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**Agenda - Final**

**Thursday, May 26, 2022**

**10:00 AM**

To give written or live public comment, please see the top of page 4

## **LA SAFE**

*Hilda L. Solis, Chair*

*Ara Najarian, 1st Vice Chair*

*Jacquelyn Dupont-Walker, 2nd Vice Chair*

*Kathryn Barger*

*Mike Bonin*

*James Butts*

*Fernando Dutra*

*Eric Garcetti*

*Janice Hahn*

*Paul Krekorian*

*Sheila Kuehl*

*Holly Mitchell*

*Tim Sandoval*

*Tony Tavares, non-voting member*

*Stephanie Wiggins, Chief Executive Officer*

**METROPOLITAN TRANSPORTATION AUTHORITY BOARD RULES**  
(ALSO APPLIES TO BOARD COMMITTEES)

**PUBLIC INPUT**

A member of the public may address the Board on agenda items, before or during the Board or Committee's consideration of the item for one (1) minute per item, or at the discretion of the Chair. A request to address the Board must be submitted electronically using the tablets available in the Board Room lobby. Individuals requesting to speak will be allowed to speak for a total of three (3) minutes per meeting on agenda items in one minute increments per item. For individuals requiring translation service, time allowed will be doubled. The Board shall reserve the right to limit redundant or repetitive comment.

The public may also address the Board on non agenda items within the subject matter jurisdiction of the Board during the public comment period, which will be held at the beginning and/or end of each meeting. Each person will be allowed to speak for one (1) minute during this Public Comment period or at the discretion of the Chair. Speakers will be called according to the order in which their requests are submitted. Elected officials, not their staff or deputies, may be called out of order and prior to the Board's consideration of the relevant item.

Notwithstanding the foregoing, and in accordance with the Brown Act, this agenda does not provide an opportunity for members of the public to address the Board on any Consent Calendar agenda item that has already been considered by a Committee, composed exclusively of members of the Board, at a public meeting wherein all interested members of the public were afforded the opportunity to address the Committee on the item, before or during the Committee's consideration of the item, and which has not been substantially changed since the Committee heard the item.

In accordance with State Law (Brown Act), all matters to be acted on by the MTA Board must be posted at least 72 hours prior to the Board meeting. In case of emergency, or when a subject matter arises subsequent to the posting of the agenda, upon making certain findings, the Board may act on an item that is not on the posted agenda.

**CONDUCT IN THE BOARD ROOM** - The following rules pertain to conduct at Metropolitan Transportation Authority meetings:

**REMOVAL FROM THE BOARD ROOM** The Chair shall order removed from the Board Room any person who commits the following acts with respect to any meeting of the MTA Board:

- a. Disorderly behavior toward the Board or any member of the staff thereof, tending to interrupt the due and orderly course of said meeting.
- b. A breach of the peace, boisterous conduct or violent disturbance, tending to interrupt the due and orderly course of said meeting.
- c. Disobedience of any lawful order of the Chair, which shall include an order to be seated or to refrain from addressing the Board; and
- d. Any other unlawful interference with the due and orderly course of said meeting.

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## ADA REQUIREMENTS

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## LIMITED ENGLISH PROFICIENCY

A Spanish language interpreter is available at all Committee and Board Meetings. All other languages must be requested 72 hours in advance of the meeting by calling (213) 922-4600 or (323) 466-3876. Live Public Comment Instructions can also be translated if requested 72 hours in advance.



**323.466.3876**

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x3 *中文 (Chinese)*

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**Live Public Comment Instructions:**

Live public comment can only be given by telephone.

The Board Meeting begins at 10:00 AM Pacific Time on May 26, 2022; you may join the call 5 minutes prior to the start of the meeting.

Dial-in: 888-251-2949 and enter  
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***Public comment will be taken as the Board takes up each item. To give public comment on an item, enter #2 (pound-two) when prompted. Please note that the live video feed lags about 30 seconds behind the actual meeting. There is no lag on the public comment dial-in line.***

**Instrucciones para comentarios publicos en vivo:**

Los comentarios publicos en vivo solo se pueden dar por telefono.

La Reunion de la Junta comienza a las 10:00 AM, hora del Pacifico, el 26 de Mayo de 2022. Puedes unirse a la llamada 5 minutos antes del comienzo de la junta.

Marque: 888-251-2949 y ingrese el codigo  
Codigo de acceso en ingles: 8231160#  
Codigo de acceso en espanol: 4544724#

***Los comentarios del público se tomaran cuando se toma cada tema. Para dar un comentario público sobre una tema ingrese # 2 (Tecla de numero y dos) cuando se le solicite. Tenga en cuenta que la transmisión de video en vivo se retrasa unos 30 segundos con respecto a la reunión real. No hay retraso en la línea de acceso telefónico para comentarios públicos.***

**Written Public Comment Instruction:**

Written public comments must be received by 5PM the day before the meeting. Please include the Item # in your comment and your position of "FOR," "AGAINST," "GENERAL COMMENT," or "ITEM NEEDS MORE CONSIDERATION."

Email: BoardClerk@metro.net

Post Office Mail:

Board Administration

One Gateway Plaza

MS: 99-3-1

Los Angeles, CA 90012

**CALL TO ORDER****ROLL CALL**

1. **SUBJECT: MINUTES OF THE LA SAFE BOARD MEETING** [2022-0362](#)

**RECOMMENDATION**

APPROVE Minutes of the LA SAFE Board Meeting held January 27, 2022.

**Attachments:** [LA SAFE Meeting MINUTES - January 27, 2022](#)

2. **SUBJECT: LA SAFE FISCAL YEAR BUDGET** [2022-0165](#)

**RECOMMENDATION**

ADOPT the Fiscal Year 2022-2023 (FY23) budget in the amount of \$8,403,486 for the operation and administration of the Los Angeles County Service Authority for Freeway Emergencies (LA SAFE). This budget amount includes the annual funding allocation from the agreement with the Public Transportation Services Corporation (PTSC) for direct labor and administrative support services in the amount of \$2,616,486.

**Attachments:** [Attachment A - Proposed Fiscal Year 2022-2023 Budget Summary](#)  
[Attachment B - Five-Year Financial Forecast](#)

3. **SUBJECT: PS14SAFE005, KENNETH HAHN CALL BOX SYSTEM MAINTENANCE SERVICES - EXERCISE OPTION** [2022-0122](#)

**RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to execute Modification No. 4 to Contract No. PS14SAFE005 with CASE Systems, Inc. to exercise the first two-year option in the amount of \$1,682,016.84, increasing the contract value from \$8,237,820.34 to \$9,919,837.18, and extending the period of performance from May 31, 2022 to May 31, 2024.

**Attachments:** [Attachment A - Procurement Summary](#)  
[Attachment B - Contract Modification Log](#)  
[Attachment C - DEOD SUMMARY](#)

- SUBJECT: GENERAL PUBLIC COMMENT** [2022-0363](#)

RECEIVE General Public Comment

**Adjournment**

Consideration of items not on the posted agenda, including: items to be presented and (if requested) referred to staff; items to be placed on the agenda for action at a future meeting of the Committee or Board; and/or items requiring immediate action because of an emergency situation or where the need to take immediate action came to the attention of the Committee subsequent to the posting of the agenda.



Metro

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

## Board Report

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**File #:** 2022-0362, **File Type:** Minutes

**Agenda Number:** 1.

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**LA SAFE BOARD MEETING  
MAY 26, 2022**

**SUBJECT: MINUTES OF THE LA SAFE BOARD MEETING**

**ACTION: APPROVE MINUTES**

**RECOMMENDATION**

APPROVE Minutes of the LA SAFE Board Meeting held January 27, 2022.



## **MINUTES**

**Thursday, January 27, 2022**

**10:00 AM**

### **LA SAFE**

#### **DIRECTORS PRESENT:**

**Hilda L. Solis, Chair**  
**Ara Najarian, 1st Vice Chair**  
**Jacquelyn Dupont-Walker, 2nd Vice Chair**  
**Kathryn Barger**  
**Mike Bonin**  
**Fernando Dutra**  
**Eric Garcetti**  
**Janice Hahn**  
**Paul Krekorian**  
**Sheila Kuehl**  
**Holly Mitchell**  
**Tim Sandoval**  
**Gloria Roberts, non-voting member**

**Stephanie Wiggins, Chief Executive Officer**

**CALLED TO ORDER: 10:00 A.M.**



**ROLL CALL**

**1. SUBJECT: MINUTES OF THE LA SAFE BOARD MEETING**

**2022-0030**

APPROVED Minutes of the LA SAFE Board Meetings held September 24, 2020 and June 24, 2021.

AN	JDW	KB	MB	JB	FD	EG	JH	PK	SK	HM	TS	HS
Y	Y	Y	Y	A	A	Y	Y	Y	Y	Y	Y	Y

**2. SUBJECT: SOUTHERN CALIFORNIA 511 INTERACTIVE VOICE RESPONSE SERVICE**

**2021-0716**

AUTHORIZED the Chief Executive Officer (CEO) to:

A. AWARD a four-year, firm fixed price, Contract No. PS79419000, to IBI Group Inc., in an amount not-to-exceed \$3,204,875.80 for the enhancement, deployment and operation of the Southern California 511 (SoCal 511) Interactive Voice Response (IVR) services, effective on March 1, 2022, subject to the resolution of properly submitted protest(s), if any; and

B. APPROVED and DELEGATED Contract Modification Authority (CMA) in the amount of \$1,000,000 (31.2%) specific to Contract No. PS79419000 and authorize staff to negotiate and execute modifications for Contract No. PS79419000 to support unforeseen issues that may arise during the term of the Contract.

AN	JDW	KB	MB	JB	FD	EG	JH	PK	SK	HM	TS	HS
Y	Y	Y	Y	A	Y	Y	N	Y	Y	Y	Y	Y

\*\*\*\*\*

KB = K. Barger	FD = F. Dutra	SK = S. Kuehl	HS = H. Solis
MB = M. Bonin	EG = E. Garcetti	HM = H. Mitchell	
JB = J. Butts	JH = J. Hahn	AN = A. Najarian	
JDW = J. Dupont Walker	PK = P. Krekorian	TS = T. Sandoval	

LEGEND: Y = YES, N = NO, C = CONFLICT, ABS = ABSTAIN, A = ABSENT, P = PRESENT

**ADJOURNED AT 10:23 A.M.**

Prepared by: Jessica Vasquez Gamez  
Administrative Analyst, Board Administration

A handwritten signature in black ink, appearing to read 'Collette Langston', written over a horizontal line.

Collette Langston, Board Clerk



Board Report

File #: 2022-0165, File Type: Budget

Agenda Number: 2.

Meeting\_Body

**LA SAFE BOARD MEETING  
MAY 26, 2022**

**SUBJECT: LA SAFE FISCAL YEAR BUDGET**

**ACTION: ADOPT THE FISCAL YEAR 2022-2023 BUDGET**

**RECOMMENDATION**

ADOPT the Fiscal Year 2022-2023 (FY23) budget in the amount of \$8,403,486 for the operation and administration of the Los Angeles County Service Authority for Freeway Emergencies (LA SAFE). This budget amount includes the annual funding allocation from the agreement with the Public Transportation Services Corporation (PTSC) for direct labor and administrative support services in the amount of \$2,616,486.

**ISSUE**

LA SAFE was created in 1988, pursuant to California Streets and Highway Code Section 2550 et.seq. and is responsible for providing motorist aid services in Los Angeles County. To fulfill its mission, LA SAFE needs an annual budget and requires administrative support services, which are provided via a Memorandum of Understanding (MOU) with the PTSC. A summary of the proposed FY23 budget is provided in Attachment A.

**BACKGROUND**

During FY22, LA SAFE continued to fund, develop, implement, and operate a variety of motorist aid services, programs, and activities. These services, programs, and activities include:

- Operation and maintenance of the Kenneth Hahn Call Box System
- Completion of the upgrade of the call boxes to operate on 4G wireless service due to the sunset of 3G services by all wireless service providers
- Initiated review of the Kenneth Hahn Call Box System to establish the future operations and guidelines for the system
- Operation of Southern California 511 regional traveler information system (SoCal 511)
- Discussion and agreement regarding the integration of the Inland Empire 511 (IE511) operations into SoCal 511
- Seamless transition of SoCal 511 IVR phone service to a new contractor
- Development and upgrades to the SoCal 511 mobile application

- 
- Coordination with Metro, Caltrans and California Highway Patrol (CHP) on the operation and development of the Regional Integration of Intelligent Transportation Systems (RIITS)
  - Coordination with CHP and Caltrans for the ongoing operation of the SoCal 511 Traveler Information Center (TIC) within the Los Angeles Regional Traffic Management Center (LARTMC)

For FY23, LA SAFE will be working on the following projects and activities:

- Continued operation and maintenance of the Kenneth Hahn Call Box System
- Implementation of approved recommendations from the Kenneth Hahn Call Box System evaluation study
- Continued operation of SoCal 511
- Implementation of improved market awareness actions in support of SoCal 511
- Investigation, development and deployment of improvements, new features and services for SoCal 511 - this includes implementation of additional language support/capabilities
- Completion of IE 511 integration into SoCal 511
- Initiation of a strategic review of SoCal 511
- Enhancing the collaboration and coordination with SoCal 511 stakeholders
- Collaboration with Metro on the development and operation of RIITS to improve the quality and availability of data and services provided to SoCal 511
- Collaboration with regional partners to identify and implement improvements to programs and develop new services that will enhance mobility within the region - including Intelligent Transportation Systems (ITS), connected and automated vehicles and integrated corridor management projects

The FY23 budget of \$8.4 million represents an increase of approximately \$15,700 or 0.2% compared to the adopted FY22 budget. Specifically, the FY23 budget variances for each major budget category are as follows:

<u>Category</u>	<u>Increase/ (Decrease)</u>
Administration	\$ 68,000
Direct Labor	\$302,680
Programs & Services	(\$355,000)

The Administration budget covers the general administrative costs for LA SAFE and includes the budget for general office and computer supplies, insurance, training and travel/conference fees. This category is proposed to increase by \$68,000 for FY23. The increase in this category is primarily associated with a \$55,000 increase in the insurance budget. In FY22, despite a 9% increase to the insurance budget, LA SAFE experienced a 26% increase in cost - primarily associated with General Liability coverage. In FY23, LA SAFE has increased the budget by approximately 40% to cover both the 27% FY22 budget to actual increase and an additional 14% increase from FY22 actuals. Staff is working with the Metro Risk Management department to review all aspects of LA SAFE's insurance coverage to control future costs. The remaining increase is associated with funds to support staff training, attendance at conferences and general supplies.

The Direct Labor budget covers the costs for obtaining staff and associated administrative services from PTSC. This category includes the costs for direct labor, as-needed staff, allocated overhead, fringe, and other labor related costs and is proposed to increase by \$302,680 for FY23. The FY23 budget increase is attributable to an increase in the as-needed allocation and an increase in the FTE allocation. The as-needed allocation increase will support a variety of tasks, including content development and management of the video display screens, quality/customer experience testing, data analytics, call box system recommendations and other associated projects. The FY23 FTE allocation of 7.47 FTEs is an increase of 0.5 FTE compared to the approved FY22 allocation. The FY23 FTE allocation will provide staff to oversee, manage and support LA SAFE operations and services. The allocation will enable LA SAFE to effectively manage existing services, develop and implement customer focused improvements, address emerging opportunities and technologies, engage in improved market and customer awareness, engage new stakeholders and identify strategic initiatives to position LA SAFE to better support upcoming major events such as the 2028 Olympics and Para-Olympic games. All costs are calculated by PTSC and are consistent with Metro costs and budget. Additionally, all FTEs, including the new FTEs, are consistent with and included in Metro's FY23 budget.

The Programs & Services category provides the funding needed to administer, operate, maintain, improve, and develop the motorist aid services provided or supported by LA SAFE. The budget allocation for this category is proposed to decrease by \$355,000 in FY23. The FY23 allocation includes funding to support the Kenneth Hahn Call Box System - fixed and mobile services, SoCal 511 operations and development, service improvements, and other motorist service improvements. The budget includes funding of \$500,000 to support market awareness actions including increased marketing and advertising for SoCal 511, which may include paid services such as outdoor, digital/web and other media platforms. Staff is also increasing engagement with partner agencies and stakeholders to secure in-kind support for SoCal 511 through their channels (e.g., websites, mobile app links, timetables and other related materials). The budget decrease is primarily associated with a decrease in Call Box operations due to the completion of the 4G upgrade. There is an increase to the motorist services improvements budget which supports marketing and the development of improvements and new services.

### **DETERMINATION OF SAFETY IMPACT**

The budget is used to support the continued safe and reliable operation of the Kenneth Hahn Call Box System and Southern California 511. Both systems support motorists by providing a service from which motorists can request assistance and obtain transportation-related information, improving the overall safety and reliability of the transportation network.

### **FINANCIAL IMPACT**

Funding in the amount of \$8,403,486 has been included in the FY23 proposed budget in project 300209 and allocated to cost centers 2220 (Congestion Reduction), 3351 (LA SAFE), and 7140 (Marketing). The Five-Year Financial Forecast demonstrates the financial capacity of LA SAFE to use its existing fund balance and projected revenue to fully fund the proposed FY23 budget.

### Impact to Budget

The source of funds for this action is locally generated DMV fees dedicated to LA SAFE. It is not eligible for bus and rail operating or capital expenditures.

### EQUITY PLATFORM

LA SAFE programs assist all people in Los Angeles County, residents and visitors. Disadvantaged populations benefit from the services provided by LA SAFE. For example, SoCal 511 provides traffic and transit information enabling them to make efficient and economical transportation choices, and to support them when they need motorist assistance and motorist aid. Currently this service is offered in Spanish and English via an Interactive Voice Response (IVR) system, and our web platform is translated into eight languages.

Call boxes are ADA accessible and provide communication options through RTT / TTY / TDD for all potential customers who are hearing impaired, deaf and/or speech impaired. Further, Spanish operators are available to support Spanish-speaking callers and over 200 other languages are supported through contracted translation services. This ensures that the call boxes can continue to be effective and accessible for people with limited English Proficiency in communities within Los Angeles County.

The LA SAFE budget directly benefits marginalized groups, as explained above. LA SAFE and its programs are legislatively mandated, and if the budget is not secured there will be impacts to public safety for all travelers within LA County, including potential disproportionate harm to marginalized groups.

### ALTERNATIVES CONSIDERED

The Board may elect not to adopt the proposed budget. This alternative is not recommended as it would result in the discontinuation of LA SAFE operations and its programs. Without the budget, LA SAFE will be unable to administer its programs and fulfill its statutory motorist aid mission.

The Board could choose to make a modification, either a decrease or an increase, to the proposed budget. This alternative is not recommended since the proposed budget was developed to ensure that LA SAFE is sufficiently funded for FY23. The proposed budget ensures LA SAFE's ability to properly fulfill its mission and comply with all existing legal and statutory requirements and is consistent with Metro's proposed FY23 budget.

### NEXT STEPS

Upon approval of the proposed FY23 budget, staff will begin implementation of FY23 projects and efforts. Staff will monitor the budget and projects to ensure LA SAFE meets all its requirements in a fiscally responsible manner.

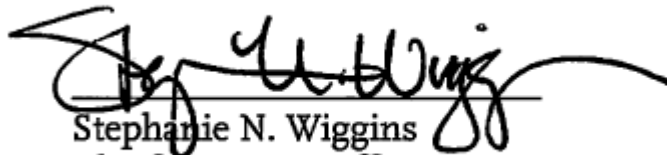
**ATTACHMENTS**

Attachment A - Proposed Fiscal Year 2022-2023 Budget Summary

Attachment B - Five-Year Financial Forecast

Prepared by:           Melissa Park, Manager, Transportation Planning, (213) 418-3318  
Kenneth Coleman, DEO, Highway Operations, (213) 922-2951  
                  Shahrzad Amiri, Acting Deputy Chief Officer of Operations, Shared Mobility, (213) 922-3061

Reviewed by:           Conan Chung, Chief Operations Officer, Mobility Services & Development (213)  
                                  418-3034



Stephanie N. Wiggins  
Chief Executive Officer

**ATTACHMENT A**

**Proposed Fiscal Year 2023 Budget Summary  
Total Expenditure Categories**

<b>CATEGORY</b>	<b>FY23</b>	
	<b>PROPOSED BUDGET</b>	<b>PERCENTAGE</b>
<b>Administration</b>	207,000	2%
<b>Direct Labor</b>	2,616,486	31%
<b>Programs &amp; Services</b>	5,580,000	66%
Call Box Operations	1,120,000	20%
Traveler Information System	2,660,000	48%
Motorist Services Improvements	1,800,000	32%
<b>Total</b>	<b>8,403,486</b>	

**Proposed Fiscal Year 2022-2023 Budget Summary  
Comparison FY22 Budget vs. FY23 Budget**

<b>CATEGORY</b>	<b>FY22</b>	<b>FY23</b>	<b>VARIANCE</b>
	<b>BUDGET</b>	<b>PROPOSED BUDGET</b>	
<b>Administration</b>	139,000	207,000	68,000
<b>Direct Labor</b>	2,313,806	2,616,486	302,680
<b>Programs &amp; Services</b>	5,935,000	5,580,000	(355,000)
Call Box Operations	1,710,000	1,120,000	(590,000)
Traveler Information System	2,760,000	2,660,000	(100,000)
Motorist Services Improvements	1,465,000	1,800,000	335,000
<b>Total</b>	<b>8,387,806</b>	<b>8,403,486</b>	<b>15,680</b>



**ATTACHMENT B**

**LOS ANGELES COUNTY SERVICE AUTHORITY FOR FREEWAY EMERGENCIES**

**FINANCIAL FORECAST (\$000)**

**FISCAL YEAR 2022-2023**

	<b>PROJECTED YEAR-END 2021/2022</b>	<b>PROPOSED BUDGET 2022/23</b>	<b>2023/24</b>	<b>2024/25</b>	<b>2025/26</b>	<b>2026/27</b>	<b>2027/28</b>
<b>SAFE FUNDS</b>							
Projected Registration Surcharge	\$7,750	\$7,750	\$7,750	\$7,750	\$7,750	\$7,750	\$7,750
Projected SAFE Fund Balance	\$32,765	\$34,645	\$34,349	\$34,205	\$33,982	\$33,676	\$33,282
Projected Interest	\$240	\$357	\$355	\$353	\$350	\$346	\$342
<b>FUNDS AVAILABLE</b>	\$40,755	\$42,752	\$42,454	\$42,308	\$42,082	\$41,772	\$41,374
<b>EXPENSES/OBLIGATIONS</b>							
Administration	\$200	\$207	\$217	\$228	\$240	\$252	\$264
Direct Labor	\$1,200	\$2,616	\$2,481	\$2,548	\$2,617	\$2,688	\$2,761
Programs & Services	\$4,710	\$5,580	\$5,550	\$5,550	\$5,550	\$5,550	\$5,550
Call Box Program	\$1,260	\$1,120	\$1,000	\$1,000	\$1,000	\$1,000	\$1,000
Traveler Information	\$1,750	\$2,660	\$2,750	\$2,750	\$2,750	\$2,750	\$2,750
Motorist Services Improvements	\$700	\$1,800	\$1,800	\$1,800	\$1,800	\$1,800	\$1,800
<b>TOTAL EXPENSE/OBLIGATIONS</b>	\$6,110	\$8,403	\$8,248	\$8,326	\$8,407	\$8,490	\$8,575
<b>PROJECTED YEAR END BALANCE</b>	\$34,645	\$34,349	\$34,205	\$33,982	\$33,676	\$33,282	\$32,799

**Los Angeles County  
Service Authority for Freeway Emergencies  
Five-Year Financial Forecast  
Fiscal Year 2022 – 2023**

**Notes and Assumptions**

The FY23 Five-Year Financial Forecast has been developed to provide a snapshot of LA SAFE's current financial situation and project the impact of the proposed FY23 budget to the overall financial condition of LA SAFE. The forecast is based upon the assumptions and notes listed herein.

The use of SAFE funds is strictly limited per California Streets and Highways Code Section 2550 et.seq., which requires LA SAFE to first use its dedicated funds to support motorist aid services such as the Kenneth Hahn Call Box System, SoCal 511 and other motorist aid services.

The forecast demonstrates that LA SAFE has sufficient financial capacity to fund the services and activities as proposed in the FY23 budget and to absorb the impact of the FY23 budget for the next five years.

This forecast includes the projected costs of operating the Kenneth Hahn Call Box System and Southern California 511 and funding improvements to motorist services programs. All financial figures will be refined as better information is obtained and more accurate projections can be made. This forecast is updated annually as part of the LA SAFE budget approval process.

**SAFE FUNDS**

This section provides a summary of the projected funds available to SAFE.

- Projected Registration Surcharge

This category provides the projected annual revenue generated by the \$1.00 vehicle registration surcharge. The forecast is a conservative forecast based upon long-term historical actuals. Overall, the registration surcharge is projected to remain relatively constant for the next five years. However, this will be an item that will require annual review as recent increases to the cost of owning a vehicle in California, attitudinal changes regarding vehicle ownership, impact of ride/car sharing services, technological changes and other related items may impact the overall number of registered vehicles.

- Projected LA SAFE Fund Balance

The LA SAFE fund balance provides the projected balance from the end of the previous fiscal year.

- Projected Interest

This category forecasts the projected interest income derived from LA SAFE funds invested as pool with Metro funds, based upon a conservative 1.0% rate of return on the investment base. The investment base is defined as the total funds available less 80% of the projected fiscal year expenditures. The total funds available are defined as the “Projected Registration Surcharge” + “Projected LA SAFE Fund Balance”.

## EXPENSES/OBLIGATIONS

- Administration

This category summarizes the funds programmed for general administrative support services and equipment costs. Items such as travel, training, office supplies, computer equipment, insurance, legal, and other general services required for the administration of LA SAFE are included in this category.

The allocation for administration is projected to increase in FY23 as a result of an increase in insurance costs. The FY23 budget for administrative services is proposed to increase by \$68,000 compared to the adopted FY22 budget. This increase is primarily due to a \$55,000 increase in the budget for insurance. The FY23 budget allocation includes the impact of the higher than anticipated insurance cost realized in FY22. Additionally, the budget for training and business travel/conferences was restored after being suspended during the COVID-19 pandemic. The forecasted allocations beyond FY23 includes an annual 5% increase to account for insurance premium increases. Staff is currently coordinating with Metro Risk Management to conduct a review of LA SAFE’s current insurance needs, coverage and cost with the goal of reducing and/or containing future costs.

- Direct Labor

This category summarizes the funds programmed to cover the costs associated with LA SAFE’s staffing resource needs. This includes overhead, salary, fringe benefits and as-needed labor costs. The FY23 budget allocation is proposed to increase by \$302,680. The primary cause of this increase is a larger allocation to obtain as-needed support. As-needed funding is proposed to increase by \$300,000 to support a variety of needs during the fiscal year. This includes management of display screen content development, marketing and outreach, data management and analytics, finance and administrative support, call box field inspections, testing and other program or service related support. The FY23 FTE allocation is proposed to increase by 0.5 FTE. The new 0.5 FTE is a shared position which is being requested due to the re-organization of Metro that resulted in the creation of the new Shared Mobility unit and the management of the new functions assigned to the unit. The new allocation will support coordination, collaboration and management oversight of programs and services operated by LA SAFE. All of the staff provided under this category will be obtained from the Public Transportation Services Corporation (PTSC) via the existing MOU and the budget request is consistent with what is contained within Metro’s FY23 proposed budget.

The forecast presents a 3% annual increase in direct labor cost over the five (5) year period. The forecast does not assume any additional as-needed support or new FTEs. The forecast does show a reduction in FY24 due to a projected decrease in as-needed budget. New FTEs or as-needed funds will be added as required and authorized, with the impact to be incorporated into future forecasts.

- Programs & Services

This category summarizes the funds budgeted in direct support of the programs, projects and services operated by or to be funded by LA SAFE. The FY23 budget for this category has decreased by \$355,000 compared to the adopted FY22 budget. This decrease is primarily caused by a decrease in the funds allocated to the Call Box Program.

The following is a breakdown of program and service categories for FY23:

*Call Box Program*

Funds programmed to cover the costs to operate, maintain and upgrade the Kenneth Hahn Call Box System. FY23 funding for the Call Box Program is proposed to be \$1,120,000. This is a \$590,000 decrease from the FY22 budget and is due to the completion of the upgrade of the call box system from 3G to 4G wireless service. The proposed budgeted funds will support the on-going operation and maintenance of the Kenneth Hahn Call Box System and covers the costs to implement recommendations from the call box evaluation study that will be completed by the end of FY22. The results of this study may impact future budget allocations and the five-year forecast will be updated in the next budget cycle to reflect these impacts.

*Traveler Information System – Southern California 511*

Funds programmed to support the operation, maintenance and improvement of the Southern California 511 (SoCal 511) system. SoCal 511 is a regional traveler information system operated in partnership with LACMTA, the Orange County Transportation Commission, the Ventura County Transportation Commission, the Riverside County Transportation Commission, the San Bernardino County Transportation Authority, CHP and Caltrans. The system provides individuals with the ability to obtain traffic, transit, commuter services and other general traveler information via their phone or the internet.

The FY23 allocation for SoCal 511 is proposed to decrease by \$100,000 compared to the FY22 allocation. This decrease is due to the completion of the transition of the SoCal 511 interactive voice response phone service to a new contractor. In addition to covering daily operations, the funding allocation will support the development of system improvements. Prior system/service improvements include the development of Spanish language services on the SoCal 511 phone service, integration of the Inland Empire 511 into SoCal 511, implementation of a traveler information center, development of a mobile app. For FY23, LA SAFE is proposing to evaluate and develop additional language support for SoCal 511. As things

change quickly with any technology-based service, staff will be closely monitoring the service to make any changes as a result of market conditions. Any changes will be reflected in future forecasts.

### Motorist Services/Strategic Initiatives

Funds programmed to enable LA SAFE to support improvements to existing motorist services programs, develop new motorist services, and pursue strategic initiatives. The FY23 allocation for Motorist Services is proposed to increase by \$335,000 compared to the FY22 allocation. This increase is primarily due to a restoration of marketing and advertising budget to promote SoCal 511. Funding for advertising was suspended during the COVID-19 pandemic because of budget cuts.

For FY23, these funds will be used to conduct a strategic review of SoCal 511 services, advertise and promote SoCal 511 and other programs, support academic research and development services from Metrans, and implement QA/QC services and improvements. Additionally, the funds will enable LA SAFE to support new opportunities, provide strategic and communication services, research new technologies, develop applications, and continue the integration of motorist services operations into the Los Angeles Regional Transportation Management Center. The funding for service improvements will be allocated on an annual basis depending upon available funds, identified needs or the ability to secure new third party/grant funds. The forecast keeps the FY23 allocation of \$1.8 million consistent over the five-year period. These future funds will be used in support of improvements to current services and development/exploration of new technologies and opportunities to improve mobility.



# Metro

## Board Report

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

File #: 2022-0122, File Type: Contract

Agenda Number: 3.

**LA SAFE**  
**MAY 26, 2022**

**SUBJECT: PS14SAFE005, KENNETH HAHN CALL BOX SYSTEM MAINTENANCE SERVICES - EXERCISE OPTION**

**ACTION: APPROVE RECOMMENDATION**

### **RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to execute Modification No. 4 to Contract No. PS14SAFE005 with CASE Systems, Inc. to exercise the first two-year option in the amount of \$1,682,016.84, increasing the contract value from \$8,237,820.34 to \$9,919,837.18, and extending the period of performance from May 31, 2022 to May 31, 2024.

### **ISSUE**

On May 22, 2014, the LA SAFE Board of Directors approved the award of Contract No. PS14SAFE005 for maintenance services for the Kenneth Hahn Call Box System for a six-year base period with two (2) two-year options. The six-year base contract was originally due to expire on May 31, 2020. As a result of lower call box maintenance costs there was a remaining balance on the contract which allowed for a two (2) year no-cost extension. Modification No. 2 was executed on May 15, 2020 to extend the Contract base period by two years, with a revised expiration date of May 31, 2022. The effective dates of the two-year options were subsequently revised to reflect the extension of the base contract period. LA SAFE now requests the modification of this Contract to exercise Option Period 1 from June 1, 2022 to May 31, 2024. The exercise of the first option period is required to continue services and support the Kenneth Hahn Call Box Program.

### **BACKGROUND**

On May 22, 2014, the LA SAFE Board of Directors authorized the CEO to award a firm-fixed price contract to CASE Systems, Inc. to operate and maintain the Kenneth Hahn Call Box System. The award of this contract ensured that LA SAFE is able to fulfill its obligation to operate the Kenneth Hahn Call Box System, which continues to be a lifeline to stranded motorists throughout Los Angeles County.

Established in 1986, the Kenneth Hahn Call Box System is a motorist aid service that is provided at no direct cost to Los Angeles County motorists and provides a readily accessible means of communication for motorists who may be stranded on Los Angeles County roadways. The call box

system is comprised of up to 1057 call boxes installed on freeways, state highways, and unincorporated county roads throughout Los Angeles County.

Over the years, there have been myriad changes, including two Board-approved restructuring actions that resulted in a modification of the role of the system to provide a “safety net” and a subsequent decrease of the call box system from approximately 4,500 to the current authorized 1057 call box locations. Approximately 5,500 calls were received from call boxes in 2021.

In December 2021, LA SAFE, through its contractor CASE Systems, completed an effort to upgrade all call boxes from 3G wireless service to 4G in response to wireless service provider AT&T’s impending sunset of 3G services. This upgrade ensured that call boxes remained operational after the official sunset on February 22, 2022. This also required LA SAFE to upgrade the capabilities of the call boxes and the call center to handle calls in Real-Time Text (RTT) the new technology powering the call boxes Telecommunications Device for the Deaf (TDD), as the technology behind text teletype (TTY) would no longer be compatible after the 3G sunset. This work was completed in January 2022.

LA SAFE is currently conducting a study of the Kenneth Hahn Call Box System. Technology, information services and motorist aid programs have and continue to evolve providing an ever-changing environment for motorists. As such, LA SAFE is reviewing the Kenneth Hahn Call Box System within the context of today’s environment in order to optimize and evolve the program to meet the needs of the motoring public.

The study, still under development, has initially both confirmed the role of the call box system as a safety net and clarified previous assumptions regarding the role of cell phones. A review of call box data and calls identified that two-thirds of all callers have a functioning cell phone with them but decided to use a call box to request assistance. These callers were aware of the call box and understood that they could easily reach assistance if they used the call box. The majority of the remaining one-third of callers still had cell phones, but they had either been forgotten, damaged or ran out of battery charge. Call boxes continue to be a resource of last resort and, as such, are vital to those who turn to them to get help when stranded in an active and potentially dangerous freeway environment.

## **DISCUSSION**

The Kenneth Hahn Call Box System is comprised of up to 1057 call box sites located on the freeways, highways and unincorporated county roads throughout Los Angeles County. The maintenance and repair of the call box system is comprised of four major categories:

1. Preventative Maintenance and Call Box Cleaning
2. Field Repair
3. Shop Repair
4. Site Installation/Removal

Each day, all call boxes throughout the system automatically call to report functional status. Any that

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fail to report or report with alarms are flagged for immediate inspection and repair. If the repair is not minor and cannot be done quickly while on the roadside, the box is removed temporarily and brought back to the shop for repair. The contractor is also required to visit all call boxes every six months for preventative maintenance and cleaning of the area, including litter removal, graffiti abatement, and preventing the buildup of freeway dirt and dust that can interfere with the electronics and communications if allowed to build up over time. The contractor is also required to temporarily remove boxes due to construction, reinstall or relocate boxes, and restore call box sites as needed.

This contract also requires the contractor to maintain a warehouse facility to store all LA SAFE-owned call box parts and materials, electronics, poles, signs and other LA SAFE, 511, Freeway Service Patrol, and Metro materials or equipment.

The call box operations and maintenance contract will ensure that the call boxes are available and functioning properly when they are needed.

### **DETERMINATION OF SAFETY IMPACT**

Approval of this recommendation will ensure the continuity of service for the Los Angeles County Kenneth Hahn Call Box Program, which provides a lifeline and safety net to stranded motorists on the freeways and other county roadways. If call boxes are not maintained there will be a negative safety impact to the motoring public.

### **FINANCIAL IMPACT**

Funding for call box system maintenance in the amount of \$730,000 is included in LA SAFE's FY23 budget, pending approval, under cost center 3351, project 300209.

Since this is a multi-year project and a multi-year option, the cost center manager and Acting Deputy Chief of Operations, Shared Mobility will be responsible for budgeting the costs in future years.

### **Impact to Budget**

The source of funding identified for this work is LA SAFE's dedicated revenues derived from the annual \$1.00 vehicle registration surcharge assessed to each vehicle registered in Los Angeles County. No other sources of funding were considered. These funds are not eligible for bus and rail operating and capital expenditures.

### **EQUITY PLATFORM**

The Kenneth Hahn Call Box Program is a public service available to all motorists throughout the county, at no costs, whenever they may need it. The program has been in continuous operation since 1986

Call boxes are ADA accessible and provide communication options through RTT / TTY / TDD for all potential customers who are hearing impaired, deaf and/or speech impaired. Further, Spanish operators are available to support Spanish-speaking callers and over 200 other languages are



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supported through contracted translation services. This ensures that the call boxes can continue to be effective and accessible for people with limited English proficiency in communities within Los Angeles County.

Small Business Prime CASE Systems, Inc. (CASE) made a 100% Small Business Enterprise (SBE) commitment. The project is 99% complete and the current SBE participation is 100%.

### **ALTERNATIVES CONSIDERED**

The Board could decide not to approve the recommended contract modification. This alternative is not recommended, as this would render the call box program inoperable and result in the elimination of this important service.

### **NEXT STEPS**

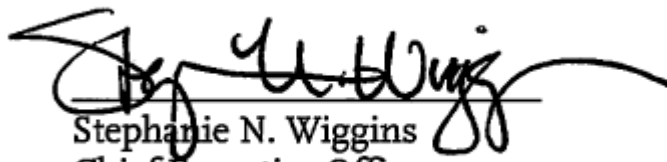
Upon approval by the Board, staff will execute Modification No. 4 to Contract No. PS14SAFE005 with CASE Systems, Inc. and operations service of the Kenneth Hahn Call Box System would continue without disruption.

### **ATTACHMENTS**

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

Prepared by: Melissa Park, Manager Transportation Planning, (213) 418-3318  
Ken Coleman, DEO Highway Operations, (213) 922-2951  
Shahrzad Amiri, Deputy Chief of Operations, Shared Mobility, (213) 922-3061

Reviewed by: Conan Cheung, Chief Operations Officer, Mobility Services & Development,  
(213) 418-3034  
Debra Avila, Deputy Chief Vendor/Contract Management Officer, (213) 418-3051



Stephanie N. Wiggins  
Chief Executive Officer

## PROCUREMENT SUMMARY

## KENNETH HAHN CALL BOX SYSTEM MAINTENANCE SERVICES / PS14SAFE005

1.	<b>Contract Number:</b> PS14SAFE005		
2.	<b>Contractor:</b> CASE Systems, Inc.		
3.	<b>Mod. Work Description:</b> Exercise Option 1 for the operations and maintenance of the Kenneth Hahn Call Box System		
4.	<b>Contract Work Description:</b> Call box operations and maintenance		
5.	<b>The following data is current as of:</b> March 31, 2022		
6.	<b>Contract Completion Status</b>		<b>Financial Status</b>
	<b>Contract Awarded:</b>	May 22, 2014	<b>Contract Award Amount:</b> \$7,186,581.60
	<b>Notice to Proceed (NTP):</b>	N/A	<b>Total of Modifications</b> \$1,051,238.74
	<b>Original Complete Date:</b>	May 31, 2020	<b>Pending Modifications (including this action):</b> \$1,682,016.84
	<b>Current Est. Complete Date:</b>	May 31, 2022	<b>Current Contract Value (with this action):</b> \$9,919,837.18
7.	<b>Contract Administrator:</b> DeValory Donahue		<b>Telephone Number:</b> (213)-922-4726
8.	<b>Project Manager:</b> Melissa Park		<b>Telephone Number:</b> (213) 418-3318

**A. Procurement Background**

This Board Action is to approve Modification No. 4 to Contract No. PS14SAFE005 issued in support of exercising the first of two, 2-year option terms for the maintenance and operation of the Kenneth Hahn Call Box System program. This Contract Modification will be processed in accordance with Metro's Acquisition Policy and the contract type is firm fixed price.

The original contract was approved by the Board on May 22, 2014, with CASE Systems, Inc. for a base period of six years with two, 2-year option terms. Approving the request to exercise Option 1 at a total of \$1,682,016.84 will bring the total contract value to \$9,919,837.18 and extends the period of performance from June 1, 2022 to May 31, 2024.

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 the analysis completed as part of the total contract amount. The price of Option 1 was established in June 2014 as part of the competitive contract award and shall remain unchanged. Exercising Option 1 will provide continuity of the service and is in the best interest of Metro.

<b>Proposed Amount</b>	<b>Metro ICE</b>	<b>Option Amount</b>
\$1,682,016.84	\$1,682,016.84	\$1,682,016.84

## CONTRACT MODIFICATION/CHANGE ORDER LOG

## KENNETH HAHN CALL BOX SYSTEM MAINTENANCE SERVICES / PS14SAFE005

<b>Mod. No.</b>	<b>Description</b>	<b>Status (approved or pending)</b>	<b>Date</b>	<b>\$ Amount</b>
1	Revised the Scope of Work	Approved	3/27/2017	\$0
2	Extended the Period of Performance	Approved	5/14/2020	\$0
3	Upgrade to Call Boxes from 3G to 4G	Approved	6/24/2021	\$1,051,238.74
4	<b>Exercise Option Period 1 (2 years)</b>	<b>Pending</b>	<b>Pending</b>	<b>\$1,682,016.84</b>
	<b>Modification Total:</b>			<b>\$2,733,255.58</b>
	<b>Original Contract:</b>			<b>\$7,186,581.60</b>
	<b>Total:</b>			<b>\$9,919,837.18</b>

DEOD SUMMARY

KENNETH HAHN CALL BOX SYSTEM MAINTENANCE / PS14SAFE005

**A. Small Business Participation**

Small Business Prime CASE Systems, Inc. (CASE) made a 100% Small Business Enterprise (SBE) commitment. The project is 99% complete and the current SBE participation is 100%. CASE is currently meeting the SBE commitment.

CASE reported and Metro verified SBE subcontractor, PAR Enterprises' (PAR), request to voluntarily withdraw from the project due to project changes related to call box reduction in Year 2 and purchase of upgrade materials for remaining units; work that PAR indicated they could not perform.

Although CASE demonstrated good faith efforts to seek to reinstate PAR's subcontract, the SBE declined. Metro approved CASE to perform the work with its own workforces. SBE participation is anticipated to remain at 100% through the remainder of contract.

<b>Small Business Commitment</b>	<b>SBE 100%</b>	<b>Small Business Participation</b>	<b>SBE 100%</b>
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	<b>SBE Subcontractors</b>	<b>% Committed</b>	<b>Current Participation<sup>1</sup></b>
1.	SB Prime, Case Systems, Inc.	88.24%	97.26%
2.	PAR Enterprises	11.76%	2.74%
	<b>Total</b>	<b>100%</b>	<b>100%</b>

<sup>1</sup>Current Participation = Total Actual amount Paid-to-Date to Certified 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.