



Meeting of the Operations and Oversight Committee

Thursday, December 3, 2020 • 10:00 a.m.
ZOOM Web Meeting

A meeting of the Operations and Oversight Committee is scheduled for Thursday, December 3, 2020 at 10:00 a.m. via ZOOM.

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



Meeting of the Operations and Oversight Committee

Thursday, December 3, 2020 • 10:00 a.m.
Zoom Meeting

AGENDA

1. Approval of the November 2020 Operations and Oversight Committee Meeting Minutes
2. Review Action Items
3. DRPT Presentation
4. Audit Update
5. Procurement Recommendations to the Committee:
 - a. Contract 20-00108, Electrostatic Disinfection Services
 - b. Contract 20-00100, Ticket Vending Machine Credit Card Processing Services (renewal)
6. Options to be Exercised February 2021
7. Upcoming Commission Approvals
8. Operations Update
9. Old and New Business
9. Adjournment

**The next Operations & Oversight Committee Meeting will be held on
Thursday, January 14, 2021**



Meeting of the Operations and Oversight Committee

Thursday, November 5, 2020 • 10:00 a.m.
ZOOM Web Meeting

MEETING MINUTES

Call to Order

Commissioner Fuller called the meeting to order at 10:01AM.

Commissioners in attendance:

Commissioner Fuller, Chesapeake
Commissioner Gray, Hampton
Commissioner Kanoyton, Hampton
Commissioner McClellan, Norfolk
Commissioner Mucha, DRPT
Commissioner Rowe, Portsmouth
Commissioner Woodbury, Hampton

Hampton Roads Transit Staff in attendance:

Ray Amoruso, Chief Planning and Development Officer
Debbie Ball, Director of Finance
Keisha Branch, Director of the Office of Program and Project Excellence
Amy Braziel, Manager of Operations Administration
Conner Burns, Chief Financial Officer
Danielle Burton, Operations Support Technician
Gene Cavasos, Director of Marketing and Communications
Joe Dillard, Organizational Advancement Officer
Jennifer Dove, Grants and Civil Rights Coordinator
Erin Glen, Director of Enterprise Technology
William Harrell, President and CEO
Danielle Hill, Human Resources Compliance Manager
Larry Kirk, Deputy Director of Finance
Sonya Luther, Director of Procurement
Tracy Moore, Director of Training
Shanti Mullen, Internal Auditor
Sibyl Pappas, Chief Engineering and Facilities Officer
John Powell, Telecommunications Specialist
Jim Price, Chief Transit Operations Officer
Michael Price, Chief Information Officer/Chief Technology Officer
Luis Ramos, Sr. Executive Administrator
Ty Reynolds, Manager of Human Resources
Dawn Sciortino, Chief Safety Officer
Brian Smith, Deputy CEO
Benjamin Simms, Deputy Chief Transit Operations Officer

Robert Travers, Corporate Attorney
Fevrier Valmond, Assistant Director of Procurement
Nikki Walker, Auditor I

Others in attendance:

Alt. Commissioner Cipriano, Newport News
Andrew Ennis, VADRPT
Cole Fisher, City of Virginia Beach
Alt. Commissioner Inman, Norfolk

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
- Action Items
- Minutes from the Previous Meeting
- Procurement Items for Approval
- Options to be Exercised
- Upcoming Procurements

Approval of the October 2020 Special Meeting Minutes

A motion to approve the October 2020 Special Meeting Minutes was made by Commissioner Rowe and properly seconded by Commissioner Woodbury.

Commissioner Woodbury requested that Alternate Commissioner Cipriano be listed as the Newport News representative voting on the ferry contract.

A roll call resulted as follows:

Ayes: Commissioners Fuller, Gray, Kanoyton, Mucha, McClellan, Rowe and Woodbury.

Nays: None

Abstain: None

Review of the Operations and Oversight Committee Action Items

There were no actions items to review.

Audit Update

There was no audit update to report.

Procurement Recommendations to the Committee

Contract 20-00091, Employee Benefits Consulting and Broker Services (Renewal)

Ms. Luther presented Contract 20-00091, Employee Benefits Consulting and Broker Services (Renewal) for recommendation of approval.

A motion to approve Contract 20-00091, Employee Benefits Consulting and Broker Services (Renewal) was made by Commissioner Rowe and properly seconded by Commissioner Kanoyton.

A roll call vote resulted as follows:

Ayes: Commissioners Fuller, Gray, Kanoyton, Mucha, McClellan, Rowe and Woodbury.

Nays: None

Abstain: None

Options to be Exercised

Options to be exercised were reviewed with the Committee.

With regards to exercising the option year for Contract 19-00041, Passenger Amenities Cleaning Services, Commissioner Inman reported trash removal issues at some bus stops. Commissioner Inman reported that the City of Norfolk's Public Works department responded to an overflowing can. It was requested that HRT implement performance measures to address trash complaints at bus stops like the one reported by Commissioner Inman, especially during the COVID-19 pandemic.

Ms. Sibyl Pappas responded to Commissioner Inman's concerns by stating that in the recent past budgetary limitations have impacted the frequency of cleaning bus stops. Ms. Pappas further stated that they have enhanced cleaning of certain places on a case by case basis.

For the Committee's review, HRT will produce data of bus stop cleanliness when it is available from the mobile app.

Action Item: Commissioner Inman requested a breakdown cleaning costs for passenger amenities. Ms. Pappas will bring the report to MFAC and the next Operations & Oversight Meeting.

Commissioner Cipriano will submit a list of locations in Newport News where cleaning is a concern.

Action Item: Commissioner Fuller asked would the contract be amended to accommodate additional cleaning; HRT will report additional cost data to the Committee and a plan to address cleanliness.

Commissioner McClellan asked if signs are installed for citizens to call and report trash issues at shelters. Ms. Pappas stated that such signage has been considered.

Mr. Cole Fisher gave a comment on the Adopt-A-Stop program in Virginia Beach, which has shown much improvement in the city.

Upcoming Procurements

Upcoming procurements were reviewed with the Committee.

Operations Update

Mr. Jim Price gave an Operational presentation on fueling practices in Maintenance.

Mr. Tracy Moore gave an update on the local DriveNow and ATI programs. DriveNow has helped staff HRT with Bus Operators, while ATI has provided additional mechanics.

Old and New Business

There will be a work session to review details with the Commission; it was noted that the ferry contract funds came from federal grants, that cannot go towards operational funds.

Adjournment

Commissioner Fuller adjourned the meeting at 10:45AM.



HAMPTON ROADS TRANSIT
NOVEMBER/DECEMBER 2020
OPERATIONS AND OVERSIGHT COMMITTEE
ACTION ITEMS

Date	Action Item	Responsible Party	Due Date	Completed Date & Method
11/3/2020	Staff to provide a breakdown of cleaning costs for passenger amenities and report to MFAC & O&O Committees	Engineering and Facilities	12/3/2020	
11/3/2020	Staff to consider amending current cleaning contract to accommodate additional cleanings. Staff to research cost regarding same and develop a plan for addressing cleanliness.	Engineering and Facilities		

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

Operations and Oversight Committee
December 3, 2020

Andrew Ennis, Transit Rail Safety &
Emergency Management Administrator
Department of Rail and Public Transportation



Overview

- COVID-19
- DRPT SSO Program updates
- Public Transportation Agency Safety Plan (PTASP)
- HRT Tide program documents
- Accidents and Investigations
- Audits and Inspections
- Corrective Action Plans
- Other items and updates



COVID-19

For Immediate Release March 12, 2020

Contacts: Office of the Governor: Alena Yarmosky, Alena.Yarmosky@governor.virginia.gov



Hampton Roads Transit

Passengers Agency Business Employees

HRT Response to Coronavirus

Hampton Roads Transit's Response to Coronavirus (COVID-19)

HRT's Response to COVID-19

Hampton Roads Transit

We encourage everyone to keep in mind that maintaining good, personal hygiene habits is essential to controlling the spread of any disease.

- Wash your hands using soap and water, or an alcohol-based gel.
- If you must cough, cover your mouth or cough in a tissue or into your flexed arm.
- If you are sick, stay home & avoid others.

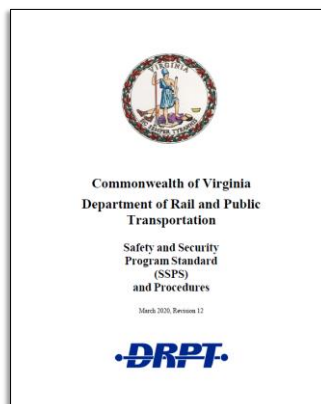
DRPT

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DRPT SSO Program updates

Safety and Security Program Standard

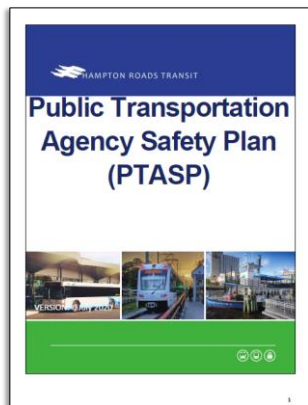
- Revision 12, March 2020
- Comprehensive review and update
- Streamline notification, investigation & reporting requirements



DRPT

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Public Transportation Agency Safety Plan (PTASP)



Initial draft – Dec. 2019

SSO/HRT workshop – Feb 2020

FTA enforcement discretion – April 2020

SSO conditional approval – May 2020

TDCHR approval – June 2020

SSO approval – July 20, 2020





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HRT Tide program documents

Security and Emergency Preparedness Plan (SEPP) – approved September 2020

Accident Investigation Policy & Safety Risk Management Policy

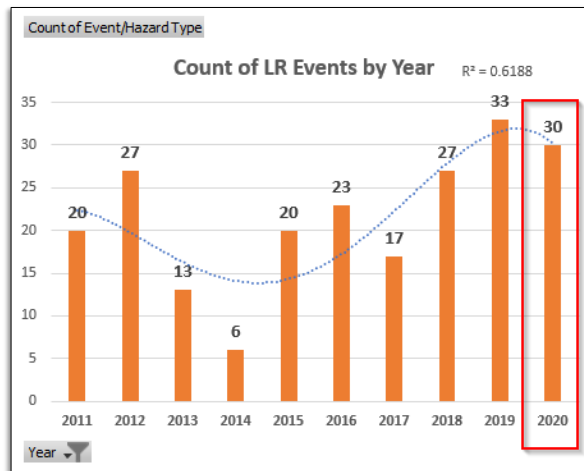
 POLICY AND PROCEDURES MANUAL RESPONSIBLE DEPARTMENT Safety Department TITLE Accident/Incident Reporting and Investigation Policy APPLIES TO All HRT Employees and Contractors	NUMBER SAF-100	EFF. DATE 06/02/2020
	SUPERSEDED 1/29/2020	
	KEY SUBJECT Reporting and Investigation	
	APPROVAL(S) Harrell, Sciortino	

 POLICY AND PROCEDURES MANUAL RESPONSIBLE DEPARTMENT Safety Department TITLE Safety Risk Management Policy APPLIES TO All HRT Departments	NUMBER SAF-110	EFF. DATE 6/2/2020
	SUPERSEDED 01/09/2020	
	KEY SUBJECT Safety Risk Management	
	APPROVAL(S) Harrell, Sciortino	



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Accidents and Investigations

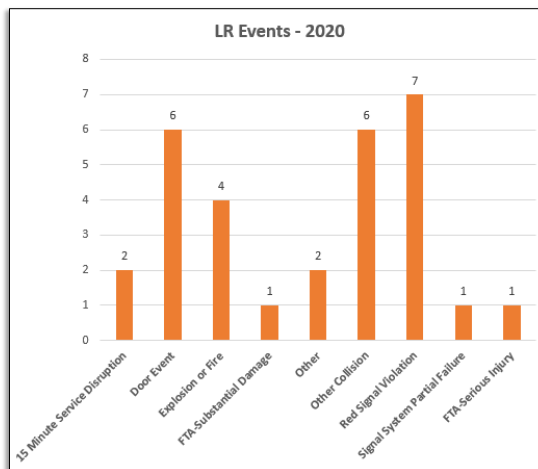


Data as of 11/1/2020



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Accidents and Investigations

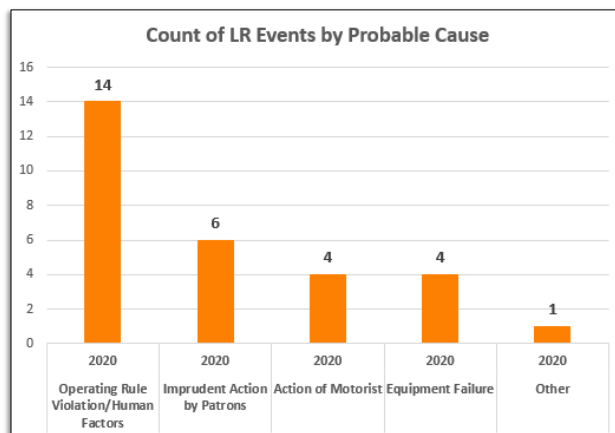


Data as of 11/1/2020



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Accidents and Investigations



Data as of 11/1/2020



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Audits

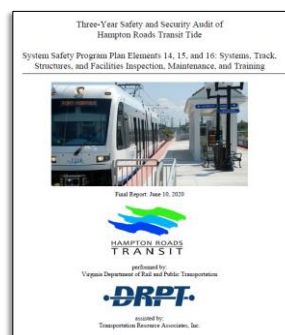
System Safety Program Plan (SSPP) elements 14, 15 and 16: Systems, Track, Structures, and Facilities Inspection, Maintenance, and Training – March 2020

- Final Report issued June 2020

Summary of findings:

- At the time of the audit, HRT did not have its maintenance training requirements well-documented.
- HRT has subsequently corrected this finding with a new maintenance training plan and other training materials.

Overall, the Tide is a well-maintained system



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Audits continued

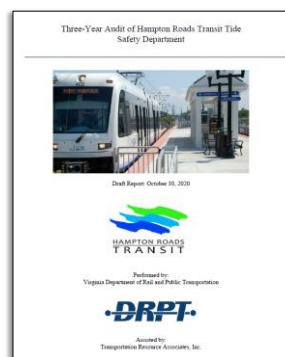
Safety Department Public Transportation Agency Safety Plan (PTASP) Implementation – September 2020

- Draft Final report issued October 2020

Summary of findings:

- DRPT does not anticipate having any significant findings in the final report.
- DRPT found HRT has a robust safety department.

DRPT did not have any major findings from its audits in 2020.



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Inspections

- Risk Based inspections
- Identify opportunities for improvement, but no major deficiencies
- 2 inspections
 - Roadway Worker Protection – January
 - Rule Compliance – February

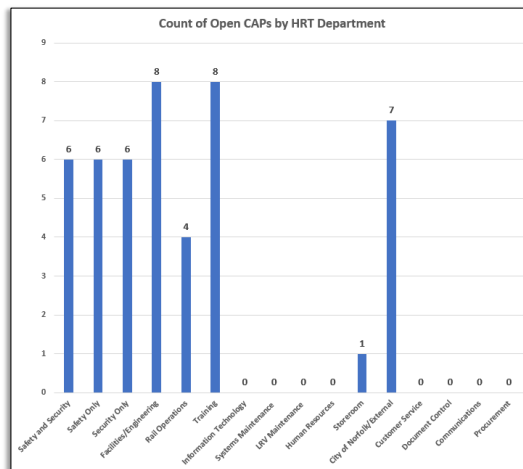
On-site inspections suspended indefinitely due to pandemic

Station	Observations	Photos
EVAC/Fort Norfolk	<ul style="list-style-type: none"> Corroded/rusted ECB base Worn yellow stripe/curbing of platform tactile edge (see photo) Accumulated trash in the landscaped strip behind the platform (see photo) 	
Ballerine/Broad Creek	<ul style="list-style-type: none"> Corroded/rusted ECB base – both platforms Possible ground subsidence causing impacted sidewalk blocks, with potential pedestrian trip hazard at the pedestrian crossing of the Tide alignment along Ballerine Boulevard adjacent to the station (see photo) 	



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Corrective Action Plans (CAPs)



Data as of 11/1/2020



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Corrective Action Plans, Continued

- CAPs are indispensable to Safety Management Systems (SMS)
- “Continuous Improvement”
- If there are no open CAPs, then the Tide SMS has failed

Data as of 11/1/2020



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Other items and updates

- “Most Wanted” by DRPT:
 - Continued implementation of Learning Management Systems
 - PTASP and SMS implementation
 - Track Access program and the City of Norfolk
- 49 CFR 672 – Public Transportation Safety Certification Training Program
- June 8, 2021 – FTA SSO Triennial audit



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Thank You

Questions? Comments?

804-786-3434

andrew.ennis@drpt.virginia.gov



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INTERNAL AUDIT

PTASP IMPLEMENTATION AUDIT ENGAGEMENT

Obs. No.	Finding, Recommendation, and Management Response	Management Response
1	<p><u>Finding of Compliance with Recommendation (FCR):</u> <i>HRT's Senior Executive Team (SET) functions as the agency's decision-making committee, which is comprised of Chiefs from each department. SET does not have documented formal meeting minutes recorded documenting safety-related discussions and decisions.</i></p> <p><u>Recommendation:</u> <i>As the SET team makes important decisions involving Safety and other agency issues, it would be prudent to consistently document agendas and meeting minutes to capture and record those deliberations, decisions, and action items for effectiveness of the SET Team and agency.</i></p>	Concur
	<p><u>Management Complete Response:</u> <i>The Chief Safety Officer and President/CEO will develop corrective actions and target completion dates, which will be furnished upon the receipt of the final audit report.</i></p>	

Contract No:	20-00108	Title:	Electrostatic Disinfection Services	Price: Term:	\$548,345.93 1 Year
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Acquisition Description: Enter into a contract with a qualified Contractor to perform electrostatic disinfection services for all Hampton Roads Transit (HRT) facilities, buses, trolleys, ferries, Light Rail Vehicles (LRVs), and paratransit vehicles.

Background: HRT requires the services of a qualified and reliable Contractor to provide electrostatic disinfection services for all its facilities and vehicle fleet. Under the terms of this agreement, the Contractor shall provide all labor, equipment and supplies to perform electrostatic disinfection of all of HRT's administration, operations, maintenance, and transit center facilities, buses, trolleys, ferries, LRVs, and paratransit vehicles. The Contractor shall perform these services seven (7) days a week, after normal business hours. The Contractor shall also provide a chemical solution disinfectant for bacteria and viruses, including the coronavirus disease (COVID-19).

Contract Approach: An Invitation for Bids (IFB) was issued on October 1, 2020. Twenty-nine (29) bids were received on November 19, 2020 from the following firms:

- Above and Beyond Cleaning Services, LLC
- Accurid Pest Solution, LLC
- Associated Building Maintenance, Inc.
- CleanIT Disinfection and Sanitation Services, LLC
- Cooper Services, LLC
- Curtmont Global Services
- DetailXPerts
- Devoted Services, LLC
- Diversified Building Services, Inc.
- DSM Cleaning Services, LLC
- ETI Environmental, Inc. (ETI)
- Happy People Services, LLC
- Hayward Termite and Pest Control
- Home Paramount Pest Control, Inc.
- Iron Ox Disinfectant Services, LLC
- JanPro of Hampton Roads
- JKV Enterprise, LLC
- National Interior Solution, LLC
- Preventix Pest Control, LLC
- Quintessential Construction Managers and Consultants, LLC
- Rich Enterprises, LLC (Rich Enterprises)
- Solar City Complex
- StaySafe, LLC

Contract No:	20-00108	Title:	Electrostatic Disinfection Services	Price: Term:	\$548,345.93 1 Year
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- Supereon
- Surface Guard/Hampton Roads Fogging
- The Askew Group, LLC
- VACD, Inc.
- ViraDecon, LLC
- WB Contracting Group

In response to the IFB, bidders were required to provide square footage billing rates for daily and on-call emergency services.

After review and evaluation of the bids received, the lowest apparent Bidder, Rich Enterprises, was deemed non-responsible based on the firm's limited personnel capacity and limited financial capacity as reported by Dun and Bradstreet. Rich Enterprises is located in Richmond, VA and does not currently have any operational staff in Hampton Roads to perform the work with the level of dispatch required for the contract. Therefore, HRT staff determined that ETI is the lowest responsive (in compliance with submittal requirements) and responsible (capable to perform) bidder and is therefore eligible for award.

ETI's proposed rates are deemed fair and reasonable based on a price analysis performed utilizing historical data and the fact that the pricing was obtained in a competitive environment. A contractor responsibility review performed confirmed that ETI is technically and financially capable to perform the work.

ETI Environmental is located in Virginia Beach, VA, and is currently performing a number of various cleaning services for HRT satisfactorily.

The period of performance for this contract is one (1) year.

A DBE goal of 3% was established for this solicitation and HRT has confirmed that ETI is a DBE certified firm. Therefore, the DBE goal has been achieved by ETI and HRT achieved race neutral participation for everything above the goal.

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

Project Managers: William Collins, Facilities Maintenance Manager

Contracting Officer: Theresa Petrowicz, Contract Specialist

Recommendation: It is respectfully recommended that the Commission approve the award of a contract to ETI Environmental, Inc. to perform electrostatic disinfection services for HRT in the not-to-exceed amount of \$548,345.93 over a one (1) year term.

Contract No:	20-00108	Title:	Electrostatic Disinfection Services	Price: Term:	\$548,345.93 1 Year
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SOLICITATION RESULT

BIDDER	TOTAL BID PRICE
Rich Enterprises	\$467,804.00
ETI Environmental, Inc.	\$548,345.93
DetailXPerts	\$586,836.00
National Interior Solution, LLC	\$631,095.39
Above and Beyond Cleaning Services, LLC	\$636,590.76
ViraDecon, LLC	\$682,393.46
Diversified Building Services, Inc.	\$685,025.37
CleanIT Disinfection and Sanitation Services, LLC	\$720,715.50
VACD, Inc.	\$766,267.02
Surface Guard/Hampton Roads Fogging	\$770,912.13
DSM Cleaning Services, LLC	\$856,408.39
JanPro of Hampton Roads	\$946,536.49
Curtmont Global Services	\$978,497.25
Hayward Termite and Pest Control	\$1,176,311.31
Solar City Complex	\$1,392,767.56
StaySafe, LLC	\$1,537,521.88
The Askew Group, LLC	\$1,551,831.19
Accurid Pest Solution, LLC	\$1,564,675.81
WB Contracting Group	\$1,919,361.48
Devoted Services, LLC	\$1,946,820.90
Happy People Services, LLC	\$2,012,511.96
Preventix Pest Control, LLC	\$2,136,537.51
Iron Ox Disinfectant Services, LLC	\$3,218,321.39
Supereon	\$7,229,896.94
Associated Building Maintenance, Inc.	\$7,274,595.05
JKV Enterprise, LLC	\$9,751,957.68

Contract No:	20-00108	Title:	Electrostatic Disinfection Services	Price: Term:	\$548,345.93 1 Year
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Quintessential Construction Manager, LLC	\$9,943,068.00
Cooper Services, LLC	\$11,138,376.06
Home Paramount Pest Control, Inc.	\$36,172,595.00

Contract No:	20-00100	Title:	Ticket Vending Machine Credit Card Processing Services (Renewal)	Price: Term:	\$282,500 3 yrs. w/2 1-yr. options
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Acquisition Description: Enter into a sole source renewal contract with Genfare, a division of SPX Corporation (Genfare) to provide Ticket Vending Machine (TVM) credit card processing services.

Background: Hampton Roads Transit (HRT) currently owns and operates thirty-one (31) GFI Genfare/SPX TVMs to sell fare media for its bus, ferry, and light rail services. HRT also intends to acquire additional TVMs for installation at various Ferry Dock locations. Under the terms of this agreement, Genfare shall provide the following:

- Merchant processing services, including detailed real-time payment processing, and reporting;
- Ability to accept debit and credit card payments from major vendors;
- Clear transactions and forward funds to HRT's bank account;
- Credit card zip code verification and debit card pin verification;
- Payment Application Data Security Standard (PA-DSS 3.2 certified);
- Web access to view and monitor real-time transaction and account management;
- Dedicated Project and Account Management personnel;
- 24/7/365 Customer Service/support services; and,
- Full system training to HRT's staff.

The Contractor shall also provide EMV contact chip functionality, if required by HRT.

Contract Approach: Federal Transit Administration (FTA) and Virginia Public Procurement Act guidelines allow non-competitive procurements when only one (1) source is practicably available, and the award of a contract is infeasible under small purchase procedures, sealed bids, or competitive proposals. Due to the specific requirements of this solicitation, full and open competition was not a feasible method of Procurement. Sole Source procurements are accomplished through solicitation and acceptance of a proposal from only one (1) source. Currently, only Genfare can provide a compatible merchant processing solution for the TVMs. HRT's TVM hardware and software would require no major adjustment and no additional costs to be compatible with the credit card processing services offered by Genfare. In order for the TVMs to process credit cards with another vendor's platform, HRT would have to obtain new software from Genfare that would be compatible with the current hardware in order for that vendor's platform to function with the existing TVMs.

A Request for Proposal (RFP) was issued on July 30, 2020 and Genfare provided a responsive proposal on September 16, 2020. Genfare's offer included the per transaction fee for the various

Contract No:	20-00100	Title:	Ticket Vending Machine Credit Card Processing Services (Renewal)	Price: Term:	\$282,500 3 yrs. w/2 1-yr. options
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credit card vendors utilized by HRT, interchange or mark-up, and other fees associated with providing merchant services.

In an effort to obtain more favorable pricing, HRT staff entered into negotiations with Genfare. Negotiations focused on reducing the proposed rates for the various services. As a result of negotiations, Genfare offered the required 24/7 customer service/support for the proposed solution at no additional cost to HRT. Based on a price analysis performed utilizing the Independent Cost Estimate and historical data, Genfare's pricing is deemed fair and reasonable.

Genfare is located in Elk Grove Village, IL and has provided payment processing services to Southwest Ohio Regional Transit Authority in Cincinnati, OH; Transit Authority of River City in Louisville, KY; and, Chemung County Transit System in Elmira, NY. Genfare has also provided payment processing services to HRT satisfactorily.

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

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

Project Manager: Steven Florian, Fare Technology Operations Administrator

Contracting Officer: Fevrier Valmond, Assistant Director of Procurement

Recommendation: It is respectfully recommended that a Contract be awarded to Genfare, a division of SPX Corporation to provide Ticket Vending Machine credit card processing services in the not-to-exceed amount of \$282,500 over the five (5) years.

Options to be Exercised - February 2021						
Contract No.	Title	Description	Total Awarded Value	Period of Performance	Option Year to be Exercised	Total Amount of Option Year
17-75527	Armored Car Services	To provide consolidated armored transportation services for the pickup and delivery of money and other financial instruments between all HRT facilities on the Southside and Peninsula.	\$ 119,757.60	1 base yr. w/2-1 yr. options	Second	\$ 40,909.32
18-78353	Security Guard Services	To provide armed and unarmed security guard services at various HRT locations throughout Hampton Roads.	\$ 5,636,332.32	1 base yr. w/4-1 yr. options	Second	\$ 1,126,822.58
19-00032A	Signage Production Services	To provide advertising signage wraps for buses and light rail vehicles, as well as posters for bus, light rail, ferry, outdoor shelters, and platforms.	\$ 1,543,918.34	1 base yr. w/4-1 yr. options	First	\$ 296,452.00
19-00032B	Signage Production Services	To provide advertising signage wraps for buses and light rail vehicles, as well as posters for bus, light rail, ferry, outdoor shelters, and platforms.	\$ 1,946,173.00	1 base yr. w/4-1 yr. options	First	\$ 373,495.00

UPCOMING CONTRACTS FOR APPROVAL	
Title	Description
Applicant Tracking Solution and Learning Management System	To provide an applicant tracking solution to assist the Human Resources department in managing job applicants and to track training documentation for current employees.
Customer Service Enclosure	For the construction of a new bullet resistance enclosure at the reception desk in the lobby of Building 4 at 18th Street.
Ferry Repair Services	To perform scheduled and emergency repairs for the ferry boats on a Task Order basis.
General Financial Consulting Services	To provide General Financial Consulting services on a Task Order basis.
Human Resource Management System Software Consultant Services	To provide the assessment of HRT's current Human Resource Management System business processes and systems and prepare a comprehensive needs assessment and action plan.
Information Technology Technical Services	To provide technical services to HRT's Technology Department, to include a number of functional areas.
Origin-Destination Study Services	To provide a system-wide origin-destination study of travel patterns, transit use, and other aspects of transportation information to HRT.
Parts Washer Service and Solvent Maintenance	To provide parts washer service and solvent maintenance to HRT.
Third Party Administrator for HRT's Drug and Alcohol Program	To implement and administer specific aspects of HRT's Drug and Alcohol Abuse Management Program, as directed by the Drug/Alcohol Program Manager.