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Agenda - Final

Thursday, June 24, 2021

10:00 AM

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LA SAFE

*Eric Garcetti, Chair
Hilda L. Solis, 1st Vice Chair
Ara Najarian, 2nd Vice Chair
Kathryn Barger
Mike Bonin
James Butts
Jacquelyn Dupont-Walker
Fernando Dutra
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)

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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.

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- 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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The LA SAFE Board Meeting begins at 10:00 AM Pacific Time on June 24, 2021; 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 may be taken at the beginning of the meeting or 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.

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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 24 de Junio de 2021. Puedes unirse a la llamada 5 minutos antes del comienzo de la junta.

Marque: 888-251-2949 y ingrese el codigo
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Los comentarios del público se pueden tomar al comienzo de la reunión o 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.

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** [2021-0393](#)

RECOMMENDATION

APPROVE Minutes of the LA SAFE Board Meeting held June 25, 2020.

Attachments: [LA SAFE Minutes - June 25, 2020](#)

2. **SUBJECT: LA SAFE FISCAL YEAR BUDGET** [2021-0252](#)

RECOMMENDATION

ADOPT the Fiscal Year 2021-2022 (FY22) budget in the amount of \$8,389,726 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 for the agreement with the Public Transportation Services Corporation (PTSC) for direct labor and administrative support services in the amount of \$2,315,726.

Attachments: [Attachment A - Proposed Fiscal Year 2021-2022 Budget Summary](#)
[Attachment B - Five Year Financial Forecast](#)

3. **SUBJECT: KENNETH HAHN CALL BOX SYSTEM UPGRADE** [2021-0105](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to execute Modification No. 3 to Contract No. PS14SAFE005 with CASE Systems, Inc. (CASE) to perform required upgrades of the operational and inventoried call boxes in the Kenneth Hahn Call Box System in an amount not to exceed \$1,051,238.74 increasing the Total Contract Value from \$10,219,598.00 to \$11,270,836.74.

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

4. **SUBJECT: SOUTHERN CALIFORNIA AND INLAND EMPIRE 511 AGREEMENT** [2021-0374](#)

RECOMMENDATION

Authorize the Chief Executive Officer to execute an Agreement with Riverside County Transportation Commission (RCTC) and San Bernardino County Transportation Authority (SBCTA), upon and after their respective authorizations, to enable LA SAFE to integrate the Inland Empire 511 system (IE 511) into Southern California 511 (SoCal 511) and provide traveler

information services for their counties, for which RCTC and SBCTA will provide funding in the amount of \$1,308,885 inclusive of integration and four (4) years of operating costs.

SUBJECT: GENERAL PUBLIC COMMENT

[2021-0394](#)

RECEIVE General Public Comment

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.

Adjournment



Metro

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

Board Report

File #: 2021-0393, **File Type:** Minutes

Agenda Number: 1.

**LA SAFE BOARD MEETING
JUNE 24, 2021**

SUBJECT: MINUTES OF THE LA SAFE BOARD MEETING

ACTION: APPROVE MINUTES

RECOMMENDATION

APPROVE Minutes of the LA SAFE Board Meeting held June 25, 2020.



Metro

Los Angeles, CA

Virtual Online Meeting



L A S A F E

MINUTES

Thursday, June 25, 2020

10:00 AM

LA SAFE

DIRECTORS PRESENT:

**James Butts, Chair
Hilda Solis, 2nd Vice Chair
Kathryn Barger
Mike Bonin**

**Jacquelyn Dupont-Walker
John Fasana
Robert Garcia
Janice Hahn
Paul Krekorian
Sheila Kuehl
Ara Najarian**

John Bulinski, non-voting member

Phillip A. Washington, Chief Executive Officer

CALLED TO ORDER: 10:11 A.M.

ROLL CALL

1. SUBJECT: MINUTES OF THE LA SAFE BOARD MEETING 2019-0536

FORWARDED Minutes of the LA SAFE Board Meeting held June 27, 2019 TO A FUTURE MEETING FOR APPROVAL.

2. SUBJECT: CONTINUING RESOLUTION FOR FISCAL YEAR 2021 BUDGET 2020-0346


A. ADOPTED a continuing resolution to extend the FY20 budget authorization, including authorization to continue obtaining administrative and staffing services from PTSC, for one quarter into FY21 until September 2020 when Fiscal Year 2021 (FY21) budget is considered for Board adoption.

B. AUTHORIZED the CEO to execute the adopted continuing resolution through first quarter of FY21 until October 1, 2020.

JF	PK	MB	RG	SK	EG	JB	HS	JH	KB	JDW	MRT	AN
Y	Y	Y	Y	Y	A	Y	Y	Y	Y	Y	A	Y

ADJOURNED AT: 10:16 A.M.

Prepared by: Mandy Cheung
Administrative Analyst, Board Administration


Michele Jackson, Board Secretary

PK = P. Krekorian	HS = H. Solis	KB = K. Barger	RG = R. Garcia
JF = J. Fasana	JB = J. Butts	JDW = J. Dupont-Walker	
JH = J. Hahn	EG = E. Garcetti	MRT = M. Ridley-Thomas	
MB = M. Bonin	SK = S. Kuehl	AN = A. Najarian	

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

###



Board Report

File #: 2021-0252, File Type: Budget

Agenda Number: 2.

LA SAFE BOARD MEETING
JUNE 24, 2021

SUBJECT: LA SAFE FISCAL YEAR BUDGET

ACTION: ADOPT THE FISCAL YEAR 2021-2022 BUDGET

RECOMMENDATION

ADOPT the Fiscal Year 2021-2022 (FY22) budget in the amount of \$8,389,726 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 for the agreement with the Public Transportation Services Corporation (PTSC) for direct labor and administrative support services in the amount of \$2,315,726.

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 is provided via a Memorandum of Understanding (MOU) with the PTSC.

BACKGROUND

During FY21, 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;
- Initiation of the upgrade of the call boxes to ensure continued operation due to the transition of wireless technology to 5G;
- Operation of Southern California 511 regional traveler information system (SoCal511);
- Discussion and agreement regarding the integration of the Inland Empire 511 (IE511) operations into SoCal 511;
- Deployment of Spanish language services on the SoCal 511 Interactive Voice Response (IVR) phone service;
- Completion of the initial quality assessment of the SoCal 511 Traveler Information Center, which identified actions designed to improve service to the public;
- Development of the LA SAFE Strategic assessment and five-year roadmap;
- 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 integration of SoCal 511 operations into the Los Angeles Regional Traffic Management Center (LARTMC)

For FY22, LA SAFE will be working on the following projects and activities:

- Continue operation and maintenance of the Kenneth Hahn Call Box System;
- Complete a review of the Kenneth Hahn Call Box System to identify any recommendations regarding future operations and status of the call box system;
- Continue operation of SoCal 511;
- Implementation of agreed upon integration of IE511 services into SoCal 511;
- Continue investigation and development of new features, services and expansion of SoCal 511;
- Solicitation, transition and implementation of a new SoCal 511 IVR phone service contract;
- Implementation of the LA SAFE strategic roadmap;
- Continue collaboration with Metro and Caltrans on the development and operation of RIITS, which includes actively supporting the RIITS strategic review, securing new transportation data sources, engaging Metrtrans workplans, and developing new mobility improving applications;
- Continue collaborating 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 FY22 budget of \$8.4 million represents an increase of approximately \$953,000 or 13% compared to the adopted FY21 budget. Specifically, the FY22 budget variances for each major budget category are as follows:

<u>Category</u>	<u>Increase/ (Decrease)</u>
Administration	\$ 1,500
Direct Labor	\$ 1,012,183
Programs & Services	\$ (60,000)

The Administration budget covers the general administrative costs for LA SAFE and includes the budget for general office and computer supplies and insurance. This category remains stable and has increased only slightly due to an anticipated increase in insurance costs. Consistent with the FY21 budget, there are no budget allocations for travel, workshops or training in FY22.

The Direct Labor budget covers the costs for obtaining staff (full-time and as-needed) and associated administrative services from the PTSC. This category includes the costs for direct labor, as-needed, allocated overhead, fringe, and other labor related costs. The majority of the increase is attributable to cost increases associated with the existing FY21 FTE allocated Direct Labor budget. Specifically, increases due to PTSC proposed salary raises, COVID related claims/costs, the release of a frozen FY21 position, and increases to PTSC formula to overhead and fringe costs. Additionally, for FY22, LA SAFE is proposing an increase of 2 FTEs. The 2 FTEs are both Senior Directors and will provide

direction over development and implementation of strategic initiatives and RIITS. The new FTEs will enable LA SAFE to effectively address emerging opportunities and technologies, better support new services and better manage the use or need of consultant services. 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 FY22 budget.

The Programs & Services category provides the funding needed to operate, maintain, improve, and develop the variety of motorist aid services supported by LA SAFE. The FY22 programs and services include Kenneth Hahn Call Box System, SoCal 511 operations and development, on-going QA/QC improvements, and the implementation of the approved LASAFE strategic road map.

The summary and breakdown of the FTE allocation are provided as part of the Five-Year Financial Forecast (Attachment B).

DETERMINATION OF SAFETY IMPACT

The budget is used in support of the continued safe and reliable operation of the 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, which can improve the overall safety and reliability of the transportation network.

FINANCIAL IMPACT

Funding in the amount of \$8,389,726 has been included in the FY22 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 FY22 budget.

Impact to Budget

The source of funds for this action is state grant funding dedicated for SAFE. It is not eligible for bus and rail operating or capital expenditures.

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 FY22. The proposed budget ensures LA SAFE's ability to properly fulfill its mission and comply with all existing legal and statutory requirements.

NEXT STEPS

Upon approval of the proposed FY22 budget, staff will begin implementation of FY22 projects and efforts. Staff will monitor the budget and projects to ensure LA SAFE meets all its requirements in a fiscally responsible manner.

ATTACHMENTS

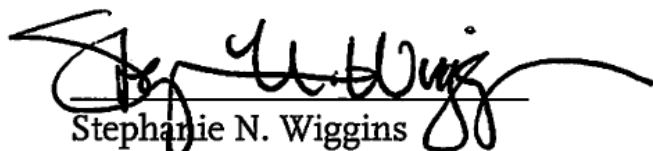
Attachment A - Proposed Fiscal Year 2021-2022 Budget Summary

Attachment B - Five Year Financial Forecast

Prepared by: Adrian Ziemer, Sr. Mgr. Transportation Planning
(213) 922-5587

Kenneth Coleman, DEO Congestion Reduction Programs
(213) 922-2951

Reviewed by: Shahrzad Amiri, Executive Officer Congestion Reduction Programs (213) 922-3061



Stephanie N. Wiggins
Chief Executive Officer

ATTACHMENT A

**Proposed Fiscal Year 2022 Budget Summary
Total Expenditure Categories**

CATEGORY	FY22	
	PROPOSED BUDGET	PERCENTAGE
Administration	139,000	2%
Direct Labor	2,315,726	28%
Programs & Services	5,935,000	71%
Call Box Operations	1,710,000	29%
Traveler Information System	2,760,000	47%
Motorist Services/Strategic Initiatives	1,465,000	25%
Total	8,389,726	

**Proposed Fiscal Year 2021-2022 Budget Summary
Comparison FY21 Budget vs. FY22 Budget**

CATEGORY	FY21	FY22	VARIANCE
	BUDGET	PROPOSED BUDGET	
Administration	137,500	139,000	1,500
Direct Labor	1,303,543	2,315,726	1,012,183
Programs & Services	5,995,000	5,935,000	(60,000)
Call Box Operations	750,000	1,710,000	960,000
Traveler Information System	3,520,000	2,760,000	(760,000)
Motorist Services/Strategic Initiatives	1,725,000	1,465,000	(260,000)
Total	7,436,043	8,389,726	953,683

ATTACHMENT B

**LOS ANGELES COUNTY SERVICE AUTHORITY FOR FREEWAY EMERGENCIES
FINANCIAL FORECAST (\$000)
FISCAL YEAR 2021-2022**

	PROJECTED YEAR-END 2020/21	PROPOSED BUDGET 2021/22	2022/23	2023/24	2024/25	2025/26	2026/27
SAFE FUNDS							
Projected Registration Surcharge	\$7,750	\$7,750	\$7,750	\$7,750	\$7,750	\$7,750	\$7,750
Projected SAFE Fund Balance	\$29,445	\$31,780	\$31,440	\$31,580	\$31,397	\$31,367	\$31,010
Projected Interest	\$300	\$300	\$300	\$300	\$300	\$300	\$300
FUNDS AVAILABLE	\$36,566	\$39,830	\$39,490	\$39,630	\$39,447	\$39,417	\$39,060
EXPENSES/OBLIGATIONS							
Administration	\$141	\$139	\$150	\$150	\$175	\$175	\$175
Direct Labor	\$1,356	\$2,316	\$2,385	\$2,457	\$2,531	\$2,607	\$2,685
Programs & Services	\$3,289	\$5,935	\$5,375	\$5,625	\$5,375	\$5,625	\$5,375
Call Box Program	\$686	\$1,710	\$875	\$875	\$875	\$875	\$875
Traveler Information	\$2,022	\$2,760	\$2,500	\$2,750	\$2,500	\$2,750	\$2,500
Motorist Services/Strategic Initiatives	\$581	\$1,465	\$2,000	\$2,000	\$2,000	\$2,000	\$2,000
TOTAL EXPENSE/OBLIGATIONS	\$4,786	\$8,390	\$7,910	\$8,232	\$8,081	\$8,407	\$8,235
PROJECTED YEAR END BALANCE	\$31,780	\$31,440	\$31,580	\$31,397	\$31,367	\$31,010	\$30,825

Los Angeles County
Service Authority for Freeway Emergencies
Five-Year Financial Forecast
Fiscal Year 2021-2022

Notes and Assumptions

The FY22 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 FY22 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 enables LA SAFE to use its dedicated funds to support motorist aid services such as the call box system, SoCal 511 and other motorist aid services.

The forecast demonstrates that LA SAFE has sufficient financial capacity to fund the motorist aid service activities as proposed in the FY22 budget and to absorb the impact of the FY22 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 LA SAFE.

- Projected Registration Surcharge

Presents the projected annual revenue generated by the \$1.00 vehicle registration surcharge. The forecast is a conservative estimate based upon historical actuals. For FY21, staff projected a decrease in surcharge revenues to \$7.5 million as a result of the COVID-19 pandemic; however, revenue receipts showed little to no monthly decrease and the FY21 revenue projection has been increase to \$7.75 million. The projection for FY22 and the remainder of the forecast estimate is projected to remain steady at \$7.75 million.

- Projected SAFE Fund Balance

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

- Projected Interest

This presents the projected interest received from LA SAFE funds invested as a pool with Metro funds.

EXPENSES/OBLIGATIONS

- Administration

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

The allocation for administration is projected to increase in both FY23 and FY25. These increases are primarily associated with projected insurance cost increases.

The FY22 budget for administrative services reflects an increase of \$1,500 compared to the adopted FY21 budget to accommodate anticipated insurance cost increases. The amount reflects the continued elimination of travel and training budgets as well as a reduction in the general supplies budget.

- Direct Labor

These funds are programmed to cover the projected costs associated with LA SAFE's staffing needs. This includes overhead, salary, fringe benefits and as-needed labor costs. The FY22 budget for this category is \$1,012,183 more than FY21. This increase is due to a number of factors, of which the majority of the increase is associated with the existing Direct Labor allocation. In general, the increases are attributed to: 1) Addition of two (2) FTEs resulting in an increase of approximately \$455K (inclusive of salary, allocated overhead and fringe costs); 2) Release of a frozen FY21 approved position resulting in approximately a \$145K increase; 3) PTSC proposed merit increases; 4) PTSC formula based overhead allocation and fringe increases; 5) PTSC calculated impact of COVID related cost/claims; 6) Increase in As-Needed cost by \$98K.

All FTEs are obtained from the Public Transportation Services Corporation (PTSC) via the existing MOU.

The FY22 FTE allocation is comprised of the following positions:

Position	FY22 Request	FY21 Authorized	Comment
EO – Congestion Reduction	0.4	0.4	Position provides Executive leadership over the Congestion Reduction unit. This position oversees the Metro Freeway Service Patrol, Metro ExpressLanes, Motorist Services and LA SAFE programs.
DEO – Hwy Ops	0.7	0.8	Position provides direct leadership over LA SAFE, RIITS, and Motorist Services.
Sr. Dir -Cntywide Plng & Dev	2	-	New FY22 FTEs. One position will oversee the development and implementation of motorist services and LA SAFE strategic initiatives and RIITS administration; the other position will oversee the technical research, development and operations associated with RIITS and Motorist Services.
Sr. Mgr Hwy Ops Program	1	1	Program manager provides daily management over Southern California 511.
Mgr. Highway Ops	1	1	Position provides senior level support for strategic initiatives, RIITS administration and quality assurance services.
Principal Transportation Planner	1	1	Position supports SoCal 511 operations, traveler information center and customer service.
Sr. Hwy Ops Program Administrator	1	1	Position supports RIITS, TMC integration implementation and coordination with partner agencies.
Sr. Admin Analyst	0.4	0.4	Position provides general administrative support for the Congestion Reduction department.
Production Mgr.	0.02	0.02	Position supports the review and development of public facing media in support of 511.
Sr. Marketing & Communications Officer	0.1	0.1	Position coordinates all related marketing and communications needs for 511.
Total	7.62	5.72	

For FY22, SAFE is requesting a total of 7.62 FTEs, which is a 1.9 FTE increase from FY21. In addition to the FTE allocation, the FY22 budget includes \$150,000 in as-needed support, an increase of \$98,000 from FY21. 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. New FTEs or as-needed funds will be added as required and authorized, with the impact to be incorporated into future forecasts.

- Programs & Services

Funds programmed in direct support of the programs, projects, and services operated by or to be funded by LA SAFE. The programs and services that LA SAFE proposes to support during FY22 include the Kenneth Hahn Call Box System, Southern California 511 traveler information system, Motorist Services/Strategic Initiatives.

The FY22 budget for this category has decreased by \$60,000 compared to the adopted FY21 budget. This decrease is attributable to cost cutting measures taken in response to the COVID-19 pandemic.

The following is a breakdown of program and service categories for FY22:

Call Box Program

Funds programmed to cover the costs to operate, maintain and upgrade the Kenneth Hahn Call Box System. The FY22 funding for the Call Box Program is \$1,710,000 to operate and maintain the system. This is a \$960,000 increase from the FY21 budget and is primarily associated with the cost to upgrade the call boxes as a result of the wireless services transitioning to operate on a 5G platform. AT&T is the current wireless service provider and they have informed LA SAFE that their wireless technology platform will be updated to support only 4G and 5G operations. As such their support/use of the 3rd generation platform is being phased out and LA SAFE is required to upgrade the call boxes to operate on the appropriate platform – 4G or 5G. LASAFE has initiated action with the call box manufacturer to ensure the timely upgrade of the call boxes and continued operation of the call box system.

The FY22 budget allocation is sufficient to continue operation of the Kenneth Hahn Call Box System. The FY22 budget covers the cost of call handling, 4G/5G call box upgrade, wireless service, maintenance and review. During FY22, staff proposes to conduct a review of the call box system to ensure that the system is properly deployed to provide a life-line service to the public. For FY23, the forecast presents a decrease in overall funding as a result of the completion of the upgrade and review. The allocation is projected to remain constant for the 5-year forecasted period and will be dependent upon the results and approval of the system review.

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, 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 system was deployed in June 2010 and since the launch, SoCal 511 has been used by over 11 million users. In FY18, the 2nd generation of SoCal 511 was deployed and entered into its operations and maintenance phase. The FY22 allocation for SoCal 511 is proposed to decrease by \$760,000 compared to the FY21 allocation. This decrease is due to the completion of the Spanish IVR development and a reduction in the operating cost to support SoCal 511 digital services. Additionally, during FY22, staff will begin the transition of the SoCal 511 Interactive Voice Response (IVR) phone service. It is anticipated that this transition will result in lower on-going operational costs.

Staff is currently in final discussions with representatives from RCTC and SBCTA to integrate the Inland Empire 511 (IE 511) service into SoCal 511. Discussions include the services SoCal 511 will provide as well as funding/cost sharing for these services. An agreement is anticipated in early FY22. Finally, as things change quickly with any technology-based service, staff will monitor the service to make any changes as a result of market conditions as well as to better understand and react to new traveler requirements as a result of the COVID-19 pandemic impacts. Forecasted allocations for FY23 to FY27 is projected to remain stable between \$2.5 and \$2.75 million, with the increases due to the projected updates and/or upgrades.

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 FY22 allocation for Motorists Services is proposed to decrease by \$260,000 compared to the FY21 allocation. This decrease is due to a combination of COVID cost deferrals and completion of projects. For FY22, these funds will be used to support the completion and implementation of the LA SAFE five (5) year strategic roadmap, implementation of QA/QC services and improvements, review of SoCal 511 services, and academic research and development services from Metrans. Additionally, the funds will enable LA SAFE to support new opportunities, provide strategic and communication services, research new technologies, develop applications, continue the integration of motorist services operations into the Los Angeles Regional Transportation Management Center, secure new data and data services, and support for RIITS operations and development. 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 allocates \$2 million annually to support this category. These future funds will be

used in support of improvements to current services and development/exploration of new technologies and opportunities to improve mobility.



Board Report

File #: 2021-0105, File Type: Contract

Agenda Number: 3.

LA SAFE BOARD MEETING
JUNE 24, 2021

SUBJECT: KENNETH HAHN CALL BOX SYSTEM UPGRADE

ACTION: APPROVE RECOMMENDATION

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to execute Modification No. 3 to Contract No. PS14SAFE005 with CASE Systems, Inc. (CASE) to perform required upgrades of the operational and inventoried call boxes in the Kenneth Hahn Call Box System in an amount not to exceed \$1,051,238.74 increasing the Total Contract Value from \$10,219,598.00 to \$11,270,836.74.

ISSUE

AT&T, the wireless provider for the call box system, has informed LA SAFE that, due to an upgrade to their wireless network, 3G wireless services will no longer be supported after December 31, 2021. The call boxes currently operate on a 3G platform and therefore must be upgraded to ensure continued operation. Additionally, the upgrade will also require modifications to the call box text telephony (TTY) system, as the wireless upgrade will no longer support the current TTY deployment.

BACKGROUND

In May 2014, CASE was awarded a contract 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. In addition to providing operation and maintenance services, the contract allows for call box upgrades when required. CASE as the current call box manufacturer has both the knowledge and ability to perform the required call box upgrades, as evidenced in their 2017 completion of a similar upgrade from 2G to 3G wireless service for all installed call boxes.

By the end of 2021, AT&T and all other wireless service providers will terminate 3G service on their wireless networks. The current wireless components in the call boxes are not compatible with required minimum 4G wireless capability, so the hardware within the boxes needs to be upgraded and rebuilt in order for the call boxes to operate on the upgraded wireless network. Additionally, the TTY operation/service currently used in the call box is being phased out with the wireless network upgrade and is being replaced by real-time text (RTT) technology. As part of this upgrade, LA SAFE will upgrade the technology to ensure that the hearing and/or speech impaired disabled community continues to have equal access to the call box system.

DISCUSSION

CASE Systems has been maintaining the call box system under Contract No. PS14SAFE005 since May 2014. They build, supply, and maintain the call boxes for Los Angeles County and are under contract to do so through May 2022. The execution of Contract Modification No. 3 will enable the contractor to upgrade and install call boxes that will operate on the new wireless network. The work associated with the upgrade covers the following:

- Part and hardware for the wireless upgrade;
- Labor to remove, build and re-install the call boxes;
- Certification of all new devices with AT&T;
- Middleware for RTT integration;

The modification will not only upgrade the current call box inventory but will also replenish the parts inventory needed to repair damaged call boxes and call box sites during ongoing maintenance of the system. There is no increase to the underlying maintenance cost as a result of this upgrade.

DETERMINATION OF SAFETY IMPACT

Approval of this recommendation will ensure that the call box system remains operable for the motoring public of LA County enhancing safety and assistance for stranded motorists.

FINANCIAL IMPACT

Funding for this Modification is included in the FY21 and FY22 budgets for cost center 3351.

Impact to Budget

The source of funding identified for this action 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.

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

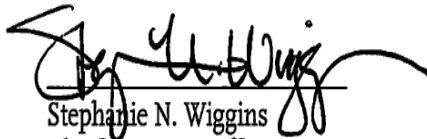
Upon approval by the Board, staff will execute Modification No. 3 with CASE Systems, Inc. and initiate the required actions to ensure that the Kenneth Hahn Call Box System is fully upgraded and operational by December 31, 2021.

ATTACHMENTS

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

Prepared by: Melissa Park, Principal Transportation Planner, (213) 418-3318
Adrian Ziemer, Sr. Manager Transportation Planning (213) 922-5587

Reviewed by: Shahrzad Amiri, Executive Officer, (213) 922-3061
Debra Avila, Chief Vendor/Contract Management Officer, (213) 418-3051



Stephanie N. Wiggins
Chief Executive Officer

PROCUREMENT SUMMARY

KENNETH HAHN CALL BOX SYSTEM UPGRADE/ PS14SAFE005

1.	Contract Number: PS14SAFE005		
2.	Contractor: CASE Systems, Inc.		
3.	Mod. Work Description: Perform required upgrades of the operational and inventoried call boxes in the Kenneth Hahn Call Box System		
4.	Contract Work Description: Call box maintenance and upgrade		
5.	The following data is current as of: May 17, 2021		
6.	Contract Completion Status		Financial Status
	Contract Awarded:	May 26, 2014	Contract Award Amount: \$10,219,598.00
	Notice to Proceed (NTP):	N/A	Total of Modifications Approved: \$0
	Original Complete Date:	N/A	Pending Modifications (including this action): \$1,051,238.74
	Current Est. Complete Date:	May 31, 2022	Current Contract Value (with this action): \$11,270,836.74
7.	Contract Administrator: DeValory Donahue		Telephone Number: (213)-922-4726
8.	Project Manager: Melissa Park		Telephone Number: (213) 418-3318

A. Procurement Background

This Board Action is to approve Contract Modification No. 3 issued in support of upgrading call boxes from 3G to 4G for 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 authorized for execution on May 26, 2014 with CASE Systems, Inc. in the amount of \$10,219,598.00 for a base period of six years with two, 2-year options.

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

B. Cost Analysis

The recommended price has been determined to be fair and reasonable based upon the cost analysis and the technical evaluation.

Proposal Amount	Metro ICE	Negotiated Amount
\$1,051,238.74	\$635,000.00	\$1,051,238.74

The \$416,238.74 variance from the independent cost estimate (ICE) is due to the ICE focusing solely on the 4G upgrade of the call boxes. Upon further review and discussion, additional costs were identified. These costs included ongoing support and an upgrade to the TTY system. The costs also included additional maintenance inventory, which will allow the program to actively replace, repair, and replenish the call boxes with little downtime and enable the Kenneth Hahn Call Box System to continue to ensure the public's safety.

CONTRACT MODIFICATION/CHANGE ORDER LOG

KENNETH HAHN CALL BOX SYSTEM UPGRADE / PS14SAFE005

Mod. No.	Description	Status (approved or pending)	Date	\$ Amount
1	Revised the Scope of Work	Approved	3/27/2017	\$0
2	Extended the Period of Performance	Approved	5/14/2020	\$0
3	Upgrade Call Boxes from 3G to 4G	Pending	Pending	\$ 1,051,238.74
	Modification Total:			\$ 1,051,238.74
	Original Contract:			\$10,219,598.00
	Total:			\$11,270,836.74

DEOD SUMMARY

KENNETH HAHN CALL BOX SYSTEM UPGRADE/ PS14SAFE005

A. Small Business Participation

CASE Systems, a Small Business Prime, made a 100% Small Business Enterprise (SBE) commitment. The project is 91.40% complete and the current SBE participation is 100% which is meeting their SBE commitment. CASE indicated that 70% of call boxes to be serviced under the contract was reduced by Metro impacting the work originally identified for its SBE subcontractor PAR Enterprises.

Small Business Commitment	SBE 100.00%	Small Business Participation	SBE 100.00%
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	SBE Subcontractors	% Committed	Current Participation¹
1.	Case Systems (SB Prime)	88.24%	97.04%
2.	PAR Enterprises	11.76%	2.96%
	Total	100.00%	100.00%

¹Current 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

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

C. Prevailing Wage Applicability

Prevailing Wage requirements are applicable to this project. DEOD will 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. Project Labor Agreement/Construction Careers Policy is applicable only to construction contracts that have a construction contract value in excess of \$2.5 million.



Metro

Board Report

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

File #: 2021-0374, File Type: Agreement

Agenda Number: 4.

**LA SAFE BOARD MEETING
JUNE 24, 2021**

SUBJECT: SOUTHERN CALIFORNIA AND INLAND EMPIRE 511 AGREEMENT

ACTION: AUTHORIZE EXECUTION OF THE AGREEMENT

RECOMMENDATION

Authorize the Chief Executive Officer to execute an Agreement with Riverside County Transportation Commission (RCTC) and San Bernardino County Transportation Authority (SBCTA), upon and after their respective authorizations, to enable LA SAFE to integrate the Inland Empire 511 system (IE 511) into Southern California 511 (SoCal 511) and provide traveler information services for their counties, for which RCTC and SBCTA will provide funding in the amount of \$1,308,885 inclusive of integration and four (4) years of operating costs.

ISSUE

RCTC and SBCTA approached LA SAFE regarding the opportunity to merge and incorporate IE 511 into SoCal 511. In support of this opportunity, staff from the agencies drafted an Agreement which is with RCTC and SBCTA for their respective authorization and execution. LA SAFE is requesting authorization to execute the Agreement once fully signed by RCTC and SBCTA.

BACKGROUND

In 2010, LA SAFE launched SoCal 511 in coordination with Caltrans, CHP, Metro, Orange County Transportation Authority (OCTA) and Ventura County Transportation Commission (VCTC). SoCal 511 is a free traveler information service that provides traffic, transit, rideshare and other traveler information via an automated phone service, website, mobile app and twitter. SoCal 511 also supports motorist aid in Los Angeles and Orange counties by allowing motorist to call 5-1-1 and connecting them to the call box call centers to request assistance.

Concurrently, RCTC and SBCTA, San Bernardino Associated Governments at the time, initiated action to launch IE 511. Both systems have been in parallel operation and provide similar services; however, IE 511 provides information only through the automated phone and website services.

DISCUSSION

In 2019, RCTC and SBCTA approached LA SAFE to gauge interest in the possibility of integrating IE

511 into SoCal 511. Staff initiated exploratory discussions to understand the scope and full impact of this proposal. Upon completion of technical discussions and reviews, staff developed a scope defining the services to be integrated. Development of the final Agreement, with associated responsibilities and cost/funding parameters was initiated in mid-FY 21.

All parties agree that the integration of IE 511 would be beneficial not only to LA SAFE, RCTC and SBCTA, but also to the public. Creating a single regional 511 system will create efficiencies and provide regional consistency. Both IE 511 and SoCal 511 provide services to many of the same customers who in many instances traverse between Los Angeles, Riverside and San Bernardino counties. The integration of IE 511 into SoCal 511 will streamline the service provided to these customers.

Per the Agreement, LA SAFE shall remain responsible for the overall administration, development and operation of SoCal 511. RCTC and SBCTA shall jointly provide \$104,000 to cover one-time integration costs along with an annual service fee totaling \$1,204,885 over a four-year operating period. The integration cost is based on discussion and estimates from current SoCal 511 contractors with the annual operating cost derived from a population-based allocation assessed on current SoCal 511 contracted operating costs. All parties agree to review the operating costs after the initial two years and adjust the costs as warranted.

DETERMINATION OF SAFETY IMPACT

Approval of this Agreement will have no negative safety impact. There may be improved safety impacts as new regional incident and safety information is made available.

FINANCIAL IMPACT

Funding in the amount of \$1.2 million for operations and \$975,000 for improvements in support of SoCal 511 is included in the FY22 budget for cost center 3351. There are no additional or new budgetary requirements for LA SAFE to implement this action. Upon approval of this action and execution of the Agreement, LA SAFE will use existing budgeted funds to implement the integration. Costs associated with the integration and on-going operations will be recovered through a reimbursement from RCTC and SBCTA for SoCal 511 services provided pursuant to the terms of the Agreement.

Impact to Budget

There is no impact to the budget. SoCal 511 is funded from dedicated LA SAFE revenues, generated from an annual \$1.00 vehicle registration surcharge assessed to each vehicle registered within Los Angeles County. These funds are not eligible for bus and rail operating and capital expenditures.

ALTERNATIVES CONSIDERED

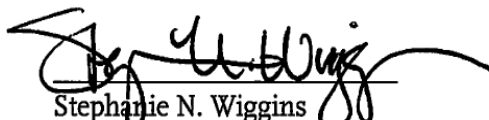
The Board could decide not to approve the execution of this Agreement. This alternative is not recommended. Proceeding with the integration will enable all travelers throughout the greater Los Angeles region to receive consistent, streamlined and improved service.

NEXT STEPS

Upon approval, staff will inform RCTC and SBCTA of LA SAFE's authorization to enter into this Agreement, will sign the Agreement upon successful execution by RCTC and SBCTA and begin action to incorporate IE 511 into SoCal 511. Staff will also initiate discussions with OCTA to update their Agreement to be more in alignment with this Agreement.

Prepared by: Iain Fairweather, Sr. Manager Highway Operations, (213) 418-3377
 Kenneth Coleman, DEO Highway Operations/Congestion Reduction, (213) 922-2951

Reviewed by: Shahrzad Amiri, Executive Officer, (213) 922-3061


Stephanie N. Wiggins
Chief Executive Officer

File Type:
Agreement

File #:
2021-0374,

Agenda Number:



Metrolink
Board

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

LA SAFE BOARD
JUNE 24,

SUBJECT: SOUTHERN CALIFORNIA AND INLAND EMPIRE 511 AGREEMENT

ACTION: AUTHORIZE EXECUTION OF THE AGREEMENT

RECOMMENDATION

Authorize the Chief Executive Officer to execute an Agreement with Riverside County Transportation Commission (RCTC) and San Bernardino County Transportation Authority (SBCTA), upon and after their respective authorizations, to enable LA SAFE to integrate the Inland Empire 511 system (IE 511) into Southern California 511 (SoCal 511) and provide traveler information services for their counties, for which RCTC and SBCTA will provide funding in the amount of \$1,308,885 inclusive of integration and four (4) years of operating costs.

ISSUE

RCTC and SBCTA approached LA SAFE regarding the opportunity to merge and incorporate IE 511 into SoCal 511. In support of this opportunity, staff from the agencies drafted an Agreement which is with RCTC and SBCTA for their respective authorization and execution. LA SAFE is requesting authorization to execute the Agreement once fully signed by RCTC and SBCTA.

BACKGROUND

In 2010, LA SAFE launched SoCal 511 in coordination with Caltrans, CHP, Metro, Orange County Transportation Authority (OCTA) and Ventura County Transportation Commission (VCTC). SoCal 511 is a free traveler information service that provides traffic, transit, rideshare and other traveler information via an automated phone service, website, mobile app and twitter. SoCal 511 also supports motorist aid in Los Angeles and Orange counties by allowing motorist to call 5-1-1 and connecting them to the call box call centers to request assistance.

Concurrently, RCTC and SBCTA, San Bernardino Associated Governments at the time, initiated action to launch IE 511. Both systems have been in parallel operation and provide similar services; however, IE 511 provides information only through the automated phone and website services.

DISCLOSURE: The SBCTA Integrated Traveler Information System is a project of the Southern California Transportation Authority (SCTA) and is a project of the Southern California Transportation Authority (SCTA) and is a project of the Southern California Transportation Authority (SCTA).

File Type:
Agreement

File #:
2021-0374,

Agenda Number:

responsibilities and cost/funding parameters was initiated in mid-FY 21.

All parties agree that the integration of IE 511 would be beneficial not only to LA SAFE, RCTC and SBCTA, but also to the public. Creating a single regional 511 system will create efficiencies and provide regional consistency. Both IE 511 and SoCal 511 provide services to many of the same customers who in many instances traverse between Los Angeles, Riverside and San Bernardino counties. The integration of IE 511 into SoCal 511 will streamline the service provided to these customers.

Per the Agreement, LA SAFE shall remain responsible for the overall administration, development and operation of SoCal 511. RCTC and SBCTA shall jointly provide \$104,000 to cover one-time integration costs along with an annual service fee totaling \$1,204,885 over a four-year operating period. The integration cost is based on discussion and estimates from current SoCal 511 contractors with the annual operating cost derived from a population-based allocation assessed on current SoCal 511 contracted operating costs. All parties agree to review the operating costs after the initial two years and adjust the costs as warranted.

DETERMINATION OF SAFETY IMPACT

Approval of this Agreement will have no negative safety impact. There may be improved safety impacts as new regional incident and safety information is made available.

FINANCIAL IMPACT

Funding in the amount of \$1.2 million for operations and \$975,000 for improvements in support of SoCal 511 is included in the FY22 budget for cost center 3351. There are no additional or new budgetary requirements for LA SAFE to implement this action. Upon approval of this action and execution of the Agreement, LA SAFE will use existing budgeted funds to implement the integration. Costs associated with the integration and on-going operations will be recovered through a reimbursement from RCTC and SBCTA for SoCal 511 services provided pursuant to the terms of the Agreement.

Impact to Budget

There is no impact to the budget. SoCal 511 is funded from dedicated LA SAFE revenues, generated from an annual \$1.00 vehicle registration surcharge assessed to each vehicle registered within Los Angeles County. These funds are not eligible for bus and rail operating and capital expenditures.

ALTERNATIVES CONSIDERED

The Board could decide not to approve the execution of this Agreement. This alternative is not recommended. Proceeding with the integration will enable all travelers throughout the greater Los Angeles region to receive consistent, streamlined and improved service.

Agenda Item 511: Staff will file the Agreement for SoCal 511 with RCTC and SBCTA for review and approval.

File Type:
Agreement

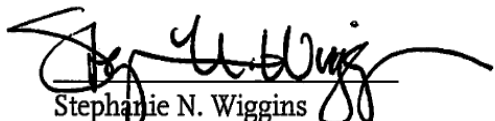
File #:
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their Agreement to be more in alignment with this Agreement.

Prepared by: Iain Fairweather, Sr. Manager Highway Operations, (213) 418-3377
 Kenneth Coleman, DEO Highway Operations/Congestion Reduction, (213) 922-2951

Reviewed by: Shahrzad Amiri, Executive Officer, (213) 922-3061


Stephanie N. Wiggins
Chief Executive Officer