



Meeting of the Operations and Oversight Committee

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

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

AGENDA

1. Approval of the January 2021 Operations and Oversight Committee Meeting Minutes
2. Review Action Items
3. Audit Update
4. Procurement Recommendations to the Committee:
 - a. Contract 21-00127, Procurement of Regional Transit Service Buses
 - b. Contract 20-00099, Third Party Administrator for HRT's Drug and Alcohol Program
5. Task Orders
 - a. **Contract 19-00051, Architectural and Engineering Services, Task Order 10** Under the terms of Task Order 10, the Consultant shall provide planning and engineering support for the Regional Transit System (RTS) Bus Stop Amenities Program, as requested by HRT's Project Manager. This Task Order is funded with RTS Funds.
 - b. **Contract 19-00051, Architectural and Engineering Services, Task Order 11** Under the terms of Task Order 11, the Consultant shall provide planning, environmental, engineering, and architectural support for the RTS new Southside Bus Operation Division Facility, as requested by HRT's Project Manager. This Task Order is funded with RTS Funds.
 - c. **Contract 19-00051, Architectural and Engineering Services Task Order 12** Under the terms of Task Order 12, the Consultant shall provide design support for HRT's RTS Net Center Replacement Project, as requested by HRT's Project Manager. This Task Order is funded with RTS Funds.
6. Options to be Exercised April 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, March 11, 2021**



Meeting of the Operations and Oversight Committee

Thursday, January 14, 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:

Alt. Commissioner Cipriano, Newport News
Commissioner Fuller, Chesapeake
Commissioner Glover, Portsmouth
Commissioner Hamel, Chesapeake
Alt. Commissioner Inman, Norfolk
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
Gene Cavasos, Director of Marketing and Communications
Scott Demharter, Director of Facilities
Jennifer Dove, Grants and Civil Rights Coordinator
Angela Glass, Director of Budget and Financial Analysis
Erin Glenn, Director of Enterprise Technology Solutions
William Harrell, President and CEO
Tom Holden, Media Relations Specialist
Larry Kirk, Assistant Director of Finance
Sonya Luther, Director of Procurement
Maryann Martin, Operations Data Analyst
Shanti Mullen, Internal Auditor
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:

Andrew Ennis, VADRPT
Cole Fisher, City of Virginia Beach
Shaun Williams

The January 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 December 2020 Meeting Minutes

A motion to approve the December 2020 Meeting Minutes was made by Commissioner Woodbury and properly seconded by Commissioner Fuller. A roll call vote resulted as follows:

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

Nays: None

Abstain: None

Review of the Operations and Oversight Committee Action Items

There were no action items to review from the last meeting.

Audit Update

Ms. Shanti Mullen reported an audit update and stated that the paratransit audit is still in progress.

Procurement Recommendations to the Committee

Contract 20-00097, Ferry Repair Services (Renewal)

Ms. Luther presented Contract 20-00097, Ferry Repair Services (Renewal) for recommendation of approval.

A motion to approve Contract 20-00097, Ferry Repair Services (Renewal) was made by Commissioner Fuller and properly seconded by Commissioner Kanoyton.

There was discussion regarding the ferry repair service costs over the previous contract. It was stated that there were modest labor rate increases and that the contracts are labor based. Work will be done on a task order basis. Work will be assigned to the lowest bid contractor for the required work.

A roll call vote resulted as follows:

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

Nays: None.

Abstain: None.

Contract 20-00072, General Financial Consulting Services (Renewal)

Ms. Luther presented Contract 20-00072, General Financial Consulting Services (Renewal) for recommendation of approval.

A motion to approve Contract 20-00072, General Financial Consulting Services (Renewal) was made by Commissioner Kanoyton and properly seconded by Commissioner Glover.

I was shared that this contract supports projects that are specialized in nature and span ten to thirty years; the Capital Improvement Plan (CIP) was given as an example. The General Financial Consultant Services contract provides HRT access to a firm that has expertise in financial planning and cash flow modeling, capital planning, funding application assistance, cost allocation, public financing, value capture, demand forecasts, forecasting revenue and expenditure models, pricing analysis and strategies, as well as real estate and fiscal analysis. The development and continued support in updating an integrated operating and capital financial model allows HRT to optimize the programming of annual federal and state apportionments after strategically aligning grant programs and amounts with agency operating and capital priorities.

In order to replicate the federal and state level of expertise the vendor provides; HRT would need to hire specialized financial management staff. This contract will total \$370,000 over a span of three years.

ACTION ITEM: The Committee requested a list of tasks with associated labor hours that the vendor is utilized for, dating back one to two years.

A roll call vote resulted as follows:

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

Nays: Commissioners Inman and Woodbury.

Abstain: None.

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 a presentational update on Operations regarding the Proterra electric buses.

There was an incident discussed where an electric bus ran out of its charge. The electric buses are charged overnight and on the day of incident, only one electric bus did not go out. If charging difficulties occur, they are handled by substituting the impacted service with diesel buses.

Old and New Business

Mr. Harrell presented a CIP technical amendment to the Committee. Mr. Brian Smith explained the amendment was a recommendation to advance replacement of the Evelyn T. Butts and Robert Hall transfer centers.

Commissioner Woodbury asked where the transfer centers would be moved to; once the funding is secured, a definite location can be acquired.

Commissioner Cipriano stated the reduction of \$1,809,000 to advance the projects needed a resolution and suggested that the bottom-line cost in the CIP be reduced or the money be allocated elsewhere.

The amendment will be revised to account for the difference in costs, and HRT will define what project the funds will be reallocated to.

Commissioner Woodbury asked for an update on a letter she received from an upset rider. Mr. Harrell stated a written report of how the situation has been addressed will be provided. After reading some of the rider's complaint, there was concern over the number of drivers and missed trips.

ACTION ITEM: Staff to provide response to customer complaint received by Commissioner Woodbury.

Ms. Kim Wolcott reported that HRT is currently staffed at 90% for operators, whereas this time last year staffing was at 70%; part of this growth was attributed to driver retention improving.

Adjournment

Commissioner Hamel adjourned the meeting at 11:12AM.

Respectfully Submitted by:

Amy L. Braziel

Manager of Operations Administration

February 11, 2021



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

Date	Action Item	Responsible Party	Due Date	Completed Date & Method
1/14/2021	Action Item: The Committee requested a list of tasks with associated labor hours that the vendor is utilized for, dating back one to two years.	Finance	1/28/2021	Email sent to O&O Committee on 1/15/2021 with requested data.
1/14/2021	Staff to provide response to customer complaint received by Commissioner Woodbury.	Customer Service	2/11/2021	Email sent to O&O Committee on 1/15/2021 with requested data.

Contract No:	21-00127	Title:	Procurement of Regional Transit Service Buses	Price:	\$12,779,080
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Acquisition Description: Piggyback on an existing Commonwealth of Virginia, Department of Rail and Public Transportation (DRPT) Contract No. 194-75548 MA2274 to procure five (5) 40' Low Floor Diesel Suburban Buses (MAX Buses) and nineteen (19) 40' Low Floor Diesel Buses (State Contract).

Background: Using the competitive procurement process, in June 2017, the Commonwealth of Virginia awarded Contract No. E194-75548 MA2274 to Gillig to purchase a number of different style buses during a base term of one (1) year with four (4) additional one-year options. Under the terms of the Contract, as a DRPT funds recipient, the Transportation District Commission of Hampton Roads dba Hampton Roads Transit (HRT) is considered an additional user. This procurement is to utilize the Gillig contract to purchase five (5) 40' heavy duty low floor suburban buses and nineteen (19) 40' heavy duty low floor buses for use in HRT's Regional Transit Service (RTS) operations. It should be noted that HRT is often precluded from "piggybacking" on existing state contracts as those agreements often do not include all of the contractual terms mandated by the Federal Transit Administration. DRPT, however, included the mandated federal terms in the State Contract thus allowing HRT to order buses pursuant to this agreement.

Contract Approach: The original State Contract was competitively procured with a base unit price of \$411,585 for a standard 40' bus. Unit prices for additional features/options were also established at the time of award of the State Contract. Gillig's unit price to HRT, including HRT selected options, is \$541,094 for the 40' MAX bus and \$530,190 for the 40' bus. HRT's options include passenger information stations, heavy duty driver's protective barrier, upgraded passenger windows with bonded frames, side turn signal guards, Trapeze TransitMaster Automatic Vehicle Locator (AVL), Twin Vision amber LED destination and rear run signs, Genfare FastFare fareboxes, farebox guards, Apollo video surveillance systems, bike racks, electrically assisted power steering and a number of other additional upgrades.

Based on a price analysis conducted by DRPT at the time of award of the State Contract, and the fact that the pricing was obtained in a competitive environment, Gillig's unit price of \$541,094 and \$530,190 are deemed fair and reasonable.

All Federal Transit Administration required pre-award audits and certifications confirming Buy America, final assembly and motor vehicle safety standards have been received and verified.

Cost/Funding: This contract will be funded by a combination of federal and regional (Hampton Roads Regional Transit) funds.

Project Manager: Michael Perez, Operations Project and Contract Administrator

Contract No:	21-00127	Title:	Procurement of Regional Transit Service Buses	Price:	\$12,779,080
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Contracting Officer: Sonya Luther, Director of Procurement

Recommendation: It is respectfully recommended that the Commission approve the award of a contract to Gillig to procure five (5) heavy duty 40' low floor suburban diesel buses and nineteen (19) heavy duty 40' low floor buses in the total amount of \$12,779,080.

Contract No:	20-00099	Title:	Third Party Administrator for HRT's Drug and Alcohol Program	Three Base Years' Price: Two Option Years' Price:	\$300,356 \$209,885
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Acquisition Description: Enter into a contract with a qualified firm to implement and administer specific aspects of Hampton Roads Transit's (HRT's) Drug and Alcohol Abuse Management Program.

Background: The Federal Transit Administration (FTA) requires HRT to implement a Drug and Alcohol Abuse Management Program for its employees. Under the terms of this agreement, the Contractor is required to implement and administer HRT's Drug and Alcohol Abuse Management Program for personnel who perform safety-sensitive and non-safety sensitive functions. Services to be provided by the third part administrator (TPA) shall include training; random, return to work, return to duty, follow-up, reasonable suspicion, pre-employment and post-accident drug and alcohol testing; observed testing; after-hours testing; administration of the Drug and Alcohol Misuse testing program; record keeping; and, reporting.

Contract Approach: A Request for Proposal (RFP) was issued on September 24, 2020. One (1) proposal was received on November 17, 2020 from Taylor Made Diagnostics, Inc. (Taylor Made). A post-solicitation survey of vendors solicited concluded that most were not interested in submitting a proposal due to not being able to meet the requirements of the Scope of Work and reduced operating capacity due to COVID-19. There was no indication that a re-solicitation to pursue more competition would have resulted in greater participation.

In response to the RFP, Proposers were required to provide a technical proposal and a Price Proposal that included rates for the services described in the Scope of Work.

Upon review and evaluation of the proposal received, HRT staff determined that Taylor Made was technically qualified for meeting the requirements of the Scope of Work based on information provided in regard to the firm's overall approach and experience, and as such, was invited for discussions and negotiations. Discussions and negotiations focused on reducing proposed labor rates. At the conclusion of negotiations, a Best and Final Offer (BAFO) was requested.

As a result of the negotiation, Taylor Made's proposed total price decreased by \$29,846, from \$540,087 to \$510,241 or approximately 5.5%. Based on the results of the negotiations, and a price analysis performed utilizing historical data, Taylor Made's BAFO is deemed fair and reasonable. A contractor responsibility review confirmed that Taylor Made is technically and financially capable to perform the work.

Taylor Made is headquartered in Chesapeake, VA; and has provided similar services to Gloucester County Public Schools; the City of Hampton, the City of Poquoson, Bay Transit in Warsaw, VA; and, Williamsburg Area Transit Authority. Services were previously provided to HRT by Safety

Contract No:	20-00099	Title:	Third Party Administrator for HRT's Drug and Alcohol Program	Three Base Years' Price: Two Option Years' Price:	\$300,356 \$209,885
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Management, Inc. and was purchased by Taylor Made on November 11, 2020. SMI had provided these services for HRT satisfactorily.

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

No DBE goal was assigned for this solicitation.

Cost/Funding: This contract will be funded by a combination of operating and regional (Hampton Roads Regional Transit) funds.

Project Manager: Danielle Hill, HR Compliance Manager

Contracting Officer: Jason Petruska, Senior Contract Specialist

Recommendation: It is respectfully recommended that the Commission approve the award of a contract to Taylor Made Diagnostics, Inc. to provide third party administration for HRT's Drug and Alcohol Program in the not to exceed amount of \$510,241 over the five-year period.

Firm	Initial Pricing	BAFO Pricing
Taylor Made Diagnostics, Inc.	\$540,087	\$510,241

Base Three (3) Years	Option Year 1	Option Year 2	BAFO Total Price
\$300,356	\$104,695	\$105,190	\$510,241

Options to be Exercised - April 2021

Contract No.	Title	Description	Total Awarded Value	Period of Performance	Option Year to be Exercised	Total Amount of Option Year
17-76502	Interactive Voice Response System Implementation	To implement a hosted Interactive Voice Response (IVR) System to provide route, schedule, real-time and general customer service information.	\$ 1,175,500.00	1 base yr. w/4-1 yr. options	Third	\$ 198,000.00
18-78386	Pre-Employment Background Screening Services	To provide pre-employment background screening services for all hires.	\$ 194,700.00	1 base yr. w/2-1 yr. options	Second	\$ 64,900.00

UPCOMING CONTRACTS FOR APPROVAL	
Title	Description
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.
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.