received, HRT staff determined that ADARide provided the best value to HRT based on a combination of technical capability and price. ADARide's pricing is deemed fair and reasonable based on the fact that the pricing was obtained in a competitive environment. A contractor responsibility review performed confirmed that ADARide is both technically and financially capable to perform the work.

ADARide is located in Los Angeles, CA and provides similar services to the Greater Richmond Transit Company in Richmond, VA; the Transit Authority of the Lexington-Fayette Urban County Government (Lextran) in Lexington, KY; and, Metropolitan Tulsa Transit in Tulsa, OK. ADARide also performs these services for HRT satisfactorily.

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

Contract No:	18-79494	Title:	Paratransit Eligibility Evaluation and Processing Services (Renewal)	Three (3) Base Year's Price:	\$640,379
				Two (2) Option Year's Price:	\$532,262

No DBE goal was established for this solicitation.

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

Project Manager: Keith Johnson, Paratransit Manager

Contracting Officer: Sonya Luther, Director of Procurement

Recommendation: It is respectfully recommended that the Commission approve the award of a contract to ADARide.com, LLC to provide the evaluation and processing services of Paratransit applications in the not-to-exceed amount of \$1,172,641.

ADARide, LLC's Summary*	
Base Year 1	\$193,941
Base Year 2	\$212,933
Base Year 3	\$233,505
Option Year 1	\$254,120
Option Year 2	\$278,142
Total Price	\$1,172,641

*The estimated number of applications to be processed increases each year.

SOLICITATION RESULTS

OFFEROR	ORIGINAL OFFER	BEST AND FINAL OFFER
ADARide.com, LLC	\$1,228,054	\$1,172,641
Medical Transportation Management, Inc.	\$1,408,739	N/A
C.A.R.E. Evaluators, Inc.	\$1,624,552	N/A

UPCOMING CONTRACTS FOR APPROVAL	
Title	Description
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.
Bus Stop and Facilities Maintenance, Site Improvements, and Repairs	To perform a variety of general commercial site and repair work.
Bus Diagnostic and Repair Services	To provide bus diagnostics and repair services on a task order basis for HRT's fleet of buses.
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 CFR Part 26
Healthcare Reporting Services	To provide a full-service solution to support compliance with the current Affordable Care Act healthcare annual reporting.
HRT Fleet Vehicle Body, Paint and Graphics Repair Services	To provide routine and emergency body repair services for HRT's fleet vehicles.
Industrial Vending and Inventory Management Services	To provide reliable industrial vending and inventory management services at various facilities within the Hampton Roads Service area.
Light Rail Vehicle Body Repair Services	To provide routine and emergency on-site Light Rail Vehicle body repair services on a task order basis.
Medical Surveillance Program	To provide medical surveillance program management.
Naval Station Norfolk Extension DEIS	To perform a DEIS for the Naval Station Norfolk Light Rail extension.
Pre-Employment Screening	To provide reliable and quality background screening services in support of HRT's recruiting and staffing efforts.