



Meeting of the Operations and Oversight Committee

Thursday, March 11, 2021 • 10:00 a.m.
ZOOM Web Meeting

A meeting of the Operations and Oversight Committee is scheduled for Thursday, March 11, 2021 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, March 11, 2021 • 10:00 a.m.
Zoom Meeting

AGENDA

1. Approval of the February 2021 Operations and Oversight Committee Meeting Minutes
2. Review Action Items
3. Audit Update
4. Procurement Recommendations to the Committee:
 - a. Contract 16-72041, Modification No. 6, Custodial Services
 - b. Contract 20-00112, HRT's Lobby-Customer Service Enclosure
5. Task Orders
 - a. **Contract 19-00051, Architectural and Engineering Services, Task Order 13** Under the terms of Task Order 13, the Consultant shall provide on-call general architectural and engineering services, as requested by HRT's Project Manager. This Task Order is funded with Operating Funds.
6. Options to be Exercised May 2021
7. Upcoming Commission Approvals
8. Operations Update
9. Old and New Business
9. Adjournment

**The next Operations & Oversight Committee Meeting will be held on
Thursday, April 8, 2021**



Meeting of the Operations and Oversight Committee

Thursday, February 11, 2021 • 10:00 a.m.
ZOOM Web Meeting

MEETING MINUTES

Call to Order

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

Commissioners in attendance:

Commissioner Fuller, Chesapeake
Commissioner Glover, Portsmouth
Commissioner Hamel, Chesapeake
Alt. Commissioner Jackson, Portsmouth
Commissioner Kanoyton, Hampton
Commissioner Mucha, DRPT
Commissioner Ross-Hammond, Virginia Beach
Commissioner Woodbury, Newport News

Hampton Roads Transit Staff in attendance:

Ray Amoruso, Chief Planning and Development Officer
Keisha Branch, Director of the Office of Program and Project Excellence
Amy Braziel, Manager of Operations Administration
Danielle Burton, Operations Support Technician
Debbie Ball, Director of Finance
Conner Burns, Chief Financial Officer
Gene Cavasos, Director of Marketing and Communications
Joe Dillard, Organizational Advancement Officer
Jennifer Dove, Grants and Civil Rights Coordinator
Sheri Dixon, Director of Revenue
Angela Glass, Director of Budget and Financial Analysis
Erin Glenn, Director of Enterprise Technology Solutions
William Harrell, President and CEO
Danielle Hill, Human Resources Compliance Manager
Tom Holden, Media Relations Specialist
Larry Kirk, Assistant Director of Finance
Sonya Luther, Director of Procurement
Shanti Mullen, Internal Auditor
Sibyl Pappas, Chief Engineering and Facilities Officer
Mike Perez, Operations Project and Contract Administrator
John Powell, Telecommunications Specialist
Jim Price, Chief Transit Operations Officer
Michael Price, Chief Information Officer/Chief Technology Officer
Luis Ramos, Sr. Executive Administrator

Dawn Sciortino, Chief Safety Officer
Brian Smith, Deputy CEO
Benjamin Simms, Deputy Chief Transit Operations Officer
Robert Travers, Corporate Attorney
Fevrier Valmond, Assistant Director of Procurement
Nikki Walker, Auditor I
Kim Wolcott, Chief Human Resources Officer

Others in attendance:

Alt. Commissioner Cipriano, Newport News
Andrew Ennis, VADRPT
Cole Fisher, City of Virginia Beach
Jimmy Gray, City of Hampton
Mark Shea, City of Virginia Beach

The February 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

Closed Session

A motion to move into closed session with legal counsel regarding specific legal matters requiring the provision of legal advice and briefings by staff members or consultants as provided by paragraph 7 of Virginia Code Section 2.2-3711(A) was made by Commissioner Fuller. The motion was properly seconded by Commissioner Woodbury.

A roll call vote resulted as follows:

Ayes: Commissioners Hamel, Fuller, Glover, Kanoyton, Mucha, and Woodbury.

Nays: None

Abstain: None

Return from Closed Session

A motion certifying that, to the best of each member's knowledge:

- (i) only public business matters lawfully exempted from open meeting requirements under the Virginia Freedom of Information Act law were discussed in the closed meeting to which this certification resolution applies, and
- (ii) only such public business matters as were identified in the motion convening the closed session meeting were heard, discussed or considered in the closed meeting just concluded, was made by Commissioner Fuller and properly seconded by Commissioner Woodbury.

A roll call vote resulted as follows:

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

Nays: None

Abstain: None

Approval of the January 2021 Meeting Minutes

A motion to approve the January 2021 Meeting Minutes was made by Commissioner Woodbury and properly seconded by Commissioner Kanoyton. A roll call vote resulted as follows:

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

Nays: None

Abstain: None

Review of the Operations and Oversight Committee Action Items

Actions items were resolved in an email sent to the Committee on January 15, 2021.

Procurement Recommendations to the Committee

Contract 21-00127, Procurement of Regional Transit Service Buses

Ms. Luther presented Contract 21-00127, Procurement of Regional Transit Service Buses for recommendation of approval.

A motion to approve Contract 21-00127, Procurement of Regional Transit Service Buses was made by Commissioner Ross-Hammond and properly seconded by Commissioner Glover.

The question was posed if whether the remainder of the buses purchased will follow this model or switch to other alternative fuels. Over time, HRT will incrementally increase their electric bus fleet.

There was a discussion of how much RTS funding will go towards this procurement. This is a combination of regional and federal funding.

A roll call vote resulted as follows:

Ayes: Commissioners Hamel, Fuller, Glover, Kanoyton, Mucha, Ross-Hammond and Woodbury

Nays: None

Abstain: None

Contract 20-00099, Third Party Administrator for HRT's Drug and Alcohol Program

Ms. Luther presented Contract 20-00099, Third Party Administrator for HRT's Drug and Alcohol Program for recommendation of approval.

A motion to approve Contract 20-00099, Third Party Administrator for HRT's Drug and Alcohol Program was made by Commissioner Fuller and properly seconded by Commissioner Woodbury.

A roll call vote resulted as follows:

Ayes: Commissioners Hamel, Fuller, Glover, Mucha, Ross-Hammond, and Woodbury

Nays: None

Abstain: Commissioner Kanoyton

Task Orders

Task orders were reviewed with the Committee.

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 on Operations. The Director of Maintenance position has been filled and Mr. Price will introduce the new director to the Committee at the next meeting.

ACTION ITEM: The Committee asked Operations to give a report of their fleet 5 years ago and an update on where the fleet is now.

Old and New Business

A status update of the two accidents was requested. The incidents are currently being investigated through analyzing video footage and statements.

Commissioner Woodbury received a call from a rider stating the bus did not show up and the bus stop lacked a bus shelter. The information will be forwarded to HRT for an update at the next meeting.

Commissioner Ross-Hammond shared a report she received from a rider in a mutual political meeting who enjoyed riding the Tide but found a lot of trash at Newtown Station. HRT will come back with an update at the next meeting.

ACTION ITEM: Staff to provide an update on trash complaints at Newtown Road.

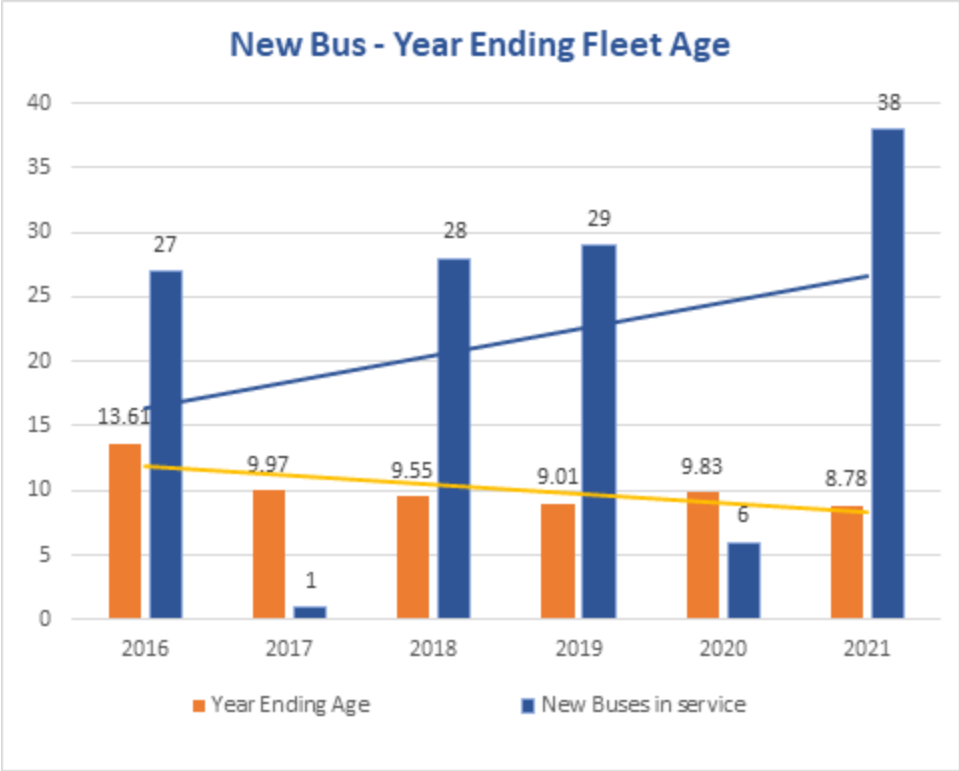
Adjournment

Commissioner Hamel adjourned the meeting at 11:12AM.



HAMPTON ROADS TRANSIT
 FEBRUARY/MARCH 2021
 OPERATIONS AND OVERSIGHT COMMITTEE
 ACTION ITEMS

Date	Action Item	Responsible Party	Due Date	Completed Date & Method
2/11/2021	Staff to give a report of their fleet 5 years ago and an update on where the fleet is now.	Operations	3/11/2021	Report enclosed in O&O meeting package and will be discussed at 3/11 meeting.
2/11/2021	Staff to provide an update on trash complaints at Newtown Road.	Facilities	2/11/2021	Email sent to O&O Committee on 2/12/2021 with requested data.



Please see the chart showing Average Fleet Age, orange bar, as of the last calendar day of each year (2016-2021). The blue bars represent the number of new replacement buses purchased by year and subsequent retirement of older buses.

As you can see, the average age of the fleet has been reduced from 13.61 (2016) to 8.78 (2021 projected).

Obs. No.	Recommendations	Management Response
1	<p><u>On-Time Performance Data Is Not Consistently Reported or Periodically Validated</u> - <i>HRT's Paratransit personnel and other applicable departments responsible for oversight and/or reporting data should consistently ensure data is monitored and evaluated to further fortify data validity and uniformity needed to confirm data being reported.</i></p>	Concur
	<p><u>Management Complete Response:</u></p> <p><u>Data Errors</u> <i>Operations management concurs. One of the errors that was identified was a formula error on the paratransit operations side that did not take the missed but transported number into account. A second error was identified on the technology side in that the TNC number was not being reflected in the Accountability Center. Once corrections were made, Via's on time performance improved over what had been previously been reported.</i></p> <p><u>Reporting Issues</u> <i>It was found that the data being reflected on HRT's monthly reports to the Paratransit Advisory Committee (PAC) is pulled directly from the monthly billing statement and reconciliation processes while the data reflected on the Accountability Center was being pulled several days later which takes into account updates and revisions.</i></p> <p><i>To resolve this issue, Paratransit operations and technology is now using the same source, monthly billing, to report the data. In addition, technology will continue to pull the live feed data for comparisons and auditing purposes. Via is also creating a monthly "manifest" listing all requested and completed trips to support the reconciliation process. HRT will have this additional source to filter and sort individual trip data to verify reported performance. All data and reporting issues have been corrected as of February 17, 2021. The only outstanding item is the final manifest from Via which is still in development and will be used for auditing purposes. Paratransit operations should have the first draft of the manifest by 2/26/2021 and a final product by mid-March. Operations will report back once the manifest portion is complete.</i></p>	

HRT INTERNAL AUDIT

PARATRANSIT SERVICES AUDIT

Obs. No.	Recommendations	Management Response
2	<p><u>Call-Wait Times Are Not Analyzed to Ensure Accuracy and Validity</u> – <i>Internal Audit recommends:</i></p> <ul style="list-style-type: none"> • <i>HRT's Paratransit division:</i> <ol style="list-style-type: none"> 1. <i>increase oversight of the service organization by requesting source/raw data to periodically analyze the data, and</i> 2. <i>Compare the tabulations against monthly and daily reports provided by the Contractor and reports pulled by HRT's IT department from Tableau to promote and ensure data accuracy, consistency, and validity.</i> • <i>The Contractor (service organization), provide:</i> <ol style="list-style-type: none"> 1. <i>Source/raw data to HRT Paratransit and IT division,</i> 2. <i>the methods/calculations and formula(s) used to tabulate, and</i> 3. <i>a demonstration on how the calculation/formula is computed.</i> 	Concur
	<p><u>Management Complete Response:</u> <i>This finding was the reason behind HRT's operations department request for this audit. Paratransit operations was previously getting filtered data from Via that could not be verified. Prior to HRT's audit, the paratransit operations staff only received a monthly accounting of calls that was provided by the contractor. During the course of the audit, several issues were identified and corrected. Via found that they were reporting all calls, both inbound and outbound from reservations, but were only supposed to report inbound calls so hold times could be properly reflected. Via has corrected the issue.</i></p> <p><i>Additionally, Via has given HRT access to its TalkDesk report which provides HRT with all inbound calls on a daily report. Automated reports are now delivered to the inbox of HRT staff directly from TalkDesk for daily review. The previous data was reported in a way that HRT could not accurately audit the times that customers were on hold. The new format provides data in a way that it can be properly audited. HRT paratransit operations staff is now conducting spot checking throughout the month to verify hold times in addition to end of the month auditing of same.</i></p> <p><i>It is unknown at this time if the new reporting matrix will have an effect on the overall call wait time report percentages but is something that we will monitor, and report back on at a later date. All issues have been corrected as of February 19, 2021.</i></p>	

HRT INTERNAL AUDIT

PARATRANSIT SERVICES AUDIT

Obs. No.	Recommendations	Management Response
3	<p><u>Policies, Procedures, and Work Instructions Are Not Adequately Implemented for Internal Controls and Management Oversight</u> - <i>The Internal Audit department recommends the development of comprehensive internal policies and procedures to include methods of business processes to ensure departmental efficiency and accountability.</i></p>	Concur
	<p><u>Management Complete Response:</u> <i>The paratransit operations department agrees that the actual processes that are completed are not clearly documented in procedure form. Paratransit operations staff is currently creating work procedures that coincide with our SOPs and other daily work that is necessary for the daily operation of the department to ensure continuity. The initial phase of work process correction has been implemented.</i></p> <p><i>This is an ongoing process that HRT paratransit operations will update annually or as needed.</i></p>	
4	<p><u>Recordkeeping Practices Are Not Consistently Documented</u> – <i>The Internal Audit department recommends all stakeholders contributing to the functionality of HRT’s Paratransit department assess records to ensure inaccuracies and duplications are rectified.</i></p>	Concur
	<p><u>Management Complete Response:</u> <i>As it relates to customer complaints, a new Standard Operating Procedure (SOP) has been drafted (SOP OPS-PARA 106). This SOP clearly identifies the process that HRT and Via staff will follow to ensure CAFs are properly captured, followed-up on, and audited on a weekly and monthly basis. This will be in addition to items addressed in our response to Observation No. 3.</i></p> <p><i>This is an ongoing process that HRT paratransit operations will update annually or as needed.</i></p>	

HRT INTERNAL AUDIT

PARATRANSIT SERVICES AUDIT

Obs. No.	Other Issue and Concerns (OIC) – In this section we present issues we consider noteworthy, but not developed into formal observations. Management may wish to consider whether the issues and concerns deserve further action.	Management Response
5 (OIC)	<p><u>Mobile Data Terminal Tablet Usage</u></p> <p><u>Management Complete Response:</u> <i>Operations management agrees with the above statement. As with any device, there are times when a device can malfunction. When technology issues arise, Via conducts research on the missing data and manually enters what occurred. Via is able to identify what transpired during the technology malfunction. HRT and Via work hard to ensure automation of data but with any technology system or device, it will likely never achieve a 100% accurate accounting but is something that we strive for. HRT will work diligently with Via to identify malfunction causes and work to ensure that steps are taken to try to prevent the malfunction in the future. The monthly trip manifest will also assist HRT in identifying these manually reconciled trips for targeted review. This work will be done on a case-by-case basis.</i></p> <p><i>This is an ongoing effort that will continue for the duration of the contract.</i></p>	Agrees
6 (OIC)	<p><u>Training</u></p> <p><u>Management Complete Response:</u> <i>Operations management agrees with the above statement. HRT will continue to review training documentation and ensure proper training is being conducted by periodically spot-checking Via's records. HRT will monitor the complaint tracker and will make sure there is proper training and record of same when warranted. This work will be conducted on a case-by-case basis.</i></p> <p><i>This is an ongoing effort that will continue for the duration of the contract.</i></p>	Agrees

HRT INTERNAL AUDIT
 PARATRANSIT SERVICES AUDIT

Obs. No.	Recommendations	Management Response
7 (OIC)	<p><u>Additional Staffing</u></p> <p><u>Management Complete Response:</u> <i>Operations management agrees with the above statement. Following previous audits, the operations department has taken steps to incorporate staff into the paratransit processes to address potential procedure conflicts. Operations is utilizing staff members to audit invoices, approve invoices, conduct peer reviews, assist in the creation of Requests for Proposals (RFP's), and contract oversight which includes attending Paratransit Advisory Committee (PAC) meetings and operational update meetings/calls with the contractor. These steps will assist the operations department in retaining the necessary institutional knowledge of the paratransit department.</i></p>	Agrees

Contract No:	16-72041, Modification No. 6	Title:	Custodial Services	Price:	\$260,000
---------------------	------------------------------	---------------	--------------------	---------------	-----------

Acquisition Description: Award a contract modification to increase the Custodial Services contract value by \$260,000 for the performance of custodial services while Hampton Roads Transit (HRT) completes the procurement process for a new contract.

Background: In December 2016, the Commission approved the award of a contract to Diversified Building Services (DBS) in the not-to-exceed amount of \$1,616,684.43 to provide custodial services for HRT over a five-year period. The contract was awarded through the competitive Request for Proposals (RFP) process, with a Scope of Work which required custodial services at fifteen (15) facilities.

A Modification in the amount of \$388,004.27, which increased the contract value to \$2,004,688.70, was issued in the third year (2019) of the Contract to accommodate enhanced cleaning services at transit centers required by HRT over the remaining period of the Contract. However, since March 2020, additional cleaning was required by HRT as part of measures implemented due to the COVID-19 pandemic. The unanticipated additional cost charged to the Contract amounted to approximately \$204,000. These ongoing additional costs have exhausted the funds available on the Contract.

In order to ensure uninterrupted custodial services at HRT’s facilities, the final option year of the Contract was exercised, but additional funds are required to continue payment for both the standard and ongoing COVID-19 special services. HRT has initiated the procurement process to competitively solicit proposals for a new contract but requires an increase in the amount of the current Contract to accommodate the custodial services until the procurement process is completed and a new contract is awarded. The current Contract will be terminated upon award of the new Contract.

Contract Approach: The estimated amount of \$260,000 is based on monthly cost incurred for custodial services currently required by HRT.

This Modification 6 provides additional funding on the Contract for four (4) months.

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

Project Managers: Scott Demharter, Director of Facilities

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 Custodial Services contract by \$260,000, to a not-to-exceed amount of \$2,264,688.70.

Contract No:	20-00112	Title:	HRT's Lobby – Customer Service Enclosure	Contract Price:	\$126,334
				Term:	Ninety (90) days

Acquisition Description: Enter into a contract with a qualified Contractor to perform the installation of an office enclosure for the customer service area in the first-floor lobby of Hampton Roads Transit's (HRT's) Southside Administrative facility.

Background: HRT requires the services of a Class "A" General Contractor to perform the installation of an office enclosure for the customer service area in the first-floor lobby of HRT's Southside Administrative facility located at 509 East 18th Street, Norfolk, VA, 23504. Under the terms of this agreement, the Contractor will construct a new ballistic glass enclosure at the existing reception desk in the lobby of Building 4. Major systems (electrical, HVAC, fire alarm, etc.) will remain operational during construction, and personnel areas will be protected from the construction areas at all times.

Contract Approach: An Invitation for Bids was issued December 2, 2020. Three (3) bids were received on February 3, 2021 from the following firms:

- ACTS Group, Inc.
- Conrad Brothers of VA, Inc. (Conrad Brothers)
- SDC Contracting, Inc.

After an evaluation of the bids received, HRT staff determined that Conrad Brothers was the lowest responsive (in compliance with submittal requirements) and responsible (capable to perform) bidder; and is therefore eligible for award.

Conrad Brothers' bid price, in the amount of \$126,334 is deemed fair and reasonable based on a price analysis performed utilizing the independent cost estimate, and the fact that the pricing was obtained in a competitive environment. A contractor responsibility review confirmed that Conrad Brothers is technically and financially capable to perform the work

Conrad Brothers is located in Chesapeake, VA and has provided similar services for Virginia Beach City Public Schools; Hampton Roads Sanitation District in Virginia Beach; and Norfolk Collegiate School. Conrad Brothers has also performed similar services for HRT satisfactorily.

The period of performance for this Contract is ninety (90) days.

A DBE goal of 7% was established for this solicitation. Conrad Brothers provided acceptable documentation to demonstrate a good faith effort to fulfill the goal.

Contract No:	20-00112	Title:	HRT's Lobby – Customer Service Enclosure	Contract Price:	\$126,334
				Term:	Ninety (90) days

Cost/Funding: This Contract will be funded with operating funds, but will be reimbursed with CARES Act funds.

Project Manager: Sibyl Pappas, Chief Engineering and Facilities Officer

Contracting Officer: Jason Petruska, Senior Contract Specialist

Recommendation: It is respectfully recommended that the Commission approve the award of a contract to Conrad Brothers of VA, Inc. for the installation of an office enclosure for the customer service area in the first-floor lobby of HRT's Southside Administrative facility in the not-to-exceed amount of \$126,334.

SOLICITATION RESULTS

FIRM	TOTAL BID PRICE
Conrad Brothers of VA, Inc.	\$126,334
SDC Contracting, Inc.	\$139,793
ACTS Group, Inc.	\$151,765

Options to be Exercised - May 2021

Contract No.	Title	Description	Total Awarded Value	Period of Performance	Option Year to be Exercised	Total Amount of Option Year
17-76509	Waste Collection and Disposal Services	To provide waste collection and disposal services.	\$ 140,322.00	2 base yr. w/3-1 yr. options	Second	\$ 28,064.00
19-00054R	Passenger Amenities Pressure Washing and Condition Assessment Services	To provide pressure washing and condition assessment services at its passenger amenities located at bus facilities and Light Rail stations throughout Hampton Roads.	\$ 127,137.00	1 base yr. w/2-1 yr. options	First	\$ 42,379.00
19-00057	System Safety Support Services	To provide technical safety expertise, engineering and assistance.	\$ 450,000.00	1 base yr. w/2-1 yr. options	First	\$ 150,000.00
20-00070	Hybrid Bus and Allison Transmission Diagnostic and Repair Services	To provide hybrid bus and Allison transmission diagnostic and repair services.	\$ 319,860.00	1 base yr. w/2-1 yr. options	First	\$ 106,620.00

UPCOMING CONTRACTS FOR APPROVAL

Title	Description
Auditing Services	To provide auditing services to HRT.
Bus Simulator Systems	To supply, install, and maintain two (2) bus simulator systems.
Custodial Services	To provide custodial services at all of HRT's various facilities.
Customer Service Enclosure	For the construction of a new bullet resistance enclosure at the reception desk in the lobby of Building 4 at 18th Street.
Facility Electrical System Assessment Services	To perform inspections, evaluations, and documentation of the electrical infrastructure at various HRT facilities.
Fluid Analysis Test Equipment	To provide a turnkey delivery, installation, and commissioning of an all-in-one fluid analysis system that combines automation and artificial intelligence in making rapid on-site fluid analysis.
Genfare Ticket Vending Machines/Farebox Systems, Repair Parts, Hardware, and Maintenance Support Services	To provide hardware support for HRT's fare collection systems, to include the purchase of Ticket Vending Machines (TVMs), Fareboxes, Vaults, Hardware, Repairs, Spare and Replacement Parts, Installation, Upgrade and Maintenance support on an as needed basis.
Hampton Roads Transit Vehicle Lift Replacement (Hampton)	To provide a phased removal of existing vehicle lifts and partial demolition of the existing lift pits, including all plumbing and electrical work required and the phased construction of new shallow pits to accommodate the installation of new vehicle lifts including all plumbing and electrical work required.
Hampton Transit Center Site Reconstruction	To provide demolition and site reconstruction of the Hampton Transit Center.
Heating, Ventilation, Air Conditioning, Refrigeration (HVAC/R) and Plumbing Maintenance Services	To provide Preventative Maintenance (PM) and repair services for its heating, ventilation, and air conditioning/refrigeration (HVAC/R) and plumbing equipment.
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.
Mobile Data Wireless Services	To procure mobile data wireless services to meet HRT's connectivity needs for the on-vehicle technology components, future Internet of Things (IoT) devices, and future cell-based backup Wide Area Networking services for its remote sites.
Origin-Destination Study Services	To provide a system-wide origin-destination study of travel patterns, transit use, and other aspects of transportation information to HRT.
On-Site Ferry Boat Inspection Services	To provide staff or sub-contractors for on-site T-class Ferry Boat production inspections, oversight, quality assurance services and assist, as needed, HRT's third-party Contractor in the production of Federal Transit Administration (FTA) compliant Pre-Award and Post Delivery Buy America audit reports.
Parts Washer Service and Solvent Maintenance	To provide parts washer service and solvent maintenance to HRT.