



Meeting of the Operations and Oversight Committee

Thursday, February 13, 2025, • 10:00 a.m.
509 E. 18th Street Norfolk, VA and Virtual via ZOOM

A meeting of the Operations and Oversight Committee is scheduled for Thursday, February 13, 2025, at 10:00 a.m. in the Norfolk Boardroom.

Those who wish to join the meeting via ZOOM may do so by following the link at:

<https://hrtransit-org.zoom.us/j/87459462562>

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



Meeting of the Operations and Oversight Committee

Thursday, February 13, 2025, • 10:00 a.m.
Hybrid 509 E. 18th Street, Norfolk, VA and
Virtual ZOOM Meeting

AGENDA

1. Approval of the January 2025 Operations and Oversight Committee Meeting Minutes
2. Review Action Items
3. Audit Update – Malika Blume
4. Procurement Recommendations to the Committee – Robert Travers
 - a. Contract No. 24-00326, Fare Technology Assessment, Phase 6 – Unified Fare Study.
 - b. Contract No. 24-00319, Towing and Flat Tire Replacement Services (Renewal).
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 168. This Task Order is for PCB Universal Sensor, Software v1.07; Display, LCD w/LED backlight; Belt, grooved timing. This Task order is for \$6,480.42 and is funded with operating funds.
 - ii. Task Order 169. This Task Order is for Cable, Smart Card, Interconnect. This Task order is for \$101.94 and is funded with operating funds.

- iii. Task Order 170. This Task Order is for Bypass cup; BRKT MTG. C/B I.D. front. This Task order is for \$201.50 and is funded with operating funds.
- iv. Task Order 171. This Task Order is for Belt, Kevlar cord; Laser door board (TVM). This Task order is for \$2,669.95 and is funded with operating funds.
- v. Task Order 172. This Task Order is for 32MXL, 14" Wide, N/F, Timing Belts; Belts; Data probe window. This Task order is for \$406.63 and is funded with operating funds.
- vi. Task Order 173. This Task Order is for Repair due to not counting coins. This Task order is for \$180.00 and is funded with operating funds.
- vii. Task Order 174. This Task Order is for 41" FastFare TRiM Fareboxes; Interface software licenses. This Task order is for \$392,993.13 and is funded with Federal 5307 grant and ACC funds.

6. Options to be Exercised April 2025 – Robert Travers

7. Upcoming Commission Approvals - Robert Travers

8. Operations Update-Benjamin Simms, IV

9. Old and New Business

10. Adjournment

The next Operations & Oversight Committee Meeting will be held on Thursday, March 13, 2025, in HAMPTON, VA and virtually via ZOOM.



Meeting of the Operations and Oversight Committee

Thursday January 9, 2025, • 10:00 a.m.
3400 Victoria Boulevard, Hampton, VA, and Zoom Meeting

MEETING MINUTES

Call to Order

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

Commissioners in attendance:

Chairman Glover, Portsmouth
Commissioner Johnson, Chesapeake
Commissioner Woodbury, Newport News
Commissioner Sparks, DRPT (Zoom)

Hampton Roads Transit Staff in attendance:

Ray Amoruso, Chief Planning & Development Officer (Zoom)
Tammara Askew, Data Analyst II (Zoom)
Malika Blume, Director of Internal Audit
Monquie Battle, Ops Project & Contract Administrator
Amy Braziel, Director of Contracted Services and Operational Analytics
Keisha Branch, Director of Capital Programs (Zoom)
Donna Brumbaugh, Director of Finance
Conner Burns, Chief Financial Officer
William Collins, Facilities Maintenance Manager (Zoom)
Sherri Dawson, Director of Transit Development
Rodney Davis, Director of Customer Relations
Scott Demharter, Director of Facilities
Jennifer Dove, Civil Rights/Grants Prog Manager (Zoom)
Chera Edwards, Associate Project Manager
La'Toya Elliott, Buyer II
Wayne Groover, Director of Light Rail Maintenance and Facilities
William Harrell, President and CEO
Keianna Harris, Special Project Assistant (Zoom)
Toni Hunter, Staff Auditor
Shane Kelly, Sr. Mgr Security & Emerg Prepard
Sonya Luther, Director of Procurement
Alexis Majied, Chief Communications Officer
Maryann Martin, Data Analyst II (Zoom)
Tracy Moore, Director of Transportation
Stephanie Napier, Facilities Asset Manager

John Nason, Director of Bus Maintenance
Sibyl Pappas, Chief Engineering & Facilities Officer
John Powell, Telecommunications Specialist (Zoom)
Michael Price, Chief Information Officer/CTO (Zoom)
Luis Ramos, Executive Assistant to the President & CEO
Dawn Sciortino, Chief Safety Officer
Benjamin Simms, Chief Transit Operations Officer
Brian Smith, Deputy Chief Executive Officer
Matthew Stumpf, Budget Analyst (Zoom)
Robert Travers, Corporate Counsel
Alex Touzov, Sr. Director of Technology Services
Fevrier Valmond, Asst Director of Procurement
Jessica White, Contract Administrator (Zoom)
Keishia Williams, Operations Support Technician
Kim Wolcott, Chief Human Resources Officer

Others in attendance:

Alt. Commissioner Daughtery, DRPT (Zoom)

The December 2024 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
- Audit Update
- Procurement Items for Approval
- Options to be Exercised.
- Upcoming Procurements

Approval of the December 5, 2024, Meeting Minutes

A motion to approve the December 5, 2024, Operations and Oversight Committee meeting minutes was made by Commissioner Woodbury, and properly seconded by Commissioner Johnson. A roll call vote resulted as follows:

Ayes: Commissioners Glover, Johnson, Woodbury and Sparks.

Nays: None

Abstain: None

Audit Update

There were no Audit Updates.

Review of the Operations and Oversight Committee Action Items

There were no Action items.

Procurement Items for Approval

Contract No. 24-00306, Human Resources Temporary Staffing Services.

Ms. Sonya Luther presented Contract No. 24-00306, Human Resources Temporary Staffing Services, as a recommendation that the Commission approve the award of a contract to Sparks Group, Inc. and Talantage, LLC to provide human resources temporary staffing services to HRT. The cumulative amount of all Task Orders issued under these contracts will not exceed \$660,000.00.

Ms. Monique Strickland gave a presentation as enclosed in these meeting minutes.

Mr. Harrell described the need for this contract.

There was a discussion regarding when will the positions filled (February).

A motion to approve presented Contract No. 24-00306, Human Resources Temporary Staffing Services, was made by Commissioner Johnson and properly seconded by Commissioner Woodbury. A roll call vote resulted as follows:

Ayes: Commissioners Glover, Johnson, Sparks, and Woodbury.

Nays: None

Abstain: None

Contract No. 19-00004, Modification No. 5, Oracle PeopleSoft Annual Support Services Renewal.

Ms. Sonya Luther presented Contract No. 19-00004, Modification No. 5, Oracle PeopleSoft Annual Support Services Renewal, as a recommendation that the Commission approve the award of a modification to increase the not-to-exceed amount of the Oracle PeopleSoft Annual Support Services Renewal Contract by \$177,962.74, from \$1,562,501.39 to \$1,740,464.13.

Ms. Glenda Dixon gave a presentation as enclosed in these meeting minutes.

There was a discussion on how long the system lasted.

There was a discussion regarding the project longevity of the new system.

There was a discussion regarding the transition process from the old system to the new.

A motion to approve presented Contract No. 19-00004, Modification No. 5, Oracle PeopleSoft Annual Support Services Renewal, was made by Commissioner Johnson and properly seconded by Commissioner Woodbury. A roll call vote resulted as follows:

Ayes: Commissioners Glover, Johnson, Sparks 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 March 2025 were reviewed by the Committee.

Upcoming Procurements

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

Operations Update

Mr. Benjamin Simms gave the operations update stating that HRT started our first week of the new year with threat of inclement weather. Mr. Simms stated that HRT remains ready to handle the transportation needs of our community during these weather events

Mr. Simms stated that HRT recently created an "In-Mode Support Officer" position, which places a Patrol Officer aboard selected bus/rail/ferry service at times of peak-demand. The exploratory position is being efficacy-tested and placed aboard transit vehicles that serve routes or areas that trend more highly in regard to security deployment needs.

Old and New Business

Old Business – Commissioner Glover mentioned the potential pending inclement weather.

New Business – Commissioner Woodbury stated that she has resigned her council position and is now a Governor appointee to the Board.

Commissioner Comments

There were no Commissioner Comments.

**The next meeting will be held on Thursday, February 13, 2025, at 10:00 am in the HRT NORFOLK Boardroom.

Adjournment

Commissioner Glover adjourned the meeting at 10:25 AM.

Submitted by Keishia Williams, Operations Support Technician



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TRANSIT

Human Resources Temporary Staffing Services

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January 2025

HRMS Implementation Project

- Commission approved the contract for the HRMS Software and Implementation Services on April 25, 2024.
- Costs will be paid under the grant for the HRMS Software.
- Go-live is scheduled for December 2025.
- Post go-live will consist of training staff, adjustments and trouble-shooting.
- Dedicated HR resources are critical for success.

HRMS Project - HR Resources

Human Resources Subject Matter Experts (SME's)	Module/Area of Responsibility							
	HCM Core	Recruit. & Onboard.	Benefits	Comp.	Position Mgmt.	Learning Mgmt.	Talent & Perf. Mgmt.	Absence Mgmt.
Director of Human Resources	✓		✓	✓	✓		✓	✓
Human Resources Analyst	✓			✓	✓		✓	
Talent Acquisition Manager		✓						
Sr. Talent Acquisition Specialist		✓						
Talent Acquisition Coordinator		✓						
Benefits Administrator			✓					
HR Training Devel. Specialist						✓		
Workforce Training & Devel. Mgr.						✓	✓	
Human Resources Specialist								✓
HR Compliance Manager								✓

Temporary Support Staff Needed

- Benefits Specialist
- Human Resources Analyst
- Training & Development Specialist
- Talent Acquisition Specialist
- Talent Acquisition Coordinator



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Questions

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19-00004, Modification No. 4

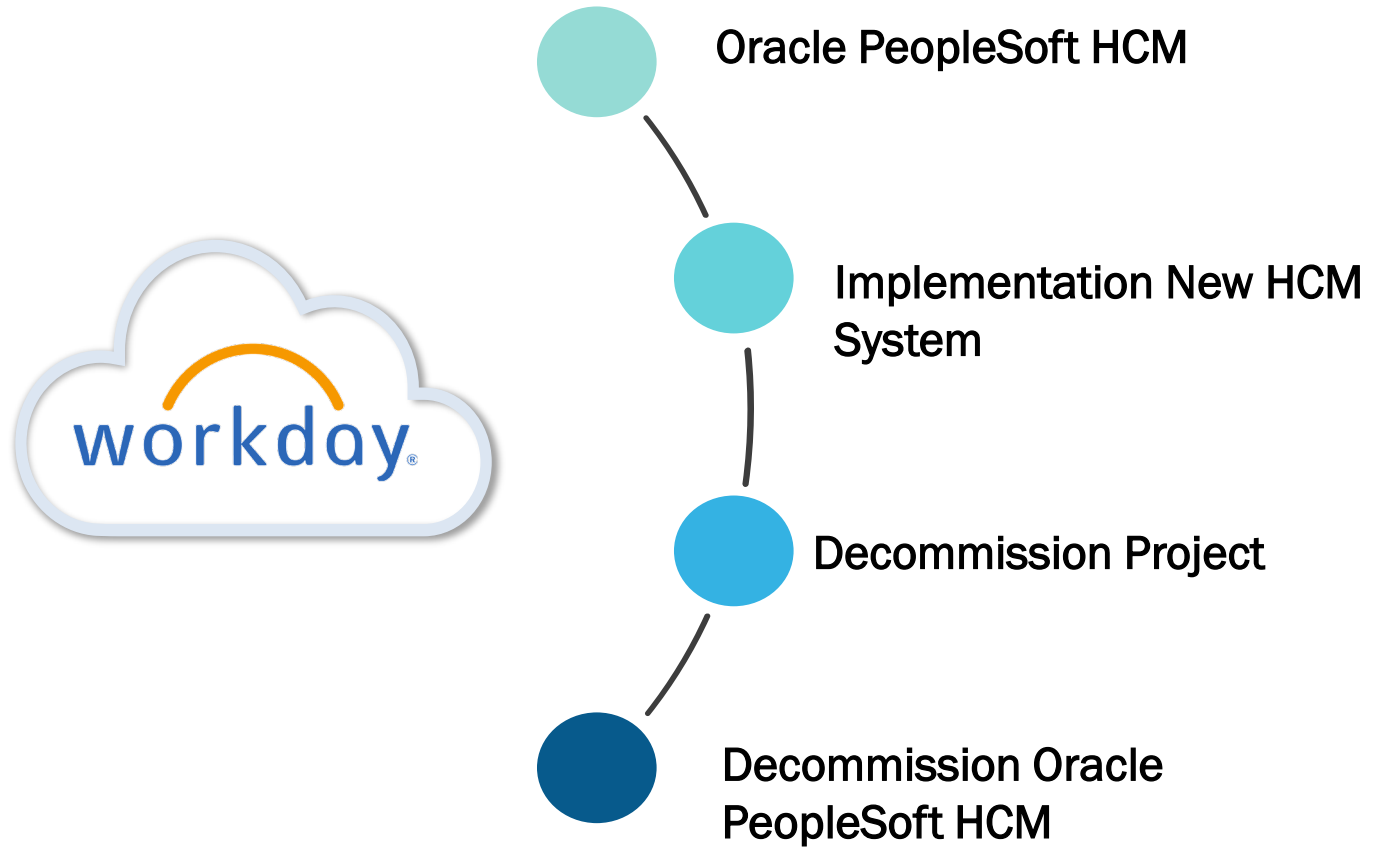
**Oracle PeopleSoft Annual Support
Services Renewal**

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Objective

- Modification to extend current Oracle PeopleSoft Annual Support Services contract to complete the Scope of Work revision and conduct the solicitation process for a new contract based on:
 - HRT's approved direction for Oracle Software support based on the new Human Resource Management System (HRMS) project currently being implemented.
 - Timeline for continuous support.
- Extension to ensure there's no gap in the support HRT receives in the interim.

Overview



Decommission Project

Locked Inquiry
Only

Confirm
Historical Data
Requirements

Archive Solution

Data Extraction/
Verification

Full System
Shutdown





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Thank you

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HAMPTON ROADS TRANSIT
JANUARY 2025/FEBRUARY 2025
OPERATIONS AND OVERSIGHT COMMITTEE
ACTION ITEMS

Date	Action Item	Responsible Party	Due Date	Completed Date & Method
	None			

Contract No.: 24-00326	Title: Fare Technology Assessment, Phase 6 – Unified Fare Study	Contract Amount: \$249,806.00 One (1) year
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Acquisition Description: Enter into a sole source contract with Arcadis Group (Arcadis), formerly IBI Group, to conduct a unified fare study.

Background: Hampton Roads Transit (HRT), in partnership with Williamsburg Area Transit Authority (WATA) and Suffolk Transit, desire to engage Arcadis to conduct a study to support identification of a “Unified Fare System” to improve the transit experience for their customers by creating a seamless method to pay for and transfer between the three (3) transit systems. Under the terms of this agreement, Arcadis will provide the following:

- Collect data and information to conduct a high-level assessment and full inventory of the existing state of fare system infrastructure across the Hampton Roads region.
- Conduct a comprehensive analysis of peer agencies and industry vendors to evaluate existing fare systems, related technologies, and operational strategies.
- Compile information gathered from HRT, WATA, and Suffolk Transit during the Needs Assessment workshops, as well as findings from an evaluation of the current mobility environment and interest in more supportive regional trip-making solutions, to prepare an analysis and develop alternatives for a Unified Fare System.
- Develop a detailed evaluation of technology requirements and identify alternatives for fare collection equipment and systems that align with the project scope.
- Prepare a final summary of alternatives for each agency that synthesizes the information, findings, and parameters defined under the preceding tasks.

Contract Approach: FTA and Virginia Public Procurement Act guidelines 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. Sole Source procurements are accomplished through solicitation and acceptance of a proposal from only one source. Due to the specific requirements of this solicitation, full and open competition was not a feasible method of Procurement. Arcadis are industry experts with unique technical and functional knowledge of HRT’s fare collection system with a team to support analysis, testing, documentation review, and provide critical details on similar deployments. Additionally, Arcadis possesses intimate knowledge of HRT’s fare collection and the mobile fare project background, vision, and requirements for its implementation. This critical knowledge has been gained through work completed on previous fare assessment phases beginning in 2016, and through subsequent efforts supporting mobile fare workshops, requirements development, and serving as advisors through the procurement process.

A solicitation was issued on December 18, 2024, and Arcadis provided a responsive offer on January 21, 2025. The offer included fully loaded hourly rates for an estimated number of hours over a one (1) year contract term.

Contract No.: 24-00326	Title: Fare Technology Assessment, Phase 6 – Unified Fare Study	Contract Amount: \$249,806.00 One (1) year
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Based on the results of a price analysis performed using historical data and the Independent Cost Estimate, the proposed pricing is deemed fair and reasonable.

Arcadis is headquartered in Highlands Ranch, CO and has provided these services for Montgomery County Department of Transportation in Montgomery County, MD; Northern Virginia Transportation Commission in Washington, D.C.; Central Ohio Transit Authority in Columbus, OH; and Metropolitan Transportation Commission in Bay Area, CA. Arcadis has also provided similar services to HRT satisfactorily.

The Contract period of performance is one (1) year.

Cost/Funding: This contract will be funded with state grant and ACC funds.

Project Manager: Steven Florian, Fare Technology Services Manager

Contracting Officer: Jason Petruska, Senior Contract Specialist

Recommendation: It is respectfully recommended that the Commission approve the award of a contract to Arcadis Group to conduct a unified fare study in the not-to-exceed amount of \$249,806.00.

Contract No.: 24-00319	Title: Towing and Flat Tire Replacement Services (Renewal)	Contract Amount: Base Year: \$ 80,450.00 Four Option Years: <u>\$321,800.00</u> Total: \$402,250.00
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Acquisition Description: Enter into a renewal contract with a qualified Contractor to provide towing and flat tire replacement services.

Background: Hampton Roads Transit (HRT) requires towing and flat tire replacement services for all revenue and non-revenue vehicles. Under the terms of this agreement, the Contractor will provide towing services due to accidents, mechanical breakdowns, fires, and/or to remove privately owned vehicles from HRT's property. The Contractor's towing procedures must meet or exceed the motor vehicle original manufacturers' and HRT's towing requirements. Flat tire replacement services shall be provided for buses only.

Contract Approach: An Invitation for Bids was issued December 12, 2024. Five (5) bids were received on January 21, 2025, from the following firms:

- Affordable Towing and Recovery of Hampton Roads, LLC (Affordable Towing)
- Brinkley's Wrecker Service, LLC
- GB's Towing and Auto Repair, Inc
- Resolve First LLC
- Tidewater Express, Inc

Bidders were required to provide unit prices for the towing of each vehicle type, as well as for flat tire replacement services. After an evaluation of the bids received, HRT staff determined that Affordable Towing was the lowest responsive (in compliance with submittal requirements) and responsible (capable to perform) bidder; and is therefore eligible for award.

Affordable Towing's bid price is deemed fair and reasonable based on a price analysis performed utilizing historical pricing, and the fact that the pricing was obtained in a competitive environment. A contractor responsibility review confirmed that Affordable Towing is technically and financially capable to perform the work.

Affordable Towing is located in Chesapeake, VA and provides similar services to Norfolk Public Schools; the City of Virginia Beach; the City of Chesapeake; and the Norfolk Naval Fleet Readiness Base.

No DBE goal was established for this solicitation.

The period of performance for this contract is one (1) base year with four (4) additional one-year options.

Exercise of Options – April 2025

Contract No.	Title	Description	Total Awarded Value	Period of Performance	Option Year to be Exercised	Total Amount of Option Year
16-72051	Facilities Enterprise Asset Management System	To implement an Enterprise Asset Management system for Hampton Roads Transit's (HRT's) Facilities Department.	\$1,187,357.71	12 months for implementation w/4 1-yr. options	Third	\$97,332.15
22-00215	Interactive Voice Response System	To provide hardware, software, warranty, and maintenance support of HRT's Interactive Voice Response (IVR) system.	\$1,107,012.00	1 yr. w/4 1-yr. options	Second	\$221,402.40

UPCOMING CONTRACTS FOR APPROVAL

Title	Description	Renewal Contract Expiration Date
Audio/Visual Services	To provide audio and visual support services on a Task Order basis.	12/15/2025
Audit Management System	To provide a cloud-based, fully integrated software solution to deliver strategic value and increase efficiencies through a streamlined internal audit process.	New
Contract and Vendor Software Solution	To provide a commercial off-the-shelf, Software as a Service Contract and Vendor Management Software solution.	New
Data Archive Software and Extraction Services for PeopleSoft Financials	To provide a secure commercial off-the-shelf software as a service data archiving management solution for HRT's PeopleSoft Financials application.	New
Hydraulic Equipment Maintenance, Inspection, and Repair Services	To perform scheduled and unscheduled maintenance, inspections, and emergency repair services for hydraulic vehicle lifts, brake testing equipment, and related systems.	4/30/2025
Information Technology Research Advisory Services	To provide technical assistance and support with key initiatives to drive HRT's mission and vision related to technology.	6/30/2025
Mechanics Tool Supply	To supply professional quality tools designated for the automotive industry for HRT's mechanics.	12/12/2024
Microsoft Dynamics 365 Finance and Operations Managed Services	To provide managed services for HRT's Microsoft Dynamics 365 Finance and Operations application.	New
On-Site Vehicle Inspection Services	To produce Pre-Award and Post-Delivery Buy America reports complaint with the requirements of 49 CFR parts 661 and 663; and provide on-site vehicle production line inspections, oversight, and quality assurance services.	11/4/2025
Provision of Facilities Materials and Supplies	To supply and deliver facility materials and supplies on an as needed basis.	09/20/2024
Pest Control Management Services	To implement a pest control management program for HRT's building perimeters, roofs, interior spaces, rolling stock, to include vehicles utilized for bus, paratransit, light rail, and ferry revenue service operations.	4/25/2025

Provision of Safety Shoes, High Visibility Jackets, and High Visibility T-Shirts	To furnish, fit, and distribute new safety shoes, high visibility jackets, and high visibility short sleeve t-shirts for HRT bus and light rail employees.	9/30/2024
Signage Production Services	To provide signage production services.	2/18/2025
Technology Staffing Services	To provide technology staffing services.	06/23/2024
Tide Light Rail Bridge Repairs – Smith Creek Bridge	To perform needed repairs to the Tide’s Smith Creek Bridge.	New
Trackside Lubrication System	To purchase a trackside lubrication system.	New
Transit Stop Glass Replacement Services	To provide glass replacement services for HRT’s various transit stops.	New