



Meeting of the Operations and Oversight Committee

Thursday, December 2, 2021 • 10:00 a.m.
509 E. 18th Street, Norfolk, VA

A meeting of the Operations and Oversight Committee is scheduled for Thursday, December 2, 2021, at 10:00 a.m. Please note that currently, the in-person meetings are for commissioners and senior HRT staff only. All others can join the meeting via ZOOM by following the link at: https://hrtransit-org.zoom.us/webinar/register/WN_p1ZA_BgHTr66w7WnBT5Xww

The agenda and supporting materials are included in this package for your review.



Meeting of the Operations and Oversight Committee

Thursday, December 2, 2021 • 10:00 a.m.
509 E. 18th St, Norfolk, VA

AGENDA

1. Approval of the November 2021 Operations and Oversight Committee Meeting Minutes
2. Review Action Items
3. Audit Update
4. Procurement Recommendations to the Committee:
 - a. Contract 21-00156, Audio and Visual Support Services (Renewal)
 - b. Contract 17-76500, Modification No. 5, Bus Stop Sign Installation and Maintenance
 - c. Contract 21-00151, Bus, Light Rail, and Ferry Passenger Amenity Stops Cleaning and Trash Services (Renewal)
 - d. Contract 21-00152, Microtransit Pilot Program
5. Task Orders **(for informational purposes only)**.
 - a. Contract 19-00051, Architectural and Engineering Services, Task Order 19. Under the terms of Task Order 19, the Consultant shall provide services for HRT's preparation of an Invitation for Bids for repairs to Light Rail Bridges. This Task Order is \$95,000 and is funded with Operating Funds.
 - b. Contract 19-00051, Architectural and Engineering Services, Task Order 20. Under the terms of Task Order 20, the Consultant shall perform Light Rail Transit bridge inspections for the following ariel structures:
 - Smith Creek Bridge
 - Lamberts/Brambleton Bridge
 - Sewells Point Branch Bridge
 - Moseley Creek Bridge
 - Broad Creek Bridge

This Task Order is \$200,000 and is funded with Operating Funds.

- c. Contract 21-00128, Ticket Vending Machines/Odyssey Farebox Systems, Repair Parts, Software/Hardware, and Maintenance Support, Task Order 15. This Task Order is for a 26ft outdoor data cable. This Task Order is for \$315.64 and is funded with Operating Funds.
- d. Contract 21-00128, Ticket Vending Machines/Odyssey Farebox Systems, Repair Parts, Software/Hardware, and Maintenance Support, Task Order 16 This Task Order is for the purchase of a DC UPS Controller. This Task Order is for \$923.74 and is funded with Operating Funds.
- e. Contract 21-00128, Ticket Vending Machines/Odyssey Farebox Systems, Repair Parts, Software/Hardware, and Maintenance Support, Task Order 17. This Task Order is for the purchase of “O” rings. This Task Order is for \$92.00 and is funded with Operating Funds.

- 6. Options to be Exercised January 2022
- 7. Upcoming Commission Approvals
- 8. Virginia Department of Rail and Public Transportation Presentation
- 9. Operations Update
- 10. Old and New Business
- 9. Adjournment

**The next Operations & Oversight Committee Meeting will be held on Thursday,
January 13, 2022, at 3400 Victoria Blvd., Hampton.**



Meeting of the Operations and Oversight Committee

Thursday, November 4, 2021 • 10:00 a.m.
2nd Floor Board Room • 509 E 18th St. Norfolk, VA
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 Hamel, Chesapeake
Alt. Commissioner Inman, Norfolk (Via Zoom)
Commissioner Jackson, Portsmouth
Commissioner Kanoyton, Hampton (Via Zoom)
Commissioner Mucha, DRPT (Via Zoom)
Commissioner Woodbury, Newport News

Hampton Roads Transit Staff in attendance:

Ray Amoruso, Chief Planning & Development Officer (Via Zoom)
Nakia Ayisumo, Administrative Coordinator (Via Zoom)
Sam Ballard, Client Technology Engineer (Via Zoom)
Amy Braziel, Manager of Operations Administration
Alexander Brink, Sr. Manager of Bus Transportation (Via Zoom)
Conner Burns, Chief Financial Officer
Danielle Burton, Operations Support Technician (Via Zoom)
Rodney Davis, Director of Customer Relations (Via Zoom)
Jennifer Dove, Grants and Civil Rights Coordinator (Via Zoom)
Michele Goode-Bacon, Contract Administrator (Via Zoom)
William Harrell, President and CEO
Larry Kirk, Assistant Director of Finance (Via Zoom)
Robert Lee, Management Analyst (Via Zoom)
Sonya Luther, Director of Procurement
Maryann Martin, Operations Data Analyst (Via Zoom)
Schuyler Mathis, Enterprise Project Manager (Via Zoom)
Shanti Mullen, Manager of Internal Audit (Via Zoom)
Sibyl Pappas, Chief Engineering and Facilities Officer
Mike Perez, Operations Project and Contract Administrator (Via Zoom)
Theresa Petrowicz, Contract Specialist (Via Zoom)
Noelle Pinkard, Organization Advancement Officer (Via Zoom)
John Powell, Telecommunications Specialist (Via Zoom)
Michael Price, Chief Information Officer/Technology Officer (Via Zoom)
Luis Ramos, Sr. Executive Administrator
Dawn Sciortino, Chief of Safety (Via Zoom)

Benjamin Simms, Deputy Chief Transit Operations Officer
Brian Smith, Deputy Chief Executive Officer
Alex Touzov, Director of Technology Services (Via Zoom)
Robert Travers, Counsel
Fevrier Valmond, Assistant Director of Procurement (Via Zoom)
Nikki Walker, Auditor I (Via Zoom)
James Wall, Director of Maintenance (Via Zoom)
Kim Wolcott, Chief Human Resources Officer (Via Zoom)

Others in attendance:

Alt. Commissioner Lisa Cipriano, Newport News
Andrew Ennis, DRPT (Via Zoom)
Megan Gribble (Via Zoom)
Jeff Hathaway (Via Zoom)

The November 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 October 2021 Meeting Minutes

An amendment was made to the October 2021 Operations and Oversight Committee meeting minutes to include Mr. Conner Burns and Ms. Kim Wolcott as attending. A motion to approve the minutes as amended was made by Commissioner Fuller and properly seconded by Commissioner Woodbury. A roll call vote resulted as follows:

Ayes: Commissioners Hamel, Fuller, Mucha, Jackson, and Woodbury

Nays: None

Abstain: None

Review of the Operations and Oversight Committee Action Items

There were no actions items to be reviewed with the Committee.

Internal Audit

Ms. Shanti Mullen gave an update on the Training audit. The audit schedule for next year has been completed and will be sent out to those interested.

Procurement Recommendations to the Committee

Contract 21-00145, Transit Operator/Supervisor Uniforms (Renewal)

Ms. Luther presented Contract 21-00145, Transit Operator/Supervisor Uniforms for recommendation of approval.

A motion to approve Contract 21-00145, Transit Operator/Supervisor Uniforms was made by Commissioner Fuller and properly seconded by Commissioner Woodbury.

A roll call vote resulted as follows:

Ayes: Commissioners Hamel, Fuller, Mucha, Jackson, and Woodbury

Nays: None

Abstain: None

Task Orders

Task Orders were reviewed with the Committee for informational purposes only.

Options to be Exercised

Options to be exercised were reviewed with the Committee.

Upcoming Procurements

Upcoming procurements were reviewed with the Committee.

Upcoming contracts' renewal expiration dates were added.

Operations Update

Mr. Ben Simms updated the Committee on free fare day; there was no significant ridership increase to report.

Old and New Business

Ms. Sybil Pappas gave a presentational update on the current HRT System and the impact the RTS Regional Backbone plan will have, to include shelters and their placement requirements.

Commissioner Jackson thanked Ms. Pappas and Mr. Don Lint for their work with the shelters in Portsmouth.

Commissioner Inman agreed with Commissioner Jackson's sentiments but also expressed concerns over the current efforts and funding only applying to RTS shelters. Ms. Pappas stated a funding source would need to be established to provide more shelters to current routes which service under 40 boarding stops.

Commissioner Hamel was congratulated on his new role as the Commonwealth's Attorney. Commissioner Hamel gave word of thanks and appreciation for his tenure as Chair.

The December Operations & Oversight meeting has been moved up to December 2nd.

Adjournment

Commissioner Hamel adjourned the meeting at 10:41AM.



HAMPTON ROADS TRANSIT
NOVEMBER-DECEMBER 2021
OPERATIONS AND OVERSIGHT COMMITTEE
ACTION ITEMS

Date	Action Item	Responsible Party	Due Date	Completed Date & Method
	No Action Items			

Contract No:	21-00156	Title:	Audio and Visual Support Services (Renewal)	Price: Term:	\$350,000 3 yrs. w/2 1-yr. options
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Acquisition Description: Enter into a renewal contract with a qualified Contractor to provide Audio and Visual support services at various HRT facilities on a Task Order basis.

Background: HRT's current audio/visual systems are deployed at its facilities throughout Hampton Roads, and include flex rooms, conference rooms, boardrooms, training rooms, employee lounges, and operation and security centers. Under the terms of this agreement, the Contractor shall provide all services, equipment, and materials necessary to operate, maintain, modernize, and expand the audio/visual presentation and communication systems, at HRT's request. All work performed by the Contractor will be in accordance with industry standards; software and hardware manufacturer guidelines; and applicable best practices.

Contract Approach: An Invitation for Bids was issued on September 29, 2021. Three (3) bids were received on November 3, 2021 from the following firms:

- Creative Office Environments (Creative)
- Dynamic Systems Integration (DSI)
- Eco Tech (dba Infinity Soundz)

In response to the IFB, bidders were required to provide hourly rates for a variety of labor categories listed in the Price Schedule.

After an evaluation of the bids received, the lowest bidder, Creative, was deemed non-responsive and ineligible for award due to an exception made in the Scope of Work requirements as indicated in the IFB. The next lowest bidder, DSI, was deemed responsive (in compliance with submittal requirements). As part of HRT's due diligence, a Qualification Hearing was held with DSI to ensure an adequate work force was available and that the requirements of the Scope of Work were fully understood. At the conclusion of the Qualification Hearing, DSI was deemed responsible (capable to perform); and is therefore eligible for award.

DSI's hourly 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 that DSI is technically and financially capable to perform the work.

DSI is located in Virginia Beach, VA and provides similar services for the Hampton Proton Therapy Institute; the City of Hampton; and Hampton University.

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

Contract No:	21-00156	Title:	Audio and Visual Support Services (Renewal)	Price: Term:	\$350,000 3 yrs. w/2 1-yr. options
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DBE goals will be evaluated during the Task Order assignment phase and HRT has confirmed that DSI is a DBE certified firm.

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

Project Manager: Alex Touzov, Director of Technology Services

Contracting Officer: Jason Petruska, Senior Contract Specialist

Recommendation: It is respectfully recommended that the Commission approve the award of a contract to Dynamic Systems Integration to provide Audio and Visual Support services at HRT's various facilities. The cumulative amount of all Task Orders issued under this Contract will not exceed \$350,000 over the five-year period.

Contract No:	17-76500, Modification No. 5	Title:	Bus Stop Sign Installation and Maintenance	Price:	\$50,000
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Acquisition Description: Award a contract modification to increase the Bus Stop Sign Installation and Maintenance contract value by an additional \$50,000 for installation and maintenance of bus stop signs while HRT completes the procurement process for a new contract.

Background: In November 2017, the Commission approved the award of a contract to American Road Markings, LLC in the not-to-exceed amount of \$235,042.00 to provide bus stop sign installation and maintenance services for HRT over a five-year period. The contract was awarded through the competitive Invitation for Bids process, with a Scope of Work which required services on an as needed basis.

A Modification in the amount of \$58,760.50, which increased the contract value to \$293,802.50, was issued in the third year (2021) of the Contract to accommodate additional services required by HRT over the remaining period of the contract. However, the additional services now required by HRT for the Regional Transit Services (RTS) will exhaust the remaining available funds on the contract.

In order to ensure uninterrupted services for the November service board change, as well as other bus stop sign installation and maintenance issues until a new contract is awarded, the final option year of the Contract was exercised. However, additional funds are required to continue to pay for these services until the procurement process has been completed and a new contract awarded. The current Contract will be terminated upon award of the new Contract.

Contract Approach: The estimated amount of \$50,000 is to supplement the remaining balance of the contract in order to cover anticipated costs for bus stop installation and maintenance services required by HRT.

This Modification 5 provides additional funding on the contract for up to four (4) months.

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

Project Manager: Don Lint, Construction Projects Coordinator

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 Bus Stop Sign Installation and Maintenance contract by \$50,000.00, to a not-to-exceed amount of \$343,802.50.

Contract No:	21-00151	Title:	Bus, Light Rail, and Ferry Passenger Amenity Stops Cleaning and Trash Services (Renewal)	Base Year Price:	\$936,110
				Two Option Years' Price:	\$3,421,807

Acquisition Description: Enter into a renewal contract with a qualified Contractor to maintain the appearance and cleanliness of Bus, Light Rail, and Ferry passenger amenity stops throughout Hampton Roads.

Background: Hampton Roads Transit (HRT) has a requirement for maintaining the appearance and cleanliness of HRT owned/equipped passenger amenities at bus stops, Light Rail stations, and ferry docks throughout Hampton Roads, which includes cleaning and trash collection. Under the terms of this agreement, the Contractor shall provide all personnel, equipment, tools, materials, means of transportation for staff, supervision, and other items necessary to perform the cleaning and trash services.

Contract Approach: A Request for Proposals (RFP) was issued on August 30, 2021. Seven (7) proposals were received on September 30, 2021 from the following firms:

- Allegiant Corporate Cleaning
- TJI21 Holdings, LLC (dba Triple S, LLC)
- ETI Environmental, Inc. (ETI)
- Green Alternatives
- Associated Building Maintenance Co., Inc.
- Diversified Building Services, Inc. (DBS)
- ATALIAN Global Services

In response to the RFP, Proposers were required to provide unit prices for cleaning and trash collection at all HRT bus stops, Light Rail stations, and ferry stops listed in the Price Schedule. The Price Schedule included the 600 future amenity bus stops that will be purchased through the RTS Program and are planned for installation at approximately 200 per contract year, pending the availability of materials and delivery of amenities. The Price Schedule also includes a \$20,000 per year allowance for special services.

Upon review and evaluation of the technical proposals, three (3) firms (DBS, ETI, and Green Alternatives) were deemed technically qualified to meet the Scope of Work requirements. Therefore, the firms were invited to discuss their proposals to provide clarification on their approach to providing these services.

At the conclusion of discussions, DBS and ETI were invited for further discussions and negotiations for the purpose of a possible award. Negotiations focused on clarifying assumptions made in establishing pricing and reducing the proposed unit prices. At the conclusion of negotiations, Best and Final Offers (BAFOs) were requested.

Contract No:	21-00151	Title:	Bus, Light Rail, and Ferry Passenger Amenity Stops Cleaning and Trash Services (Renewal)	Base Year Price:	\$936,110
				Two Option Years' Price:	\$3,421,807

After a review and analysis of the BAFOs received, HRT staff determined that DBS provided the best overall value to HRT based on a combination of technical capability and price. As a result of the negotiations, DBS reduced their total proposed price by \$207,545.00, or approximately 4.5%.

DBS's BAFO pricing is deemed fair and reasonable based on the results of the negotiations, a price analysis performed, and the fact that the pricing was obtained in a competitive environment. A contractor responsibility review performed confirmed that DBS is both technically and financially capable to perform the services.

DBS is located in Chesapeake, VA and has provided similar services for Dollar Tree Corporate Headquarters in Chesapeake; Interstate Corporate Center in Norfolk; and Virginia Eye Center in Norfolk. DBS has also 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.

A 2% DBE goal was established for this solicitation and DBS has committed to 4% DBE participation.

Cost/Funding: This Contract will be funded with Operating and RTS Funds.

Project Manager: 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 renewal contract to Diversified Building Services, Inc. to provide Bus, Light Rail, and Ferry Passenger Amenity Stops Cleaning and Trash Services in the not-to exceed amount of \$4,357,917.00 for three (3) years.

Contract No:	21-00151	Title:	Bus, Light Rail, and Ferry Passenger Amenity Stops Cleaning and Trash Services (Renewal)	Base Year Price:	\$936,110
				Two Option Years' Price:	\$3,421,807

SOLICITATION RESULTS

OFFEROR	ORIGINAL OFFER	BEST AND FINAL OFFER
Allegiant Corporate Cleaning*	\$1,636,380.00	N/A
ETI Environmental, Inc.	\$2,254,426.00	\$4,090,951.60
ATALIAN Global Services	\$2,658,299.60	N/A
Associated Building Maintenance Co., Inc.	\$3,578,406.81	N/A
Diversified Building Services, Inc.	\$4,565,462.00	\$4,357,917.00
Green Alternatives	\$5,758,498.00	N/A
TJI21 Holdings, LLC (dba Triple S, LLC)	\$7,712,475.40	N/A

**Deemed non-responsive due to lack of required technical proposal.*

DIVERSIFIED BUILDING SERVICES' PRICING SUMMARY

Base Year	Option Year 1	Option Year 2	Total
\$936,110.00	\$1,419,606.00	\$2,002,201.00	\$4,357,917.00

Includes the future amenity bus stops to be purchased through the RTS Program, planned for installation at approximately 200 per contract year.

Contract No:	21-00152	Title:	Microtransit Pilot Program	Total Price:	\$1,700,925
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Acquisition Description: Enter into a contract with a qualified Contractor to provide a Regional Microtransit Demonstration Project.

Background: Hampton Roads Transit (HRT) is seeking the “turnkey operation” of Microtransit services in two (2) distinct zones in HRT’s service district, identified as Virginia Beach West (Zone A) and Newport News (Zone B). Over recent years, HRT has experienced decreased ridership on other modes as the transportation marketplace is continuously evolving. HRT is committed to exploring new and innovative service models in keeping with its vision and mission. In addition to changing transportation marketplace conditions generally, direct, and lingering impacts related to the COVID-19 pandemic further underscore the need to adapt transit services in order to provide safe, economical, and reliable public transportation to meet a diverse range of commuting needs and contribute effectively to regional economic recovery in the months and years ahead.

HRT’s primary goal is to provide better service for HRT customers, and to understand how Microtransit services should be included in its Regional Backbone planning. To make this decision, HRT must understand how, and if, Microtransit improves mobility for communities, provides an enhanced customer experience, and meets operational and economic requirements. Additionally, HRT seeks to determine the effectiveness and future role of Microtransit in the HRT service area through this Project. Microtransit’s viability requires testing in different use cases to empirically determine how its service characteristics and performance may work as a safe and sustainable new travel option.

Under the terms of this agreement, the Contractor shall provide a plan for service, to include a marketing plan; implementation of the Microtransit services for a period of six (6) months; transit trips based on passenger requests utilizing small- or medium-sized vehicles; a trip reservation system; customer call/complaint center; fare collections; project evaluation data; and any on-going support.

Contract Approach: A Request for Proposals was issued on September 10, 2021. One (1) proposal was received on October 21, 2021 from River North Transit, LLC (a wholly owned subsidiary of Via Transportation, Inc.) (River North). A post-solicitation survey of vendors solicited concluded that most were uninterested due to the amount of commitment required to standup the project for six (6) months with no guarantee of future involvement or could not meet the full requirements of the Scope of Work. 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 as well as pricing for implementation, vehicle fees (including maintenance), and ongoing support. Upon review and evaluation of the technical proposal, River North was deemed qualified to meet the Scope of Work

Contract No:	21-00152	Title:	Microtransit Pilot Program	Total Price:	\$1,700,925
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requirements, and HRT staff decided that no presentations were necessary. However, in an effort to obtain more favorable pricing, negotiations were held with River North.

Negotiations focused on clarifying assumptions made in establishing pricing, clarifying pricing, and reducing pricing. At the conclusion of negotiations, a Best and Final Offer (BAFO) was requested.

River North provided pricing information for three (3) different service level scenarios entitled “low demand,” “medium demand,” and “high demand.” The demand level was defined by how many vehicles River North would make available within each of the two (2) Microtransit zones. Given that HRT has no experience with Demand Responsive Services, such as Microtransit, and that this is a “demonstration pilot project” in which HRT is trying to determine how successful Microtransit service can be, HRT staff selected the “high demand” vehicle option so as not to limit the quantity of vehicles within each zone. Thus, if the passenger demand is higher than expected, HRT will not be limited by the lack of vehicle availability. The “high demand” scenario provides for six (6) vehicles in Zone A (Virginia Beach) and five (5) vehicles in Zone B (Newport News).

After a review and analysis of the BAFO received, HRT staff determined that River North’s proposed pricing is deemed fair and reasonable based on a price analysis performed utilizing market data. A contractor responsibility review performed confirmed that River North is technically and financially capable to perform the work.

River North is located in New York, NY and has provided similar services to the City of Arlington, VA; King County Metro located in Seattle, WA; and the City of Jersey City, NJ.

The Contract period of performance is eighteen (18) months, with the pilot service not exceeding six (6) months.

No DBE Goal was assigned for this solicitation.

Cost/Funding: This contract will be funded with 80% state grant funds and 20% localities match for each zone (Virginia Beach and Newport News).

Project Manager: Amy Braziel, Manager of Operations Administration

Contracting Officer Sonya Luther, Director of Procurement

Recommendation: It is respectfully recommended that the Commission approve the award of a contract to River North Transit, LLC to provide a Microtransit pilot program in the not-to-exceed amount of \$1,700,925.00.

Contract No:	21-00152	Title:	Microtransit Pilot Program	Total Price:	\$1,700,925
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RIVER NORTH TRANSIT, LLC'S PRICING SUMMARY

Service Level	Original Offer	Best and Final Offer
Low Demand	\$1,132,492	\$1,127,124
Medium Demand	\$1,419,271	\$1,412,543
High Demand	\$1,709,025	\$1,700,925

Options to be Exercised - January 2022						
Contract No.	Title	Description	Total Awarded Value	Period of Performance	Option Year to be Exercised	Total Amount of Option Year
17-74638	Electronic Fare Payment System - Mobile Ticketing System Pilot Program	To implement an Electronic Fare Payment System based upon the initial pilot roll-out of a Mobile Ticketing System.	\$ 248,510.00	9 mos. with 5-1 yr. options	Third	To Be Determined
19-00014	Provision of Office Supplies	To supply and deliver office supplies at various HRT locations on an as needed basis.	\$ 140,000.00	1 base yr. w/3-1 yr. options	Second	\$ 60,000.00
19-00041	Passenger Amenities Cleaning Services	To maintain the appearance and cleanliness of HRT's passenger amenities at bus stops and light rail stations throughout Hampton Roads.	\$ 597,626.58	1 base yr. w/2-1 yr. options	Second	\$ 199,209.86
20-00072	General Financial Consulting Services	To provide general financial consulting services on a Task Order basis.	\$ 370,000.00	1 base yr. w/2-1 yr. options	First	\$ 123,333.33
20-00097A&B	Ferry Repair Services	To perform scheduled and emergency repairs for HRT's ferry boat fleet on a Task Order basis.	\$ 925,000.00	1 base yr. w/4-1 yr. options	First	\$ 185,000.00

UPCOMING CONTRACTS FOR APPROVAL		
Title	Description	Renewal Contract Expiration Date
Armored Truck Services	To provide armored truck services	2/28/2022
Bus Tire Lease and Maintenance Services	To provide bus tire lease and maintenance services. Current contract is in a month-to-month extension until award of new contract.	9/1/2021
Chesapeake Corridor Study	To develop and screen potential corridor options that connect major activity centers in the city of Chesapeake.	New
Credit Card Processing Services	To provide secure credit card merchant processing services. The current contract was extended on a month-to-month basis to allow for a new procurement.	12/21/2021
Federal Legislative Services	To perform government relations and legislative services activities at the federal level in support of HRT's core mission in Hampton Roads.	New
Fire Suppression Systems Inspection and Repair Services	To provide fire suppression systems inspection and repair services for existing systems.	New
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.	New
Fuel Products (Ultra Low Sulfur Diesel and Gasoline)	To supply and deliver diesel and gasoline fuel products	7/15/2022
Information Technology Technical Services	To provide technical services to HRT's Technology Department, to include a number of functional areas.	New
Light Rail Traction Power Substation Battery Replacement	To remove and replace all Light Rail Traction Power Substation batteries.	New
Light Rail Vehicle Midlife Overhaul	To provide the complete turnkey provision of Light Rail Vehicle midlife overhauls for a fleet of nine Siemens S70 LRVs.	New
Mobile Device Services	To procure mobile devices as well as voice and data wireless services to meet HRT's technology and connectivity needs.	1/31/2022
Mobile Fare Collection Services	To provide, implement, and support a mobile first, next generation fare collection system.	1/1/2023
Naval Station Norfolk Circulator	To provide internal service on Naval Station Norfolk, similar to a circulator-type of service.	New
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.	New
Pest Control Management Services	To provide pest control management services to all of HRT's facilities and rolling stock. Current contract is in a month-to-month extension to allow for a new procurement.	11/5/2021

Structured Cabling Services	To maintain, modernize, and expand HRT's structured cabling on an as needed basis. Current contract is in a month-to-month extension to allow for a new procurement.	7/11/2021
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2021 Annual Status of Safety Report

Rail Fixed Guideway State Safety Oversight Program Performance

Commonwealth of Virginia

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Program Background and Overview

In 1996, the Federal Transit Administration (FTA) issued the Rail Fixed Guideway Systems State Safety Oversight Rule, 49 Code of Federal Regulations (CFR) Part 659. Under this rule, each state with rail fixed guideway systems not subject to the regulatory authority of the Federal Railroad Administration was responsible for overseeing the safety and security program implementation of these systems. Pursuant to Subdivision 16 of § 33.2-285 of the Code of Virginia, the designated Rail State Safety Oversight Agency (SSOA) is the Department of Rail and Public Transportation (DRPT) in the Commonwealth of Virginia. DRPT oversees the Hampton Roads Transit (HRT) Tide light rail system in Norfolk, Virginia.

The FTA certified DRPT's State Safety Oversight (SSO) program under 49 CFR Part 674 on April 4, 2018. This regulation directs eligible states to strengthen significantly their authority to oversee and enforce safety requirements to prevent and mitigate accidents and incidents on rail fixed guideway systems subject to oversight. Additionally, it mandates eligible states to demonstrate legal and financial independence from these rail transit systems, as well as provide the necessary financial and human resources for overseeing the number, size, and complexity of rail transit systems within their jurisdictions. While the regulation does not mandate oversight of security practices at the rail transit system, DRPT maintains this authority over HRT security and emergency preparedness programs as authorized by the Code of Virginia. This report will address State Safety Oversight as it pertains to the HRT Tide light rail system only¹.

State Safety Oversight Responsibilities

DRPT's SSO program activities are intended to ensure that the rail transit agency (RTA) places safety considerations over operational expediency in all decision making. An important distinction should be made in delineating the role of the SSOA versus the role of the RTA in maintaining and improving rail safety. The SSOA's role is that of the regulator ensuring that all of the mechanisms in place at the RTA are sound and unconditionally applied. The state does not perform day-to-day functions at the RTA. Alternatively, the RTA's role is to perform all necessary programmatic, procedural, technical, engineering, and operational activities that it has formally adopted in order to maintain safety in rail operations.

DRPT's oversight mission is to continuously verify that the RTA is carrying out its documented programs to ensure the safety of its passengers and employees. DRPT's oversight efforts are fully transparent to HRT. All of the DRPT's actions, including those that denote various deficiencies at HRT, are communicated objectively with the goal of improving HRT's rail safety posture and without assigning fault. Although HRT's Safety and Security Departments are the custodians of HRT's safety and security programs, the entire HRT organization, including its senior executives, middle managers, supervisors, and frontline personnel, is empowered and responsible for upholding its safety goals.

¹ An interstate compact was enacted on August 22, 2017, creating the Washington Metrorail Safety Commission (WMSC). Effective March 18, 2019, the WMSC is the designated State Safety Oversight Agency for WMATA Metrorail. To learn more about WMSC's oversight role, please visit <https://wmsc.gov/oversight/>.

The entirety of this oversight effort is called the “Program.” The activities of the DRPT oversight program are described in a document titled the Safety and Security Program Standard (SSPS). As mandated by federal regulation, the SSPS contains a description of DRPT’s organizational structure and lines of authority that support the oversight program. It also lists DRPT’s protocols for operating a federally-compliant SSO program. The SSPS is a dynamic document that undergoes annual review and updates to reflect enhancements to the program. This document and the practices it represents are subject to FTA review.

Key Program Activities

Key program activities include:

- Conduct regular work sessions with HRT rail safety, security, operations, and maintenance personnel.
- Conduct audits, inspections, and special assessments of HRT’s light rail operations.
- Review and approval of primary HRT rail safety, security, and emergency preparedness plans.
- Conduct or adopt rail investigations for accidents, incidents, and hazards occurring on the HRT light rail system.
- Track and verify HRT’s progress in correcting safety and security gaps on its light rail system.

Staffing

The Transit Rail Safety and Emergency Management Administrator (Administrator) oversees DRPT’s SSO program and reports directly to the DRPT Director. The Administrator, Andrew Ennis, performs all programmatic decision making and supervisory tasks with the support of contracted consultants. The contracted consultants include experts in the fields of train signaling, engineering, track and structures, rail vehicles, and rail operations. The Moving Ahead for Progress in the 21st Century Act (MAP-21), published July 6, 2012, and 49 CFR Part 672 directed FTA to establish a more comprehensive and standardized certification and training program for designated state and RTA personnel who conduct rail safety reviews and examinations and that have direct rail safety oversight responsibility. This regulation places greater emphasis on SSO staff obtaining certain certifications and competencies as well as a specific knowledge base of the rail system they oversee. The DRPT Administrator and consultant staff are compliant with the above-mentioned regulations.

Program Response to the Coronavirus Disease 2019 (COVID-19) Global Pandemic

The COVID-19 pandemic impacted both the operations of the Tide light rail system and DRPT’s oversight activities. Commencing with Executive Order 51 in March 2020, the Governor of Virginia issued several executive orders concerning the COVID-19 pandemic. In response, the DRPT Administrator implemented the *DRPT State Safety Oversight Program Interim Coronavirus Disease 2019 (COVID-19) Response Plan*. The first plan was released in early April 2020, followed by revisions in January and July 2021. The most recent revision captured the expiration of Executive Order 51, which allowed many of DRPT’s typical safety and security oversight

activities to resume on-site and in-person after suspension or virtual substitute since the onset of the pandemic.

The plan outlines how the oversight program will conduct its oversight responsibilities under current restrictions. The Administrator continues to monitor the situation and will update or suspend the plan according to public health guidance and any changes to the Commonwealth's response to the ongoing pandemic and mass vaccination efforts. Per the July revision, if pandemic conditions allow, the plan will cease to be effective at 12:00 a.m. on January 1, 2022.

Program Highlights from 2021

All of the SSO program components command equal significance. These program components are designed to be symbiotic, with information and intelligence gathered in one program element informing another. For instance, information gathered in a triennial audit might inform an accident investigation. In the same manner, a finding of cause discovered during an accident investigation might spur closer scrutiny of a certain practice at the RTA, prompting frequent inspections by SSO staff.

Approval of Program Documents

Federal regulation mandates that the SSOA annually review and approve key documents associated with safety and security at the rail transit system. Accordingly, in 2021 DRPT reviewed and approved HRT's Security and Emergency Preparedness Plan Version 7.5.

MAP-21 has numerous implications for SSOAs and RTA safety programs. In July 2018, the FTA published rules under the MAP-21 requirements. The Public Transportation Agency Safety Plan (PTASP) Final Rule, 49 CFR Part 673, requires certain operators of public transportation systems that receive federal funds to develop safety plans that include the processes and procedures to implement safety management systems and safety performance targets. The PTASP rule became effective July 19, 2019, and transit operators like HRT were required to certify they had a safety plan in place meeting the rule's requirements by July 20, 2020. Once approved by its SSOA, HRT's PTASP would replace its predecessor, the System Safety Program Plan. DRPT formally approved HRT's initial PTASP on July 20, 2020.

49 CFR Part 673 also requires an annual review and update of each RTA's PTASP. The 2021 update of HRT's PTASP began in September 2021. DRPT formally approved the 2021 update of HRT's PTASP on November 4, 2021.

Triennial Audits

One of the mechanisms DRPT utilizes to assess the ongoing health of HRT's rail safety performance is the triennial audit process. Triennial audits gauge the level to which safety is integrated into rail operations, maintenance, training, human resources, procurement, engineering, quality assurance departments, and management structure. All of these separate departments, and the organization as a whole, support the safe operation of the rail system. The methodology associated with the triennial audits is the continuous and robust assessment of all of these departments and their documented efforts at ensuring safety of HRT's passengers and employees. Instead of a single audit of the entire program being conducted once every three years, DRPT conducts this audit on a continual three-year cycle. During these audits, if DRPT concludes that

any aspects of HRT's documented programs related to rail safety are not being executed as officially described, DRPT will record these as findings.

Findings are classified as either Findings of Non-Compliance (FNCs) or Findings of Compliance with Recommendations (FCRs). FNCs generally relate to those areas where the RTA is not following federal or state requirements or its own established plans, policies, procedures, or where such documents are nonexistent. FCRs are deficiencies where the RTA has practices or plans that do not rise to the level of non-compliance with established policies, procedures, or industry standards. Further, they are a preemptive attempt at preventing a low hazard condition from progressing to a situation where it could result in a non-compliance/safety critical issue if unchecked. The RTA is required to address such findings through corrective action plans (CAPs). These CAPs can take the form of recalibrating a program or procedure to better match their practical applications, reinstruction, or instituting new procedures or programs. DRPT reviews and approves all CAPs proposed by HRT and monitors these CAPs to ensure completion within established timeframes.

DRPT conducted two triennial audits of HRT in March and October 2021. Due to the ongoing COVID-19 pandemic, the March triennial audit was conducted virtually, utilizing the remote platform Microsoft Teams. The October audit was completed on-site. HRT submitted documents subject to audit early for review, and interviews with HRT personnel were pre-scheduled and conducted.

The March 2021 triennial audit assessed HRT's light rail operations. This audit resulted in the following FNCs and FCRs:

- FNC-1: HRT's PTASP does not accurately capture Rail Transportation's current practices related to collection, analysis, and reporting.
- FNC-2: The matrix detailing the Safety/safety management system (SMS)-related tasks of Transportation personnel on Pages 34 through 39 of HRT's PTASP, Version 1, does not accurately capture all safety responsibilities assigned to Rail Transportation.
- FCR-1: HRT does not have a formalized timeline or threshold that dictates its review and revision of the Rail Operations Rulebook.
- FCR-2: A number of event-related definitions contained in HRT's Rail Operations Rulebook have not been updated to match those in the PTASP as updated by the FTA in the transition to SMS.
- FCR-3: Rail Transportation management does not conduct in-person, independent, and documented observations of controller/dispatcher activities, both in the field and in the operations control center (OCC) by which it can verify compliance with policies and procedures.
- FCR-4: HRT's controller/dispatchers occasionally fill out performance efficiency forms in a manner that lists no corrective action on the front of the form, but denotes noncompliance with specific rules on the back of the form or vice versa.
- FCR-5: HRT light rail operators do not always sign Operator Pre-Departure Checklist/Defects Cards when they are not the operator conducting the pre-departure inspection for the light rail vehicle (LRV) that day and/or record operating faults in the pre-departure inspection section of the form.

- FCR-6: HRT's compilation and analysis of safety-related Rail Transportation data is limited, restricting HRT's ability to make data-driven decisions to enhance the Tide's safety, which is a key element of an SMS.

The October 2021 triennial audit focused on the HRT Training Department's implementation of its safety responsibilities outlined in the PTASP and its supporting plans, policies, and procedures. At the time of this report, any potential FNCs or FCRs from this audit were still pending. The final report from this audit will be provided upon request once it is completed. At this time, DRPT anticipates the final report will be provided to HRT in mid-December 2021.

DRPT approved CAPs for all of the findings listed for the March 2021 audit. One of the requirements for a CAP is the RTA must provide an estimated completion date that is both realistic and practical. The estimated completion date should be based on the severity and complexity of the finding the CAP is designed to address. Because of this, it is understood that some CAPs may have a short estimated completion period while others may have estimated completion plans that could span several months or years. CAPs with long-term estimated completion dates are acceptable as long as they are accompanied with regular milestones and updates to the Administrator. A final completion date is assigned when a CAP is verified by the SSO program as ready for closure. As of this writing, the following audit finding and associated corrective action remains open:

- FCR-3 (March 2020): HRT does not have documented thresholds for when maintenance or an inspection is considered to be completed on time. Recommended action: HRT should define thresholds for the completion of maintenance including the number or percentage of days by which and before which an inspection must be completed to be considered on time.

This corrective action is actively monitored by DRPT, which will continue to work collaboratively with HRT on resolving open corrective actions.

Inspection Program

The DRPT oversight program introduced a routine inspection program in 2019. The inspection program is intended as a cooperative effort with HRT to assess the safety and security of operations and maintenance practices. Additionally, it is used to verify overall compliance with federal rules and standards as well as all relevant HRT rules, standards, and procedures on an ongoing basis. The program allows DRPT to:

- Evaluate topics of heightened risk based on recent information, trends, or incidents.
- Identify potential problem areas requiring further investigation and solution development.
- Assist HRT by providing independent evaluations of procedural and rules compliance.
- Gain consistent involvement in HRT operations, maintenance, and safety programs.

Inspections will typically last one to two days and involve multiple topics and types of observations or reviews, some of them simultaneous. Inspections will be based on both a regular rotation of subject matter areas and areas of heightened risk based on recent information, trends, or incidents. The evaluation of safety risks is based on HRT data presented at agency meetings and/or regularly

submitted to DRPT. Such metrics may include individual occurrences of or a trend (in location or overall number) related to:

- Injuries (customers, employees, and the public).
- Rail Vehicles.
- Vehicle Maintenance Facilities and Yards.
- Track Access/Roadway Worker Protection.
- Traction Power System.
- Signal System.
- Stations.
- Rail-Highway Grade Crossings.
- Operations Control Center.
- Rule compliance results provided by HRT.

Inspections may be announced or unannounced. For announced inspections, DRPT may provide notice to HRT up to 24 hours before the inspection occurs accompanied by an agenda of inspection activities. If DRPT anticipates an inspection will require the scheduling of specific personnel or preparation from HRT, it will provide further advance notice with the potential for rescheduling certain inspection activities depending on personnel availability. For unannounced inspections, DRPT personnel will arrive on property without advanced notice to HRT. The inspection program is intended to observe conditions and activities as they are already occurring. There will occasionally be some sessions involving interviews or records reviews that may require some time dedicated to DRPT's inspection. Inspections are conducted from public areas as well as on the Tide right-of-way. Inspections taking place from public areas, such as onboard trains, in stations, or from the street, will not be announced to the HRT personnel performing the operations or maintenance being observed. For any inspections performed on the Tide right-of-way, DRPT will coordinate with HRT to ensure compliance with all HRT right-of-way access and permitting requirements. DRPT oversight program representatives will abide by all HRT safety rules and regulations while on HRT property, including roadway worker protection requirements.

DRPT will publish the inspection report after conclusion of the inspection activities. Each report will contain a description of every activity performed. For each inspection, the report will document any observations, violations, potential hazards, deficiencies, and areas for improvement. Unlike the triennial audits detailed above, HRT is not required to develop CAPs in response to the identified items unless it is specifically noted in an inspection report. However, DRPT strongly encourages HRT to respond to the report and develop CAPs.

During the COVID-19 pandemic, the entire inspection program was suspended from March 2020 through December 2020. The inspection program began a phased return starting in February 2021 with virtual inspections. DRPT resumed on-site activities at HRT in July 2021 with an in-person inspection. The 2021 inspections completed to date are as follows:

- February 2021: Systems Maintenance, Track Maintenance, and Track Access and Allocation (virtual)
- April 2021: Security Program (virtual)
- June 2021: Drug and Alcohol Program and LRV Maintenance and Inspections (virtual)

- July 2021: Rules Compliance Inspection (on-site)

Of these inspections, the only three safety critical deficiencies identified came from the February 2021 inspection, related to track access and allocation:

- Finding 1: HRT's right-of-way work permits, both for HRT employee and contracted work, are routinely missing information, contain incorrect information, or contain contradictory information that should be corrected prior to the approval of the permit.
- Finding 2: HRT's on-site briefing forms are routinely missing information, contain incorrect information, or contain contradictory information.
- Finding 3: HRT's extra duty officers are not receiving track access training as required by SAF-117 *Hampton Roads Transit Light Rail Safety Training Plan*.

Even if no deficiencies are identified during an inspection, DRPT provides observations, comments, and suggestions to strengthen the HRT safety program. HRT often proactively addresses these items by generating corrective actions or mitigations.

Safety Event Notification and Investigation

Federal regulation requires rail transit agencies subject to SSO to notify the SSOA and the FTA of accidents that occur on the rail system. FTA defines accidents as "an event that involves any of the following: a loss of life; a report of a serious injury to a person; a collision involving a rail transit vehicle; a runaway train; an evacuation for life safety reasons; or any derailment of a rail transit vehicle, at any location, at any time, whatever the cause." Further, DRPT requires HRT to provide additional notification of safety events that do not meet the requirements for an accident. 49 CFR 674 defines these events as "incidents," events that involve any of the following: a personal injury that is not a serious injury; one or more injuries requiring medical transport; or damage to facilities, equipment, rolling stock, or infrastructure that disrupts the operations of a transit agency, and "occurrences," events without any personal injury in which any damage to facilities, equipment, rolling stock, or infrastructure does not disrupt the operations of a transit agency. Examples are events involving signal and train system failures, security incidents, non-serious injuries to employees or passengers, and rule violations by employees on the rail system. Notifications of these types of events are reported directly to the Administrator within the timeframes prescribed in the SSPS.

DRPT is required to investigate all accidents. In conducting these investigations, DRPT may authorize HRT to conduct an investigation on its behalf, or DRPT can conduct its own independent investigation. In the event the National Transportation Safety Board (NTSB), FTA, or other federal entity launches an investigation into a HRT light rail accident, DRPT can join the investigative process. DRPT is ultimately responsible for the sufficiency and thoroughness of all investigations, whether conducted by DRPT or HRT. DRPT closely scrutinizes the conduct of accident investigations carried out by HRT, evaluates all of the investigation reports prepared by HRT for completeness and accuracy, and adopts each report as its own official investigative report once all DRPT requirements have been met. DRPT requires investigations of additional safety events as described in the SSPS.

During the period covered by this annual report, January 1 through November 30, 2021, there were six collisions involving light rail vehicles and privately owned vehicles (POVs), objects, or

pedestrians; one serious employee injury; seven reportable fires; several rule violations by rail Tide operators; and a number of service disruptions and other events. The investigations into these accidents concluded:

- The only collision resulting in substantial damage was due to a POV violating a red traffic signal.
- All three collisions with objects were attributed to operating rule violation/human factors.
 - Two occurred on yard tracks.
 - One occurred when a light rail vehicle contacted an electric scooter on the right-of-way.
- The only preventable fire was an electrical fire at the yard traction power substation and was assigned a probable cause of poor maintenance. The CAP generated from this event remains open, with an anticipated closure date of March 31, 2022.

Of these events, the substantial damage collision with the POV that violated a red light and the serious employee injury met the criteria for reporting accidents to the FTA. HRT properly reported these events to the FTA. All investigation reports and identified corrective actions were reviewed and adopted by the DRPT Administrator.

FTA Actions

On June 8-11, 2021, the FTA conducted its triennial audit of the DRPT SSO program. DRPT submitted all requested documents and participated in audit interview sessions over the four days of audit activities. As of this report, DRPT awaits the FTA's report from this audit.

On October 29, 2021, the FTA issued Safety Advisory 21-1, which required SSOAs to report information from their respective RTAs to the FTA in response to a derailment on the Washington Metropolitan Area Transit Authority (WMATA) Metrorail system. The FTA advised SSOAs to require RTAs to submit, within 30 days, information on their wheel gauge inspection protocols and any inspection failures recorded in the past year. The FTA also requested that, within 60 days, the RTAs conduct fleet-wide inspections of wheel gauge on all rail transit rolling stock in revenue service. DRPT coordinated the request and submitted HRT's completed 30- and 60-day information on November 10, 2021.

Federal and State Legislative Changes

As previously mentioned, MAP-21 has numerous implications for SSOAs and RTA safety programs. In July 2018, FTA published rules under the MAP-21 requirements. The Public Transportation Safety Certification Training Program Final Rule, 49 CFR Part 672, establishes a uniform curriculum for safety training that consists of minimum requirements to enhance the technical proficiency of rail transit safety personnel. The original compliance deadline for this rule was August 20, 2021. In December 2020, the FTA issued a Notice of Enforcement Discretion for the Public Transportation Safety Certification Training Program, which delayed the compliance deadline to August 20, 2022. The Administrator and key consultant staff are fully certified under this rule or actively pursuing certification in accordance with the compliance deadline.

Throughout 2021 to date, FTA continued to provide unprecedented financial support of HRT operations during the COVID-19 pandemic through both the Consolidated Appropriations Act, which included emergency stimulus funds for transit agencies, and an additional \$30.5 billion dollars to support transit agencies from the American Rescue Plan Act. Despite the ongoing COVID-19 pandemic and the difficulties it continued to bring in 2021, DRPT's oversight program continued to provide robust oversight and support to HRT, highlighted by the resumption of on-site safety and security activities. DRPT looks forward to monitoring HRT's continued implementation of the PTASP in 2022.