



## Meeting of the Operations and Oversight Committee

Thursday, April 14, 2022 • 10:00 a.m.

Hybrid Meeting-509 E. 18<sup>th</sup> Street, Norfolk, VA and Zoom

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A meeting of the Operations and Oversight Committee is scheduled for Thursday, April 14, 2022, 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\\_1vBE45tkRgaZaDuxZqekcA](https://hrtransit.org.zoom.us/webinar/register/WN_1vBE45tkRgaZaDuxZqekcA)

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



# Meeting of the Operations and Oversight Committee

Thursday, April 14, 2022 • 10:00 a.m.  
Hybrid 509 E. 18<sup>th</sup> Street, Norfolk, VA and  
Virtual ZOOM Meeting

## AGENDA

1. Approval of the March 2022 Operations and Oversight Committee Meeting Minutes
2. Review Action Items
3. Audit Update
4. Procurement Recommendations to the Committee-Sonya Luther
  - a. Contract 21-00162, Mobile Device Services (Renewal).
  - b. Contract 22-00173, Revenue Vehicle Video Recording Equipment
5. Task Orders (**for informational purposes only**).
  - a. Contract 21-00128, Ticket Vending Machines/Odyssey Farebox Systems, Repair Parts, Software/Hardware, and Maintenance Support:

Task Order 34. This Task Order is for cable, power supply, shafts, and a retaining E-ring. This Task Order is for \$6,535.08 and is funded with operating funds.
  - b. Contract 21-00128, Ticket Vending Machines/Odyssey Farebox Systems, Repair Parts, Software/Hardware, and Maintenance Support:

Task Order 36. This Task Order is for 2 Farebox Magtek Swipe Readers. This Task Order is for \$368.14 and is funded with operating funds.
6. Contract 20-00075, Ferry Boat Build Project, Project Update-Sonya Luther
7. Options to be Exercised May 2022-Sonya Luther
8. Upcoming Commission Approvals-Sonya Luther

- 9. Operations Update
- 10. Old and New Business
- 9. Adjournment

**The next Operations & Oversight Committee Meeting will be held on Thursday, May 12, 2022, in Hampton, VA and virtually via ZOOM.**



# Meeting of the Operations and Oversight Committee

Thursday, March 10, 2022 • 10:00 a.m.  
ZOOM Web Meeting

## MEETING MINUTES

### Call to Order

Commissioner Fuller called the meeting to order at 10:00 AM.

### **Commissioners in attendance:**

Commissioner Fuller, Chesapeake  
Commissioner Houston, Norfolk  
Commissioner Glover, Portsmouth  
Commissioner Mucha, VADRPT  
Commissioner Ross-Hammond, Virginia Beach  
Commissioner Woodbury, Newport News

### **Hampton Roads Transit Staff in attendance:**

Ray Amoruso, Chief Planning & Development Officer  
Nakia Ayisumo, Operations Support Technician (Zoom)  
Debbie Ball, Director of Finance  
Amy Braziel, Director of Contracted Services and Operational Analytics  
Conner Burns, Chief Financial Officer  
Rodney Davis, Director of Customer Relations (Zoom)  
Jennifer Dove, Grants and Civil Rights Coordinator (Zoom)  
Angela Glass, Director of Budget and Financial Analysis  
Michele Goode-Bacon, Contract Administrator (Zoom)  
Omar Gordon, Manager of Light Rail Track (Zoom)  
William Harrell, President and CEO  
Shane Kelly, Security Manager (Zoom)  
Sonya Luther, Director of Procurement  
Maryann Martin, Operations Analyst (Zoom)  
Shanti Mullen, Internal Auditor  
John Powell, Telecommunications Specialist  
Michael Price, Chief Information Officer/Technology Officer  
Luis Ramos, Sr. Executive Administrator  
Randy Robinson, Operational Facilities Technician (Zoom)  
Shleaker Rogers, Quality Assurance Auditor (Zoom)  
Dawn Sciortino, Chief of Safety  
Benjamin Simms, Chief Transit Operations Officer  
Brian Smith, Deputy Chief Executive Officer  
Adrian Tate, Interim Assistant Director of Finance  
Alex Touzov, Director of Technology Services  
Robert Travers, Counsel

Fevrier Valmond, Assistant Director of Procurement (Zoom)  
James Wall, Director of Maintenance (Zoom)  
Kim Wolcott, Chief Human Resources Officer

**Others in attendance:**

Alt. Commissioner Cipriano, Newport News  
Andrew Ennis, ADRPT (Zoom)  
Alt. Commissioner Jackson, Portsmouth (Zoom)  
Mark Shea, City of Virginia Beach (Zoom)

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

**Approval of the February 10, 2022, Meeting Minutes**

There was a correction to the meeting minutes in correction the names of the Transit Security Officers under the Operations Update. A motion was made to approve the February 10, 2022, Operations and Oversight Committee meeting minutes with corrections, by Commissioner Ross-Hammond and was properly seconded by Commissioner Woodbury. A roll call vote resulted as follows:

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

Nays: None

Abstain: None

**Review of the Operations and Oversight Committee Action Items**

There was One (1) action item which was a report outlining the breakdown of legal expenditures which was given by Mr. Robert Travers.

There was a question regarding services provided by Vandeventer Black.

**Internal Audit**

Ms. Shanti Mullen shared with the committee that she will be leaving HRT and shared her appreciation for her time with the Board and at HRT. Her last day will be April 4<sup>th</sup>.

Mr. William Harrell stated that Ms. Mullen would be leaving for the private sector and thanked her for her professionalism and the spirit she brings to the table.

Ms. Mullen stated that her team is currently working on the Human Resource Audit.

Ms. Mullen stated that she would be updating the audit schedule and requested that any requests from Commissioner as it relates to audits to be forwarded to Mr. Harrell.

### **Procurement Recommendations to the Committee**

#### **Contract 21-00167, Hydraulic Equipment Maintenance, Inspections, and Repair Services (Renewal).**

Ms. Luther presented Contract 21-00167, Hydraulic Equipment Maintenance, Inspections, and Repair Services (Renewal) to the Committee.

Mr. Omar Gordon gave a brief presentation regarding the scope of work for the contract being presented.

A motion to approve Contract 21-00167, Hydraulic Equipment Maintenance, inspections, and Repair Services (Renewal) was made by Commissioner Woodbury and properly seconded by Commissioner Glover. A roll call vote resulted as follows:

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

Nays: None

Abstain: None

#### **Purchase Order 0007100, Rugged Laptops and Components Purchase**

Ms. Luther presented Purchase Order 0007100, Rugged Laptops and Components Purchase to the Committee.

Mr. Alex Touzov gave a brief presentation regarding the scope of work for the purchase order being presented.

There was some discussion regarding the ruggedness of the computers and the training that comes with the devices.

A motion to approve Purchase Order 0007100, Rugged Laptops and Components Purchase was made by Commissioner Woodbury and properly seconded by Commissioner Houston. A roll call vote resulted as follows:

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

Nays: None

Abstain: None

### **Task Orders**

Task Orders were enclosed in the agenda and there were no questions or comments regarding same.

### **Options to be Exercised**

Options to be exercised were reviewed with the Committee.

There was some discussion regarding the Paratransit Eligibility Evaluation and Processing Services contract as it relates to the location of the contractor and the appeals process.

**ACTION ITEM: Staff to provide the number of applications per month, the denial rate, and the number of appeals following denial and approval following denial.**

### **Upcoming Procurements**

Upcoming procurements were reviewed with the Committee.

### **Operations Update**

Mr. Benjamin Simms, IV provided an update regarding HRT's participation in the National Weather Service's Severe Weather Awareness Week. Mr. Simms stated that members of the HRT Department of Security and Emergency Preparedness spent early mornings and late nights visiting each of HRT's facilities, across the various shifts and services discussing various weather events and the "what do I do if?" concept of being caught on the job in the middle of severe weather.

Additionally, a team of project stakeholders have begun beta-testing the recently acquired mass alert notification system, which will be used to meet the core capability of mass notification and warning. The software solution will ultimately leverage various communications technologies to quickly disseminate life safety information for emergency conditions experienced across the system.

### **Old and New Business**

There was no old or new business discussed.

### **Adjournment**

Commissioner Fuller adjourned the meeting at 10:27 AM.



HAMPTON ROADS TRANSIT  
MARCH-APRIL 2022  
OPERATIONS AND OVERSIGHT COMMITTEE  
ACTION ITEMS

<b>Date</b>	<b>Action Item</b>	<b>Responsible Party</b>	<b>Due Date</b>	<b>Completed Date &amp; Method</b>
3/10/2022	Staff to provide the number of applications per month, the denial rate, and the number of appeals following denial and approval following denial.	Operations	4/14/2022	



Obs. No.	Observations & Recommendations	Management Response
1	<p><b><u>Observation No. 1:</u> Documentation for performance evaluations are not being conducted as documented with HR-100 – HRT Administrative Employee Handbook.</b></p> <p><i><u>Recommendation:</u></i> The Internal Audit department recommends re-evaluating/updating HR-100 – HRT Administrative Employee Handbook to reflect the procedures HRT’s Human Resources Department utilizes pertaining to performance evaluations referenced in section 7.</p>	Concur
	<p><b><u>Management Complete Response:</u></b> Human Resources will ensure that all administrative employees receive a performance evaluation annually.</p>	Concur
2	<p><b><u>Observation No. 2:</u> Consider implementing documented methods and dedicated HR staff for retention purposes for administrative personnel.</b></p> <p><i><u>Recommendation:</u></i> The Internal Audit department recommends documenting methods used to implement retention practices for administrative personnel.</p>	Concur
	<p><b><u>Management Complete Response:</u></b> Human Resources has created HR-132 Administrative Retention Efforts which documents the practices used to retain administrative personnel.</p>	Concur

**HRT INTERNAL AUDIT**  
**HUMAN RESOURCES HIRING AND RETENTION PROCEDURES AUDIT**

Obs. No.	Other Issues and Concerns (OIC)	Management Response
(OIC)	<p style="text-align: center;"><b>Other Issue and Concerns (OIC) –</b></p> <p style="text-align: center;"><b>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.</b></p>	
	<p><i>Ensure documentation of sign-off sheets are complete on the termination checklists to include appropriate signatures. Consider providing additional training to departmental managers completing the termination checklist.</i></p> <p><b><u>Management Complete Response:</u></b> <i>Human Resources has updated the checklist to include a notation for managers to write a reason in the signature line if the employee was not able to sign.</i></p>	Concur
	<p><i>Ensure documentation on sign-off sheets is complete; consider notating for those without a signature the reason for the occurrence i.e., rescheduled, termed, etc. for consistency, data measurement, and documentation purposes.</i></p> <p><b><u>Management Complete Response:</u></b> <i>Human Resources will ensure that all sign-off sheets are complete and will notate for those without a signature the reason they did not attend.</i></p>	Concur
		2

<b>Contract No.:</b> 21-00162	<b>Title:</b> Mobile Device Services (Renewal)	<b>Contract Amount:</b>	
		Two Base Years:	\$335,376.56
		Three Option Years:	<u>\$503,064.84</u>
		<b>Total:</b>	<b>\$838,441.40</b>

**Acquisition Description:** Enter into a renewal contract with a qualified Contractor to provide mobile devices, as well as voice and data wireless services.

**Background:** In order to meet Hampton Roads Transit’s (HRT’s) technology and connectivity needs, HRT requires a qualified Contractor to provide mobile device services and equipment. Under the terms of this agreement, the Contractor is required to provide unlimited nationwide wireless coverage, to include calling, texting, and data plans, for all of HRT’s various types of devices. The Contractor shall also provide new smartphones, feature phones, tablets, and mobile hotspot devices. Additionally, HRT is designated as critical infrastructure and requires a network that supports Wireless Priority Service.

**Contract Approach:** A Request for Proposals (RFP) was issued on November 30, 2021. Three (3) proposals were received on January 7, 2022, from the following firms:

- Cellco Partnership d/b/a Verizon Wireless (Verizon)
- AT&T Corporation
- T-Mobile USA, Inc. (T-Mobile)

Upon review and evaluation of the technical proposals, two (2) firms, T-Mobile and Verizon, were rated best to meet the Scope of Work requirements. The two (2) firms were invited to discuss their proposals and provide technical clarifications on their approach to the Scope of Work.

At the conclusion of discussions, negotiations were held with T-Mobile for the purpose of a possible award. Negotiations focused on clarifying assumptions made in establishing pricing, reducing the proposed pricing, incorporating router and hotspot data plans, and the transition from the current service provider to a new service provider. At the conclusion of negotiations, a Best and Final Offer (BAFO) was requested based on a revised Price Schedule that included lines for router and hotspot data plans.

T-Mobile offered no concessions in their BAFO, and the total contract amount increased due to the addition of routers and hotspot data plans; however, following review and analysis of the BAFO by HRT staff, it was determined that T-Mobile provided the best value to HRT based on a combination of technical capability and price. T-Mobile’s pricing was deemed fair and reasonable based on a price analysis performed and the fact that the pricing was obtained in a competitive environment. A contractor responsibility review performed confirmed that T-Mobile is both technically and financially capable to perform the services.



<b>Contract No:</b> 22-00173	<b>Title:</b> Revenue Vehicle Video Recording Equipment	<b>Contract Amount and Term:</b> \$4,800,000.00 2 yrs. w/3 1-yr. options
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**Acquisition Description:** Enter into a sole source contract with Luminator Technology Group (Luminator) to provide revenue vehicle video surveillance equipment and installation services on a Task Order basis.

**Background:** Hampton Roads Transit (HRT) has a requirement to replace and standardize its revenue vehicle onboard video security systems in order to close the security, safety, liability, and monitoring gaps in the existing legacy system. Additionally, the legacy systems are falling into a state of disrepair and are no longer supported by the manufacturer. In 2017, HRT adopted a new revenue vehicle video security configuration template and began equipping its vehicles with a new “always connected” RoadRunner Onboard Video Security system. Fleet-wide standardization will enable HRT to reduce operational costs through equipment standardization and warranty coverage on retrofitted vehicles. Central system management software will enable automatic health metric collections and timely system maintenance, will allow for remote viewing of the onboard cameras during accidents and incidents, and lay the foundation for future autonomous video offload capabilities for review and analysis. Under the terms of this agreement, 64% of the fleet procured during, or prior to, 2016 will require a retrofit of equipment in order to meet State of Good Repair compliance requirements. Luminator will also furnish new hardware and associated components, software, installation services, project management, and training for the current and future systems.

**Contract Approach:** The FTA and Virginia Public Procurement Act allow non-competitive procurements when only one source is available, and the award of a contract is infeasible under small purchase procedures, sealed bids, or competitive proposals. Due to the specific requirements of this solicitation, full and open competition was not a feasible method of procurement. Luminator is the original equipment manufacturer of the RoadRunner Onboard Video Security Systems. The system may only be warranted by the original equipment manufacturer when factory installation or a managed retrofit is performed. Sole Source procurements are accomplished through solicitation and acceptance of a proposal from only one source.

A solicitation was issued on March 4, 2022, and Luminator provided a responsive proposal on March 10, 2022, which included unit pricing for equipment and services specified in the Price Schedule. In order to obtain more favorable pricing, a decision was made to conduct negotiations with Luminator, which focused on reducing the proposed unit pricing. Upon completion of negotiations, revised pricing was requested.

As a result of the negotiations, Luminator offered a marginal price reduction on their 12-camera mobile recorders and project management services. Based on the results of the negotiations, and a price analysis performed utilizing historic data, Luminator’s revised pricing is deemed fair and reasonable. Additionally, Luminator certified that the unit prices offered are in line with pricing

<b>Contract No:</b> 22-00173	<b>Title:</b> Revenue Vehicle Video Recording Equipment	<b>Contract Amount and Term:</b> \$4,800,000.00 2 yrs. w/3 1-yr. options
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offered to other customers with similar requirements. A contractor responsibility review confirmed that Luminator is both technically and financially capable to provide the services described in the Scope of Work.

Luminator is located in Plano, TX and provides similar services for the Greater Richmond Transit Company, in Richmond, VA; the Potomac and Rappahannock Transportation Commission, in Woodbridge, VA; and Nassau Inter-County Express, in Garden City, NY. Luminator has also provided similar services to HRT satisfactorily.

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

No DBE goal was assigned for this solicitation.

**Cost/Funding:** Task Orders will be funded with approximately 95% Grant funds and 5% Operating funds, depending upon the nature of the work performed.

**Project Manager:** Alex Touzov, Director of Technology Services

**Contracting Officer:** Theresa Petrowicz, Contract Specialist

**Recommendation:** It is respectfully recommended that the Commission approve the award of a sole source Contract to Luminator Technology Group to provide revenue vehicle video recording equipment. The cumulative amount of all Task Orders issued under this Contract will not exceed \$4,800,000.00 over the five-year period.

**Exercise of Options - May 2022**

<b>Contract No.</b>	<b>Title</b>	<b>Description</b>	<b>Total Awarded Value</b>	<b>Period of Performance</b>	<b>Option Year to be Exercised</b>	<b>Total Amount of Option Year</b>
17-76509	Waste Collection and Disposal Services	To provide waste collection and disposal services.	\$ 140,322.00	2 base yrs. w/3 1-yr. options	Third	\$28,064.00
19-00004	Oracle PeopleSoft Annual Support Services Renewal	For the renewal of annual software support of Oracle's PeopleSoft Applications.	\$ 1,293,113.84	3 base yrs. w/2 1-yr. options	First	\$268,554.38
20-00070	Hybrid Bus and Allison Transmission Diagnostic and Repair Services	To provide hybrid bus and Allison transmission diagnostic and repair services on a Task Order basis.	\$ 319,860.00	1 base yr. w/2 1-yr. options	First	\$106,620.00
20-00077	Vanpool Assistance Program	To provide vanpool services for commuter vanpool programs.	\$ 330,000.00	1 base yr. w/4 1-yr. options	First	\$66,000.00

UPCOMING CONTRACTS FOR APPROVAL		
<u>Title</u>	<u>Description</u>	<u>Renewal Contract Expiration Date</u>
<b>Agency Sign Fabrication and Maintenance</b>	<b>To provide sign maintenance and fabrication for signs required by HRT on an as needed basis.</b>	<b>New</b>
Agency Sign Installation and Maintenance	To provide bus stop and other sign installation and maintenance of signs required by HRT on an as needed basis.	New
Armored Truck Services	To provide armored truck services. Current contract was extended on a month-to-month basis until award of a new contract.	2/28/2022
Bus Tire Lease and Maintenance Services	To provide bus tire lease and maintenance services. Current contract was extended on a month-to-month basis until award of a 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. Current contract was extended on a month-to-month basis until award of a new contract.	12/21/2021
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
Information Technology Risk Assessment	To perform a Cybersecurity Risk Assessment in support of the existing compliance requirements, including FTA FMO compliance requirements.	New
Information Technology Technical Services	To provide technical services to HRT's Technology Department, to include a number of functional areas.	New
Lawn and Landscaping Services	To perform a variety of lawn and landscaping maintenance services.	5/31/2022
Light Rail Automatic Passenger Counting System Upgrade	To upgrade the existing INIT APC system installed on HRT's light rail fleet.	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
Microsoft Dynamics 365 Finance and Operations Managed Services	To provide managed services for HRT's Microsoft Dynamics 365 Finance and Operations application.	New
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
Passenger Information System	To implement passenger information systems at select locations throughout the service area, to present transit specific information to customers, including real-time route schedule and service related information.	New
PeopleSoft Human Capital Management Managed Services	To provide management services for HRT's PeopleSoft HCM 9.1 application. Current contract was extended on a month-to-month basis until award of a new contract.	2/10/2022
Physical Security Systems Support Services	To provide services and materials necessary to maintain, modernize, and expand HRT's physical security systems.	New
Pre-Employment Background Screening	To provide pre-employment background screening services for all prospective employees.	4/30/2022
Provision of Magnetic Fare Media	To provide magnetic fare media for bus, rail, trolley and ferry. Current contract was extended on a month-to-month basis until award of a new contract.	1/8/2022