



Board Report

File #: 2024-0855, File Type: Contract

Agenda Number: 29.

OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE JANUARY 16, 2025

SUBJECT: COMMUNITY INTERVENTION SPECIALIST (CIS) PROGRAM

ACTION: APPROVE CONTRACT AWARD

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a three-year, firm-fixed unit rate Contract No. PS123774000 to Lee Andrews Group, Inc. to develop, manage, and operate a Community Intervention Specialist Program in the Not-to-Exceed (NTE) amount of \$24,927,121, effective February 3, 2025, subject to resolution of any properly submitted protest(s), if any.

ISSUE

As a part of its re-imagined multi-layer approach to safety and as a complement to the Transit Ambassador Program, Metro has, over the last two years, successfully piloted embedding Community Intervention Specialists with street teams who were deployed to be a welcoming face on the newly opened K Line.

The CIS Program has made an immediate positive impact in creating a safer environment for Metro riders at K Line stations, which have subsequently seen very little criminal activity. Metro now plans to expand the use of Community Intervention Specialists across the Metro system, inclusive of the K Line.

BACKGROUND

Maintaining a safe, clean, and reliable transit system is integral to improving Metro's customer experience. On March 25, 2021, the Metro Board approved Motion 26.2 authored by Directors Bonin, Garcetti, Mitchell, Hahn, Dupont-Walker, and Solis (Attachment A), and on November 18, 2021, approved Motion 25.1 authored by Directors Bonin, Mitchell, Hahn, Solis, and Dupont-Walker (Attachment B), directing staff to reimagine the agency's investments and approach to public safety on the transit system.

In December 2022, Metro awarded a competitive task order under the Communications Support Services Bench to the Lee Andrews Group, Inc. to develop, manage and administer Metro's Customer Experience Street Team Program. The program deployed friendly Street Teams to greet customers and teach them how to navigate the newly opened K Line.

The program vendor identified Community-Based Organizations (CBOs) that recruited and employed Community Intervention Specialists (CIS) to provide a community-based security presence at key K Line stations. Different from traditional security, CIS staff are from the neighborhoods where they are stationed and have unique knowledge of those neighborhoods, particularly gang activity. They use their relationships with local residents and specialized training in de-escalation techniques to create a safe, incident-free environment, without introducing traditional police methods that might make local residents uncomfortable.

Community Intervention Specialists were deployed on the K line upon its opening in October 2022, while the Transit Ambassador Pilot Program contractors were in the process of staffing up. The identifiable differences between the Transit Ambassadors are focused on the broader security support, customer experience and reporting, while Street Teams provide a welcoming presence at stations and distribute materials. Community Intervention Specialists are more focused on preventing and de-escalating incidents in a community-based, safety-centered role.

Community Intervention Specialists have been working on the K Line seven days a week, from 8:30 a.m. through 8:30 p.m. Since its opening, the K Line has only had minimal (7) crimes against property, including vandalism and graffiti. Through de-escalation techniques and training, CIS members have prevented a number of safety and security incidents on the K Line.

Based upon the success of the CIS Pilot Program, Metro desires to continue the CIS program, as well as expand deployment locations to other areas of the system where gang activity might be present.. The initial task order is set to expire June 30, 2025. Doing this effectively required a separate competitive procurement for this program to identify a contractor who could partner with and manage CBOs with specific knowledge of the neighborhoods across the county not just along the K Line.

DISCUSSION

The vision of the CIS Program is that it is representative of the communities Metro serves to provide a community-based security presence that would keep stations safe, while ensuring the community feels safe and comfortable. CISs also support a community-based approach to public safety by offering an unarmed response to de-escalate situations that could become more significant issues.

Staff, in consultation with Metro's System Security and Law Enforcement Department and our Law Enforcement partners (LAPD, LASD, and LBPD), reviewed crime data related to stations impacted by gang violence, Transit Watch App incidents related to gang activity, and Customer Comments Analysis Tracking System (CCATS) reports related to gang activity, and have identified 10 stations within the Northwest, West, Central, Southeast and Southwest regions of the Metro system where expanded community intervention beyond the K Line would be valuable.

Similar to the current CIS Program, the contractor will subcontract with local CBOs with expertise working with at-risk populations and gang prevention. Under the new contract, the Contractor shall manage the following CBOs, 2nd Call, Developing Options, Able Solutions, and Homies Unidos, who

will recruit and deploy 40 CIS members deployed daily at various hot spots across the system.

2nd Call is a Los Angeles-based community organization dedicated to providing support and resources to individuals affected by gang violence, incarceration, and other social challenges. Led by Skipp Townsend, who has a long history of community activism and intervention work in Los Angeles, 2nd Call focuses on rehabilitation and reentry programs aimed at helping individuals transform their lives. Townsend's background includes extensive experience in gang intervention and violence prevention, making him a pivotal figure in the community's efforts to reduce crime and promote positive change. The organization operates out of South Los Angeles.

Developing Options is a Los Angeles-based community organization dedicated to providing at-risk youth with opportunities for personal and professional development through various programs and services. Under the leadership of co-founders Eugene "Big U" Henley and Aqeela Sherrills, Developing Options has made significant strides in gang intervention, youth mentorship, and community outreach. Both leaders bring a wealth of experience to the organization; Henley is a former gang leader turned community advocate, and Sherrills is renowned for his role in brokering the 1992 Watts gang truce. Together, they have worked tirelessly to transform lives and foster safer communities in Los Angeles.

Able Solutions Inc. is a Los Angeles-based security services organization located near LAX. They implement a unique approach that combines awareness and intervention, ensuring a strong and noticeable presence. The organization, led by Steven Echols-an expert with over two decades of experience-prioritizes hiring from the local community and providing comprehensive training to develop skilled professionals. Under Echols' leadership, Able Solutions Inc. not only enhances security but also fosters community empowerment and inclusivity, driving impactful change and offering everyone the chance to thrive.

Homies Unidos: For over 20 years, Homies Unidos has been a pioneer in promoting peace and reducing violence in predominantly Latino communities across Los Angeles. Their community-based approaches to public safety and service have successfully reduced violence in areas impacted by gangs and policing. Since its founding in 1998, Homies Unidos has served over 10,000 youth and adults through lifestyle recovery, tattoo removal, leadership development, and support for currently and formerly incarcerated individuals and their families. Homies Unidos' mission is to promote peace and reduce violence by empowering new immigrant leaders to become advocates for justice and equality in immigrant and system-impacted communities in Los Angeles and their countries of origin. Their vision is to create a just and peaceful society that promotes human rights, equality, and the empowerment of criminalized people within our immigrant communities.

As part of this new contract and under the guidance and direction of Lee Andrews Group, the CBOs will recruit CIS members who have lived experience with gangs, trauma or violence, and who bring deep cultural and community understanding necessary to build trust and de-escalate conflicts in ways traditional law enforcement or uniformed security cannot.

DETERMINATION OF SAFETY IMPACT

The approval of the award and expansion of the CIS Program will positively impact the perception of

public safety on the transit system. The staff recommendation will allow Metro to manage the professional services contractor through the defined Statement of Work and associated contract requirements and deliverables.

The Community Intervention Specialists will support the overall public safety ecosystem in connection with Metro's system security, law enforcement, crisis response teams, transit ambassadors and homeless outreach.

FINANCIAL IMPACT

The FY25 Budget includes \$9,280,000 under Cost Center 5420, Customer Programs and Services, Project 300077, Rail Operations - K Line, for the CIS Teams.

Since this is a multi-year contract, the Cost Center Manager, Project Manager, and Chief Customer Experience Officer will be responsible for budgeting the costs in future years.

Impact to Budget

The sources of funding are operating eligible federal, state and local resources, which are eligible for bus and/or rail operating expenses.

EQUITY PLATFORM

The RFP was issued as a competitively negotiated procurement in accordance with Metro's Acquisition Policy and the contract type is a firm fixed unit rate. The Diversity & Economic Opportunity Department (DEOD) recommended a 38% Small Business Enterprise (SBE) goal for this procurement. Lee Andrews Group, Inc., a Small Business Enterprise (SBE) prime, exceeded the goal by making a 38.28% SBE commitment.

Additionally, the proposing contractor was required to demonstrate their awareness of the Metro transit system, its cultural and geographic diversity, and the communities Metro serves. In addition to bringing in professional expertise and cultural competency in building rider trust and comfort by handling difficult situations on Metro's system, the CIS program also creates about 85 job opportunities for residents in Equity Focus Communities, who are prioritized for hiring through the criteria established by identified CBOs recruiting community members. Recruiting for future CIS Program staff will include outreach to communities of color, individuals with disabilities, older adults, and those facing barriers to employment, and will continue to include partnerships with CBOs to build a pipeline of qualified workers that reflect the diversity of Metro's ridership.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

These recommendations will support Vision 2028 Strategic Goal #2 - Deliver outstanding trip experiences for all users of the transportation system and will support the agency's implementation of Customer Experience Plan Goals - provide customer visibility and will demonstrate to communities that Metro is investing in improving the quality of commutes via the transit system. CIS Teams will have a workforce of trained, uniformed, unarmed personnel on the system to assist with the customer

journey for Metro riders.

ALTERNATIVES CONSIDERED

The Board can consider not authorizing the award of the contract; however, this will directly impact Metro's ability to deliver a CIS Program and expand proven community-based methods to keep our system safe as directed in Motion 26.2 authored by Directors Bonin, Garcetti, Mitchell, Hahn, Dupont-Walker, and Solis (Attachment A).

NEXT STEPS

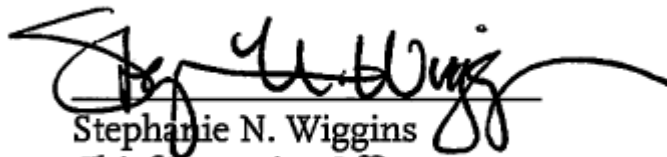
Upon Board approval, staff will execute Contract No. PS123774000 with Lee Andrews Group, Inc. Staff will work with Metro's Customer Experience Department to continue to collect direct employee and rider feedback about the perception of public safety on the system and will report back to the Board on its progress and impacts in one year.

ATTACHMENTS

- Attachment A - Metro Board Motion 26.2 (March 2021)
- Attachment B - Metro Board Motion 25.1 (November 2021)
- Attachment C - Procurement Summary
- Attachment D - DEOD Summary

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Stephanie N. Wiggins
Chief Executive Officer

Metro**Board Report**

File #: 2021-0190, **File Type:** Motion / Motion Response**Agenda Number:**

**REGULAR BOARD MEETING
MARCH 25, 2021****Motion by:****DIRECTORS BONIN, GARCETTI, MITCHELL, HAHN, DUPONT-WALKER, AND SOLIS**

Related to Item 26: Transit Law Enforcement Services

Investment in Alternatives to Policing

In June 2020, the Board voted to embark on a process to reimagine public safety on Metro in response to demonstrations for racial justice and a national conversation about the appropriate role of police in our society and the particular threats faced by Black people during interactions with law enforcement. The Board's mandate was for the agency to work in partnership with community leaders to re-envision transit safety and community-based approaches to policing leading up to and as part of the 2022 renewal of the multiagency police contract. Metro has now established a Public Safety Advisory Committee (PSAC) to formalize this partnership. PSAC will create a space where community leaders work in partnership with Metro staff, including bus and rail operators, on the future of public safety on the Metro system.

Last month, a proposal to increase Metro's law enforcement contract by \$111 million sparked further attention to Metro's considerable spending on policing and the relative lack of investment in alternative public safety strategies. Last month's recommendation provided at least a year for PSAC to develop and finalize its recommendations. The current proposal would greatly accelerate the pace of work for the newly formed PSAC, with recommendations now due by the end of the year in order to begin implementation by January 2022.

Standing up a new model of public safety will take time, including identifying funding and beginning to staff up new initiatives. To jump-start this acceleration, the Board should proactively set aside resources now in support of PSAC's work. These early actions are consistent with and build on Metro's Customer Experience Plan and the *Understanding How Women Travel Study*. Acting now will allow Metro to build capacity for alternative approaches while ensuring a smoother transition in the future.

SUBJECT: INVESTMENT IN ALTERNATIVES TO POLICING

RECOMMENDATION

WE, THEREFORE, MOVE that the Board direct the Chief Executive Officer to:

A. Include in the FY22 budget at least \$40 million for the following initiatives, consistent with the Equity Platform and the Customer Experience Plan:

1. Public Safety:

- a. \$20 million for a transit ambassador program that provides staffed presence at Metro facilities and on Metro vehicles and offers riders assistance and connections to resources, modeled after the S.F. BART program.
- b. \$1 million for elevator attendants at stations.
- c. \$1 million for a flexible dispatch system that enables response by homeless outreach workers, mental health specialists, and/or unarmed security ambassadors in appropriate situations.
- d. \$5 million for Call Point Security Project Blue light boxes recommended by Women and Girls Governing Council to improve security on the BRT and rail system.
- e. Funds to initiate a study to develop recommendations to prevent intrusion onto Metro rail rights-of-way, including but not limited to subway platform-edge doors.
- f. \$3 million for pilot safety strategies on board buses to be recommended by PSAC.

2. Homelessness:

- a. \$2 million for short term shelter for homeless riders.
- b. \$5 million for enhanced homeless outreach teams and related mental health, addiction, nursing, and shelter services.
- c. \$250,000 for regular counts to monitor trends and gauge the success of Metro efforts to address homelessness.
- d. \$3 million for pilot homelessness strategies to be recommended by PSAC.

B. Establish a target to ensure the participation of LA County-based organizations and

enterprises in the above initiatives.

- C. Consult with PSAC on the program design and implementation of all of the above initiatives.

- D. Direct the OIG to audit the law enforcement services contracts and report their findings to the PSAC and the Board.

**Board Report**

File #: 2021-0745, **File Type:** Motion / Motion Response**Agenda Number:** 25.1.

REVISED
OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE
NOVEMBER 18, 2021

Motion by:**DIRECTORS BONIN, MITCHELL, HAHN, SOLIS, and DUPONT-WALKER**

Related to Item 25: Transit Law Enforcement Services

Commitment to Reimagining Public Safety

In the summer of 2020, the killing of George Floyd and the nationwide demonstrations for racial justice that followed sparked a national conversation about the appropriate role of police in our society and the particular threats faced by Black people and other people of color during interactions with law enforcement. Here in Los Angeles County, those demonstrations renewed attention on longstanding issues of bias and disproportionate enforcement faced by Black and brown communities. Just this month the Los Angeles Times exposed a pattern of disproportionate stops and searches of Latino and Black bike riders by the Los Angeles Sheriff's Department in unincorporated areas. Earlier coverage has documented a similar pattern for traffic stops by the Los Angeles Police Department in South Los Angeles. On Metro's own system, fare and code of conduct enforcement has also disproportionately targeted Black and Latino riders.

In June 2020, the Board voted to embark on a process to reimagine public safety on Metro. Metro has since taken significant steps toward this reimagining, including the creation of the Public Safety Advisory Committee (PSAC) to advise the agency on an appropriate reallocation of resources and the subsequent approval in March 2021 of over \$40 million to launch alternative approaches to public safety on the Metro system.

This month, Metro staff is bringing a recommendation to the Board to extend the current police contracts in order to allow more time for PSAC to envision the role of law enforcement as part of an overall new approach to public safety on the Metro system. PSAC's new Mission & Values statement is a concrete first step toward this new direction, but much more needs to be done to put this new vision into practice.

While Metro staff is recommending a number of initial reforms to policing on the system to be implemented as a part of this short-term extension, the recommendation defers a decision about funding levels in FY23 to the annual budget process. In consideration of PSAC's opposition to continued reliance on law enforcement services and the Board's prior allocation of funding for

alternative approaches, the FY23 budget should begin to reflect the agency's new public safety Mission & Values by renewing financial commitments to the alternative approaches and commensurately shifting away from reliance on law enforcement.

Furthermore, Metro should accelerate the transition to PSAC's vision for a public safety approach that leads with unarmed staff presence, outreach, and services with a reduced role for law enforcement by piloting these strategies at specific locations and evaluating their effectiveness. Preliminary results from such a pilot will inform a rescoped role for law enforcement beyond the 18-month remainder of the contracts.

SUBJECT: COMMITMENT TO REIMAGINING PUBLIC SAFETY

RECOMMENDATION

APPROVE Motion by Directors Bonin, Mitchell, Hahn, Solis, and Dupont-Walker that the Board direct the Chief Executive Officer to:

- A. In February 2022, report on the status of the initiatives funded by Motion 26.2 (March 2021), including projected launch dates, program elements, input received from PSAC, and projected funding needs in FY23.
- B. During the development of the FY23 budget, ensure a continued minimum commitment of \$40 million for the public safety alternatives outlined in Motion 26.2, in addition to rolling over unspent funding from FY22.
- C. In April 2022, report to the Operations, Safety, and Customer Experience Committee with a recommended public safety budget for FY23, including proposed funding levels for police services and public safety alternatives, with consideration of the Board's directive to realign resources.
- D. Consult with PSAC throughout the FY23 budget development process.

WE FURTHER MOVE that the Board direct the Chief Executive Officer to:

- E. Develop a place-based implementation strategy that identifies station locations that are good candidates for piloting a reimagined public safety approach consistent with the new Mission and Values statement, including the deployment of some or all of the public safety alternatives identified in Motion 26.2 and modifying law enforcement deployment at these pilot locations while continuing to ensure fast emergency response times.
- F. Consult with PSAC on the design, implementation, and evaluation-including quantitative and qualitative metrics-of this pilot.
- G. Explore partnerships with academia, medical schools, promotores, and community-based organizations on the design, implementation, and evaluation of this pilot.
- H. Report periodically on the pilot implementation and evaluation as part of the regular system

security report.

DUPONT-WALKER AMENDMENT: Develop key performance indicators that reflect how the pilot influences rider experience.

PROCUREMENT SUMMARY

COMMUNITY INTERVENTION SPECIALIST (CIS)
PROGRAM MANAGEMENT/PS123774000

1.	Contract Numbers: PS123774000	
2.	Recommended Vendors: Lee Andrews Group, Inc.	
3.	Type of Procurement: (check one): <input type="checkbox"/> IFB <input checked="" type="checkbox"/> RFP <input type="checkbox"/> RFP-A&E <input type="checkbox"/> Non-Competitive <input type="checkbox"/> Modification <input type="checkbox"/> Task Order	
4.	Procurement Dates:	
	A. Issued: May 14, 2024	
	B. Advertised/Publicized: May 14, 2024	
	C. Pre-Proposal Conference: May 22, 2024	
	D. Proposals Due: July 8, 2024	
	E. Pre-Qualification Completed: October 1, 2024	
	F. Ethics Declaration Forms submitted to Ethics: July 17, 2024	
	G. Protest Period End Date: October 29, 2024	
5.	Solicitations Picked up/Downloaded: 31	Proposals Received: 3
6.	Contract Administrator: Antwaun Boykin	Telephone Number: (213) 922-1056
7.	Project Manager: Karen Parks	Telephone Number: (213) 922-4612

A. Procurement Background

This Board Action is to award Contract No. PS123774000 to develop, manage and operate the Community Intervention Specialist Program that serves as a complement to the Metro Transit Ambassador Pilot Program. Board approval of contract award is subject to the resolution of any properly submitted protest(s), if any.

On May 14, 2024, Request for Proposals (RFP) No. PS123774 was issued as a competitive procurement in accordance with Metro's Acquisition Policy and the contract type is a firm fixed unit rate. The Diversity & Economic Opportunity Department (DEOD) recommended a 38% Small Business Enterprise (SBE) goal for this procurement. Further, the solicitation was subject to the following DEOD programs:

- SBE Contracting Outreach and Mentoring Plan (COMP) Program which required the selected contractor to mentor at least one (1) SBE firm for protégé development.
- Medium-Size Business Tier II Program (MSZ-II) which allowed medium-size tier II firms to submit proposals and, if more than one MSZ-II proposal is received, Metro may make an award to an MSZ-II firm. However, staff will consider proposals from all other firms if Metro doesn't receive an MSZ-II proposal.
- Local Small Business Enterprise Preference which gave eligible proposers 5% preference bonus points added to their overall evaluation score for utilizing local small business firms.

Two amendments were issued during the solicitation phase of this RFP:

- Amendment No. 1, issued on May 17, 2024, revised the LOI-16 SBE COMP PROGRAM to include the number of firms required for protégé development, removed duplicate guidelines under LOI-18 - MSZ Program, incorporated Section 400 – SBE Contract Outreach and Mentoring Plan to the DEOD Instructions to Bidders/Proposers, included SP-05 - Insurance Requirements and evaluation criteria, revised the validity period of proposals and extended the due date for submission of questions and proposal due date.
- Amendment No. 2, issued on June 28, 2024, extended the proposal due date.

A total of 31 firms downloaded the RFP and were included on the planholders' list. A virtual pre-proposal conference was held on May 22, 2024, and was attended by 11 participants representing 4 firms. There were no questions received for this RFP.

A total of 3 proposals were received by July 8, 2024, from the following firms listed below in alphabetical order:

1. Lee Andrews Group, Inc.
2. RMI International
3. Strive Well-Being

B. Evaluation of Proposals

A Proposal Evaluation Team (PET) consisting of Metro staff from Customer Programs & Services, Homeless Outreach and Strategic Planning, and Systems Security and Law Enforcement Departments was convened and conducted a comprehensive technical evaluation of the proposals received.

Metro's Prequalification Office determined that all three proposers did not meet the definition of an MSZ-II firm. Since Metro did not receive proposals from an MSZ-II firm, the PET proceeded with the evaluation of all proposals received.

The proposals were evaluated based on the following evaluation criteria:

- | | |
|--|-----|
| • Proposed Project Administration | 13% |
| • Strategic Recruitment, Hiring, and Retention | 20% |
| • Experience and Capabilities of Key Personnel | 13% |
| • Understanding of Work and Appropriateness of Approach of Management Plan | 10% |
| • Community Intervention Specialist Training Program | 20% |
| • SBE Contracting Outreach & Mentoring Plan (COMP) | 4% |
| • Price Proposal | 20% |
| • Local Small Business Enterprise (LSBE) Preference Program (Bonus Points) | 5% |

Several factors were considered when developing these weights, giving the greatest importance to strategic recruitment, hiring, and retention, community intervention specialist training program, and price.

From July 25, 2024, through September 20, 2024, the PET independently evaluated and scored the technical proposals. On September 17, 2024, staff conducted clarifications and discussions with all three proposing firms and requested each of them submit a Best and Final Offer (BAFO). At the conclusion of the evaluation, the PET determined Lee Andrews Group, Inc. to be the top-ranked firm. Staff conducted negotiations with Lee Andrews Group, Inc. through December 2024.

Qualifications Summary of Firms within the Competitive Range:

Lee Andrews Group, Inc.

Lee Andrews Group, Inc. (LAG), founded in 1993, is a Metro-certified small business firm, based in downtown Los Angeles, CA. LAG specializes in public relations and community engagement and is experienced in managing countywide initiatives. LAG has experience developing and implementing numerous successful public relations campaigns for such clients as Los Angeles Unified School District (LAUSD) and California Air Resources Board (CARB).

LAG's strategic recruitment and hiring plans demonstrated local knowledge of gangs and community dynamics, while showing a keen understanding of the underlying issues that impact the Metro service area and system. The LAG team includes four Los Angeles-based community organizations that have expertise in providing personal support, professional development, and resources to individuals affected by gang violence, incarceration, and social challenges. They also provide programs that promote peace, reduce violence, foster community empowerment, and drive impactful change.

LAG currently administers Metro's Customer Experience Street Team Program on the K Line and Discounted Fares Outreach Program, and performance has been satisfactory.

RMI International, Inc.

RMI International, Inc. (RMI), founded in 1996, is headquartered in Paramount, CA. RMI has experience providing public safety, customer support, and related services to public and private agencies such as the Los Angeles Police Department, American Honda Motor Company, Honda Aircraft Company, and Northwoods Retail Group.

RMI's technical expertise and experience are primarily focused on providing public safety, customer support, and related services. Further, its technical proposal did not sufficiently demonstrate how it would engage community-based organizations to reduce violence, assist in the personal development of high-risk individuals, provide gang intervention, and improve Metro-community relations.

Strive Well-Being

Strive Well-Being (SWB) is a Metro-certified small business firm, headquartered in San Diego, California. Founded in 2008, SWB provides holistic health and community well-being services across California. Existing government agency clients include the San Diego County Health and Human Services, and both Los Angeles County and Santa Clara County's Wellness Programs.

SWB's technical expertise and experience are mainly concentrated on providing customer support and community health and well-being services, particularly for the unhoused. In addition, SWB did not earn the LSBE preference bonus points.

The following is a summary of the PET scores:

1	Firm	Average Score	Factor Weight	Weighted Average Score	Rank
2	Lee Andrews Group, Inc.				
3	Proposed Project Administration	88.92	13.00%	11.56	
4	Strategic Recruitment, Hiring, And Retention	89.15	20.00%	17.83	
5	Experience And Capabilities of Key Personnel	94.46	13.00%	12.28	
6	Understanding of Work and Appropriateness of Approach of Management Plan	88.00	10.00%	8.80	
7	Community Intervention Specialist Training Program	100.00	20.00%	20.00	
8	SBE Contracting Outreach & Mentoring Plan (COMP)	0.00	4.00%	0.00	
9	Price Proposal	67.70	20.00%	13.54	
10	Local Small Business Enterprise (LSBE) Preference Program (Bonus Points)	100.00	5.00%	5.00	
11	Total		105.00%	89.01	1
12	RMI International, Inc.				
13	Proposed Project Administration	81.69	13.00%	10.62	
14	Strategic Recruitment, Hiring, And Retention	80.80	20.00%	16.16	
15	Experience And Capabilities of Key Personnel	77.23	13.00%	10.04	
16	Understanding of Work and Appropriateness of Approach of Management Plan	78.70	10.00%	7.87	

17	Community Intervention Specialist Training Program	73.35	20.00%	14.67	
18	SBE Contracting Outreach & Mentoring Plan (COMP)	0.00	4.00%	0.00	
19	Price Proposal	100.00	20.00%	20.00	
20	Local Small Business Enterprise (LSBE) Preference Program (Bonus Points)	100.00	5.00%	5.00	
21	Total		105.00%	84.36	2
22	Strive Well-Being				
23	Proposed Project Administration	73.85	13.00%	9.60	
24	Strategic Recruitment, Hiring, and Retention	79.15	20.00%	15.83	
25	Experience and Capabilities of Key Personnel	72.23	13.00%	9.39	
26	Understanding of Work and Appropriateness of Approach of Management Plan	82.70	10.00%	8.27	
27	Community Intervention Specialist Training Program	80.00	20.00%	16.00	
28	SBE Contracting Outreach & Mentoring Plan (COMP)	0.00	4.00%	0.00	
29	Price Proposal	75.95	20.00%	15.19	
30	Local Small Business Enterprise (LSBE) Preference Program (Bonus Points)	0.00	5.00%	0.00	
31	Total		105.00%	74.28	3

C. Price Analysis

The recommended amount has been determined to be fair and reasonable based on price analysis, an Independent Cost Estimate (ICE), and technical analysis. The recommended amount is 5.9% lower than the ICE. Staff successfully negotiated savings of \$7,006,763.

	Proposer Name	BAFO Amount	Metro ICE	Recommended Amount
1.	Lee Andrews Group, Inc.	\$31,933,884	\$26,496,055	\$24,927,121
2.	RMI International, Inc.	\$21,621,161		
3.	Strive Well-Being	\$28,471,454		

D. Background on Recommended Contractor

Lee Andrews Group, Inc.

Lee Andrews Group, Inc. (LAG) is a Metro-certified small business, Los Angeles-based firm founded in 1993. It is a communications, marketing, and advertising agency experienced in providing community outreach and communications programs for diverse and underserved communities.

LAG has been providing various community outreach services to Metro since 2018 and performance has been satisfactory.

DEOD SUMMARY

COMMUNITY INTERVENTION SPECIALIST (CIS) PROGRAM MANAGEMENT/PS123774000

A. Small Business Participation

The Diversity and Economic Opportunity Department (DEOD) established a 38% Small Business Enterprise (SBE) goal for this Medium Size Business Enterprise (MSZ-II) solicitation. Lee Andrews Group, Inc., a Small Business Enterprise (SBE) firm, exceeded the goal by making a 38.28% SBE commitment.

Small Business Goal	38% SBE	Small Business Commitment	38.28% SBE
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	SBE Subcontractors	% Committed	LSBE	Non-LSBE
1.	Lee Andrews Group, Inc. (Prime)	38.28%	X	
	Total SBE Commitment	38.28%		

B. Medium Size Business Enterprise Program (MSZ-II)

No proposals were received from MSZ-II firms, resulting in a non-MSZ-II award.

Local Small Business Preference Program (LSBE)

Lee Andrews Group, Inc., as an LSBE prime, is eligible to receive the LSBE Preference credit.

C. Contracting Outreach and Mentoring Plan (COMP)

At a minimum, Bidders/Proposers shall mentor a total one (1) SBE firm, for Protégé development as part of the SBE Contracting Outreach and Mentoring Plan (COMP).

Thirty (30) days after Award, Lee Andrews Group, Inc. must submit a Contracting Outreach and Mentoring Plan (COMP) evidencing how it will achieve its listed commitments through the utilization of SBE firm(s) for the project. Lee Andrews Group, Inc. shall include in its plan creative strategies and innovative non-traditional approaches to include SBE's in all phases of subcontracting, inclusive of a mentor protégé development approach. The SBE COMP will be reviewed and approved by LACMTA.

D. Living Wage and Service Contract Worker Retention Policy Applicability

The Living Wage and Service Contract Worker Retention Policy is not applicable to this contract.

E. Prevailing Wage Applicability

Prevailing wage is not applicable to this contract.

F. 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.

Item: 2024-0855 CIS Program Management

Operations, Safety and Customer Experience Committee Meeting
January 16, 2025

Community Intervention Specialist (CIS) Program



Current Operation

Currently only on the K Line

Over the last 2 years, Metro has successfully piloted the use of Street Teams with Community Intervention Specialists and embedded them on the K Line.

Community-Based Organizations (CBOs) recruit Community Intervention Specialists with a focus on identifying staff who are familiar with the neighborhood and gang activity and how to approach and de-escalate incidents before they occur.

The CIS program has made an immediate impact in creating a safe environment for Metro riders at K Line stations.

- **Hours of Operation:** 8:30AM - 8:30 PM, 7 days a week, across two shifts.
- Deployment focused on K-Line.



Proposed Operation

Expand teams + hours across the system

Staff reviewed crime data related to stations impacted by gang violence, Transit Watch App incidents related to gang activity, and Customer Comments Analysis Tracking System (CCATS) comments related to reported gang activity.

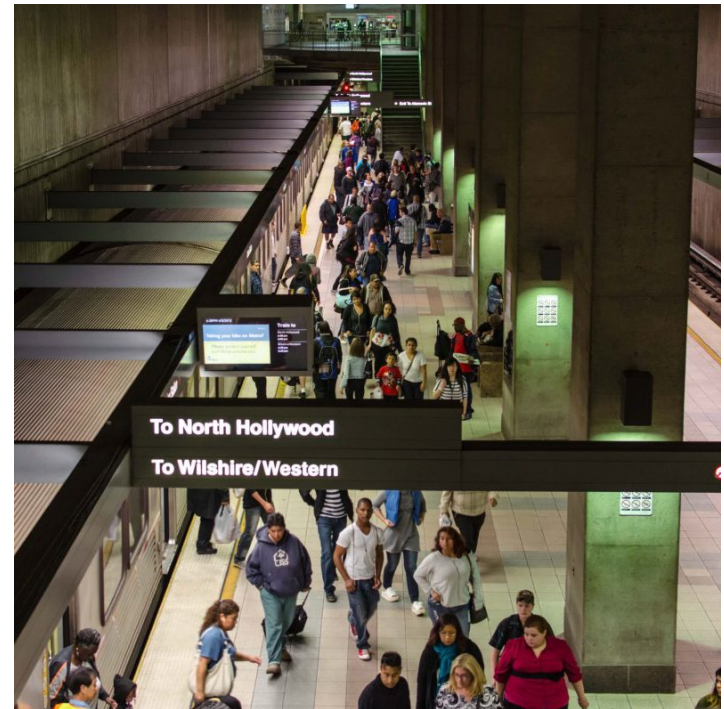
In consultation with Metro’s System Security and Law Enforcement Department and our Law Enforcement partners (LAPD, LASD, and LBPB), staff have identified 10 stations within the Northwest, West, Central, Southeast and Southwest regions of the Metro system where expanded community intervention beyond the K Line would be valuable.

40 CIS members deployed daily, across the system, from 7:30AM – 10:30PM



Recommendation

- These services were initially procured through a task order set to expire June 30, 2025.
- Based on the impact and need, Metro issued a competitively negotiated RFP.
- This is a **recommendation** to:
AUTHORIZE the Chief Executive Officer to award a three-year, firm-fixed unit rate Contract No. PS123774000 to Lee Andrews Group, Inc to develop, manage, and operate a Community Intervention Specialist Program in the Not-to-Exceed (NTE) amount of \$24,927,121, effective February 3, 2025, subject to resolution of any properly submitted protest(s), if any.



Thank you

