



Meeting of the Operations and Oversight Committee

Thursday, October 8, 2020 • 10:00 a.m.
ZOOM Web Meeting

A meeting of the Operations and Oversight Committee is scheduled for Thursday, October 8, 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, September 10, 2020 • 10:00 a.m.
ZOOM Web Meeting

AGENDA

1. Approval of the September 2020 Operations and Oversight Committee Meeting Minutes
2. Review Action Items
3. Audit Update
4. Procurement Recommendations to the Committee:
 - a. Contract 20-00095, Facilities General Electrical Work
 - b. Contract 20-00075, Ferry Boat Design and Build Project
5. Options to be Exercised - December
6. Upcoming Contracts for Approval
7. Operations Update
8. Old and New Business
 - a. November & December Operations and Oversight Committee meeting dates
 - i. November 5, 2020
 - ii. December 3, 2020
9. Adjournment

The next Operations & Oversight Committee Meeting will be held on Thursday, November 5, 2020



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Thursday, September 10, 2020 • 10:00 a.m.
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MEETING MINUTES

Call to Order

Commissioner Hamel called the meeting to order at 10:02AM.

Commissioners in attendance:

Commissioner Fuller,
Commissioner Hamel, Chesapeake
Alternate Commissioner Jackson, Portsmouth
Commissioner Kanoyton,
Commissioner Mucha, DRPT
Commissioner Ross-Hammond, Virginia Beach
Commissioner Woodbury, Hampton

Hampton Roads Transit Staff in attendance:

Ray Amoruso, Chief Planning and Development Officer
Debbie Ball, Director of Finance
Keisha Branch, Director of the Office of Program and Project Excellence
Amy Braziel, Manager of Operations Administration
Conner Burns, Chief Financial Officer
Daniel Burton, Operations Support Technician
Joe Dillard, Organizational Advancement Officer
Jennifer Dove, Grants and Civil Rights Coordinator
William Harrell, President and Chief Executive Officer
Larry Kirk, Assistant Director of Finance
Sonya Luther, Director of Procurement
Shanti Mullen, Internal Auditor
Sybil Pappas, Chief Engineering and Facilities Officer
Michael Perez, Operations Project and Contract Administrator
Theresa Petrowicz, Contract Specialist
John Powell, Telecommunications Specialist
Jim Price, Chief Transit Operations Officer
Michael Price, Chief Information Officer/Chief Technology Officer
Luis Ramous, Sr. Executive Assistant

Others in attendance:

Alternate Commissioner Cipriano, Newport News
Andrew Ennis, DRPT

The September 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 August 2020 Minutes

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

Commissioner Kanoyton abstained due to absence.

A roll call vote resulted as follows:

Ayes: Commissioner Hamel, Fuller, Mucha, Jackson, Ross-Hammond, and Woodbury.

Nays: None

Abstain: Commissioner Kanoyton

Review of the Operations and Oversight Committee Action Items

Mr. William Harrell reviewed action items with the Committee.

Mr. Jim Price gave a presentation on the missed trips broken down by division. Last year, at its height, Hampton Roads Transit had 83 vacancies for bus operators; currently, there are 40. Per the contract, mandatory overtime is exercised to fill missed trips. Upon hiring, new bus operators are made aware of their contractual obligation to work mandatory overtime if it is necessary. Mandatory overtime has decreased due to volunteers and is executed in reverse seniority.

Action Item: Commissioner Hamel asked for a breakdown of numbers to coincide with the percentages of missed trips Mr. Price presented.

There was a discussion regarding current compensation for bus operators during the COVID-19 pandemic.

Audit Update

Ms. Shanti Mullen gave an update on the upcoming audit schedule. Ms. Mullen and her staff are currently finishing the audit of invoicing and will send their findings to Mr. Harrell by the 18th of September.

It was noted that on September 28th – 30th, a concurrent audit of the PTASP will be implemented.

Furthermore, on September 3rd, Operations requested an audit of Via's call center. This request will be moved up on the audit schedule, to be placed between the payroll and the PTASP audits.

Procurement Recommendations to the Committee

Contract 20-00071, Light Rail Electrical Work

Ms. Luther presented Contract 20-00071, Light Rail Electrical Work for recommendation of approval.

A motion to approve Contract 20-00071, Light Rail Electrical Work was made by Commissioner Ross-Hammond and properly seconded by Commissioner Kanoyton.

There was a discussion on the subject of conducting the work in-house; it was noted that the contract would be used in emergency situations.

A roll call vote resulted as follows:

Ayes: Commissioner Hamel, Fuller, Jackson, Kanoyton, Mucha, Ross-Hammond, and Woodbury.

Nays: None

Abstain: None

Contract 20-00076, On-Site Vehicle Inspection Services (Renewal)

Ms. Sonya Luther presented Contract 20-00076, On-Site Vehicle Inspection Services (Renewal) for recommendation of approval.

A motion to approve Contract 20-00076, On-Site Vehicle Inspection Services (Renewal) was made by Commissioner Kanoyton and properly seconded by Commissioner Fuller.

There was a discussion regarding the cost analysis for the 25% increase; it will only be used as needed.

Ayes: Commissioner Hamel, Fuller, Jackson, Kanoyton, Mucha, Ross-Hammond, and Woodbury.

Nays: None

Abstain: None

Contract 20-00047, Oracle Database Administration Managed Services and Initiated Issue Support

Ms. Sonya Luther presented Contract 20-00047, Oracle Database Administration Managed Services and Initiated Issue Support for recommendation of approval.

A motion to approve Contract 20-00047, Oracle Database Administration Managed Services and Initiated Issue Support was made by Commissioner Ross-Hammond and properly seconded by Commissioner Kanoyton.

A question was posed regarding the current vendor; there is no current vendor for this project. The projected work will not be done in-house by hiring an employee as Hampton Roads Transit will be moving away from Oracle and shifting to Microsoft.

A roll call vote resulted as follows:

Ayes: Commissioner Hamel, Fuller, Jackson, Kanoyton, Mucha, Ross-Hammond, and Woodbury.

Nays: None

Abstain: None

Contract 20-00093, Supervisory Control and Data Acquisition System Hardware and Software

Ms. Sonya Luther presented Contract 20-00093, Supervisory Control and Data Acquisition System Hardware and Software for recommendation of approval.

A motion to approve Contract 20-00093, Supervisory Control and Data Acquisition System Hardware and Software was made by Commissioner Ross-Hammond and properly seconded by Commissioner Kanoyton.

There is no DBE goal for this contract because it is funded with operating funds; DBE goals are set for contracts funded with grants.

Options to be Exercised

Options to be exercised were reviewed with the Committee.

Upcoming Procurements

Upcoming procurements were reviewed with the Committee.

During a discussion, it was stated that when proposals are evaluated, base prices, as well as option years, are analyzed. Hampton Roads Transit also has termination clauses which protect the company when contractors or vendors are not operating or performing in HRT's best interest.

Action Item: The question was posed as to how many contracts have not been renewed due to dissatisfaction with a contractor's performance.

Operations Update

Mr. Jim Price gave an update on Operations stating that bus and ferry service are doing well.

Old and New Business

There was no old business presented to the Committee.

For new business to discuss, Commissioner Jackson asked if Hampton Roads Transit provides any kind of emergency evacuation policies or SOPs for the cities. The response was at special request, Hampton Roads Transit can make equipment available, but during high winds, it is not safe for transit buses or vans to operate.

Adjournment

The meeting was adjourned at 11:03AM.



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 (AP)	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
Paratransit/VIA	Operations	Are VIA performance measures, specifically the call-wait times and on-time performance, appropriately managed and accurately reported to HRT?	November 2020	February 2021

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.



HAMPTON ROADS TRANSIT
SEPTEMBER-OCTOBER 2020
OPERATIONS AND OVERSIGHT COMMITTEE
ACTION ITEMS

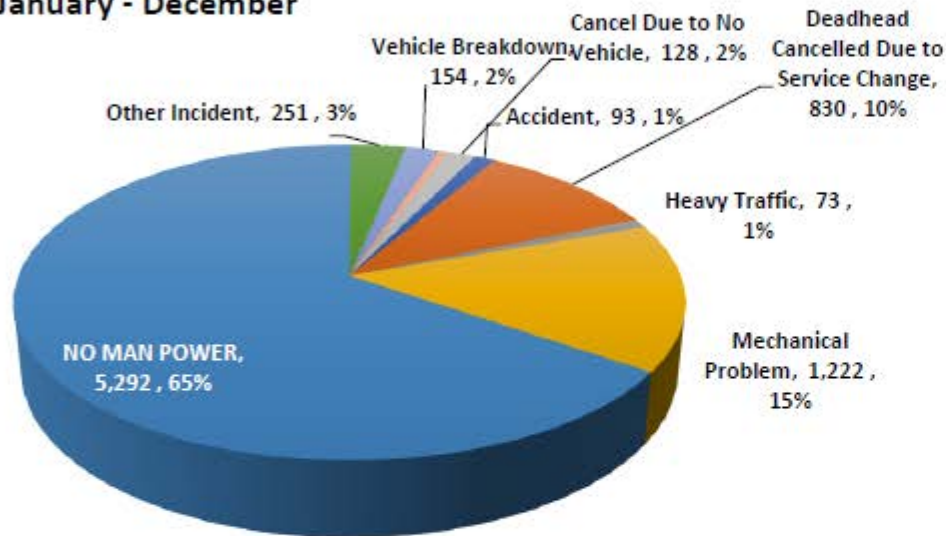
Date	Action Item	Responsible Party	Due Date	Completed Date & Method
8/13/2020	Staff to provide a breakdown of missed trips, with number of total missed trips, by division and type.	Operations	10/08/2020	
9/10/2020	Staff to provide number of contracts not renewed due to poor performance.	Procurement	10/8/2020	

Bus Transportation

*Missed Trips By Reason Code

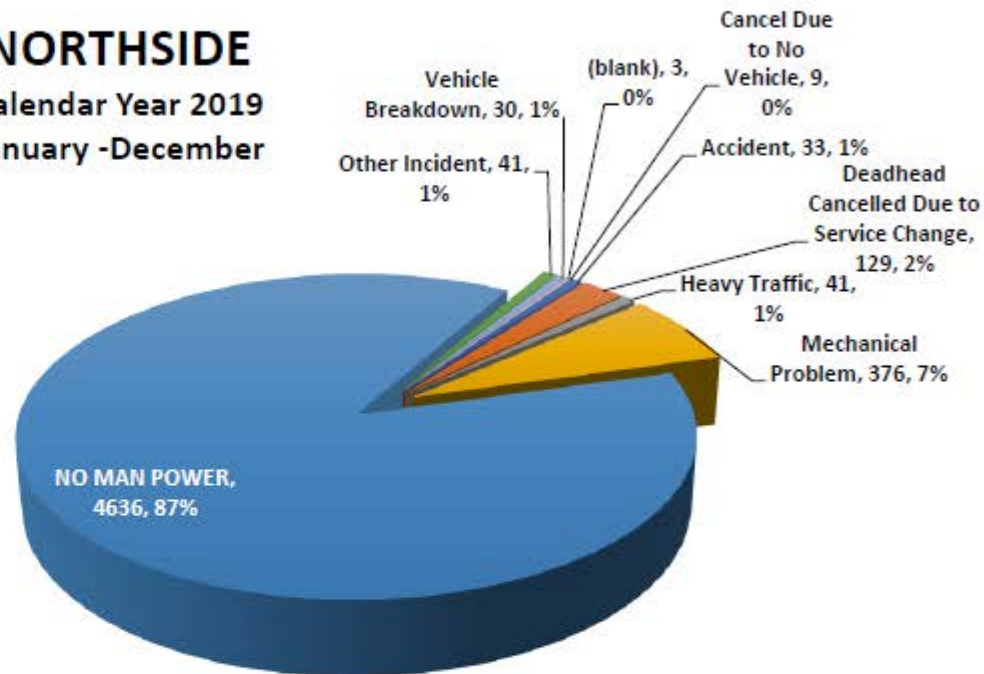
SOUTHSIDE

Calendar Year 2019
January - December



NORTHSIDE

Calendar Year 2019
January - December



Sept not adjusted for weather (hurricane)



Sept not adjusted for weather (hurricane)

* Definition of missed trip is by time points

Contract No:	20-00095	Title:	Facilities General Electrical Work	Price:	\$150,000
				Term:	1 yr. w/2 1-yr. Options

Acquisition Description: Enter into a contract with a qualified Contractor to perform electrical inspections, maintenance and repair of systems associated with Hampton Roads Transit’s (HRT’s) facilities on an as needed basis.

Background: HRT has a requirement for maintaining its facilities’ electrical systems to include on-call, scheduled and emergency maintenance, and repair work. This work is considered to be outside the capacity and/or capability of HRT’s Facility Department’s personnel. Under the terms of this agreement, the Contractor shall provide all labor, material and equipment to perform inspection and repair of damage or deterioration due to severe weather or other external factors; emergency repairs from isolated events that interrupt facilities, light rail platforms, ferry docks or generators; and, routine inspection and maintenance of the facilities and Light Rail platform infrastructure, as deemed necessary by HRT personnel.

Contract Approach: An Invitation for Bids (IFB) was issued on August 7, 2020. Two (2) bids were received on September 9, 2020 from the following firms:

- Bay Electric Company, Inc.
- Blackwater Electric Company, Inc. (Blackwater)

In response to the IFB, bidders were required to provide hourly labor rates for various labor categories to be utilized when establishing pricing for services to be performed.

After review and evaluation of the bids received, Blackwater was deemed lowest most responsive (in compliance with submittal requirements) and responsible (capable to perform) bidder; and is therefore eligible for award. Blackwater’s proposed rates are deemed fair and reasonable based on a price analysis performed utilizing historical data and the fact that the pricing was obtained in a competitive environment. A contractor responsibility review confirmed Blackwater is technically and financially capable to perform the work.

Blackwater, located in Chesapeake, VA, has performed similar work for Portsmouth Redevelopment Housing Authority in Portsmouth, VA; the City of Norfolk; Merck Pharmaceuticals in Wilson, NC; and, Elizabeth River Crossings in Portsmouth, VA. Blackwater has also provided similar 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 assigned for this solicitation.

Contract No:	20-00095	Title:	Facilities General Electrical Work	Price: Term:	\$150,000 1 yr. w/2 1-yr. Options
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Cost/Funding: This contract will be funded with Operating funds.

Project Managers: William Collins, Facilities Maintenance Manager

Contracting Officer: Theresa Petrowicz, Contract Specialist

Recommendation: It is respectfully recommended that the Commission approve the award of a contract to Blackwater Electric Company, Inc. to perform electrical inspections, maintenance and repair of systems associated with Hampton Roads Transit's (HRT's) facilities in the not-to exceed amount of \$150,000 over the three-year term of the Contract.

Contract No:	20-00075	Title:	Ferry Boat Design and Build Project	Price: Term:	\$6,195,728.46 18 Mos.
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Acquisition Description: Enter into a contract with a qualified Contractor for the completion of construction and delivery of up to two (2) T-Boat Classification, 149-passenger ferry boats for service on Hampton Roads Transit's (HRT's) Elizabeth River Ferry operation.

Background: HRT originally contracted with Armstrong Marine, Inc./U.S. Workboats, Inc. in May 2015 to construct four (4) ferry boats. The original Contractor constructed and delivered two (2) ferry boats. During the construction of the final two (2) ferry boats, it is believed that the Contractor experienced substantial financial duress that impacted its ability to, among other things, supply sufficient labor to complete the ferry boats and timely order critical components (e.g., diesel engines). Accordingly, and on February 14, 2020, HRT terminated the contract with the original Contractor for default.

Under the terms of this agreement, the new Contractor shall provide the labor, materials and equipment to complete the construction and delivery of up to two (2) ferry boats. The Contractor shall also provide the performance site and transportation of the existing material, fabricated hulls and fabricated superstructures from Hubert, NC to the Contractor's site.

Contract Approach: A Request for Proposals (RFP) was issued on April 22, 2020 and three (3) proposals were received on June 9, 2020 from the following firms:

- Fairlead Boatworks, Inc.
- Great Lakes Shipyard, a division of The Great Lakes Towing Company (Great Lakes)
- St. Johns Ship Building, Inc. (St. Johns)

Upon review and evaluation of the technical proposals received, two (2) firms, Great Lakes and St. Johns were rated best to meet the Scope of Work requirements. The firms were subsequently invited to discuss their proposals and provide technical clarifications on their approach to the Scope of Work.

At the conclusion of discussions, negotiations were held with both firms for the purpose of a possible award. Negotiations focused on reducing their proposed pricing, eliminating duplicate items, and further clarifying their technical approach. At the conclusion of negotiations, Best and Final Offers (BAFO) were requested.

After a review and analysis of the BAFOs received, HRT staff determined that St. Johns provided the best value to HRT based on a combination of technical capability and price. St. Johns' pricing included the amount to transport the existing material, fabricated hulls and fabricated superstructures from the current location to their location in Palatka, FL. St. Johns' pricing is deemed fair and reasonable based on a price analysis performed and the fact that the pricing was obtained in a competitive environment. A contractor responsibility review

Contract No:	20-00075	Title:	Ferry Boat Design and Build Project	Price: Term:	\$6,195,728.46 18 Mos.
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performed confirmed that St. Johns is both technically and financially capable to perform the work.

St. Johns is located in Palatka, FL and provides similar services for Hornblower, Inc. in New York, NY; Gaming Entertainment, LLC in Rising Sun, IN; and, the Fisher Island Community Association in Fisher Island, FL.

The Contract period of performance is eighteen (18) months for one (1) ferry. HRT will have the option to extend the Contract term for an additional eighteen (18) months to facilitate the purchase of the second ferry boat.

No DBE goal was established for this solicitation.

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

Project Manager: Michael Perez, Operations Project and Contract Administrator

Contracting Officer: Sonya Luther, Director of Procurement

Recommendation: It is respectfully recommended that the Commission approve the award of a contract to St. Johns Ship Building, Inc. for the completion of construction and delivery of up to two (2) T-Boat Classification, 149-passenger ferry boats in the amount of \$3,340,926.73, with an option to purchase an additional ferry boat, in the event funds are available, in the amount \$2,854,801.73, for a total of \$6,195,728.46.

SOLICITATION RESULTS

Offeror	Original Offer	Best and Final Offer
Great Lakes Shipyard	\$5,293,241.84	\$5,111,394.91
Fairlead Boatworks, Inc.	\$5,755,030.61	N/A
St. Johns Ship Building, Inc.	\$7,430,758.42	\$6,195,728.46

Options to be Exercised - December 2020						
Contract No.	Title	Description	Total Awarded Value	Period of Performance	Option Year to be Exercised	Total Amount of Option Year
16-72041	Custodial Services	To provide custodial services at all HRT facilities.	\$ 1,616,684.43	1 base yr. w/4-1 yr. options	Fourth	\$ 338,578.13
19-00038	Hydraulic and Electric Vehicle Lift and Boom Inspection and Repair Services	To perform scheduled hydraulic and electric vehicle lift and boom inspections; and, unscheduled boom repairs.	\$ 138,320.00	1 base yr. w/3-1 yr. options	First	\$ 34,580.00

UPCOMING CONTRACTS FOR APPROVAL

Title	Description
Electrostatic Disinfection Services	To provide COVID-19 electrostatic disinfection services for HRT's facilities, buses, ferries, light rail vehicles and paratransit vehicles.
Employee Benefits Consulting Services	To provide employee benefits consulting services.
Ferry Repair Services	To perform scheduled and emergency repairs for the ferry boats on a Task Order basis.
General Financial Consulting Services	To provide General Financial Consulting services on a Task Order basis.
Human Resource Management System Software Consultant Services	To provide the assessment of HRT's current Human Resource Management System business processes and systems and prepare a comprehensive needs assessment and action plan.
Information Technology Technical Services	To provide technical services to HRT's Technology Department, to include a number of functional areas.
Parts Washer Service and Solvent Maintenance	To provide parts washer service and solvent maintenance to HRT.
Third Party Administrator for HRT's Drug and Alcohol Program	To implement and administer specific aspects of HRT's Drug and Alcohol Abuse Management Program, as directed by the Drug/Alcohol Program Manager.
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).