



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

Thursday, May 14, 2020 • 10:00 a.m.  
ZOOM Web Meeting

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A meeting of the Operations and Oversight Committee is scheduled for Thursday, May 14, 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, May 14, 2020 • 10:00 a.m.  
ZOOM Web Meeting

### AGENDA

1. Approval of the March 2020 Operations and Oversight Committee Meeting Minutes
2. CARES Act Funding
3. Review Action Items
4. Audit Update
5. Procurement Recommendations to the Committee:
  - a. Purchase Order: PO0001501, Automatic Electronic Air Sanitizers
  - b. Contract 19-00050R, Elizabeth River Ferry III Welding Repair Services
  - c. Purchase Order PO0001208, Emergency Laptop Purchase
  - d. Contract 20-00070, Hybrid Bus and Allison Transmission Diagnostics and Repair Services
  - e. Contract 20-00064, Light Rail Track Work
  - f. Purchase Order PO0001555, Light Rail Vehicle Brake Caliper Overhaul
  - g. Contract 19-00054R, Passenger Amenities Pressure Washing and Condition Assessment Services
  - h. Contract 19-00057, System Safety Support Services
  - i. Contract 20-00063, Vehicle Wash Equipment Maintenance, Inspections and Repair Services
6. Contract 19-00051, Architectural and Engineering Services,
  - a. Task Order 4, the Consultant shall provide services in support of Work being performed by both Rail Operations/Systems and

Facilities Maintenance Departments. This Task Order is funded with Operating Funds.

- b. Order 5, the Consultant shall develop a structure inspection matrix for facilities and structures owned and maintained by Hampton Roads Transit (HRT). The facilities and structures include, but are not limited to, light rail aerial structures, light rail retaining walls, light rail noise barriers, light rail culverts, bus transfer and parking facilities, light rail park-and-ride facilities, ferry docks, bus and light rail maintenance facilities, and other facilities owned and maintained by HRT. This Task Order is funded with Grant Funds.
- c. Task Order 6, the Consultant shall assist with planning and developing cost estimates for modifications required at all HRT facilities due to the COVID-19 pandemic. This Task Order is funded with Operating Funds.

- 7. Options to be Exercised - July
- 8. Options to be Exercised – August
- 9. Upcoming Contracts for Approval
- 10. Operations Update
- 11. Transit Strategic Plan Update
- 12. Public Transportation Agency Safety Plan
- 13. Old and New Business
- 14. Adjournment

**The next Operations & Oversight Committee Meeting will be held on  
Thursday, June 11, 2020**



# Meeting of the Operations and Oversight Committee

Thursday, March 12, 2020 • 10:00 a.m.  
2nd Floor Board Room • 3400 Victoria Blvd., Hampton, VA

## MEETING MINUTES

### Call to order

Commissioner Rowe called the meeting to order at 10:01 a.m.

### **Commissioners in attendance:**

Commissioner Fuller, Chesapeake  
Commissioner Kanoyton, Hampton  
Commissioner Woodbury, Newport News  
Commissioner Parnell, Norfolk  
Commissioner Rowe, Portsmouth  
Commissioner Mucha, DRPT  
Alt. Commissioner Jackson, Portsmouth

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

Ray Amoruso, Chief planning and Development Officer  
Danielle Burton, Operations Technician  
Jennifer Dove, DBE & Grants Coordinator  
William Harrell, President and CEO  
Keith Johnson, Paratransit Contract Administrator  
Larry Kirk, Assistant Director of Finance  
Sonya Luther, Director of Procurement  
Maryann Martin, Operations Analyst II  
Shanti Mullen, Internal Auditor  
Jim Price, Chief Transit Operations Officer  
Luis Ramos, Sr. Executive Assistant to the CEO  
Dawn Sciortino, Chief Safety Officer  
Benjamin Simms, Deputy Chief Transit Operations Officer  
Brian Smith, Chief of Staff  
Robert Travers, Corporate Counsel  
Fevrier Valmond, Deputy Director of Procurement  
Nikki Walker, Auditor I  
Conner Burns, Chief of Finance  
Erin Glenn, Director of Enterprise Technology Solutions  
Gene Cavasos, Director of Marketing  
Kim Wolcott, Chief of Human Resources  
Michael Price, Chief of Technology/Chief of Information Services  
Ron Hodges, Director of Business Development  
Kamlesch Chowdary, Director of ITS Services  
Joe Dillard, Government Relations Liaison

**Others in attendance:**

Monica Ceragioli, Via  
Alt. Commissioner Cipriano, Newport News yes  
Kate Welsh, Via  
Alex LaVoy, Via

The March 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 February 2020 Minutes**

A motion to approve the February 2020 Meeting Minutes was made by Commissioner Kanoyton and properly seconded by Commissioner Parnell.

The February 2020 Meeting Minutes were approved by unanimous vote.

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

Action item updates were reviewed with the Committee.

**Audit Update**

Ms. Shanti Mullen gave an audit update on the Microsoft D365 program as well as the GoPass365 Program practices.

There was a discussion regarding management's responses and the items they concurred on with the audit.

Mr. Ray Amoruso stated that he will present to the O & O Committee a report on the resolution of each finding by the Internal Auditor. Furthermore, regarding the recommendation pertaining to the review of the pricing structure of the GoPass 365 program, Mr. Amoruso, along with Mr. Burns, will review the pricing structure of the program, and bring forward a recommendation to the full board any changes to the program, if it is warranted before the end of the fiscal year.

Ms. Mullen concluded her presentation stating that a policies and procedures committee will be organized.

A motion to make the audit document an official document was made by Commissioner Parnell and properly seconded by Commissioner Woodbury.

The document was adopted by unanimous vote.

### **Procurement Recommendations to the Committee**

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

#### **Contract 19-00059, General Planning Consultant**

A motion to approve Contract 19-00059, General Planning Consultant was made by Commissioner Parnell and properly seconded by Commissioner Woodbury.

There was a discussion regarding the tasks needed to be performed which supplement work that staff performs.

Ms. Jennifer Dove explained the DBE goal for the contract.

Mr. Harrell stated HRT staff is tracking funds and reporting it monthly to the Commission.

Contract 19-00056, General Planning Consultant was approved by a unanimous vote.

#### **Contract 20-00068, Seven (7) 35' Low Floor Diesel Buses**

A motion to approve Contract 20-00068, Seven (7) 35' Low Floor Diesel Buses was made by Commissioner Fuller and properly seconded by Commissioner Woodbury.

Commissioner Woodbury asked if HRT employed enough drivers to operate the new buses. Mr. Jim Price provided clarification that the new buses are not for expanding services that require more operators but are rather replacing old buses that have exceeded useful life.

Contract 20-00068, Seven (7) 35' Low Floor Diesel Buses was approved by a unanimous vote.

#### **Contract 20-00069, Thirty (30) 29' Low Floor Diesel Buses**

A motion to approve Contract 20-00069, Thirty (30) 29' Low Floor Diesel Buses was made by Commissioner Fuller and properly seconded by Commissioner Parnell.

It was noted that approximately one-sixth of HRT's revenue vehicle fleet is being replaced by the new buses and the old buses will be auctioned off.

Contract 20-00069, Thirty (30) 29' Low Floor Diesel Buses was approved by a unanimous vote.

## **Contract 19-00051, Architectural and Engineering Services**

Mr. Harrell presented Task Order 2 and 3 for Contract 19-00051, Architectural and Engineering Services.

### **Options to be exercised.**

Options were reviewed with the Committee.

### **Upcoming Procurements**

Upcoming procurements were reviewed with the Committee.

### **Operations Update**

Mr. Price introduced Mr. Alex LaVoy of Via. Mr. LaVoy provided an update of the remedies the contractor has made to improve paratransit service operations as included in these meeting minutes.

Commissioner Woodbury asked if the trips that are missed due to VIA's error result in the consumer's next ride being free. The current penalties in the contract for missed trips were discussed, and Operations agreed to speak with Via further on the matter.

**ACTION ITEM: Staff to send Via's presentation to the Operations and Oversight Committee and any updates to the full commission.**

**ACTION ITEM: Concerning free trips at VIA's expense if there is a missed trip due to VIA's mistake, HRT staff will work with VIA to determine advantages and disadvantages of doing this for the duration of the contract.**

Ms. Dawn Sciortino gave an update of what the agency is doing to prevent the spread of COVID-19 (Coronavirus) internally for staff as well as externally for customers.

Commissioner Rowe exited the meeting at 11:27 am; Commissioner Parnell assumed control of the meeting.

### **New and Old Business**

Ms. Kim Wolcott gave a presentation regarding Operator Staffing and On-Time-Performance.

Mr. Benjamin Simms gave a presentation on Missed Trips.

Commissioner Fuller asked how many riders were affected by the missed trips. Operations stated they can present that information, which depends on the route and the time of day.

**ACTION ITEM:** Staff will come back with an estimate of how many riders are affected by missed trips.

It was stated that the action item will be closed out when an estimate of passengers affected is submitted.

Mr. Michael Price introduced himself as the new Chief Information Officer / Chief Technology Officer and gave a presentation regarding GTFS (real time bus-tracking) and Mobile Ticketing.

HRT is expecting to spend less than \$10,000 (less than \$2,000 a month) in operating funds to supplement the grant funds needed to close the current project out.

### **Adjournment**

The meeting was adjourned at 11:47a.m.



# Service Update

HRT O&O Committee Meeting

March 12, 2020



HAMPTON ROADS  
TRANSIT



# Via HRT service has improved significantly since launch

- Call wait times consistently under 2 minutes
  - Down from ~12 minutes in the first days of service
- >90% on-time performance since beginning of March
  - February on time performance 86% (previous vendor benchmark: 85% in Jan 2020)
- Significant improvement in “Missed Transported” trips (>15 min after the window): declined from 68/day in first week to 21/day
- 4 “Missed Not Transported” per day (down from 9/day in first week)
- Intensive monitoring and prioritization of “at risk” rides has meaningfully improved performance for this group
- HRT team has access to real-time data dashboards in Tableau, and a full reconciliation / internal audit of February data has been completed

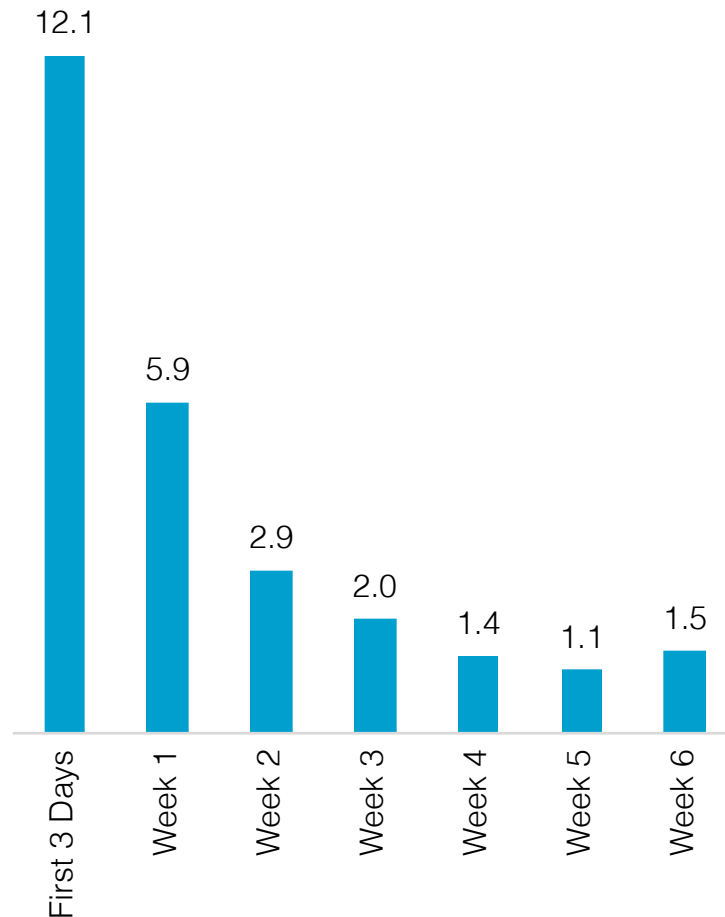
# Key initiatives undertaken to improve HRT customer experience

Issue	Action Taken	Results
Remedying service issues that emerged with certain “at risk” riders	<ul style="list-style-type: none"><li>- “At Risk” ride dispatch “captain”</li><li>- Real-time proactive alerts</li></ul>	Since implementation, 98% on time performance for “At Risk” riders
Certain healthcare facilities have multiple entry points and were experiencing service challenges	<ul style="list-style-type: none"><li>- Added “Points of Interest” selection process for booking facility rides</li><li>- Dedicated customer support line for facility POCs</li></ul>	<ul style="list-style-type: none"><li>- Subscription trips updated for 60 riders to reflect precise location</li><li>- Eggleston, Beacon House and Prime Plus Facilities now have a dedicated support line (additional rollout to come)</li></ul>
Some rider notes were not captured in Trapeze data migration	Identified missing rider notes using historical trips, driver input, and customer service calls	Rider notes added to 13,000 future trips to improve pickup coordination
A significant number of rider addresses were not captured in Trapeze migration	Reverse geo-coded to correct customer address using lat/long pairs	Fixed address data for 8,000 locations and 350 customer addresses
No show and rider address issues were not all captured in automated process improvements	Made ~1000 calls to individual riders to verify trip times, locations and subscription details	60% reduction in no shows and noticeable decline in customer complaints related to mistaken address

# Performance Data Review

# Average call wait times have declined substantially since the first week of service

## Average Wait Time

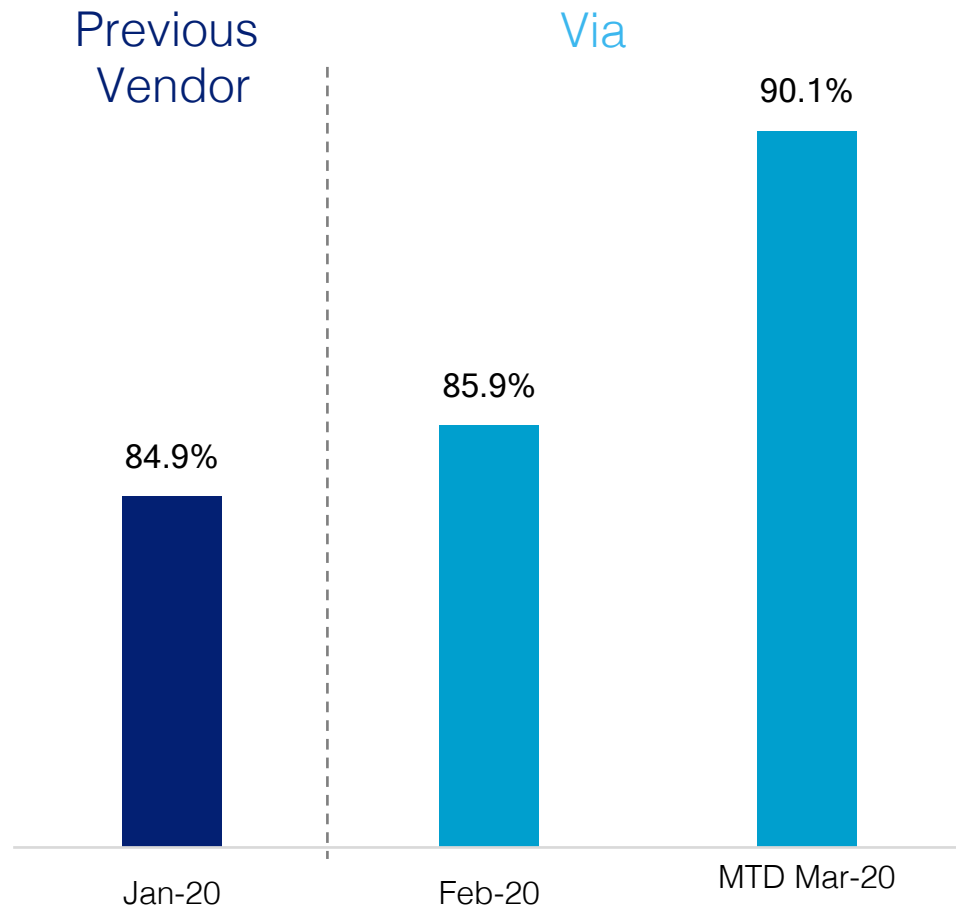


## Actions Taken

- Immediate mobilization of company-wide resources (~175 employees) to address enormous spike in call volume in first two weeks
- Team of 30 full time agents now answering calls

# On time performance is better than pre-Via launch and continues to improve

## On Time Performance (%)

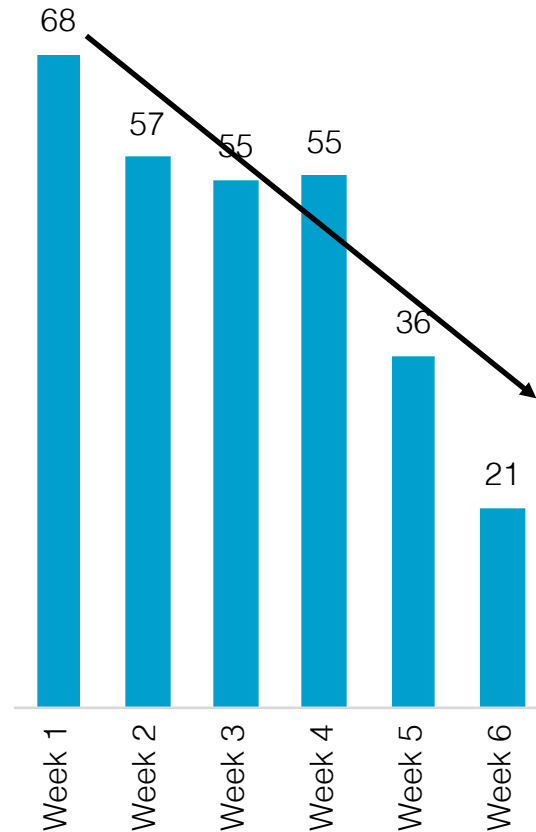


## Actions Taken

- Algorithm “learning” has improved pick up time accuracy
- Implemented proactive monitoring and dispatcher mitigation of trips at risk of being late
- Increased number of trained drivers
- Re-trained drivers on app use, best practices
- Changed driver shift schedule to better match driver shifts with demand and increase standby drivers at peak times

# Missed but transported trips have declined significantly since launch

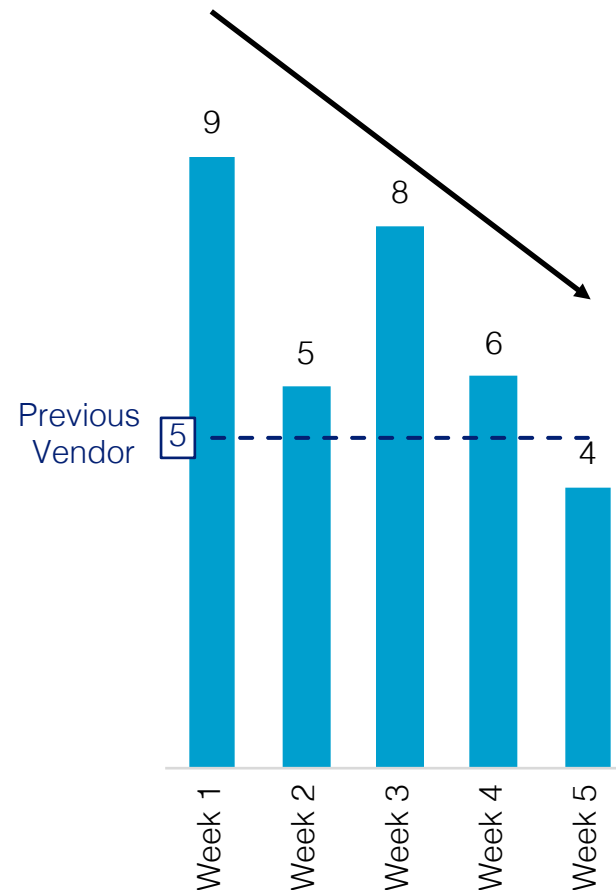
**Missed But Transported Trips  
(Daily Average)**



Missed but transported trips have declined by ~70% since the first week of service

# Number of missed not transported trips reduced to ~4 per day

**Missed Not Transported Trips  
(Daily Average)**

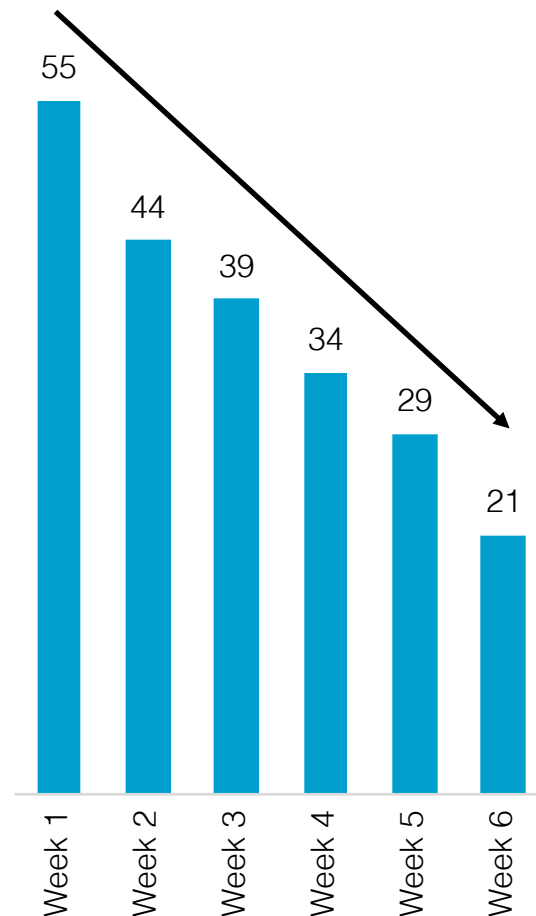


Fewer missed not transported trips vs. previous vendor's January 2020 performance



# No shows have declined substantially since launch

## No Shows (Daily Average)



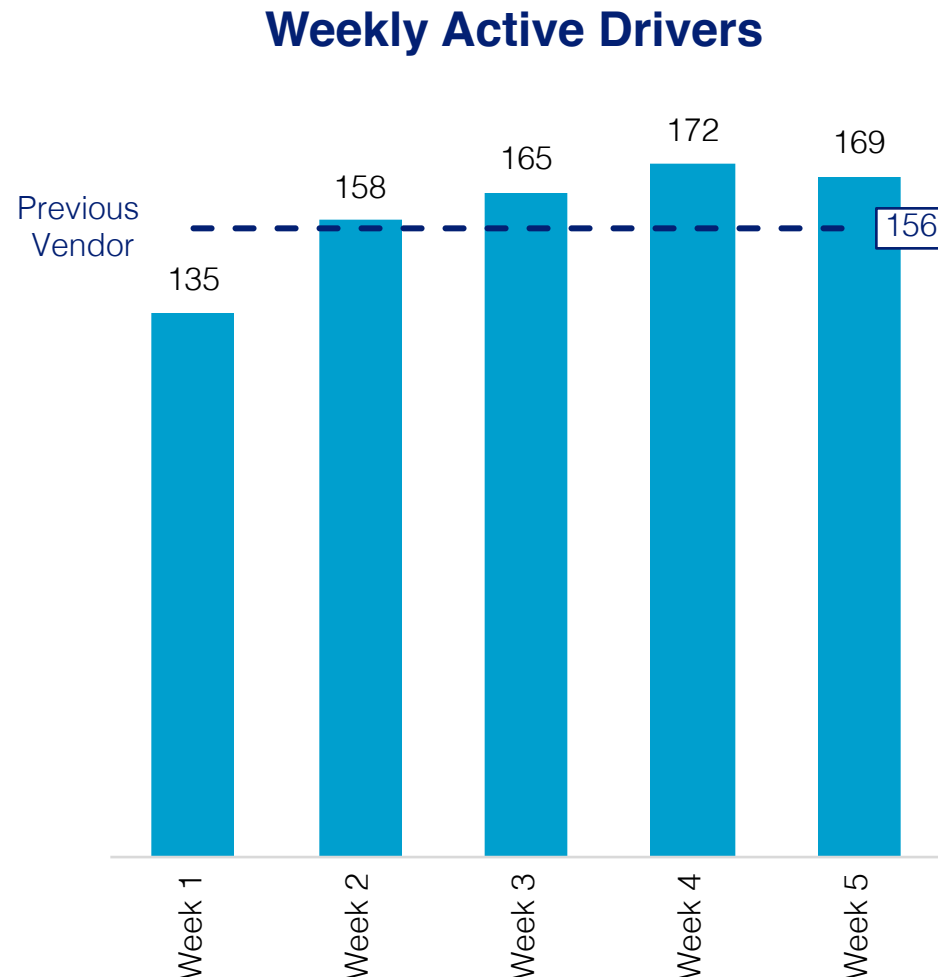
## Actions Taken

- Daily audit process to remove duplicate bookings
- Proactive identification process for finding subscription riders who have missed multiple consecutive trips
- Identification of drivers with multiple no shows and immediate retraining on proper no show protocol
- Identification and investigation of addresses with repeatedly no showed rides

Note: Week 6 data is through 3/9.

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# Following challenging first week, consistent supply of available drivers contributing to continuously improving service



## Actions Taken

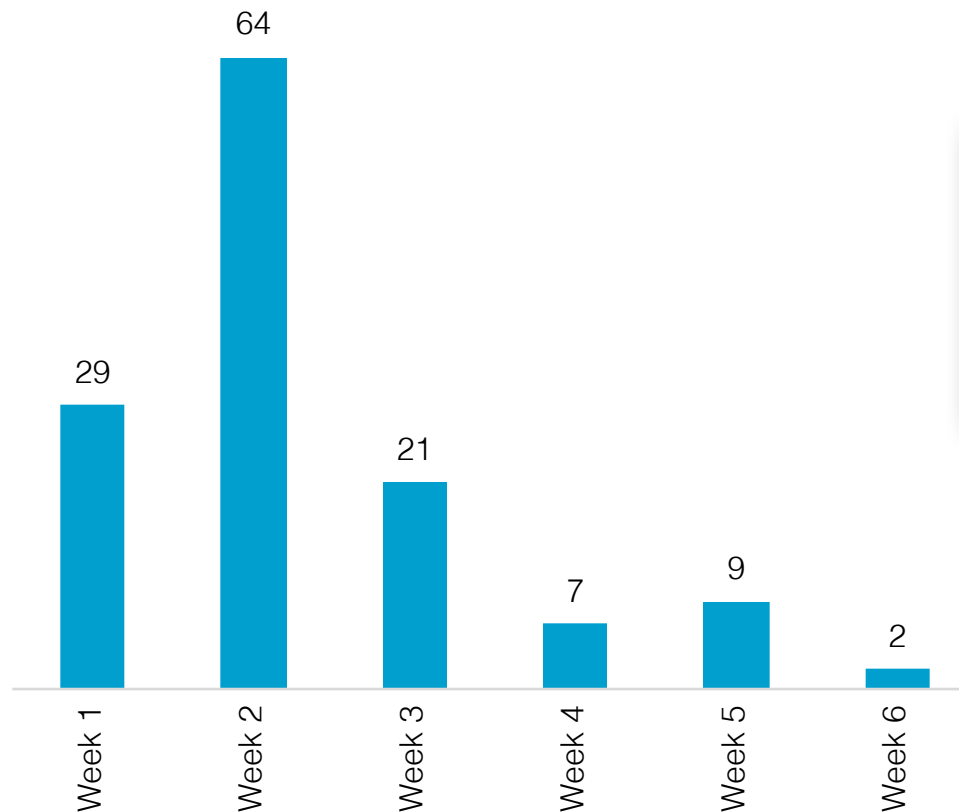
- Significant growth in driver base in week two following challenging transition (lack of vehicle availability for training before launch)
- Continued weekly recruiting, training and onboarding of new drivers has led to very consistent supply
- Adding TNC drivers soon to provide additional flexible supply

Note: Active driver data excludes holidays and weekends. Weekly active driver defined as having at least one paid shift in a week. Data for previous vendor based on December 2019.

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# Nearly all trips now completed using the driver app, improving data accuracy & service performance

**Trips Completed on Offline Manifest  
(Daily Average)**



Additional driver training has led to a major reduction in drivers who are not using Via's app to log trips

# Data visibility and reporting for HRT

## Actions Taken



- Live real-time service performance reporting through Tableau provided to HRT team
- Full access to Via HRT paratransit software provided to HRT team
- Completed full data audit of all trips as part of February month-end reporting
- Working with HRT's technology team to provide a live data feed on the HRT website (expected by end of March)

## Conclusion and Next Steps

# The service is now regularly receiving positive feedback from customers

Drivers are receiving very positive feedback...



I am SO satisfied with our service and love the drivers who are so on time and professional. I'm like a little kid with a new toy!

Improvements are being felt by riders...



Thank you so much for fixing my ride this morning I got to work at a better time today! I really appreciate it!

Customer support is friendly and helpful...



Carmela was so pleasant to work with my ride booking. She ensured that all I needed was taken care of. You guys are so wonderful and everyone from HRT but Carmela really stood out. You should tell everyone how she made me happy today!

Shared rides are working for customers...



I just want to say I love your service. The bus drivers are so pleasant to deal with; they are so nice. I like when we pick up others so I can see Norfolk; it is like a tour. It's very nice!

# Conclusion and next steps

## Conclusions

- HRT's paratransit service is now stable and continuing to improve significantly
  - Call wait times, on time performance, late trips, missed trips and no shows are all significantly improved
  - Performance levels are meaningfully above January performance under the previous vendor
- The HRT team now has real-time visibility into performance data and a full review of February data is complete
- Via's customer experience task force has identified and taken action on thousands of rides, with a primary focus on recurring and "at risk" rides

## Next Steps

- Relentless focus on continuing to address customer experience issues
- Preparing rider app for initial testing by a beta group from the Paratransit Advisory Committee
- Overflow fleet of TNC drivers for additional "on demand" dispatch
- Portal for high volume healthcare facilities to track trips in real time for facility customers
- Live data dashboard on the HRT website

# COVID-19 Action Plan

- Virus Escalation Protocol
  - Clear protocol established for customer support team to escalate cases and report to health authorities
- Vehicle Sanitation
  - Vehicles cleaned daily with disinfectant
  - Additional steam cleaning and monthly “deep clean”
- Facility Sanitation
  - Daily office cleanings with disinfectant
  - Hand sanitizer and sanitary wipes available at all facilities
- Updated Driver Virus Sick Policy (implemented this week)
  - Drivers offered three days of extra sick leave beyond standard policy with any sign of sickness
  - Drivers infected with the virus immediately taken out of service, offered full two weeks of paid leave





HAMPTON ROADS TRANSIT  
MARCH-MAY 2020  
OPERATIONS AND OVERSIGHT COMMITTEE  
ACTION ITEMS

Date	Action Item	Responsible Party	Due Date	Completed Date & Method
3/12/2020	Staff to send Via's presentation to the Operations and Oversight Committee and any updates to the full commission.	Operations	5/14/2020	Included in May O&O Committee Package and updates are ongoing.
3/12/2020	Concerning free trips at VIA's expense if there is a missed trip due to VIA's mistake, HRT staff will work with VIA to determine advantages and disadvantages of doing this for the duration of the contract.	Operations	6/11/2020	
3/12/2020	Staff will come back with an estimate of how many riders are affected by missed trips.	Planning	6/11/2020	

<b>Purchase Order No.:</b>	PO0001501	<b>Title:</b>	Automatic Electronic Air Sanitizers	<b>Price:</b>	\$336,600
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**Acquisition Description:** Award a Purchase Order (PO) for a vendor to provide 187 automated electronic air sanitizers for installation on Hampton Roads Transit's (HRT's) bus fleet.

**Background:** HRT has been following federal and state guidelines due to the COVID-19 pandemic and implemented a number of measures in its efforts to ensure the safety of employees, contractors and customers. HRT is seeking to further strengthen measures currently in place by installing automatic electronic air sanitizers on HRT's bus fleet. The electronic air sanitizers are designed and tested to kill airborne and surface bacteria, viruses, mold and odors. Installation of the automatic electronic air sanitizers will be performed by HRT's Operations staff.

**Contract Approach:** A Request for Quote (RFQ) was issued on April 23, 2020. Three (3) quotes were received on April 24, 2020 from the following firms:

- Climate Comfort Technologies (CCT)
- NFI Parts
- Gillig

After an evaluation of the quotes received, HRT staff determined that CCT provided the lowest responsive quote. Based on a price analysis performed, and the fact that pricing was obtained in a competitive environment, CCT's quote is deemed fair and reasonable.

A contractor responsibility review performed confirmed that CCT is technically and financially capable to provide the requested items. CCT is also the Original Equipment Manufacturer of the electronic air sanitizer.

CCT is located in Commerce City, CO and has provided similar materials and accessories to HRT satisfactorily.

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

**Project Manager:** Michael Perez, Operations Project and Contract Administrator

**Contracting Officer:** Fevrier Valmond, Assistant Director of Procurement

**Recommendation:** It is respectfully recommended that the Commission approve award of a Purchase Order to Climate Comfort Technologies to provide automatic electronic air sanitizers to HRT in the total amount of \$336,600.

<b>Purchase Order No.:</b>	PO0001501	<b>Title:</b>	Automatic Electronic Air Sanitizers	<b>Price:</b>	\$336,600
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### SOLICITATION RESULTS

<b>Offeror</b>	<b>Total Quoted Price</b>
<b>Climate Comfort Technologies</b>	<b>\$336,600.00</b>
NFI Parts	\$406,264.98
Gillig	\$436,332.71

<b>Contract No:</b>	19-00050R	<b>Title:</b>	Elizabeth River Ferry III Welding Repair Services	<b>Price: Term:</b>	\$130,255.43 Thirty (30) Days
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**Acquisition Description:** Enter into a contract with a qualified Contractor to provide welding repair services for the Elizabeth River Ferry III.

**Background:** HRT requires a United States Coast Guard certified welder and reliable Contractor to perform high quality welding repairs to the Elizabeth River Ferry III. Under the terms of this agreement, the Contractor is required to provide all equipment, materials and labor to perform welding repairs to the vessel that conform to the highest standards of workmanship for the marine industry. The Contractor shall also be responsible for the proper disposal of all work-related waste and byproducts and warrant its work for two (2) years.

**Contract Approach:** A Request for Quote was issued February 5, 2020. One (1) quote was received on March 5, 2020 from Fairlead Boatworks, Inc. (Fairlead). Upon review and evaluation of the quote, staff determined that Fairlead was able to meet the requirements of the Scope of Work based on technical capability and price; and, is therefore eligible for award. A post-solicitation survey of vendors solicited concluded that most were not capable of providing the services requested in the Scope of Work as it was outside the breadth of their normal services, were unable to complete the work during the specified timeframe, and/or were unable to meet the required insurance requirements. There was no indication that a re-solicitation to pursue more competition would have resulted in greater participation.

Fairlead's quoted price, in the amount of \$130,255.43 is deemed fair and reasonable based on a price analysis performed utilizing historical data.

**Comments & Special Circumstances:** Emergency award of the Contract was necessary in order for HRT's ferry fleet to be fully operational without any delays or interference to planned city events and the upcoming revenue generating spring/summer season.

Section 12.7 of the HRT Procurement Policy and Procedures Manual permits the President and CEO to authorize the award of contracts exceeding the threshold for Commission approval in cases when emergency action is required to prevent loss of life, damage to property, a threat to public safety or the environment, or the disruption of transit service or other essential functions of the Commission. On March 20, 2020 the President and CEO authorized the provision of welding repair services for the Elizabeth River Ferry III under this emergency authorization to avoid a disruption of transit and revenue generating services. Section 12.7 requires the Commission to confirm the emergency award at its next scheduled meeting.

Fairlead is located in Newport News, VA, has provided similar services to Blaha Towing Company in Suffolk, VA; Huntington Ingalls Industries in Newport News, VA; and, Mid-Atlantic Regional

<b>Contract No:</b>	19-00050R	<b>Title:</b>	Elizabeth River Ferry III Welding Repair Services	<b>Price: Term:</b>	\$130,255.43 Thirty (30) Days
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Maintenance Center in Norfolk, VA. Fairlead has also provided similar services to HRT satisfactorily.

The period of performance for this Contract is thirty (30) days.

No DBE goal was assigned for this solicitation.

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

**Project Manager:** Keith LeLache, Manager of Systems Maintenance

**Contracting Officer:** Jason Petruska, Senior Contract Specialist

**Recommendation:** It is respectfully recommended that the Commission confirm the award of a contract to Fairlead Boatworks, Inc. to provide welding repair services for the Elizabeth River Ferry III in the not-to-exceed amount of \$130,255.43.

<b>Purchase Order No:</b>	PO0001208	<b>Title:</b>	Emergency Laptop Purchase	<b>Price:</b>	\$108,705
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**Acquisition Description:** Award a sole source Purchase Order to CDW-g to purchase seventy-five (75) laptops in support of Hampton Roads Transit (HRT) staff teleworking during the current pandemic emergency.

**Background:** HRT has a requirement to purchase laptops in order for HRT staff to work remotely due to the current pandemic of the Coronavirus. Under the terms of this agreement, the Contractor shall provide seventy-five (75) HP laptops and next business day hardware support for 5 years.

**Contract Approach:** FTA and Virginia Public Procurement Act guidelines allow non-competitive emergency procurements when only one 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 source. CDW-g has provided a number of laptops and other services to HRT in the past and has the fastest shipping time.

A Request for Quote was issued March 25, 2020 and CDW-g provided a responsive quote on March 25, 2020 in the amount of \$108,705. The price schedule required the Contractor to provide pricing for a variation of laptop configurations and the extended support.

Based on a price analysis performed utilizing historical pricing, CDW-g's proposed price is deemed fair and reasonable. A contractor responsibility review confirmed that CDW-g is both technically and financially capable to perform the work.

**Comments & Special Circumstances:** Emergency award of the Contract was necessary in order for HRT's staff to work remotely, in accordance with the Governor of Virginia's Executive Order 53, to mitigate the impacts of the Coronavirus. Additionally, this will reduce the unnecessary person-to-person contact to decrease the risk of transmission and community spread through HRT's employees.

Section 12.7 of the HRT Procurement Policy and Procedures Manual permits the President and CEO to authorize the award of contracts exceeding the threshold for Commission approval in cases when emergency action is required to prevent loss of life, damage to property, a threat to public safety or the environment, or the disruption of transit service or other essential functions of the Commission. On March 26, 2020, the President and CEO authorized the purchase of seventy-five (75) laptops under this emergency authorization in accordance with the Commonwealth of Virginia's current State of Emergency. Section 12.7 requires the Commission to confirm the emergency award at its next scheduled meeting.

<b>Purchase Order No:</b>	PO0001208	<b>Title:</b>	Emergency Laptop Purchase	<b>Price:</b>	\$108,705
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CDW-g is headquartered in Vernon Hills, IL and has provided previous products to HRT satisfactorily.

No DBE goal was assigned for this solicitation.

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

**Project Manager:** Michael Price, Chief Information Officer/Chief Technology Officer

**Contracting Officer:** Sonya Luther, Director of Procurement

**Recommendation:** It is respectfully recommended that the Commission confirm the award of a Purchase Order to CDW-g to provide seventy-five (75) laptops to HRT in the not-to-exceed amount of \$108,705.

<b>Contract No:</b>	20-00070	<b>Title:</b>	Hybrid Bus and Allison Transmission Diagnostic and Repair Services	<b>Base Year Price:</b> <b>Option Pricing:</b>	\$105,005 \$214,855 w/2 1-yr. options
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**Acquisition Description:** Enter into a sole source renewal contract with Western Branch Diesel to provide hybrid bus and Allison transmission diagnostic and repair services on a Task Order (TO) basis.

**Background:** Hampton Roads Transit (HRT) has a requirement for maintaining a fleet of twenty-two (22) hybrid buses, manufactured by Gillig and twenty-three (23) buses from various manufacturers having Allison transmissions. Some of the work to be performed is outside the capacity and/or capability of in-house maintenance staff and not covered by existing warranties. As a result, HRT seeks to award a contract for routine and emergency repair services of the hybrid bus and Allison transmission fleet. Under the terms of the agreement, Western Branch Diesel is required to provide timely and professional execution of services, including all equipment, parts and labor. All services and repairs are to be performed at the Contractor's place of business; therefore, the Contractor must have the appropriate facility, tools/equipment, license and resources to perform the work.

**Contract Approach:** FTA and Virginia Public Procurement Act guidelines allow non-competitive procurements when only one 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. Western Branch Diesel is the only Allison certified dealer and repair center within the region that can perform diagnostic and maintenance on the hybrid buses, which are equipped with Allison components. Sole Source procurements are accomplished through solicitation and acceptance of a proposal from only one source.

A solicitation was issued on March 6, 2020 and Western Branch Diesel provided a responsive proposal on March 18, 2020. The proposal included unit prices for hourly diagnostic and repair labor as well as transportation (towing) rates over the three-year contract term.

Based on a price analysis performed utilizing the proposed pricing, the independent cost estimate and historical pricing data, the proposed pricing is deemed fair and reasonable. A contractor responsibility review confirmed that Western Branch Diesel is both technically and financially capable to provide the services described in the Scope of Work.

Western Branch Diesel is located in Portsmouth, VA and has provided similar services to HRT satisfactorily.

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



<b>Contract No:</b>	20-00070	<b>Title:</b>	Hybrid Bus and Allison Transmission Diagnostic and Repair Services	<b>Base Year Price:</b> <b>Option Pricing:</b>	\$105,005 \$214,855 w/2 1-yr. options
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**Cost/Funding:** This Contract will be funded with Operating Funds.

**Project Manager:** Daniel Good, Interim Director of Maintenance - Bus

**Contracting Officer:** Jason Petruska, Senior Contract Specialist

**Recommendation:** It is respectfully recommended that the Commission approve the award of a sole source contract to Western Branch Diesel to provide hybrid bus and Allison transmission diagnostic and repair services in the amount of \$319,860 for three (3) years.

<b>Western Branch Diesel's Proposal Summary</b>				
<b>Item</b>	<b>Base Year</b>	<b>Option Year 1</b>	<b>Option Year 2</b>	<b>Summary</b>
Labor & Transport	\$40,005	\$40,620	\$41,235	\$121,860
Material Costs Allowance	\$65,000	\$66,000	\$67,000	\$198,000
<b>Total Price:</b>	\$105,005	\$106,620	\$108,235	<b>\$319,860</b>

<b>Contract No:</b>	20-00064	<b>Title:</b>	Light Rail Track Work	<b>Total Price: Term:</b>	\$300,000 3 yrs. w/2 1-yr. Options
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**Acquisition Description:** Enter into a renewal contract with a qualified Contractor to perform inspection, maintenance, repair and construction of track work associated with the Norfolk Light Rail Transit (LRT) system on a Task Order (TO) basis.

**Background:** Hampton Roads Transit (HRT) has a requirement for on-call services to perform inspections, maintenance, repairs and construction of work related to its Light Rail tracks. This work is outside the capacity and capability of HRT's Rail Operations and Maintenance personnel. Under the terms of this agreement, the Contractor shall perform remedial work and operational enhancements to the original LRT system construction; inspection and repair of damage or deterioration caused by severe weather or other external factors; emergency repairs from isolated events that interrupt LRT revenue service; and, routine inspection and maintenance of the LRT system infrastructure, as deemed necessary by HRT's Rail Operations and Maintenance personnel.

**Contract Approach:** An Invitation for Bids (IFB) was issued on March 20, 2020. Two (2) bids were received on April 23, 2020 from the following firms:

- H & B Railroad Company (H&B)
- RailWorks Track Services (RailWorks)

In response to the IFB, bidders were required to provide hourly rates for various labor categories and services described in the Scope of Work to be utilized when establishing pricing for proposed TOs.

After evaluation of the bids received, HRT staff determined that the lowest bidder, H&B was responsive (in compliance with submittal requirements) and responsible (capable to perform), and therefore eligible for award. H&B's average hourly labor rate was \$48.33 less than RailWorks' hourly rate. Additionally, H&B provided a yearly escalation rate of 2% while RailWorks provided a 5% yearly escalation rate.

H&B's proposed rates were deemed fair and reasonable based on a price analysis performed using historical data and the fact that pricing was obtained in a competitive environment.

H&B is located in Portsmouth, VA and has performed similar services for Newport News Shipbuilding in Newport News, VA; Virginia Port Authority in Norfolk, VA; and, Busch Gardens in Williamsburg, VA. H&B also currently 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.

<b>Contract No:</b>	20-00064	<b>Title:</b>	Light Rail Track Work	<b>Total Price: Term:</b>	\$300,000 3 yrs. w/2 1-yr. Options
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No DBE goal was established for this solicitation.

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

**Project Manager:** Omar Gordon, Interim Director of Rail Maintenance

**Contracting Officer:** Fevrier Valmond, Assistant Director of Procurement

**Recommendation:** It is respectfully recommended that the Commission approve the award of a contract to H & B Railroad Company, Inc. to perform track work associated with the Norfolk Light Rail Transit. The cumulative amount of all Task Orders issued under this Contract will not exceed \$300,000.

<b>Purchase Order No.:</b>	PO0001555	<b>Title:</b>	Light Rail Vehicle Brake Caliper Overhaul	<b>Price:</b>	\$128,000.
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**Acquisition Description:** Award a sole source Purchase Order (PO) for Knorr Brake Company to provide technical expertise, tooling and labor for overhauling the Power Truck (PT) brake calipers on Hampton Roads Transit's (HRT's) Light Rail Vehicles (LRV).

**Background:** HRT currently owns and operates nine (9) LRVs. Each LRV has two (2) PTs with four (4) calipers on each for a total of eighty (80) calipers, including two (2) spare power trucks. The braking system on each LRV is equipped with brake calipers, which incorporate a hydraulic release circuit that allows the manual release of the brakes when there is no power on the car. The calipers utilize a single force cartridge to engage the spring applied braking pressure to the discs. The force cartridge includes all critical hydraulic components, including automatic slack adjuster and piston retraction mechanism. The existing brake calipers have reached their recommended useful life and require overhaul to maintain a State of Good Repair of HRT's LRVs. HRT has acquired the required overhaul kits for the calipers but does not have the inhouse technical capacity and capability to perform the overhaul work. This PO will provide the Original Equipment Manufacturer (OEM) technical expertise required to perform the caliper overhaul.

**Contract Approach:** FTA and Virginia Public Procurement Act guidelines allow non-competitive procurements when only one source is practically available, and the award 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 quote from only one source.

A Request for Quote (RFQ) was issued on April 6, 2020 and Knorr Brake Company provided a responsive quote in the total amount of \$128,000. Knorr is also the Original Equipment Manufacturer (OEM) of the calipers.

Knorr has confirmed that the prices offered to HRT are in line with prices charged to other customers. A contractor responsibility review performed confirmed that Knorr is technically and financially capable to provide the requested items.

Knorr is located in Westminster, Maryland and has provided parts and similar services 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, Assistant Director of Procurement

<b>Purchase Order No.:</b>	PO0001555	<b>Title:</b>	Light Rail Vehicle Brake Caliper Overhaul	<b>Price:</b>	\$128,000.
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**Recommendation:** It is respectfully recommended that the Commission approve the award of a Purchase Order to Knorr Brake Company to provide brake caliper overhaul services for the State of Good Repair maintenance of HRT's LRVs in the total amount of \$128,000.

<b>Contract No:</b>	19-00054R	<b>Title:</b>	Passenger Amenities Pressure Washing and Condition Assessment Services	<b>Base Year's Price:</b> <b>Two Option Years' Price:</b>	\$42,379 \$84,758
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**Acquisition Description:** Enter into a contract with a qualified Contractor to provide pressure washing and condition assessment services at its passenger amenities located at bus facilities 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 transit centers, bust transfer stations, 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 pressure washing and condition assessment staff, supervision, and other items necessary to perform the required services.

**Contract Approach:** A Request for quote (RFQ) was issued on March 24, 2020. Ten (10) quotes were received on April 23, 2020 from the following firms:

- 757 Janitorial Special Cleaning Services Incorporated
- Above and Beyond Cleaning Services, LLC
- Curtis Wilson Powermovement General Contractors, LLC
- Detailing Dynamix Plus, LLC
- ETI Environmental, Inc. (ETI)
- Freeman's Pressure Washing and Lawn, LLC
- Grime Reaper Professional Services
- HD Enterprises
- Jay's Mobile Detailing and Pressure Washing
- Vaughan Enterprise Corporation

In response to the RFQ, Offerors were required to provide pricing for pressure washing passenger amenities at various HRT Southside and Northside locations throughout Hampton Roads. Offerors had the option to quote on all locations (Northside and Southside) or single or various combinations of locations at the Northside and/or Southside, as specified in the Scope of Work.

After an evaluation of the quotes received, HRT staff determined that ETI provided the lowest responsive (in compliance with submittal requirements) and responsible (capable to perform) quote, and is therefore eligible for award.

ETI's total quoted price of \$127,137 included pricing for all location on the Northside and Southside. Based on a price analysis performed, and the fact that pricing was obtained in a competitive environment, ETI's quote is deemed fair and reasonable.

<b>Contract No:</b>	19-00054R	<b>Title:</b>	Passenger Amenities Pressure Washing and Condition Assessment Services	<b>Base Year's Price:</b>	\$42,379
				<b>Two Option Years' Price:</b>	\$84,758

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 has also performed these services for HRT satisfactorily.

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

No DBE goal was established for this solicitation; however, HRT has confirmed that ETI is a DBE certified firm.

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

**Project Manager:** Scott Demharter, Director of Facilities, Engineering and 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. to perform passenger amenities pressure washing and condition assessment services in the amount of \$127,137 over a three-year period.

<b>Contract No:</b>	19-00054R	<b>Title:</b>	Passenger Amenities Pressure Washing and Condition Assessment Services	<b>Base Year's Price:</b>	\$42,379
				<b>Two Option Years' Price:</b>	\$84,758

### SOLICITATION RESULTS

OFFEROR	TOTAL OFFER PRICE
<b>ETI Environmental, Inc.</b>	<b>\$127,137.00</b>
757 Janitorial Special Cleaning Services Incorporated (Southside Only)	\$128,892.00
HD Enterprises	\$395,199.00
Jay's Mobile Detailing and Pressure Washing	\$444,390.00
Freeman's Pressure Washing and Lawn, LLC	\$488,400.00
Curtis Wilson Powermovement General Contractors, LLC	\$546,660.00
Above and Beyond Cleaning Services, LLC	\$611,800.00
Detailing Dynamix Plus, LLC	\$768,300.00
Grime Reaper Professional Services	\$902,270.16
Vaughan Enterprise Corporation	\$1,184,925.00

ETI Environmental, Inc.'s Quote Summary			
Base Year	Option Year 1	Option Year 2	Total
\$42,379	\$42,379	\$42,379	<b>\$127,137</b>



<b>Contract No:</b>	19-00057	<b>Title:</b>	System Safety Support Services	<b>Price: Term:</b>	\$450,000 1 Yr. w/2 1-Yr. Options
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**Acquisition Description:** Enter into a contract with a qualified Contractor to provide technical safety expertise, engineering and assistance on a Task Order (TO) basis.

**Background:** Under the MAP-21/FAST Act Safety Related Rulemaking, operators of public transportation systems that receive Federal financial assistance are required to develop and implement Public Transportation Agency Safety Plans based on the Safety Management System approach. Under the rule for State Safety Oversight Agencies 49 CFR Part 674, the Federal Transit Administration (FTA) has also strengthened the oversight of Rail Transit Agencies (RTA) which will require HRT to meet additional oversight directives from the Virginia Department of Rail and Public Transportation (DRPT).

As a result, Hampton Roads Transit (HRT) requires the services of a consulting firm to provide technical safety expertise and assistance and safety engineering services. These contracted services will make it possible for HRT to ensure regulatory compliance by providing materials, services, and guidance which meet the latest regulatory requirements in a timely manner; assess risks and exposures; enable more efficient utilization of current Safety staff; and, receive current and relevant plans and programs to fill gaps in areas where no plans or programs exist.

**Contract Approach:** A Request for Proposals (RFP) was issued on November 27, 2019. Four (4) proposals were received on January 16, 2020 from the following firms:

- ADS System Safety Consulting, LLC (ADS)
- STV, Inc. dba STV Group, Inc. (STV)
- TRC Engineers, Inc.
- Transit Safety and Security Solutions, Inc.

Upon review and evaluation of the proposals received, HRT staff determined that STV and ADS were technically qualified to meet the Scope of Work (SOW) requirements. The firms were subsequently invited to discuss their proposals and provide technical clarifications on their approach to the SOW.

At the conclusion of discussions, HRT staff determined that ADS rated best to meet the requirements of the SOW based on information provided in regard to their overall project approach and experience. As a result, discussions and negotiations were conducted with ADS on March 19, 2020. Discussions and negotiations focused on clarifying assumptions made in establishing pricing and reducing labor rates proposed. At the conclusion of negotiations, a Best and Final Offer (BAFO) was requested.

<b>Contract No:</b>	19-00057	<b>Title:</b>	System Safety Support Services	<b>Price: Term:</b>	\$450,000 1 Yr. w/2 1-Yr. Options
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In response to the RFP, Proposers were required to provide a technical proposal and a Price Proposal that includes labor rates for the services described in the Scope of Work (SOW). The proposed labor rates will be utilized when establishing pricing for TOs.

As a result of the BAFO, ADS's average hourly labor rate decreased by approximately 10.7%, which is \$3.22 less than STV's hourly rate, and is therefore deemed fair and reasonable. Due to price concessions made in their BAFO, HRT staff determined that ADS provided the best value to HRT. ADS's labor rates are deemed fair and reasonable based on a price analysis performed using historical data and the fact that the pricing was obtained in a competitive environment. A contractor responsibility review confirmed that ADS is technically and financially capable to perform the work.

ADS is located in Baltimore, MD and has provided similar services to the Maryland Transit Administration in Baltimore, MD; Tri-County Metropolitan Transportation District of Oregon in Portland, OR; and the Washington Metropolitan Area Transit Authority in Washington, DC. ADS has also provided similar services to HRT satisfactorily.

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

No DBE goal was assigned for the overall solicitation. HRT's DBE Manager will review the scope of each proposed Task Order to identify opportunities for DBE participation and establish a task-based goal accordingly.

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

**Project Manager:** Dawn Sciortino, Chief Safety Officer

**Contracting Officer:** Sonya Luther, Director of Procurement

**Recommendation:** It is respectfully recommended that the Commission approve the award of a contract to ADS System Safety Consulting, LLC to provide technical safety support services. The cumulative amount of all TOs issued under this contract will not exceed \$450,000 over the three-year period.

<b>Contract No:</b>	20-00063	<b>Title:</b>	Vehicle Wash Equipment Maintenance, Inspections and Repair Services	<b>Base Three Years' Price:</b>	\$79,208.80
				<b>Two Option Years' Price:</b>	\$53,434.70

**Acquisition Description:** Enter into a renewal contract with a qualified Contractor to perform scheduled and unscheduled preventative maintenance inspections and repairs of bus and light rail vehicle wash equipment located various Hampton Roads Transit (HRT) facilities.

**Background:** HRT has a requirement to provide safe, reliable and clean equipment for public transportation. In order to meet this requirement, HRT owns and operates vehicle wash equipment at three (3) major locations that require routine inspections, maintenance and repair. Under the terms of this agreement, the Contractor shall provide soap, activator and other necessary materials for use in the vehicle wash equipment; be readily available for unscheduled and emergency repairs; and provide knowledgeable, properly trained and experienced vehicle wash maintenance technicians to perform the required inspection, maintenance and repair services.

**Contract Approach:** A Request for quote (RFQ) was issued on March 16, 2020. Two (2) quotes were received on April 8, 2020 from the following firms:

- Dubois Chemicals, Inc. (Dubois)
- EST Companies, LLC

In response to the RFQ, Offerors were required to provide pricing for scheduled preventative maintenance and inspections and hourly rates for unscheduled repairs, as well as pricing for soap and activators for use in the vehicle wash equipment.

After an evaluation of the quotes received, HRT staff determined that Dubois was the lowest responsive (in compliance with submittal requirements) and responsible (capable to perform) Offeror, and therefore eligible for award.

Dubois' total quoted price of \$132,643.50 includes \$45,000 (\$9,000/yr.) for unscheduled repairs that HRT may request during the Contract term. Based on a price analysis performed using historical data, and the fact that pricing was obtained in a competitive environment, Dubois' quote is deemed fair and reasonable.

Dubois is located in Cincinnati, OH and has performed similar services for the City of North Charleston in Charleston, SC; Old Dominion Freight Lines in Thomasville, NC; and, Jacksonville Transit Authority in Jacksonville, FL. Dubois also currently 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.

<b>Contract No:</b>	20-00063	<b>Title:</b>	Vehicle Wash Equipment Maintenance, Inspections and Repair Services	<b>Base Three Years' Price:</b>	\$79,208.80
				<b>Two Option Years' Price:</b>	\$53,434.70

No DBE goal was established for this solicitation.

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

**Project Manager:** Omar Gordon, Interim Director of Rail Maintenance

**Contracting Officer:** Fevrier Valmond, Assistant Director of Procurement

**Recommendation:** It is respectfully recommended that the Commission approve the award of a contract to Dubois Chemicals, Inc. to perform vehicle wash equipment maintenance, inspections and repair services in the amount of \$132,643.50 over a five-year period.

#### SOLICITATION RESULTS

OFFEROR	TOTAL OFFERED PRICE
Dubois Chemicals Inc.	\$132,643.50
EST Companies, LLC	\$306,274.80

Summary of Dubois Chemicals, Inc.					
Base Year 1	Base Year 1	Base Year 1	Option Year 1	Option Year 2	Total
\$26,313.10	\$26,313.10	\$26,582.60	\$26,582.60	\$26,582.10	\$132,643.50

Options to be Exercised - July 2020						
Contract No.	Title	Description	Total Awarded Value	Period of Performance	Option Year to be Exercised	Total Amount of Option Year
16-73944	Fuel Products (Ultra Low Sulfur Diesel and Gasoline)	To supply and deliver diesel and gasoline fuel products to specified HRT locations.	\$ 28,500,000.00	1 base yr. w/4 1-yr. options	Third	\$ 5,700,000.00
18-76521	General Printing Services	To provide general printing services on a Task Order basis.	\$ 850,000.00	1 base yr. w/4 1-yr. options	Second	\$ 170,000.00
18-76527A & B	Ferry Repair Services	To perform scheduled and emergency repairs for the ferry boat fleet on a Task Order basis.	\$ 225,000.00	1 base yr. w/4 1-yr. options	Second	\$ 45,000.00
18-76536	Provide Heavy Duty Bus Batteries	To provide heavy duty bus batteries.	\$ 282,848.00	1 base yr. w/4 1-yr. options	Second	\$ 56,636.00
19-00015	Mechanics' Tool Supply Services	To provide tool supply services for approximately seventy (70) mechanics on an as needed basis.	\$ 140,000.00	1 base yr. w/4 1-yr. options	First	\$ 28,000.00

Options to be Exercised - August 2020						
Contract No.	Title	Description	Total Awarded Value	Period of Performance	Option Year to be Exercised	Total Amount of Option Year
16-70794R	Bus Tire Lease and Maintenance Services	To provide bus tire lease and maintenance services.	\$ 2,924,477.70	1 base yr. w/3-1 yr. options	Third	\$ 764,117.85
16-72028	Oil and Fluid Analysis Services	To provide oil and fluid analysis services for engine and gear box oil, transmission fluid, coolant, and fuel	\$ 142,890.00	1 base yr. w/4-1 yr. options	Fourth	\$ 28,578.00
17-75521R	Uniform Rental Services	To provide uniform rental services for HRT's maintenance staff located at various facilities.	\$ 400,215.40	1 base yr. w/4-1 yr. options	Second	\$ 80,043.08
18-78365	Microsoft Enterprise Agreement Software License Renewal	To provide Microsoft Enterprise software licenses, software and support.	\$ 1,174,092.42	1 base yr. w/2-1 yr. options	Second	\$ 386,844.89
19-00010	Bus Diagnostic and Repair Services	To provide bus diagnostic and repair services on a Task Order basis for a fleet of 283 buses.	\$ 942,500.00	1 base yr. w/4-1 yr. options	First	\$ 186,630.00

UPCOMING CONTRACTS FOR APPROVAL	
Title	Description
Bus Exhaust and Emission Services	To reduce exhaust and emission system related service calls while meeting the most recent maintenance requirements established by the Original Equipment Manufacturer (OEM), and compliance with applicable clean air regulations.
Construction of Charging Infrastructure for Electric Buses	To provide the construction of the charging infrastructure for HRT's new electric buses.
Ferry Boat Build Project	For the completion of construction, and delivery of, two (2) T-Boat Classification, 149-Passenger ferry boats.
General Financial Consulting Services	To provide General Financial Consulting services on a Task Order basis.
Light Rail Electrical Work	To perform electrical work associated with the Norfolk Light Rail Transit (LRT) system and various HRT Facilities on a Task Order (TO) basis.
Microsoft Dynamics 365 Finance and Operations Managed Services	To provide managed services for HRT's Microsoft Dynamics 365 Finance and Operations application.
On-Site Vehicle Inspection Services	To produce Pre-Award and Post Delivery Buy America reports compliant with the requirements of the Buy America Act.
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 Shelter Fabrication and Installation	To provide the fabrication and installation of bus shelters on a Task Order basis.
Ticket Vending Machine Credit Card Processing Services	To provide credit card processing services for Hampton Roads Transit (HRT) operated GFI Genfare/SPX Ticket Vending Machines (TVMs).
Vanpool Assistance Program	To provide vanpool services for commuter vanpool programs.

# **Update: Transit Strategic Plan**

Operations & Oversight Committee

May 14, 2020



## Recap of Regional Progress

- **Widespread Community Involvement**
- **TDCHR Board endorsement of TSP Guiding Principles in December 2019:**
  - ✓ Follow standards to achieve a more effective bus network
  - ✓ Prioritize high-frequency services on a regional backbone system
  - ✓ Balance resources between peak hour and all-day
  - ✓ Prioritize connections across jurisdictions
  - ✓ Provide adequate transit coverage throughout the region
  - ✓ Leverage a data-driven approach and factoring of funding and operational constraints to prioritize and phase implementation

## Recap of Regional Progress

- **First-ever Regional Standards:**
  - **Classifications of Types of Service**
    - REGIONAL BACKBONE
    - LOCAL PRIORITY
    - LOCAL COVERAGE
    - ON-DEMAND
    - LIMITED/EXPRESS ROUTES
  - **Framework for Reliable Inter-Jurisdictional Connectivity**
    - Frequency and span of service

REGIONAL BACKBONE IMPACTS (15-MIN WEEKDAY PEAK SERVICE)		
	CURRENT HRT SYSTEM	CHANGE FROM CURRENT 13-ROUTE REGIONAL BACKBONE
NO. OF ROUTES WITH 15-MIN WEEKDAY PEAK SERVICE	6	13
POPULATION SERVED	181,000	487,000 169% increase
JOBS SERVED	137,500	312,500 127% increase
AREA IN WALKING DISTANCE	41 sq. miles	115 sq miles 180% increase
TOTAL SYSTEM PROJECTED RIDERSHIP (AVG. WEEKDAY)	36,200	54,500

## Recap of Workplan

**Following joint City Managers/Technical Work Group meeting in October 2019, HRT committed to further collaborate with Local Partners to:**

*Evaluate and further modify service plans as shared with City Managers and city staff*

- *Incl. updates to planning for On-Demand Zones and initial Pilot Project(s)*

*Modify service plans and refine financial analyses to ensure alignment to constraints under existing funding mechanisms, in addition to exploring new funding options to support core regional bus (February-April)*

*Develop prioritization and phasing of services as required for TSP short-term (years 1-3 or FY21-23), mid-term (years 4-7 or FY24-27), and long-term (years 8-10 or FY28-30)*

**HRT secured extension from DRPT to complete TSP by June 2020.**

## Report of Work Done

- **Completed further due diligence for On-Demand Zones and identified initial Pilot Project(s):**
  - Special MFAC Workshop and Individual City Meetings
  - Demonstration Grant (80% State / 20% Local) application for two zones submitted by Feb 3, 2020
- **Re-engaged Cities in additional one-on-one meetings (December-April)**
- **Modified and phased service plans to better match constraints and priorities identified by City leaders and staff**
- **Successfully led efforts to obtain historic new dedicated regional funding to support core inter-jurisdictional (Regional Backbone) bus network**

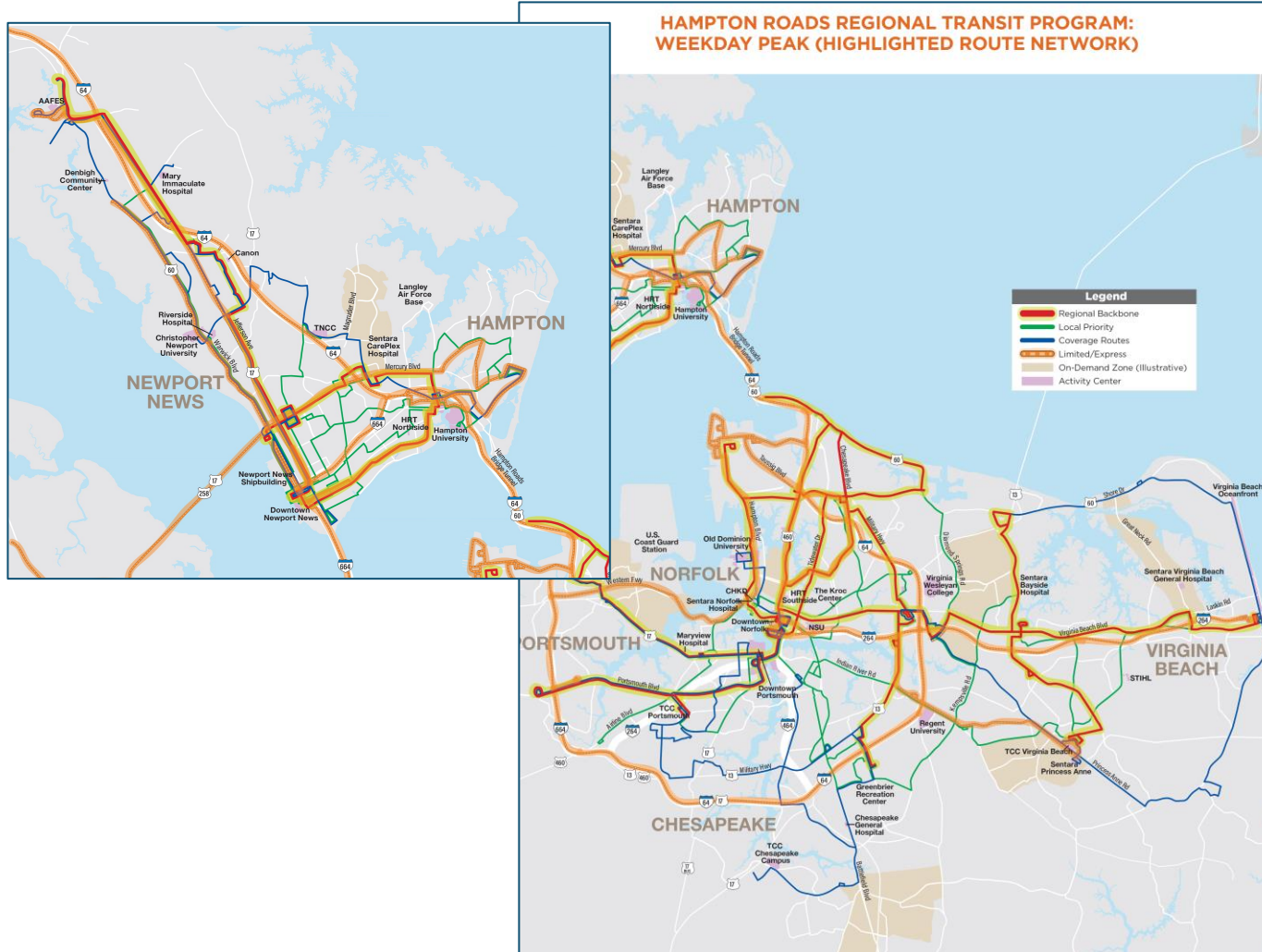
## Report of Work Done & Upcoming

- Completed fine tuning of constrained 10-year plan and wrapped up Chapters 3 and 5 per Transit Strategic Plan Guidelines
- Documenting special chapter for “Hampton Roads Regional Transit Program” to include in Transit Strategic Plan per Senate Bill 1038
  - **Focus: REGIONAL BACKBONE routes** and “related infrastructure, rolling stock, and support facilities”
- Report updated Transit Strategic Plan (Draft) in May
- TDCHR Board to adopt Transit Strategic Plan in June
- Ongoing collaboration with local and regional partners to strategically leverage new Hampton Roads Regional Transit Fund and implement the Program



# Hampton Roads Regional Transit Program

HAMPTON ROADS REGIONAL TRANSIT PROGRAM:  
WEEKDAY PEAK (HIGHLIGHTED ROUTE NETWORK)



## Focus: REGIONAL BACKBONE routes / LIMITED & EXPRESS routes

Peninsula RB Routes –  
Route 101 - Pembroke  
Route 112 – Jefferson Avenue  
Route 114 – Mercury Blvd

Southside RB Routes –  
Route 1 – Granby Street  
Route 2 – Hampton Blvd  
Route 3 – Chesapeake Blvd  
Route 8 – Tidewater Drive  
Route 15 – Military Highway  
Route 20 – Virginia Beach Blvd  
Route 21 – Little Creek Road  
Route 36 – Independence/Holland Road  
Route 45 – Portsmouth Blvd  
Route 47 – High Street/Churchland



# Public Transportation Agency Safety Plan

[gohrt.com](http://gohrt.com)

# Statutory Requirements

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Through the Moving Ahead for Progress in the 21<sup>st</sup> Century Act (MAP-21) and the Fixing America's Surface Transportation Act (FAST Act), Congress required operators of public transportation systems that receive FTA funds to develop and implement a Public Transportation Agency Safety Plan. FTA has implemented this requirement through publication of the Public Transportation Agency Safety Plan, or PTASP, final rule (49 CFR Part 673).

FTA Published 49 CFR 673 on July 19, 2018, with an effective date of July 19, 2019 requiring Transit Agencies to develop a Public Transportation Agency Safety Plan.

19 July 2018


20 July 2020

FTA must receive the HRT PTASP in order to be compliant with 49 CFR 673.



# PTASP Administrative Requirements

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- HRT's PTASP must be developed and approved by the SSOA (DRPT) by July 20, 2020, pursuant to 49 CFR parts 673 and 674, and the State Safety Program Plan.
  - HRT must submit assurance of certification to the FTA via the TrAMS System by July 20, 2020
  - HRT must submit an annual certification letter to DRPT by February 15<sup>th</sup> each year certifying that the PTASP is in place and HRT is operating in adherence to the Plan
  - The PTASP must be approved by the Accountable Executive and Board of Commissioners
  - SMS Training and Certification requirements for personnel and contractors with direct oversight of safety must be completed by July 20, 2021
  - The PTASP document requires an Annual Review/Update and Certification
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# SMS – The Basis for the PTASP

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1. Safety Management Policy
2. Safety Risk Management
3. Safety Assurance
4. Safety Promotion

# SMS A New Approach

From System Safety Compliance Approach		To SMS Approach
Documentation of current procedures and practices	➡	Documentation of strategies to address safety risks and continuous process for risk assessment, management, mitigation, and re-assessment
Safety Department as primary users of safety data	➡	Safety regulators, agency leadership, employees, and stakeholders as primary users of safety data for decision making
Focus on compliance with prescriptive regulations	➡	Focus on measurement of effectiveness of risk control strategies and achieving safety outcomes
Reactive post-facto response to lagging indicators such as accidents	➡	Proactive focus on accident precursors such as close calls to prevent events
Departmental goals not integrated into Agency goals	➡	Establish Agency Safety Performance Measures/Targets and consistent Performance Monitoring and Measurement
Proactive approach to change management	➡	Identify and assess changes that may introduce new hazards or impact safety performance

# Next Steps

ACTIVITY	DATE
Provide PTASP overview to HRT Board of Commissioners	May 28, 2020
Obtain conditional approval of Draft PTASP from DRPT	June 5, 2020
Provide Draft PTASP to Board for review and comment	June 8, 2020
Present Final Draft PTASP at June Commission meeting for final vote, approval, and adoption	June 25, 2020
Obtain signatures from HRT President/CEO and Senior Executive Team	July 10, 2020
Submit final PTASP to DRPT and assurance of certification to the FTA	July 20, 2020
Submit annual certification letter to DRPT	February 15, 2021

# Questions

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