



## Meeting of the Operations and Oversight Committee

Thursday, March 9, 2023 • 10:00 a.m.  
3400 Victoria Blvd, Hampton, VA and  
Virtual via ZOOM

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A meeting of the Operations and Oversight Committee is scheduled for Thursday, March 9, 2023, 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\\_4Y5y2MYSS0S2pJl1XonJIQ](https://hrtransit.org.zoom.us/webinar/register/WN_4Y5y2MYSS0S2pJl1XonJIQ)

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



# Meeting of the Operations and Oversight Committee

Thursday, March 9, 2023 • 10:00 a.m.  
Hybrid 3400 Victoria Blvd., Hampton, VA and  
Virtual ZOOM Meeting

## AGENDA

1. Approval of the January 2023 Operations and Oversight Committee Meeting Minutes
2. Review Action Items
3. Audit Update-Malika Blume
4. Procurement Recommendations to the Committee-Sonya Luther
  - a. Contract 22-00215, Interactive Voice Response System (Renewal).
  - b. Contract 22-00218, Origin and Destination Study
5. Task Orders **(for informational purposes only)**.
  - a. Contract 21-00128, Ticket Vending Machines/Odyssey Farebox Systems, Repair Parts, Software/Hardware, and Maintenance Support:
    - i. Task Order 82. This Task Order is for a universal data probe. This Task Order is for \$1,091.47 and is funded with grant funds.
    - ii. Task Order 83. This Task Order is to for a BT pully. This Task Order is for \$44.20 and is funded with Operating funds.
    - iii. Task Order 84. This Task Order is for a cashbox guide RH. This Task Order is for \$666.30 and is funded with operating funds.
    - iv. Task Order 85. This Task Order is for lithium batteries. This Task Order is for \$117.70 and is funded with operating funds.
    - v. Task Order 86. This Task Order is for repairs to the problem capacitor and write sensor. This Task Order is for \$697.82 and is funded with operating funds.

- vi. Task Order 87. This Task order is for an electronic lock and control board repairs. This Task Order is for \$382.65 and is funded with operating funds.
  - vii. Task Order 88. This Task Order is for bill mechanism repairs. This Task Order is for \$350.00 and is funded with operating funds.
  - viii. Task Order 89. This Task Order is for shaft no. 5. This Task Order is \$1,490.40 and is funded with operating funds.
- 6. Options to be Exercised April and May 2023-Sonya Luther
  - 7. Upcoming Commission Approvals-Sonya Luther
  - 8. Operations Update-Benjamin Simms, IV
  - 9. Old and New Business
  - 9. Adjournment

**The next Operations & Oversight Committee Meeting will be held on Thursday, April 13, 2023 in Norfolk, VA and virtually via ZOOM.**



# Meeting of the Operations and Oversight Committee

Thursday, January 12, 2023, • 10:00 a.m.  
3400 Victoria Blvd, Hampton, VA and Zoom Meeting

## MEETING MINUTES

### Call to Order

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

### **Commissioners in attendance:**

Chairman Glover, Portsmouth  
Commissioner Bullock, Newport News  
Commissioner Ross-Hammond, Virginia Beach  
Commissioner Mucha, VDRPT (Zoom)  
Commissioner Woodbury, Newport News

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

Ray Amoruso, Chief Planning and Development Officer  
Tammara Askew, Administrative Support Tech (Zoom)  
Keisha Branch, Director of Capital Programs (Zoom)  
Amy Braziel, Director of Contracted Services and Operational Analytics  
Donna Brumbaugh, Director of Finance (Zoom)  
Conner Burns, Chief Financial Officer  
Danielle Burton, Assistant Manager of Bus Transportation (Zoom)  
William Collins, Facilities Maintenance Manager  
Glenda Dixon, Director of ERP Services  
Sheri Dixon, Director of Treasury  
Jennifer Dove, Grants and Civil Rights Coordinator (Zoom)  
April Edwards, Sr. Executive Assistant  
Angela Glass, Director of Budget and Financial Analysis (Zoom)  
Misty Gordon, Risk Manager (Zoom)  
Wayne Groover, Director of Light Rail Maintenance and Facilities  
William Harrell, President, and CEO  
Lanae Hawkins, Contract Analyst II (Zoom)  
Autumn Jenkins, Operations Support Technician  
Kristy Lockhart, Management Analyst (Zoom)  
Sonya Luther, Director of Procurement  
Alexis Majied, Chief Communications and External Affairs  
Maryann Martin, Operations Analyst (Zoom)  
Tracy Moore, Director of Transportation (Zoom)  
John Nason, Director of Bus Maintenance (Zoom)  
Jason Petruska, Sr. Contract Specialist (Zoom)  
Michael Perez, Operations Project & Contract Administrator

John Powell, Telecommunications Specialist  
Michael Price, Chief Information Officer/Technology Officer  
Luis Ramos, Sr. Executive Administrator  
Dawn Sciortino, Director of Safety  
Benjamin Simms, IV, Chief Operating Officer  
Brian Smith, Deputy Chief Executive Officer  
Adrian Tate, Assistant Director of Finance (Zoom)  
Alex Touzov, Director of Technology Services (Zoom)  
Robert Travers, Corporate Counsel  
Fevrier Valmond, Asst. Director of Procurement (Zoom)  
Kim Wolcott, Chief Human Resources Officer

**Others in attendance:**

Alt. Commissioner Cipriano, Newport News

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 November 3, 2022, Meeting Minutes**

A motion to approve the November 3, 2022, Operations and Oversight Committee meeting minutes was made by Commissioner Woodbury and was properly seconded by Commissioner Bullock. A roll call vote resulted as follows:

Ayes: Commissioners Glover, Bullock, Mucha, Ross-Hammond, and Woodbury

Nays: None

Abstain: None

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

There were no action items to discuss.

**Internal Audit Update**

There was no Internal Audit update provided.

## **Procurement Items for Approval**

### **Contract 21-00160, Credit Card Merchant Processing Services (Renewal)**

Ms. Sonya Luther presented Contract 21-00160, Credit Card Merchant Processing Services (Renewal) to the Committee for approval.

A motion to approve Contract 21-00160, Credit Card Merchant Processing Services (Renewal) was made by Commissioner Bullock and properly seconded by Commissioner Ross-Hammond. A roll call vote resulted as follows:

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

Nays: None

Abstain: None

### **Contract 22-00210, Facilities General Contractor Services**

Ms. Sonya Luther presented Contract 22-00210, Facilities General Contractor Services to the Committee for approval.

A motion to approve Contract 22-00210, Facilities General Contractor Services was made by Commissioner Woodbury and properly seconded by Commissioner Bullock. A roll call vote resulted as follows:

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

Nays: None

Abstain: None

### **Purchase Order No: PO0009917, Forklift Replacement**

Ms. Sonya Luther presented Purchase Order PO0009917, Forklift Replacement to the Committee for approval.

A motion to approve Purchase Order No: PO0009917, Forklift Replacement was made by Commissioner Bullock and properly seconded by Commissioner Ross-Hammond. A roll call vote resulted as follows:

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

Nays: None

Abstain: None

**Contract 22-00208, Provision of Sixty-Two (62) Non-Revenue Vehicles**

Ms. Sonya Luther presented Contract 22-00208, Provision of Sixty-Two (62) Non-Revenue Vehicles to the Committee for approval.

A motion to approve Contract 22-00208, Provision of Sixty-Two (62) Non-Revenue Vehicles was made by Commissioner Ross-Hammond and properly seconded by Commissioner Bullock. A roll call vote resulted as follows:

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

Nays: None

Abstain: None

**Contract 22-00200R, Provision of Three (3) Regional Transit System (RTS) Facility Trucks**

Ms. Sonya Luther presented Contract 22-00200R, Provision of Three (3) Regional Transit System (RTS) Facility Trucks to the Committee for approval.

A motion to approve Contract 22-00200R, Provision of Three (3) Regional Transit System (RTS) Facility Trucks was made by Commissioner Woodbury and properly seconded by Commissioner Ross-Hammond. A roll call vote resulted as follows:

Ayes: Commissioner Glover, Bullock, Mucha, Ross-Hammond, and Woodbury.

Nays: None

Abstain: None

**Contract 22-00221, Provision of Twenty (20) Paratransit Vans**

Ms. Sonya Luther presented Contract 22-00221, Provision of Twenty (20) Paratransit Vans to the Committee for approval.

A motion to approve Contract 22-00221, Provision of Twenty (20) Paratransit Vans was made by Commissioner Bullock and properly seconded by Commissioner Ross-Hammond. A roll call vote resulted as follows:

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

Nays: None

Abstain: None

## **Task Orders**

Task Orders were included on the agenda for review. There were no questions or comments regarding same.

## **Options to be Exercised**

Options to be exercised enclosed in the meeting package for January 2023 were reviewed with the Committee.

## **Upcoming Procurements**

Upcoming procurements enclosed in the meeting package were reviewed with the Committee.

## **Operations Update**

Mr. Benjamin Simms stated that HRT extended the Microtransit Pilot Program by 30 days in hopes that funding can be made available in the near future to implement a permanent microtransit service. It was stated that to date, microtransit has provided almost 21,000 trips with over 24,000 riders.

Mr. Simms stated that the Base Express officially launched on December 4<sup>th</sup> and saw over 1,100 rides for the month of December. As the base reopens following a holiday standdown, HRT anticipates seeing those numbers rise.

Mr. Simms introduced Mr. Jonathan Greene who was recently promoted to Sr. Manager of Bus Transportation.

## **Old and New Business**

Mr. Robert Travers reminded commissioners and alternate commissioners that January marks the end of the disclosure season and stating that if they have not already, please fill out the Financial Disclosure Statement by February 1, 2023.

Mayor Glover invited the committee to attend the opening of the new casino in Portsmouth, VA on the 23 of January, as Portsmouth is expanding its entertainment options.

## **Adjournment**

Commissioner Glover adjourned the meeting at 11:03 AM.





HAMPTON ROADS TRANSIT  
JANUARY/FEBRUARY 2023  
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>
	NONE			



# HAMPTON ROADS TRANSIT

## Internal Audit Calendar Year 2023 Audit Schedule

### Required Audits

Audits required based upon industry and regulatory bodies.

Audit	Department	Scope	Anticipated Schedule	Anticipated Completion*
PTASP	Maintenance	PTASP Implementation Processes	March 2023	May 2023
PTASP	Safety	PTASP Implementation Processes	September 2023	November 2023

### Scheduled Audits

Board- Approved audits selected based upon company objectives.

Audit	Department	Scope	Anticipated Schedule	Anticipated Completion*
Procurement Cycle	Procurement/Finance	Are procurement processes in compliance with federal statutes, regulations, and state oversight guidance?	December 2022	March 2023
Customer Service	Planning and Development	What practices and internal controls are used to mitigate customer complaints? Are the methods used in compliance with regulation and best practices?	June 2023	August 2023
Training (Bus)	Operations Bus Training Department	Are bus training records effectively and efficiently recorded, documented, and housed to ensure compliance with oversight agency requirements and HRT's EXE-101 rev. 8?	December 2023	March 2024

### Attestation Engagements

Reviews initiated by the Board, Current Events, or Senior Management.

Engagement	Department	Scope	Anticipated Schedule	Anticipated Completion*
TBD	TBD	TBD	TBD	TBD

### Quality Assurance

Follow-up and Internal Audit Administrative Tasks.

Engagement	Department	Scope	Anticipated Schedule	Anticipated Completion*
Department Documentation	Organization- Wide	Annual document review of all department policies, and standard operating procedures.	March 2023	June 2023
Administrative Review	Internal Audit	Review of audits and other engagement documents for clarity and compliance.	January 2023	December 2023

**Note: The audit plan is a working document and may change at any point due to HRT's needs.**

<b>Contract No.:</b> 22-00215	<b>Title:</b> Interactive Voice Response System (Renewal)	<b>Contract Amount:</b>	
		Base Year:	\$ 221,402.40
		Four Option Years:	\$ 885,609.60
		<b>Total:</b>	<b>\$1,107,012.00</b>

**Acquisition Description:** Enter into a sole source renewal contract with DiRAD Technologies, Inc. (DiRAD) to provide hardware, software, warranty, and maintenance support of Hampton Roads Transit’s (HRT’s) Interactive Voice Response (IVR) system.

**Background:** HRT’s IVR system was developed and implemented by DiRAD in 2018 to provide bus, rail, and ferry schedule information via telephone. The IVR system has supported the Customer Service department in the management of high call volumes by providing automated route, schedule, and general customer service information to HRT customers. Under the terms of this agreement, the Contractor shall host the IVR System utilizing the Contractor’s facilities, hardware, and infrastructure. Additionally, the Contractor shall provide support twenty-four (24) hours a day, seven (7) days a week, 365 days a year and expand the call handling capacity of the IVR system as call volume grows, without a significant re-engineering or redesign effort.

**Contract Approach:** FTA and Virginia Public Procurement Act guidelines allow non-competitive procurements when only one (1) 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 and the proprietary nature of the system software, full and open competition was not a feasible method of procurement. Sole Source procurements are accomplished through solicitation and acceptance of a proposal from only one (1) source.

A solicitation was issued on January 25, 2023, and DiRAD provided a responsive proposal on February 1, 2023. Upon review and evaluation by HRT staff of the proposal submitted and based on the results of a price analysis performed utilizing historical data, DiRAD’s pricing is deemed fair and reasonable. A contractor responsibility review confirmed that DiRAD is both technically and financially capable of performing the work.

DiRAD is located in Clifton Park, NY, and currently provides these services to HRT satisfactorily.

The Contract period of performance is one (1) base year, with four (4) additional one-year options.

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

**Project Manager:** Kamlesh Chowdhary, Director of ITS Services

**Contracting Officer:** Jason Petruska, Senior Contract Specialist



<b>Contract No.:</b> 22-00218	<b>Title:</b> Origin and Destination Study	<b>Contract Amount:</b> \$524,272.77
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**Acquisition Description:** Enter into a contract with a qualified Consultant to provide a system-wide origin-destination study of travel patterns, transit use, and other aspects of transportation information.

**Background:** Hampton Roads Transit (HRT) has a requirement to complete an Origin and Destination study in order to gather updated travel behavior data from transit users to complete the federally mandated Title VI analyses, STOPS modeling, and various other analyses. Under the terms of this agreement, the Contractor shall perform the survey on HRT’s sixty-nine (69) weekday fixed transit routes, including bus, ferry, and rail modes system wide. The study includes an on-to-off survey and an on-board survey to collect transit passenger information by route and geographical area for origin, boarding, alighting, destination, trip purpose, access and egress modes, and passenger demographic information. Additionally, the Consultant is responsible for collecting data from transit riders throughout the HRT system in a manner that is consistent with current industry on-board survey best practices.

**Contract Approach:** A Request for Proposals (RFP) was issued on December 22, 2022, and one (1) proposal was received on February 2, 2023 from ETC Institute (ETC). A post-solicitation survey of vendors solicited concluded that most were focusing on other projects and procurements and/or they did not have the staffing, qualifications, or expertise to conduct the work. There was no indication that a re-solicitation to pursue more competition would have resulted in greater participation.

Upon a review and evaluation of the proposal received, ETC was deemed qualified to meet the requirements of the Scope of Work. In order to obtain more favorable pricing, ETC was invited to discuss their proposal and to conduct negotiations. Negotiations focused on clarifying pricing proposed, clarifying survey collection and additional information provided by ETC, and reducing proposed pricing. Items proposed by ETC that were not included in the original price schedule includes Saturday Park-n-Ride survey collection, on-to-off counts for low volume routes, full-trip path weekend surveys (which includes capturing and geocoding origin boarding, all transfer locations, alighting, and destination, and a data visualization dashboard. At the conclusion of negotiations, a Best and Final Offer (BAFO) was requested which included those items not initially requested in the original RFP.

ETC’s BAFO reflects a \$10,000.00 reduction in the cost of the data visualization dashboard pricing, which was discussed during negotiations. As a result, HRT staff determined that ETC provided the best value based on a combination of technical capability and price. Based on the result of the negotiations, and a price analysis conducted utilizing the Independent Cost Estimate and historical pricing, ETC’s pricing is deemed fair and reasonable. A contractor responsibility

<b>Contract No.:</b> 22-00218	<b>Title:</b> Origin and Destination Study	<b>Contract Amount:</b> \$524,272.77
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review performed confirmed that ETC is both technically and financially capable to perform the work.

ETC, headquartered in Olathe, KS has provided similar services to the Atlanta Regional Commission in Atlanta, GA; the Southeast Michigan Counsel of Governments in Detroit, MI; and Central Ohio Transit Authority in Columbus, OH. ETC also completed HRT's system-wide origin-destination study in 2016 satisfactorily.

The period of performance for this contract is twelve (12) months.

No DBE goal was established for this solicitation.

**Cost/Funding:** This contract will be funded with a Technical Assistance Grant (VDRPT) and ACC funds.

**Project Manager:** Robert Lee, Regional Transit System Program and Special Projects Manager

**Contracting Officer:** Sonya Luther, Director of Procurement

**Recommendation:** It is respectfully recommended that the Commission approve the award of a contract to ETC Institute to provide HRT's origin-destination study services in the not-to-exceed amount of \$524,272.27.

### Solicitation Results

Offeror	Original Offer	Best and Final Offer
ETC Institute	\$449,713.47	\$524,272.77*

**\*BAFO includes additional services not contemplated in the initial solicitation and proposed by the Consultant.**

**Exercise of Options – April and May 2023**

<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>
18-79494	Paratransit Eligibility Evaluation and Processing Services	To perform the processing and evaluation of applications from persons interested in certification to use HRT's Paratransit Services.	\$1,172,641.00	3 yrs. w/2 1-yr. options	Second	\$278,142.00
19-00004	Oracle PeopleSoft Annual Support Services Renewal	To provide renewal of annual software support of Oracle's PeopleSoft Applications.	\$1,293,113.84	3-yrs. w/2 1-yr. options	Second	\$279,296.57
20-00077	Vanpool Assistance Program	To provide vanpool services for HRT's commuter vanpool programs.	\$330,000.00	1 yr. w/4 1-yr. options	Second	\$66,000.00
21-00167	Hydraulic Equipment Maintenance, Inspection, and Repair Services	To perform scheduled and unscheduled maintenance, inspections, and emergency repair services for HRT's hydraulic vehicle lifts, brake testing equipment, and related systems	\$738,987.00	1 yr. w/4 1-yr. options	First	\$128,370.00

**UPCOMING CONTRACTS FOR APPROVAL**

Title	Description	Renewal Contract Expiration Date
Armored Truck Services	To provide armored truck services. Current contract was extended on a month-to-month basis until award of a new contract.	02/28/2022
<b>Bus Onboard CAD/AVL System Upgrade</b>	<b>To replace old onboard CAD/AVL system with the latest generation equipment to improve user experience for operators, utilize new functionality, and maintain state of good repair.</b>	<b>New</b>
Chesapeake High Capacity Transit Corridor Study	To develop and screen potential corridor options that connect major activity centers in the city of Chesapeake.	New
Facilities General Electrical Services	To perform electrical inspections, maintenance, and repair of systems associated with HRT facilities on an as needed basis.	02/28/2023
Fence and Railing Maintenance and Repair Services	To perform a variety of repair and maintenance work of the fencing and gates at various locations within the HRT service area on a Task Order basis.	New
Fleet Vehicle Body, Paint, and Graphics Repair Services	To furnish routine and emergency body repair services for HRT's Fleet vehicles on a task order basis. The existing contract was allowed to expire in order to revamp the Scope of Work.	04/22/2022
General Planning Consultant	To provide general planning consulting services on a task order basis.	05/31/2023
Generator Replacement for Hampton Facility	To replace the current 150kW generator at 3400 Victoria Blvd., Hampton.	New
Human Resources Management System Software and Implementation Services	To implement and support a Human Resource Management System.	New
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
Oil and Fluid Analysis Services	To provide laboratory testing and reporting services for oils, fuels, and antifreeze.	New



Parking Garage Debris Netting	Installation of debris netting at the 18 <sup>th</sup> Street parking garage to catch small debris that may fall from the existing concrete panels at each of the joints/seams.	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
Private Security Services	To provide professional private security services at facilities located throughout the Hampton roads area, as well as on and aboard revenue and non-revenue vehicles and vessels in the transit environment.	06/30/2023
Procurement of 16 Security (Non-Revenue) Vehicles	To provide an expanded fleet of security/police vehicles to provide quality services and protection to HRT's ridership.	New
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.	01/8/2022
Provision of Non-Revenue Fleet Vehicle Parts	To supply and delivery parts for HRT's non-revenue vehicles.	New
National Transit Database Reporting Software	To provide and implement a cloud-based software solution for Transit Data Management.	New
Third Party Administrator for Claims Handling and Risk Control Services	Third party administrator to provide workers' compensation, general liability, automobile liability, and cost recovery subrogation claims handling and risk management services.	03/12/2023
Trolley Bus Procurement	To manufacture and deliver one (1) new low floor vintage replica trolley bus with the option to deliver a second new low floor vintage replica trolley, as required.	New
<b>Waste Collection and Disposal Services</b>	<b>To provide waste collection and disposal services to HRT's various locations.</b>	<b>05/06/2023</b>