



Meeting of the Operations and Oversight Committee

Thursday, August 13, 2020 • 10:00 a.m.
ZOOM Web Meeting

A meeting of the Operations and Oversight Committee is scheduled for Thursday, August 13, 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, August 13, 2020 • 10:00 a.m.
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AGENDA

1. Approval of the July 2020 Operations and Oversight Committee Meeting Minutes
2. Review Action Items
3. Audit Update
4. Procurement Recommendations to the Committee:
 - a. Contract 18-76541, Modification #4, Elizabeth River Ferry Docks Enhanced Amenities Design
 - b. Contract 20-00077, Vanpool Assistance Program (Renewal)
5. Options to be Exercised - October
6. Upcoming Contracts for Approval
7. Operations Update
8. Old and New Business
9. Adjournment

**The next Operations & Oversight Committee Meeting will be held on
Thursday, September 10, 2020**



Meeting of the Operations and Oversight Committee

Thursday, July 9, 2020 • 10:00 a.m.
ZOOM Web Meeting

MEETING MINUTES

Call to order

Commissioner Rowe called the meeting to order at 10:05AM.

Commissioners in attendance:

Commissioner Fuller, Chesapeake
Commissioner Gray, Hampton
Commissioner Rowe, Portsmouth
Commissioner Mucha, DRPT
Commissioner Kanoyton, Hampton
Commissioner Ross-Hammond, Virginia Beach
Commissioner Woodbury, Newport News

Hampton Roads Transit Staff in attendance:

Ray Amoruso, Chief Planning and Development Officer
Debbie Ball, Director of Finance
Amy Braziel, Manager of Operations Administration
Danielle Burton, Operations Support Technician
Gene Cavazos, Director of Marketing and Communications
Joe Dillard, Organizational Advancement Officer
Glenda Dixon, Director of Enterprise Resource Planning Services
Sheri Dixon, Director of Treasury
Jennifer Dove, Grants and Civil Rights Coordinator
Erin Glenn, Director of Enterprise Technology Solutions
William Harrell, President and CEO
Sonya Luther, Director of Procurement
Shanti Mullen, Internal Auditor
Sybil Pappas, Chief Engineering and Facilities Officer
Michael Perez, Operations Project and Contracts Administrator
Jim Price, Chief Transit Operations Officer
Michael Price, Chief Information Officer/Chief Technology Officer
Luis Ramos, Sr. Executive Administrator
Dawn Sciortino, Chief Safety Officer
Benjamin Simms, Deputy Chief Transit Operations Officer
Brian Smith, Chief of Staff
Robert Travers, Corporate Attorney
Fevrier Valmond, Deputy Director of Procurement

Others in attendance:

Alt. Commissioner Cipriano, Newport News
Alt. Commissioner Inman, Norfolk
Eric Nelson

The July 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 May 2020 Minutes

A motion to approve the May 2020 Meeting Minutes was made by Commissioner Kanoyton and properly seconded by Commissioner Ross-Hammond.

The May 2020 Meeting Minutes were approved by a unanimous vote.

Review of the Operations and Oversight Committee Action Items

Mr. William Harrell reviewed action items with the Committee.

Audit Update

Ms. Shanti Mullen reported that in March there was a triennial audit conducted in conjunction with the Department of Rail and Public Transportation (DRPT) audit; there were 2 finding of noncompliance and 4 recommendations regarding Facilities Maintenance and Rail Maintenance.

Ms. Sybil Pappas and Ms. Dawn Sciortino discussed the reason for the findings, and how they are being resolved.

A motion to adopt the report was made by Commissioner Fuller; seconded by Commissioner Gray.

A roll call vote resulted as follows:

Ayes: Commissioners Fuller, Gray, Rowe, Mucha, Kanoyton, Ross-Hammond, and Woodbury.

Nays: None

Abstain: None

Procurement Recommendations to the Committee

Contract 20-00098, Construction and Installation of Charging Stations

Ms. Luther presented Contract 20-00098, Construction and Installation of Charging Stations for recommendation of approval.

A motion to approve Contract 20-00098, Construction and Installation of Charging Stations was made by Commissioner Kanoyton and properly seconded by Commissioner Ross-Hammond.

A roll call vote resulted as follows:

Ayes: Commissioners Fuller, Gray, Rowe, Mucha, Kanoyton, Ross-Hammond, and Woodbury.

Nays: None

Abstain: None

Contract 20-00094, Information Technology Research and Advisory Services

Ms. Sonya Luther presented Contract 20-00094, Information Technology Research and Advisory Services for recommendation of approval.

A motion to approve Contract 20-00094, Information Technology Research and Advisory Services was made by Commissioner Kanoyton and properly seconded by Commissioner Woodbury.

A roll call vote resulted as follows:

Ayes: Commissioners Fuller, Gray, Rowe, Mucha, Kanoyton, Ross-Hammond, and Woodbury.

Nays: None

Abstain: None

Contract 20-00080, Microsoft Dynamics 365 Support Services

Ms. Sonya Luther presented Contract 20-00080, Microsoft Dynamics 365 Support Services for recommendation of approval.

A motion to approve Contract 20-00080, Microsoft Dynamics 365 Support Services was made by Commissioner Ross-Hammond and properly seconded by Commissioner Kanoyton.

Mr. Michael Price stated that this contract will cover services not supplied in the previous contract.

A roll call vote resulted as follows:

Ayes: Commissioners Fuller, Gray, Rowe, Mucha, Kanoyton, Ross-Hammond, and Woodbury.

Nays: None

Abstain: None

Contract 20-00060, Passenger Shelter Fabrication and Installation (Renewal)

Ms. Luther presented Contract 20-00060, Passenger Shelter Fabrication and Installation (Renewal) for recommendation of approval.

A motion to approve Contract 20-00060, Passenger Shelter Fabrication and Installation (Renewal) was made by Commissioner Fuller and properly seconded by Commissioner Ross-Hammond.

Ms. Pappas stated that 525 shelters will be distributed throughout the 6 cities. The city of Virginia Beach currently has \$2 million in their CIP plan, and that will help cover additional shelter installations when they have the staffing to do so.

A roll call vote resulted as follows:

Ayes: Commissioners Fuller, Gray, Rowe, Mucha, Kanoyton, Ross-Hammond, and Woodbury.

Nays: None

Abstain: None

Contract 19-00051, Architectural and Engineering Services

Mr. William Harrell presented Task Order 7, 8, and 9 to the Committee. These task orders will be funded with grant funds.

Options to be Exercised

Options to be exercised were reviewed with the Committee.

Upcoming Procurements

Upcoming procurements were reviewed with the Committee.

Operations Update

Mr. Jim Price gave an update of Operations Paratransit service performance. Ms. Amy Braziel gave a presentation sharing Via's new app for paratransit clients.

Old and New Business

There was no old or new business presented to the Committee.

Adjournment

The meeting was adjourned at 11:17a.m.



HAMPTON ROADS TRANSIT
JULY-AUGUST 2020
OPERATIONS AND OVERSIGHT COMMITTEE
ACTION ITEMS

Date	Action Item	Responsible Party	Due Date	Completed Date & Method
3/12/2020	Staff will provide an estimate of how many riders are affected by missed trips.	Planning	6/11/2020	



HAMPTON ROADS TRANSIT

Internal Audit Calendar Year 2020 Audit Schedule

Required Audits

Audits required based upon industry and regulatory bodies

Audit	Department	Scope	Anticipated Schedule	Anticipated Completion*
SSPP Sections 14,15,16	Safety and Maintenance	Inspection/ Maintenance: Truck & Structure, Signal, Power, Communications; Training and Certification, Facility/ Shop Equipment, Station Equipment	March 2020	April 2020
PTASP Implementation	Safety	Concurrent Audit of the HRT Safety Department's implementation of the PTASP	September 2020	October 2020

Scheduled Audits

Board- Approved audits selected based upon company objectives

Audit	Department	Scope	Anticipated Schedule	Anticipated Completion*
GoPass 365	Planning & Development	Are GoPass 365 management controls adequate to provide reasonable assurance the program is operating efficiently and effectively?	January 2020	March 2020
Accounting	Organizational Wide/ Finance	Are invoicing process and procedures managed efficiently and effectively and are the processes in compliance with best practices and potential regulations?	May 2020	August 2020
Payroll	Organizational Wide/ Finance	Are payroll procedures managed efficiently and effectively?	October 2020	December 2020

Attestation Engagements

Reviews initiated by the Board, Current Events, or Senior Management

Engagement	Department	Scope	Anticipated Schedule	Anticipated Completion*
TBD	TBD	TBD	TBD	TBD

Quality Assurance

Follow- up and Internal Audit Administrative Tasks

Engagement	Department	Scope	Anticipated Schedule	Anticipated Completion*
Department Documentation	Organization- Wide	Annual document review of all department Policy, Procedure, and Standard Operations Procedure	March 2020	July 2020
Administrative Review	Internal Audit	Review of Audits and other engagement documents for clarity and compliance	January 2020	December 2020

Note: The audit plan is a working document and may change at any point due to HRT's needs.

Contract No:	18-76541, Modification #4	Title:	Elizabeth River Ferry Docks Enhanced Amenities Design	Price:	\$50,909
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Acquisition Description: Award a Contract Modification to increase the Elizabeth River Ferry Docks Enhanced Amenities Design Contract value by \$50,909 for the performance of additional Architectural and Engineering design services required by Hampton Roads Transit (HRT).

Background: In August 2018, the Commission approved the award of a Contract to Retnauer Baynes Associates, Inc. (RBA) in the not-to-exceed amount of \$138,484.20. The Contract was awarded through the competitive process. The solicitation for the Contract was issued approximately one (1) year prior to the preliminary design of the dock structure reconstruction was complete. As such, at the time it was only possible for HRT to provide a design scope based on the configuration and material of the original docks. As the dock reconstruction work progressed, HRT staff determined that both the structure and look of the dock areas had changed significantly since 2018. Consequently, this has created the need for additional design services beyond what was envisaged at the beginning of Contract.

An initial Modification for additional structural design services amounted to \$10,800. This Modification is necessary to include additional Architectural and Engineering Design services for amenities such as lighting, signage, canopies, Ticket Vending Machines and other related amenities and accessories to be installed at the ferry docks.

Contract Approach: Pricing proposed by RBA for this modification are in line with prices proposed in response to the original Scope of Work. Based on a price analysis performed using price proposals submitted in response to the RFP, RBA's proposal is deemed fair and reasonable.

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

Project Managers: Lee Roy Padgett, Engineer

Contracting Officer: Fevrier Valmond, Assistant Director of Procurement

Recommendation: It is respectfully recommended that the Commission approve the award of a modification to increase the Elizabeth River Ferry Docks Enhanced Amenities Design Contract by \$50,909, to a not-to-exceed amount of \$200,193.20.

Contract No:	20-00077	Title:	Vanpool Assistance Program (Renewal)	Price: Term:	\$330,000 1 yr. w/4 1-yr. options
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Acquisition Description: Enter into a renewal contract with a qualified Contractor to provide vanpool services for commuter vanpool programs.

Background: Hampton Roads Transit (HRT), through its TRAFFIX Program, is the premier Transportation Demand Management Program in the Hampton Roads and surrounding areas, having served the needs of area commuters for approximately twenty-five (25) years. As the transportation authority for the region, HRT is committed to improving mobility and air quality by promoting transportation options other than driving alone. The TRAFFIX staff manages the Guaranteed Ride, the Ridematching and Commuter Rewards program, and Vanpool programs. The staff also assists in promoting the region’s Bike-to-Work Day, Earth Day, Telework Week, Rideshare Month, and Try Transit Week events. HRT will not own, maintain, license, or insure vanpool vehicles. Under the terms of this agreement, HRT will offer a flat subsidy per van to the Contractor to provide vanpool services. The Contractor shall be responsible for the administration and all costs associated with maintaining its fleet, to include compliance with the National Transit Database (NTD) of the Federal Transit Administration (FTA) reporting and submission requirements, and preparing all required data for reporting the vanpool program.

Contract Approach: A Request for Proposals (RFP) was issued on May 4, 2020. Two (2) proposals were received on June 11, 2020 from the following firms:

- Enterprise Leasing Co. of Norfolk/Richmond, LLC d/b/a Commute with Enterprise (Enterprise)
- K & K Connections, LLC

In response to the RFP, Proposers were required to provide a list of proposed monthly rates for vanpool groups with the assumption that the fleet is composed of various van sizes, for evaluation purposes. The exact amount of the van subsidy, if any, will be defined annually by HRT.

Upon initial review of the proposals, both firms were invited for discussions to provide clarification on various aspects of their proposal. At the conclusion of discussions, only Enterprise was deemed qualified to meet the requirements of the Scope of Work (SOW), based on their technical approach, experience and qualifications.

In an effort to obtain more favorable pricing, Enterprise was invited for further discussions and negotiations. Negotiations focused on clarifying assumptions made in establishing pricing, reducing the proposed monthly rates and discussing exceptions to the Scope of Work. At the conclusion of negotiations, a Best and Final Offer (BAFO) was requested.

Contract No:	20-00077	Title:	Vanpool Assistance Program (Renewal)	Price:	\$330,000
				Term:	1 yr. w/4 1-yr. options

As a result of negotiations, HRT achieved an average reduction of approximately 13.52% in the originally proposed monthly rates.

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

Enterprise, located in Williamsburg, VA has provided similar services for the Denton County Transportation Authority (DCTA) in Lewisville, TX; San Antonio Metropolitan Transit in San Antonio, TX; and, the Metropolitan Council – Twin Cities (Metro Vanpool) in St. Paul, MN. Enterprise has also provided these services to HRT satisfactorily.

The period of performance for this Contract is one (1) base year with four (4) additional one-year options.

No DBE goal was established for this solicitation.

Cost/Funding: This Contract will be funded with Grant Funds.

Project Manager: Ron Hodges, Director of Business Development

Contracting Officer: Fevrier Valmond, Assistant Director of Procurement

Recommendation: It is respectfully recommended that the Commission approve the award of a contract to Enterprise Leasing Co. of Norfolk/Richmond, LLC d/b/a Commute with Enterprise to provide vanpool services for commuter vanpool programs. The total amount of the vanpool subsidy to be provided is \$330,000 over five (5) years.

Options to be Exercised - October 2020

Contract No.	Title	Description	Total Awarded Value	Period of Performance	Option Year to be Exercised	Total Amount of Option Year
16-72044	State Legislative and Public Relations Services	To provide state legislative and public relations services.	\$ 590,016.00	2 base yrs. w/3-1 yr. options	Third	\$ 119,004.00
19-00013	Light Rail Vehicle Body Repair Services	To provide routine and emergency on-site Light Rail Vehicle body repair services on a Task Order basis.	\$ 146,965.77	1 base yr. w/2-1 yr. options	First	\$ 47,980.67
19-00018	Towing and Flat Tire Replacement Services	To provide towing and flat tire replacement services.	\$ 358,950.00	1 base yr. w/4-1 yr. options	First	\$ 71,790.00
19-00028	Managed Print Services - Maintenance and Support for Multi-Function Devices	To provide managed print services at various HRT locations.	\$ 307,931.40	1 base yr. w/4-1 yr. options	First	\$ 60,837.00
19-00035	General Environmental Services	To perform a variety of general environmental services.	\$ 651,066.00	1 base yr. w/4-1 yr. options	First	\$ 128,344.00

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.
Employee Benefits Consulting Services	To provide employee benefits consulting services.
Facilities General Electrical Services	To perform electrical work associated with HRT's various facilities on a Task Order basis.
Ferry Boat Build Project	For the completion of construction, and delivery of, two (2) T-Boat Classification, 149-Passenger ferry boats.
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.
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 basis.
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.
SCADA Hardware and Software Support Services	To provide Light Rail's Supervisory Control and Data Acquisition (SCADA) hardware and software support services.
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.
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).