Los Angeles County
Metropolitan Transportation
Authority
One Gateway Plaza
3rd Floor Board Room
Los Angeles, CA

File #: 2022-0185, **File Type:** Contract **Agenda Number:** 18.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
MAY 19, 2022

SUBJECT: GLASS REPLACEMENT AND INSTALLATION SERVICES

ACTION: APPROVE CONTRACT MODIFICATION

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to execute Modification No. 4 to Contract No. OP1405120003367 with Los Angeles Glass Company, Inc. for Glass Replacement, and Installation services in the amount of $1,440,000, increasing the contract four-year base authority from $2,795,911 to $4,235,911.

ISSUE

The existing glass replacement and installation services contract four-year base term expires on August 31, 2023. Due to a significant increase in broken glass vandalism targeting elevator glass panels and map cases system-wide, there is insufficient authority remaining within the existing contract. Therefore, approving Modification No. 4 to increase contract authority by $1,440,000 is required to ensure service continuity and safe operations through March 31, 2023. Also, this action will allow time to complete the in-depth feasibility review and cost-benefit analysis being conducted considering other alternatives providing this critical as-needed glass replacement and installation services moving forward.

BACKGROUND

On August 14, 2019, Metro executed a four-year base, firm fixed unit rate Contract No. OP1405120003367 with Los Angeles Glass Company, Inc., a Metro certified Small Business Enterprise (SBE) to provide glass replacement and installation services for Metro's bus and rail facilities system-wide, effective September 1, 2019.

Under the existing contract, the contractor is required to provide as-needed board-up for broken glass panels, glass replacement and installation services system-wide.

Since January 2020 through June 2021, the contractor responded to 436 incidents for vandalized broken glass panels requiring board-up and replacement services. The contract average monthly burn rate increased 2.5 times when compared with the months prior to January 2020, leading to

insufficient authority remaining.

On February 24, 2022, Metro Board of Directors approved Contract Modification No. 3 increasing the contract four-year base authority for a not-to-exceed amount of $2,795,911 through June 30, 2022. Staff is to report back to the Board and provide updates on the status of the in-depth feasibility review and cost-benefit analysis of all possible alternatives to provide safe, timely, reliable and cost-effective glass replacement and installation services. Staff is also to provide the Board with updates on exploring vandalism resistant materials to protect elevator glass and monitoring the broken glass vandalism trend in consideration of Metro's Transit Security current efforts through the Vandalism Task Force.

DISCUSSION

There are various types of glass panels used throughout the Metro system for map cases, security guard shacks, fire hose and fire extinguisher cabinets, and elevators within the elevator cab, hoistway and doors. Standard glass panels are used for map cases, while special tempered laminated glass panels are used for the elevator hoistway, cabs and doors. Bullet-proof glass panels are also used for Metro's security guard shacks system wide. Glass panels are subject to damage due to vandalism, breakage, accidents, and natural disasters requiring timely board-up and replacement.

Since September 2021 through mid-March 2022, the contractor has responded to 315 incidents for broken glass vandalism with a replacement and installation cost of $967,000. The FY22 vandalism trend to-date reflects 2.6 times the replacement and installation cost of broken glass vandalism when compared with FY21. Fifty-eight percent of the 315 broken glass incidents targeted elevator glass panels, impacting 103 elevators, which represent 68**%** of Metro's transit system elevators, affecting units' availability and service reliability.

Elevator glass panels are special, tempered, laminated and fire resistant in accordance with State elevator safety codes. When vandalized, elevator glass panels replacement and installation require additional manpower, longer installation time and significantly higher material cost when compared to the replacement and installation cost of map case damaged glass panels.

In April 2021, staff initiated a project to install cameras inside elevator cabs. To date, 10 cameras have been installed along Metro B Line (Red) inside the two (2) elevators at Pershing Square station, the two (2) Elevators at Civic Center station and the six (6) elevators at 7th/Metro station. These actions are necessary to enhance elevators' safety, cleanliness and customer experience. This project is ongoing to ensure installing cameras inside all other 105 elevator cabs system-wide. In addition, cameras exist inside elevator cabs along Metro L (Gold) Line Foothill Extension and Metro E (Expo) Line as part of the system expansion project.

While Metro's consultant is in the process of conducting an in-depth feasibility review and cost-benefit analysis of all possible alternatives to provide safe, timely, reliable and cost-effective glass replacement and installation services, staff has been evaluating a vandalism resistant product to protect elevator glass panels that are required within the elevator cab and hoistway, to ensure compliance with State elevator safety and operations code requirements.

A demonstration and mockup of a ¼" thick fire rated clear polycarbonate protective shield product approved for usage within the elevator cab and hoistway has been installed and tested, confirming product resilience to sharp objects and significant strong force applications when compared with shattered glass panels exposed to similar conditions. The polycarbonate protective shield is anticipated to be installed in mid-May 2022, starting with the identified top 10 elevators highly targeted with broken glass vandalism system-wide, to be expanded as necessary. Considering the current conditions, the product's minimum life expectancy is five (5) years with the likelihood of additional years thereafter. The cost of fully installed polycarbonate protective shield throughout the top 10 targeted elevators is 7.5 times less than the cost of board-up and replacement of vandalized broken glass panels for the same number of units, considering product's vandalism resistant specifications and extended life expectancy under the current conditions.

The installation of polycarbonate protective shield will support Metro's efforts to enhance customer experience through providing patrons a safe and reliable access to Metro stations especially for individuals with disabilities, senior citizens, patrons with children and others who heavily rely on Metro's transit elevators.

Providing timely response for as-needed glass replacement and installation services is critical to Metro's operations to address emergencies, avoid service interruptions and provide a safe and reliable environment to our patrons.

System Security & Law Enforcement Support & Vandalism Task Force

Recurring elevator broken glass vandalism incidents continue to be reported to System Security and Law Enforcement (SSLE) for their attention and follow-up. This follow-up includes gathering any available evidence and available video to help identify suspects. As a result of this ongoing issue, SSLE has engaged law enforcement, contract security, and Metro Transit Security (MTS) to maximize patrols in areas around elevators in addition to coordination with Mitsubishi personnel, Metro's Vertical Transportation maintenance contractor to help prevent and respond to the number of vandalism reports. MTS continues to lead the Vandalism Task Force to support this type of coordination where information is shared and strategies discussed to help prevent these incidents.

The Vandalism Task Force comprised of various Metro stakeholders including Maintenance and Engineering (M&E), Physical Security, Rail Operations Control, and Metro's law enforcement partners (LASD, LAPD & LBPD) meet bi-weekly to address vandalism issues with current efforts to include:

- Continuous reporting of vandalism incidents, and analysis
- Reinforce marketing campaign- see something say something messaging for the public to use the Transit Watch App for any vandalism activities observed. The marketing campaign includes the following:
    - Paid media supporting Transit Watch app is currently running online banners, paid social, connected TV, paid search and bus benches
    - The Transit Watch app campaign has delivered 2.19M impressions, 12.9k clicks and has driven 2,692 downloads (3/28/21 - 4/28/21)
    - Metro is also promoting the Transit Watch app via owned channels on digital kiosks, brochures for law enforcement and bus and rail car cards

- Coordinating efforts with Communications to create a template for:
  - Signage to advise CCTV (where applicable)
  - Signage warning of prosecution for vandalism
- Recommending improved and new CCTV functions and cameras for all elevators
- Exploring other available alternatives to protect elevator glass panels
- Supporting the installation of polycarbonate protective shield to mitigate broken glass vandalism

DETERMINATION OF SAFETY IMPACT

The approval of this item will ensure continuity of maintenance services with timely response to as-needed board-up for broken glass panels and glass replacement services in an effort to provide safe, on-time and reliable services system-wide.

FINANCIAL IMPACT

Upon Board approval of the FY23 budget, funding of $1,440,000 is included under cost center 8370 - Facilities Contracted Maintenance Services, account 50308, Service Contract Maintenance, under various projects.

Since this is a multi-year contract, the cost center manager and Deputy Chief Operations Officer (Interim), Maintenance and Engineering will be accountable for budgeting the cost in future years.

Impact to Budget

The current source of funds for this action includes State and Local funds including Fares. Using these funding sources ensure the best allocation given approved funding provisions and guidelines.

EQUITY PLATFORM

Providing timely responses for as-needed glass replacement and installation services is critical for Metro's patrons. It ensures elevators are operational and service is reliable and accessible, especially for those with disabilities, older adults and others, while providing safe and reliable environment to all of our patrons. Prolonged elevator downtime due to vandalized or damaged glass panels causes delays, trip disruptions, and potential safety challenges, for patrons requiring the use of the elevators to complete their trip. Rail Operations are required to request alternate accessibility services for impacted customers with disabilities by requesting Access Services which extends trip times for impacted customers, limits access to the rest of Metro's transit system and can negatively impacts the customer's experience.

Metro customers, including those with Limited English Proficiency (LEP) can report broken glass and vandalism through the Customer Relations numbers posted throughout the rail and bus system. Customers have the option of communicating with Metro through nine (9) different languages using our translation service. Metro also ensures translated signage is posted for those reporting broken glass on the Metro system.

This contract is part of the Small Business Enterprise (SBE) Prime (Set-Aside) Program. Los Angeles Glass Company, Inc., is a Metro certified SBE contractor and made 100% SBE commitment as the Prime.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

This board action supports Strategic Goal 5: Provide responsive, accountable, and trustworthy governance within the Metro organization. Performing timely as-needed broken glass panel board-up and replacement services will ensure providing safe environment to our patrons, accessibility, and service reliability, and enhancing customers' overall experience.

ALTERNATIVES CONSIDERED

The Board may elect not to approve this recommendation. This option is not recommended as it would result in a gap in service impacting Metro's system safety, operations and customer experience.

NEXT STEPS

Upon approval by the Board, staff will execute Modification No. 4 to Contract No. OP1405120003367 with Los Angeles Glass Company, Inc., to continue providing broken glass panel board-up, glass replacement and installation services system-wide.

Concurrently, a Metro consultant is in the process of conducting an in-depth feasibility review and cost-benefit analysis of all other alternatives including evaluating existing practices, available resources, and recommending options along with proposed resources for hiring and training of any additional personnel, and purchase of additional equipment, vehicles and supplies, as necessary. The assessment utilizes an equity lens to ensure that all efforts relative to glass replacement are justifiable and responsive to customer needs, Metro policies and board directives, with an anticipated completion date of early June.

ATTACHMENTS

Attachment A - Procurement Summary
Attachment B - Contract Modification/Change Order Log
Attachment C - DEOD Summary

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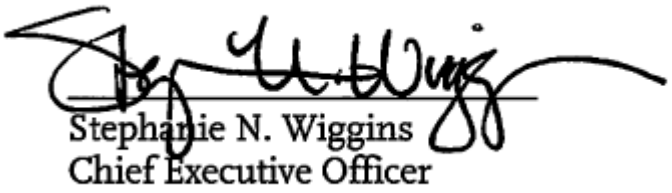

PROCUREMENT SUMMARY

GLASS REPLACEMENT AND INSTALLATION SERVICES/OP1405120003367

1.	**Contract Number**: OP1405120003367			
2.	**Contractor**: Los Angeles Glass Company, Inc.			
3.	**Mod. Work Description**: Increase contract authority			
4.	**Contract Work Description**: Provide glass replacement and installation services for Metro's bus, rail, and other Metro facilities system-wide			
5.	**The following data is current as of**: 4/12/22			
6.	**Contract Completion Status**		**Financial Status**	
	Contract Awarded:	9/1/19	**Contract Award Amount:**	$895,911
	Notice to Proceed (NTP):	N/A	**Total of Modification Approved:**	$1,900,000
	Original Complete Date:	8/31/23	**Pending Modification (including this action):**	$1,440,000
	Current Est. Complete Date:	8/31/23	**Current Contract Value (with this action):**	$4,235.911
7.	**Contract Administrator**: Aielyn Dumaua		**Telephone Number**: (213) 922-7320	
8.	**Project Manager**: Gregory Montoya		**Telephone Number**: (213) 922-6737	

A. Procurement Background

This Board Action is to approve Modification No. 4 to Contract No. OP1405120003367 with Los Angeles Glass Company, Inc. to provide glazier services, including but not limited to, installation and repair of various types of glass panels at Metro bus, rail and other Metro facilities system-wide.

This contract modification will be processed in accordance with Metro's Acquisition Policy and the contract type is a firm-fixed unit rate.

In September 2019, Metro awarded a four-year contract to Los Angeles Glass Company, Inc. to provide glass replacement and installation services.

Refer to Attachment B – Contract Modification/Change Order Log.

B. Cost/Price Analysis

The recommended price has been determined to be fair and reasonable based on price analysis. Rates that were established as part of the competitive contract award in September 2019 shall remain unchanged, are subject to prevailing wage rates set by the State of California and are lower than current market rates for similar services. Therefore, the recommended increase in contract value is in the best interest of Metro.

Proposed Amount	Metro ICE	Modification Amount
$1,440,000	$1,440,000	$1,440,000

CONTRACT MODIFICATION/CHANGE ORDER LOG

GLASS REPLACEMENT AND INSTALLATION SERVICES/OP1405120003367

Mod. No.	Description	Date	Amount
1.	Increase contract authority to provide as-needed board-up for broken glass panels, glass replacement, and installation services system-wide	5/31/21	$ 100,000
2	Increase contract authority to provide as-needed board-up for broken glass panels, glass replacement, and installation services system-wide	8/16/21	$ 900,000
3	Increase contract authority to provide as-needed board-up for broken glass panels, glass replacement, and installation services system-wide	3/31/22	$ 900,000
4	**Increase contract authority to provide as-needed board-up for broken glass panels, glass replacement, and installation services system-wide**	**PENDING**	**$ 1,440,000**
	Modification Total:		**$ 3,340,000**
	Original Contract:	**8/14/19**	**$ 895,911**
	Total Contract Value:		**$ 4,235,911**

DEOD SUMMARY

GLASS REPLACEMENT AND INSTALLATION SERVICES/ OP1405120003367

A. Small Business Participation

Los Angeles Glass Company Inc., a Small Business Prime, made a 100% Small Business Enterprise (SBE) commitment. The project is 44% complete and the current level of SBE participation is 100%.

Small Business Commitment	100% SBE	Small Business Participation	100% SBE

	SBE Subcontractors	% Committed	Current Participation[1]
1.	Los Angeles Glass Company, Inc. (SB Prime)	100%	100%
	Total	**100%**	**100%**

[1]Current Participation = Total Actual amount Paid-to-Date to DBE firms ÷Total Actual Amount Paid-to-date to Prime.

B. Living Wage and Service Contract Worker Retention Policy Applicability

A review of the current service contract indicates that the Living Wage and Service Contract Worker Retention Policy (LW/SCWRP) was not applicable at the time of award. Therefore, the LW/SCWRP is not applicable to this modification.

C. Prevailing Wage Applicability

Prevailing Wage requirements are applicable to this project. DEOD will continue to monitor contractors' compliance with the State of California Department of Industrial Relations (DIR), California Labor Code, and, if federally funded, the U S Department of Labor (DOL) Davis Bacon and Related Acts (DBRA).

D. Project Labor Agreement/Construction Careers Policy

Project Labor Agreement/Construction Careers Policy is not applicable to this Contract. PLA/CCP is applicable only to construction contracts that have a construction related value in excess of $2.5 million.