



Meeting of the Operations and Oversight Committee

Thursday, January 9, 2020 • 10:00 a.m.
2nd Floor Boardroom, 3400 Victoria Blvd., Hampton, VA

A meeting of the Operations and Oversight Committee is scheduled for Thursday, January 9, 2020 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

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AGENDA

1. Approval of the December 2019 Operations and Oversight Committee Meeting Minutes
2. Review Action Items
3. Audit Update
4. Procurement Recommendations to the Committee:
 - a. Contract 19-00051, Architectural and Engineering Services
 - b. Contract 19-00041, Passenger Amenities Cleaning Services (Renewal)
5. Options to be Exercised April 2020
6. Upcoming Commission Approvals
7. Operations Update
8. Old and New Business
9. Adjournment

**The next Operations & Oversight Committee Meeting will be held on
Thursday, February 13, 2020**



Meeting of the Operations and Oversight Committee

Thursday, December 5, 2019 • 10:00 a.m.
2nd Floor Board Room • 509 E. 18th Street, Norfolk, VA

MEETING MINUTES

Call to order

Commissioner Rowe called the meeting to order at 9:59 a.m.

Commissioners in attendance:

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

Hampton Roads Transit Staff in attendance:

Misty Allen, Contracts Administrator
Ray Amoruso, Chief planning and Development Officer
Amy Braziel, Manager of Operations Administration
Conner Burns, Chief Financial Officer
Danielle Burton, Operations Technician
William Collins, Facilities Maintenance Manger
Jennifer Dove, DBE & Grants Coordinator
Erin Glen, Interim CIO/CTO
Craig Hambrook, Security Specialist
Fred Hamilton, Security Systems Specialist
William Harrell, President and CEO
Rick Justice, Manager of Security
Shane Kelly, Security Specialist
Sonya Luther, Director of Procurement
Maryann Martin, Operations Analyst II
Shanti Mullen, Internal Auditor
Sibyl Pappas, Chief Engineering & Facilities Officer
Michael Perez, Operations Project & Contract Administrator
Jim Price, Chief Transit Operations Officer
Dawn Sciortino, Chief Safety Officer
Benjamin Simms, Director of Bus and Rail Transportation, & Security
Mark Stemple, Director of Maintenance
Robert Travers, Corporate Counsel
Fevrier Valmond, Deputy Director of Procurement
Undrea Wilson, Manager of Safety

Others in attendance:

Andrew Ennis, DRPT

Alt. Commissioner Cipriano, Newport News

The December 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 November 2019 Minutes

A motion to approve the November 2019 Meeting Minutes was made by Commissioner Parnell and properly seconded by Commissioner Fuller.

The November 2019 Meeting Minutes were approved by unanimous vote.

Review of the Operations and Oversight Committee Action Items

- Staff will develop a concise report relative to the status of contracts that will be included in the Operations and Oversight Committee agenda packages on a quarterly basis.

This reporting will begin in January 2020.

- Staff will provide a Security overview that includes the distinction between the use of Security Guards and Extra-Duty Officers (EDOs).

Mr. Ben Simms introduced Mr. Shane Kelly who gave a detailed presentation titled Extra Duty Police & Private Security which is included in these minutes.

- Staff will provide a presentation regarding how additional marketing and potential fee structure changes for special events can help promote transit ridership.

This presentation will be given at the February 2020 Operations and Oversight Committee meeting.

Audit Update

Ms. Shanti Mullen gave a presentation on the audit conducted for System Safety Program Plan Elements 15 and 16 as included in these minutes.

There was discussion regarding the Audit Plan.

In response to the audit findings and recommendations from Ms. Mullen, Mr. William Harrell provided additional information on staffing changes and separation of Safety and Security which has proven to be successful.

Staff provided additional information on the status of outstanding findings in the DRPT audit related to safety and operations.

Mr. Andrew Ennis stated that the Operation and Maintenance Plan has been executed and only updates regarding personnel were made.

There was discussion regarding staggering the internal and external audits.

Ms. Mullen stated that audit follow-ups are conducted at 6 months and 1 year following audits.

Staff will conduct an analysis to see if staggering audits is possible.

A motion to accept and receive the audit as presented was made by Commissioner Parnell and properly seconded by Commissioner Fuller.

The audit was accepted by unanimous vote.

Procurement Recommendations to the Committee

Ms. Sonya Luther formally presented the following contract for approval:

Contract 19-00058, Design Engineering of Hampton Roads Transits Charging Infrastructure

A motion to approve Contract 19-00058, Design Engineering of Hampton Roads Transits Charging Infrastructure was made by Commissioner Parnell and properly seconded by Commissioner Fuller.

There was a discussion regarding the number of, and need for, chargers being designed.

There was discussion regarding how long it will take to charge a fully dead battery. Staff stated that they are standard changes and they will fully charge in approximately 4 hours. Staff also stated that the vehicles will have a range of approximately 3.5 to 5 hours or about 289 miles.

HRT will be looking for ways to improve vehicle range and the lifespan of the batteries is unknown.

Mr. Harrell stated that HRT is using the route 20 to see if the electric buses will work for the agency.

Mr. Ray Amoruso provided statistics on the route 20 to include passenger loads and route characteristics.

Ms. Sybil Pappas stated that HRT will be looking at route charging opportunities.

Contract 19-00058, Design Engineering of Hampton Roads Transits Charging Infrastructure was approved by unanimous vote.

Contract 19-00038, Hydraulic and Electric Vehicle Lift and Boom Inspection and Repair Services (Renewal)

A motion to approve Contract 19-00038, Hydraulic and Electric Vehicle Lift and Boom Inspection and Repair Services was made by Commissioner Fuller and properly seconded by Commissioner Parnell.

There was discussion regarding the vendor to include the length of time the vendor has provided services for the agency as well as the savings anticipated under the new contract.

Contract 19-00038, Hydraulic and Electric Vehicle Lift and Boom Inspection and Repair Services was approved by a unanimous vote.

Contract 19-00014, Provision of Office Supplies

A motion to approve Contract 19-00014, Provision of Office Supplies was made by Commissioner Parnell and properly seconded by Commissioner Fuller.

There was a brief discussion regarding the turnaround time required of the vendor.

Contract 19-00014, Provision of Office Supplies was approved by unanimous vote.

Contract 19-00055, TRAFFIX General Communications and Marketing Consulting Services

A motion to approve Contract 19-00055, TRAFFIX General Communications and Marketing Consulting Services was made by Commissioner Ross-Hammond and properly seconded by Commissioner Woodbury.

There was discussion regarding cost. It was stated that HRT is requesting additional services and the contract time has been increased to 18 months.

There was discussion regarding the advertisement types. Staff stated that HRT is including television media buy in the contract. There was a request to make sure the television media buy is included in the overall budget for the contract.

Funding was discussed and it was stated that the contract is 100% grant funds.

Mr. Amoruso provided additional details on the grant footprint stating that the grant also expands to Williamsburg and Suffolk.

Contract 19-00055, TRAFFIX General Communications and Marketing Consulting Services was approved by unanimous vote.

Options to be exercised.

Options were reviewed with the Committee.

The lawn and landscaping at the Downtown Norfolk Transit Center (DNTC) was discussed and HRT is pleased with the contract and how the contractor is performing.

Upcoming Procurements

Upcoming Procurements were reviewed with the Committee.

Operations Update

Mr. Jim Price provided an update on Grand Illumination stating that ridership was down due to the weather.

Mr. Price stated that HRT is supporting holiday events in Newport News over the next two weekends.

Mr. Simms introduced his new security team.

ACTION ITEM: Staff to define and explore elements needed to implement a security team.

2019 Department of Rail and Public Transportation (DRPT) Presentation

Mr. Andrew Ennis presented the Annual Rail State Safety Oversight Activities for the Hampton Roads Transit Tide Light Rail as enclosed in the meeting package.

There was discussion regarding internal surprise inspections.

New and Old Business

None.

Adjournment

The meeting was adjourned at 11:48 a.m.

Respectfully submitted by:
Amy Braziel, CAP-OM, Manager of Operations Administration

Extra Duty Police & Private Security

Prepared by the HRT Security Department





Police and Private Security within HRT

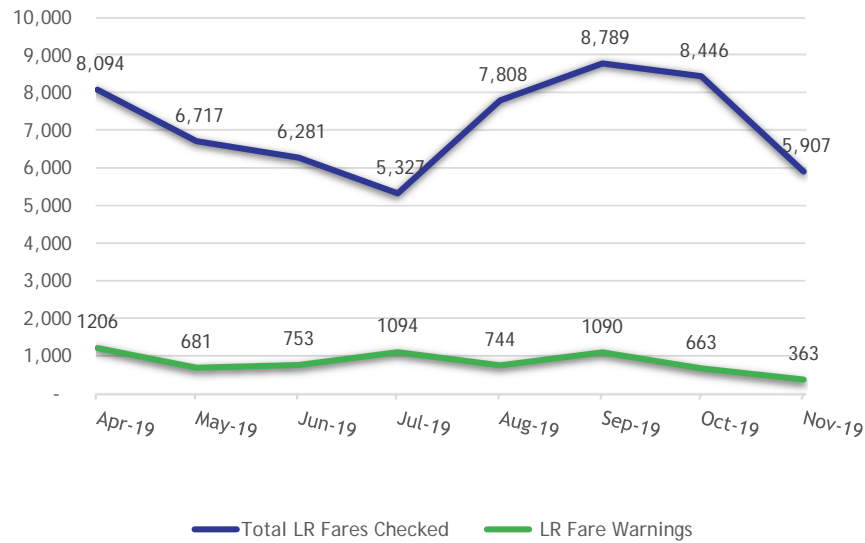
Extra Duty Police Officers (EDOs) and Private Security Officers (Top Guard) are deployed across the HRT enterprise in support of security and law enforcement functions:

- Fare Enforcement
- Crime Deterrent and Response
- Proactive Patrol and Observation
- Access Control (Gates, Guard Posts)

Private Security

- ▶ Deployed to Transit Centers and other facilities for security coverage
- ▶ Posted on *The Tide* for Light Rail Fare Enforcement
- ▶ Provide Uniformed Security services for special events
- ▶ Combination of Armed and Unarmed Security Officers
 - ▶ Not a Law Enforcement Presence
 - ▶ Cannot Detain/Arrest
 - ▶ Cannot issue Summons

Top Guard Monthly Light Rail Fares Checked vs Warnings



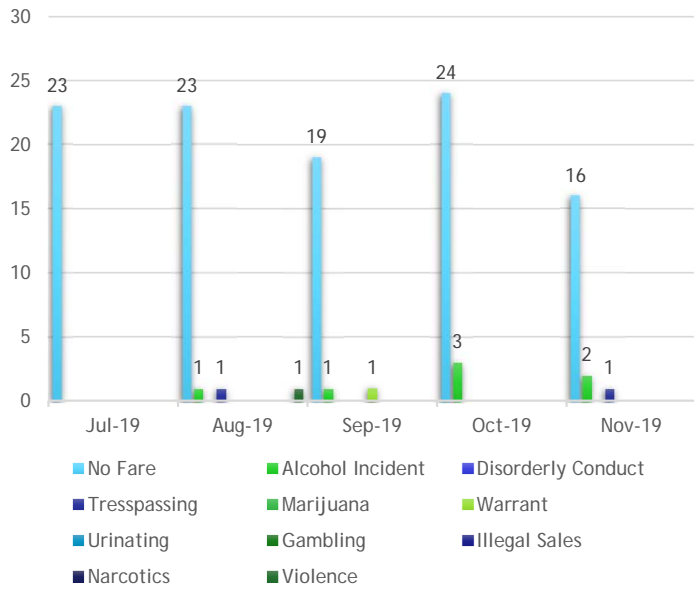


Extra Duty Police

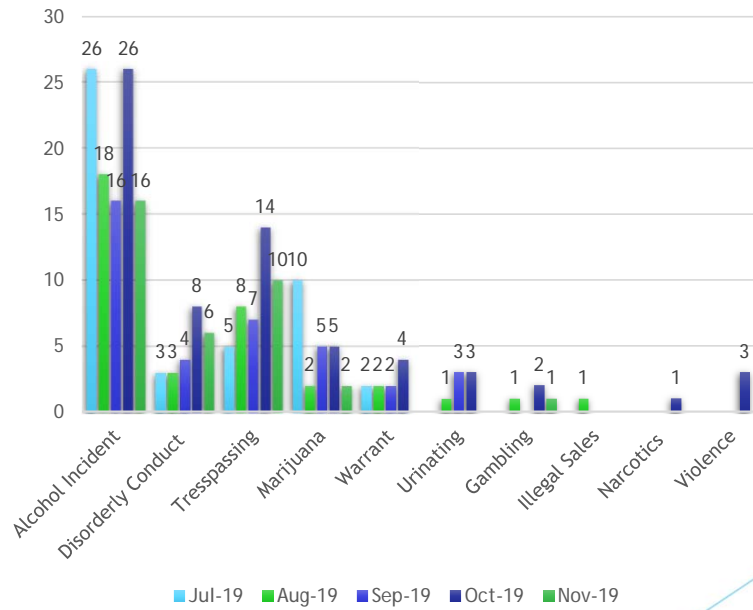
- ▶ Law Enforcement Presence
 - ▶ Full Arrest Capabilities
 - ▶ Specialized Training
 - ▶ Municipal Resources
 - ▶ Response Time and Mobility
 - ▶ Uniformed and “Plain-clothed”
- ▶ Illicit Behavior Deterrent
- ▶ Immediate Response Capability

Extra Duty Police Data

Light Rail EDO Arrests/Summons



Bus EDO Arrests/Summons



The Balance

- ▶ Both Police and Private Security provide necessary services to HRT employees, customers and assets
- ▶ Police have broader response capabilities, better resources and more training
 - ▶ Arrests/Summons vs. Warnings
- ▶ Private Security provide a specialized presence at controlled or sensitive areas
 - ▶ Facility security/access control



INTERNAL AUDIT FINDINGS AND RECOMMENDATIONS

SYSTEM SAFETY PROGRAM PLAN (SSPP) ELEMENTS 15 & 16

Obs. No.	Recommendations	Management Response
Findings of Non-Compliance (FNC)		
1	<u>Ensure all internal controls are accurate and are in compliance with HRT’s internal policy EXE-101 revision 5, requiring the annual review/revision of internal guides to accepted business strategies and objectives and the instructions to carry out the strategies.</u> - The Operations and Maintenance Plan has not been updated since 2016, containing information that is not applicable.	Concur
2	<u>Ensure policies and procedures, including plans, captures required training and is appropriately documented.</u> HRT is not in compliance with requirements listed in the Rail Vehicle, Systems, and Track Maintenance Training Plan. In addition, the Rail Vehicle, Systems, and Track Maintenance Training Plan was last updated in 2017.	Concur
Findings of Compliance with Recommendation (FCR)		
3	<u>Ensure documented training requirements coincide with training records. Consider implementing a checklist depicting all required training within personnel files to ensure consistency and accountability.</u> - Training records for LRV maintenance is inconsistent.	Concur
4	<u>Implement appropriate departmental collaboration to ensure compliance. Appropriately document training requirements to ensure safety and technical training programs are suitably positioned and depicted.</u> The Rail Vehicle, Systems, and Track Maintenance Training Plan does not establish and communicate essential safety and technical training for LRV maintenance personnel.	Concur



HAMPTON ROADS TRANSIT
 DECEMBER 2019/JANUARY 2020
 OPERATIONS AND OVERSIGHT COMMITTEE
 ACTION ITEMS

Date	Action Item	Responsible Party	Due Date	Completed Date & Method
11/7/2019	Staff will develop a concise report relative to the status of contracts that will be included in the Operations and Oversight Committee agenda packages on a quarterly basis. This reporting will begin in January 2020.	Procurement	1/9/2020	
11/7/2019	Staff will provide a presentation regarding how additional marketing and potential fee structure changes for special events can help promote transit ridership.	Marketing	2/13/2020	
12/5/2019	Staff to define and explore elements needed to implement a security team.	Operations	2/13/2020	

Contract No:	19-00051	Title:	Architectural and Engineering Services	Price:	\$7,000,000
				Term:	3 yrs. w/2 1-yr. options

Acquisition Description: Enter into a contract with a qualified firm to provide architectural and engineering services on a Task Order basis.

Background: Hampton Roads Transit (HRT) has a requirement for a qualified Architectural and Engineering (A&E) services firm to provide comprehensive, as needed services, to supplement work typically performed by HRT's Engineering and Facilities Department. Services include, but are not limited to: consultative and technical guidance; production of individual project scopes, design documents, construction documents, planning documents, specifications, project schedules and cost estimates; as well as, bid and award, project management, construction administration, monitoring and testing, policy and regulation development, training and public outreach support, data analysis, permitting and report writing services on an as-needed basis. HRT will issue individual Project Task Orders as the need for services arise.

Contract Approach: This solicitation was conducted under a qualifications-based selection process for professional services, in accordance with the Federal Brooks Act and the Virginia Public Procurement Act. The Brooks Act is a two-step procurement process in which technical proposals are evaluated and contracts for Architectural/Engineering services are subsequently negotiated on the basis of demonstrated competence and qualification for the type of services requested at a fair and reasonable price.

A Request for Technical Proposals was issued on October 4, 2019. Eight (8) proposals were received on November 8, 2019 from the following firms:

- A. Morton Thomas and Associates, Inc.
- HDR Engineering, Inc.
- Kimley-Horn and Associates, Inc.
- Retnauer Baynes Associates, LLC
- STV Group, Inc. (STV)
- Tymoff+Moss Architects
- VHB, Inc.
- Wendel Architecture, PC

Technical proposals were evaluated based on each firm's experience and qualifications, past performance, and technical approach. Upon review and evaluation of the technical proposals, STV was determined to be the most technically qualified firm; therefore, no presentations or proposal clarifications were required.

On December 11, 2019, HRT requested STV's Pricing Proposal. Pricing is based on hourly labor rates (including burden and overhead) for a number of different labor categories. In order to

Contract No:	19-00051	Title:	Architectural and Engineering Services	Price:	\$7,000,000
				Term:	3 yrs. w/2 1-yr. options

determine that the fair and reasonableness of STV's initial hourly rates submitted, an analysis was conducted utilizing the Independent Cost Estimate and comparative historical pricing as a basis for evaluation.

After review of the initial pricing, HRT staff requested and re-evaluated STV's finalized pricing. As a result of the request for finalized pricing, STV's average hourly labor rate decreased by approximately 3.3% and is therefore deemed fair and reasonable.

STV has a local office in Virginia Beach, VA and has provided similar services for the Fairfax County Department of Transportation in Richmond, VA and Arlington Rapid Transit in Arlington, VA. STV has also provided similar services to HRT satisfactorily.

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

A DBE goal of 7% was established for this solicitation and STV has committed to achieving 7% DBE participation.

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

Project Manager: Sibyl Pappas, Chief Engineering and Facilities Officer

Contracting Officer: Sonya Luther, Director of Procurement

Recommendation: It is respectfully recommended that the Commission approve the award of a contract to STV Group, Inc. to provide architectural and engineering services, on a Task Order basis, in the not-to-exceed amount of \$7,000,000.

Contract No:	19-00041	Title:	Passenger Amenities Cleaning Services (Renewal)	Base Year Price: Two Option Years' Price:	\$199,208.86 \$398,417.72
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Acquisition Description: Enter into a renewal contract with a qualified Contractor to maintain the appearance and cleanliness of its passenger amenities at bus stops and light rail stations throughout Hampton Roads.

Background: Hampton Roads Transit (HRT) has a requirement for maintaining the appearance and cleanliness of its passenger amenities at bus stops and Light Rail stations throughout Hampton Roads, which include shelters, benches, trash cans, and the immediate right of way area surrounding bus stops and light rail stations. Under the terms of this agreement, the Contractor shall provide all personnel, equipment, tools, materials, means of transportation for passenger amenity cleaning staff, supervision, and other items necessary to perform the cleaning services.

Contract Approach: An Invitation for Bids (IFB) was issued on November 5, 2019. Five (5) bids were received on December 10, 2019 from the following firms:

- Above and Beyond Cleaning Services (Above and Beyond)
- Aspen Cleaning Services, Inc. (Aspen)
- ETI Environmental, Inc (ETI)
- Crystal Clean Services, LLC (Crystal)
- LL Mobile Detailing LLC (LL Mobile)

In response to the IFB, bidders were required to provide pricing for cleaning passenger amenities at various HRT Southside and Northside locations throughout Hampton Roads. Bidders had the option to bid on Southside only, Northside only; or both Southside and Northside locations.

After an evaluation of the bids received, HRT staff determined that the apparent lowest bidder, Above and Beyond, was nonresponsive (not in compliance with submittal requirements) as the firm did not provide all of the required signed forms with their bid. As a result, the second lowest bidder, ETI, was deemed the lowest responsive (in compliance with submittal requirements) and responsible (capable to perform) bidder and is therefore eligible for award.

ETI's total bid price of \$597,626.58 includes \$54,000 (\$18,000/yr.) for unscheduled one-time special services not currently reflected in the Scope of Work that HRT may request during the Contract term. Based on a price analysis performed utilizing historical data, and the fact that pricing was obtained in a competitive environment, ETI's bid is deemed fair and reasonable.

ETI is located in Virginia Beach, VA and has performed similar services for the University of Virginia in Charlottesville, VA; and the College of William and Mary in Williamsburg, VA. ETI also currently performs these services for HRT satisfactorily.

Contract No:	19-00041	Title:	Passenger Amenities Cleaning Services (Renewal)	Base Year Price: Two Option Years' Price:	\$199,208.86 \$398,417.72
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The period of performance for this Contract is one (1) base year with two (2) additional one-year options.

A 1% DBE goal 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 by operating funds.

Project Manager: Scott Demharter, Director of Facilities Maintenance

Contracting Officer: Fevrier Valmond, Assistant Director of Procurement

Recommendation: It is respectfully recommended that the Commission approve the award of a contract to ETI Environmental, Inc. for passenger amenity cleaning services in the not-to-exceed amount of \$597,626.58 over a three-year period.

SOLICITATION RESULTS

FIRM	SOUTHSIDE	NORTHSIDE	TOTAL BID PRICE
Above and Beyond Cleaning Services	\$401,401.91	No Bid	\$401,401.91
Aspen Cleaning Services, Inc.	\$471,394.66	No Bid	\$471,394.66
ETI Environmental, Inc.	\$457,582.80	\$140,043.78	\$597,626.58
Crystal Clean Services LLC	\$524,925.44	\$458,776.28	\$983,701.72
LL's Mobile Detail, LLC	\$611,449.24	\$409,502.22	\$1,020,951.46

ETI Environmental, Inc.'s Bid Summary			
Base Year	Option Year 1	Option Year 2	Total
\$199,209.86	\$199,209.86	\$199,209.86	\$597,626.58

Options to be Exercised - April 2020

Contract No.	Title	Description	Total Awarded Value	Period of Performance	Option Year to be Exercised	Total Amount of Option Year
18-78373	Agency Enterprise Asset Management System	Expansion of the current implementation of a Facilities Enterprise Asset Management (EAM) solution (System) to all of HRT's transit assets.	\$ 2,015,827.00	Eighteen (18) months for implementation of the software and one (1) base year, with four (4) additional one-year options for continued maintenance and support	First	\$ 89,196.00
18-78386	Pre-Employment Background Screening Services	To provide pre-employment background screening services for all hires.	\$ 194,700.00	1 base yr. w/2 1-yr. options	First	\$ 64,900.00

UPCOMING CONTRACTS FOR APPROVAL

Title	Description
Construction of Charging Infrastructure for Electric Buses	To provide the construction of the charging infrastructure for HRT's new electric buses.
General Planning Consultant	To provide general planning services on a Task Order basis.
Microsoft Dynamics 365 Finance and Operations Managed Services	To provide managed services for HRT's Microsoft Dynamics 365 Finance and Operations application.
Newport News Transit Center Site Reconstruction	To provide demoliton and site reconstruction of its Newport News Transit Center facility.
Oracle Database Administration Managed Services	To provide managed services for HRT's Oracle Database Administration.
Parts Washer Service and Solvent Maintenance	To provide parts washer service and solvent maintenance to HRT.
Passenger Amenities Pressure Washing Services	To perform pressure washing services at HRT's passenger amenity bus stops and light rail stations throughout Hampton Roads.
Passenger Shelter Fabrication and Installation	To provide the fabrication and installation of bus shelters on a Task Order basis.
System Safety Support Services	To provide technical safety expertise and assistance to HRT.