

Metro

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



Agenda - Final

Thursday, February 20, 2020

9:00 AM

**One Gateway Plaza, Los Angeles, CA 90012,
3rd Floor, Metro Board Room**

Operations, Safety, and Customer Experience Committee

Mike Bonin, Chair

Mark Ridley-Thomas, Vice Chair

Jacquelyn Dupont-Walker

John Fasana

Robert Garcia

John Bulinski, non-voting member

Phillip A. Washington, 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.

INFORMATION RELATING TO AGENDAS AND ACTIONS OF THE BOARD

Agendas for the Regular MTA Board meetings are prepared by the Board Secretary and are available prior to the meeting in the MTA Records Management Department and on the Internet. Every meeting of the MTA Board of Directors is recorded and is available at www.metro.net or on CD's and as MP3's for a nominal charge.

DISCLOSURE OF CONTRIBUTIONS

The State Political Reform Act (Government Code Section 84308) requires that a party to a proceeding before an agency involving a license, permit, or other entitlement for use, including all contracts (other than competitively bid, labor, or personal employment contracts), shall disclose on the record of the proceeding any contributions in an amount of more than \$250 made within the preceding 12 months by the party, or his or her agent, to any officer of the agency, additionally PUC Code Sec. 130051.20 requires that no member accept a contribution of over ten dollars (\$10) in value or amount from a construction company, engineering firm, consultant, legal firm, or any company, vendor, or business entity that has contracted with the authority in the preceding four years. Persons required to make this disclosure shall do so by filling out a "Disclosure of Contribution" form which is available at the LACMTA Board and Committee Meetings. Failure to comply with this requirement may result in the assessment of civil or criminal penalties.

ADA REQUIREMENTS

Upon request, sign language interpretation, materials in alternative formats and other accommodations are available to the public for MTA-sponsored meetings and events. All requests for reasonable accommodations must be made at least three working days (72 hours) in advance of the scheduled meeting date. Please telephone (213) 922-4600 between 8 a.m. and 5 p.m., Monday through Friday. Our TDD line is (800) 252-9040.

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.



323.466.3876 x2

Español

323.466.3876 x3

한국어

日本語

中文

русский

ភាសាខ្មែរ

ภาษาไทย

Tiếng Việt

ភាសាខ្មែរ

HELPFUL PHONE NUMBERS

Copies of Agendas/Record of Board Action/Recordings of Meetings - (213) 922-4880 (Records Management Department)

General Information/Rules of the Board - (213) 922-4600

Internet Access to Agendas - www.metro.net

TDD line (800) 252-9040

NOTE: ACTION MAY BE TAKEN ON ANY ITEM IDENTIFIED ON THE AGENDA

CALL TO ORDER

ROLL CALL

14. SUBJECT: OPERATIONS EMPLOYEES OF THE MONTH [2019-0841](#)

RECOMMENDATION

RECOGNIZE Operations Employees of the Month

Attachments: [Presentation](#)

15. SUBJECT: ORAL REPORT ON SYSTEM SAFETY, SECURITY AND OPERATIONS [2019-0842](#)

RECOMMENDATION

RECEIVE oral report on Event Day Service Overview for December 2019 & January 2020.

Attachments: [Presentation](#)

16. SUBJECT: OVERHEAD CATENARY SYSTEM INSPECTION TOOL [2019-0819](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to execute Contract Modification No. 1 to Contract No. PS53079000, with TransTech of South Carolina, Inc. (TransTech), for a turnkey Overhead Catenary System Inspection Tool for the measurement, recording, and reporting of various parameters associated with the Overhead Catenary System (OCS) contact wire, for an amount of \$275,700 increasing the total contract amount from \$391,974.23 to \$667,674.23 and extend the period of performance from June 30, 2020 to June 30, 2023.

Attachments: [Attachment A - Procurement Summary](#)
[Attachment B - Contract Modification Change Order Log](#)
[Attachment C - Expenditure Plan](#)
[Attachment D - DEOD Summary](#)

17. SUBJECT: WASTE MANAGEMENT SERVICES

[2019-0863](#)

RECOMMENDATION

CONSIDER:

AUTHORIZING the Chief Executive Officer to:

- A. Award an indefinite delivery indefinite quantity Contract No. OP1484230003367 to American Reclamation, Inc. to provide waste management services throughout Metro B Line (Red), Metro G Line (Orange), Pasadena L Line (Gold) and various bus and rail locations within the geographical area, specified as the North Region, for a not-to-exceed amount of \$3,904,317 for the five-year base period, and \$1,571,479 for the one, two-year option term, for a combined not-to-exceed amount of \$5,475,796, effective March 1, 2020 through February 28, 2027, subject to resolution of protest(s), if any.

- B. Award an indefinite quantity/delivery Contract No. OP1484240003367 to American Reclamation, Inc. to provide waste management services throughout Metro A Line (Blue), Metro C Line (Green), E Line (Expo), Gateway Headquarters Building and various bus and rail locations within the geographical area, specified as the South Region, for a not-to-exceed amount of \$3,218,989 for the five-year base period, and \$1,325,033 for the one, two-year option term, for a combined not-to-exceed amount of \$4,544,022, effective March 1, 2020 through February 28, 2027, subject to resolution of protest(s), if any.

Attachments: [Attachment A - Region Maps](#)
 [Attachment B - Procurement Summary](#)
 [Attachment C - DEOD Summary](#)

**18. SUBJECT: CAPITAL IMPROVEMENT PROJECTS FOR METRO RAIL
AND FACILITY INFRASTRUCTURE**

[2019-0818](#)

RECOMMENDATION

CONSIDER:

- A. FINDING that awarding a design-build delivery method, pursuant to Public Utilities Code Section 130242(b), will achieve for Metro certain private sector efficiencies through the integration of design, project work and components at Metro rail facilities and in Metro light rail vehicles in Los Angeles County as defined by the supply and install projects listed in Attachment A.

Approval requires a two-thirds affirmative vote;

- B. AUTHORIZING the Chief Executive Officer to award the competitively bid design-build contracts to the lowest responsive, responsible bidder, pursuant to Public Utilities Code Section 130051.9(c)

Attachments: [Attachment A - Candidate Projects for Design-Build Project Delivery](#)

19. **SUBJECT: MOTION 47 RESPONSE AUTOMATIC CROSSING GATES** [2019-0871](#)

RECOMMENDATION

RECEIVE AND FILE the motion response regarding Metro's light rail gate down time for at-grade crossings.

Attachments: [Attachment A - Motion 47 Automatic Crossing Gates](#)

20. **SUBJECT: PROFESSIONAL AND TECHNICAL SERVICES FOR** [2019-0584](#)
OPERATIONS SDSA DEPARTMENT

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a three-year, indefinite delivery/indefinite quantity (IDIQ), Contract No. PS64781000 to Cambridge Systematics, Inc. for professional and technical services in an amount not-to-exceed \$8,683,324, subject to resolution of protest(s) if any.

Attachments: [Attachment A - Procurement Summary](#)
 [Attachment B - DEOD Summary](#)
 [Attachment C - Motion 22.1 NextGen Bus Speed Engineering Working Group](#)

21. **SUBJECT: FY21 REVENUE SERVICE HOUR (RSH) PROGRAM** [2020-0082](#)
PARAMETERS

RECOMMENDATION

RECEIVE AND FILE status report on the FY21 revenue service hour parameters.

-
22. SUBJECT: MONTHLY UPDATE ON TRANSIT SAFETY AND SECURITY PERFORMANCE [2020-0079](#)

RECOMMENDATION

RECEIVE AND FILE Transit Safety and Security Report.

Attachments: [Attachment A - System-Wide Law Enforcement Overview December 2019](#)
[Attachment B - MTA Supporting Data December 2019](#)
[Attachment C - Key Performance Indicators December 2019](#)
[Attachment D - Transit Police Summary December 2019](#)

(ALSO ON EXECUTIVE MANAGEMENT COMMITTEE)

23. SUBJECT: SECURITY GUARD SERVICES [2020-0030](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to execute Contract Modification No. 6 to Contract No. PS560810024798 with RMI International, Inc. to continue providing security guard services, and increasing the not-to-exceed contract value by \$18,400,000 from \$87,053,758 to \$105,453,758.

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

29. SUBJECT: THE MICROTRANSIT PILOT PROJECT - PART B (IMPLEMENTATION) [2019-0865](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to:

- A. EXECUTE Modification No. 5 to firm fixed price Contract No. PS46292001 with RideCo., Inc. as a private partner and technology firm for operations in conjunction with the deployment areas outlined in Attachment F (Regional Readiness Operating Plan) and Attachment G (Map), in the amount of \$28,874,747.50, increasing the total Contract value from \$285,985.13 to \$29,160,732.63.
- B. AMEND the FY20 budget for the MicroTransit pilot project implementation positions and funding listed below:
1. 80 Contract positions to operate the vehicles and 7 Contract positions to supervise the service; and
 2. \$7,750,000 for FY20 contractual and operational expenses

- Attachments:
- [Attachment A - Procurement Summary](#)
 - [Attachment B - Contract Mod Change Order Log](#)
 - [Attachment C - DEOD Summary](#)
 - [Attachment D - MicroTransit Pilot Project Team Staffing Plan](#)
 - [Attachment E - MicroTransit Pilot Project Expenditure Plan](#)
 - [Attachment F - Regional Readiness Operating Plan](#)
 - [Attachment G - Proposed Service Zones Map](#)

(ALSO ON PLANNING AND PROGRAMMING COMMITTEE)

30. SUBJECT: METRO FREEWAY SERVICE PATROL

[2020-0019](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to:

- A. AWARD a firm fixed unit rate Contract No. FS66316000-34 to Disco Auto Sales, Inc., dba Hollywood Car Carrier, the lowest responsive and responsible bidder, for Metro Freeway Service Patrol (FSP) towing services in the amount of \$3,567,060 for Beat 34 and Contract No. FS66316001-71 for \$8,515,325 for Beat 71 for 56 months, subject to resolution of protest(s), if any; and,
- B. AWARD a firm fixed unit rate Contract No. FS66316002-10 to Hovanwil, Inc., dba Jon's Towing, the lowest responsive and responsible bidder, for Metro Freeway Service Patrol (FSP) towing services in the amount of \$4,306,768.50 for Beat 10 for 56 months, subject to resolution of protest(s), if any; and,
- C. AWARD a firm fixed unit rate Contract No. FS66316003-9 to Sonic Towing, Inc., the lowest responsive and responsible bidder, for Metro Freeway Service Patrol (FSP) towing services in the amount of \$3,765,230 for Beat 9 and Contract No. FS66316004-12 for \$3,898,346.88 for Beat 12 for 56 months, subject to resolution of protests(s), if any; and,
- D. AWARD a firm fixed unit rate Contract No. FS66316005-21 to South Coast Towing, Inc., the lowest responsive and responsible bidder, for Metro Freeway Service Patrol (FSP) towing services in the amount of \$3,460,726 for Beat 21 and Contract No. FS66316006-70 for \$6,824,652 for Beat 70 for 56 months, subject to resolution of protests(s), if any; and,
- E. DO NOT AWARD contracts for the following beats as solicited in IFB No. FS66316. Beats 18, 20, 24, 28, 33, 36, 37, 38, 41, & 42; and,
- F. INCREASE Contract Modification Authority (CMA) to 32 existing Freeway Service Patrol contracts as delineated below for an aggregate amount of

\$8,200,000 thereby increasing the CMA amount from \$25,317,555 to \$33,517,555 and extend the periods of performance as follows:

- Beat no. 1: All City Tow Contract No. FSP2828200FSP141, for \$190,000 for up to 4 months
- Beat no. 2: Citywide Towing Contract No. FSP2785600FSP142, for \$340,000 for up to 4 months
- Beat no. 3: Hollywood Car Carrier Contract No. FSP3469400B3/43, for \$240,000 for up to 6 months
- Beat no. 5: Sonic Towing, Inc. Contract No. FSP3469500B5/17, for \$490,000 for up to 6 months
- Beat no. 6: Neighborhood Towing 4 U Contract No. FSP3469600B6, for \$500,000 for up to 6 months
- Beat no. 7: Girard & Peterson Contract No. FSP3469900B7/11, for up to 8 months
- Beat no. 8: Citywide Towing Contract No. FSP2825800FSP148, for \$215,000 for up to 4 months
- Beat no. 10: Neighborhood Towing 4 U Contract No. FSP3848100FSP1410, for \$320,000 for up to 3 months
- Beat no. 11: Girard & Peterson Contract No. FSP3469900B7/11, for up to 8 months
- Beat no. 12: Tip Top Tow Contract No. FSP2826700FSP14, for \$125,000 for up to 3 months
- Beat no. 13: Reliable Delivery Service Contract No. FSP2831500FSP1413, for \$300,000 for up to 4 months
- Beat no. 17: Sonic Towing, Inc. Contract No. FSP3469500B5/17, for \$475,000 for up to 6 months
- Beat no. 18: Bob & Dave's Towing, Inc. Contract No. FSP2690300FSP1418, for \$280,000 for up to 4 months
- Beat no. 20: Bob's Towing Contract No. FSP2836600FSP1420, for \$200,000 for up to 4 months
- Beat no. 21: Bob's Towing Contract No. FSP2839000FSP1421, for \$110,000 for up to 3 months
- Beat no. 24: T.G. Towing, Inc. Contract No. FSP2833200FSP1424, for \$580,000 for up to 4 months
- Beat no. 27: Hovanwil, Inc. dba Jon's Towing Contract No. FSP3470400B27/39, for \$355,000 for up to 8 months
- Beat no. 28: Hadley Tow Contract No. FSP3847300FSP1428, for \$145,000 for up to 4 months
- Beat no. 29: Platinum Tow & Transport, Inc. Contract No. FSP3470600B29, for up to 6.5 months
- Beat no. 31: Navarro's Towing Contract No. FSP3470700B31/50, for \$375,000 for up to 6.5 months
- Beat no. 33: Mid Valley Towing Contract No. FSP2851900FSP1433, for \$180,000 for up to 4 months

- Beat no. 34: South Coast Towing, Inc. Contract No. FSP2839600FSP1434, for \$270,000 for up to 3 months
- Beat no. 36: Hadley Tow Contract No. FSP2841400FSP1436, for \$105,000 for up to 4 months
- Beat no. 37: Reliable Delivery Service Contract No. FSP3696000FSP1437, for \$200,000 for up to 4 months
- Beat no. 38: Steve's Towing Contract No. FSP38468001438, for \$215,000 for up to 4 months
- Beat no. 39: Hovanwil, Inc. dba Jon's Towing Contract No. FSP5966400FSPB39, for \$470,000 for up to 6 months
- Beat no. 42: Platinum Tow & Transport Contract No. FSP2842100FSP1442, for \$100,000 for up to 4 months
- Beat no. 43: Hollywood Car Carrier Contract No. FSP3469400B3/43, for \$300,000 for up to 6 months
- Beat no. 50: Navarro's Towing Contract No. FSP3470700B31/50, for \$220,000 for up to 6.5 months
- Beat no. 70: Tip Top Tow Contract No. FSP3471300B70, for \$260,000 for up to 3 months
- Beat no. 71: Bob & Dave's Towing, Inc. Contract No. FSP3471500B71, for \$250,000 for up to 3 months
- Region 1: Kenny's Auto Service Contract No. FSP13-R1 for \$390,000 for up to 4 months

Attachments: [Attachment A - Procurement Summary](#)
[Attachment B - Procurement Summary \(Various Beats\)](#)
[Attachment C - Contract Modification Authority Summary](#)
[Attachment D - Contract Modification & Change Order Log](#)
[Attachment E - DEOD Summary](#)
[Attachment F - FSP Beat Map](#)

SUBJECT: GENERAL PUBLIC COMMENT

[2020-0118](#)

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.

COMMENTS FROM THE PUBLIC ON ITEMS OF PUBLIC INTEREST WITHIN COMMITTEE'S SUBJECT MATTER JURISDICTION

Adjournment



File #: 2019-0841, File Type: Oral Report / Presentation

Agenda Number: 14.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
FEBRUARY 20, 2020**

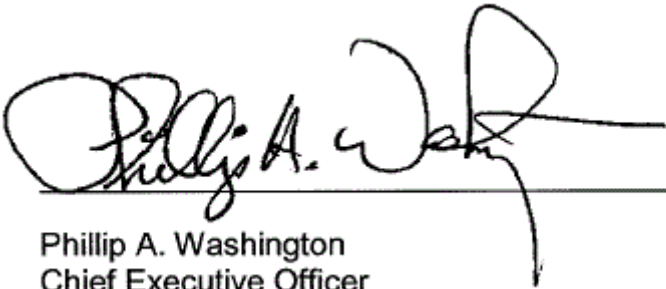
SUBJECT: OPERATIONS EMPLOYEES OF THE MONTH

RECOMMENDATION

RECOGNIZE Operations Employees of the Month

DISCUSSION

Operations Employees of the Month recognizes Transportation, Maintenance and Logistics frontline employees for their outstanding leadership contributions to the Operations Department.



Phillip A. Washington
Chief Executive Officer

February Employees of the Month



Metro

Operations, Safety, and Customer Experience Committee

February 20, 2020

Employees of the Month



Transportation

Bus Operator

Daniel Chavez



Maintenance

Maintenance

Specialist Leader

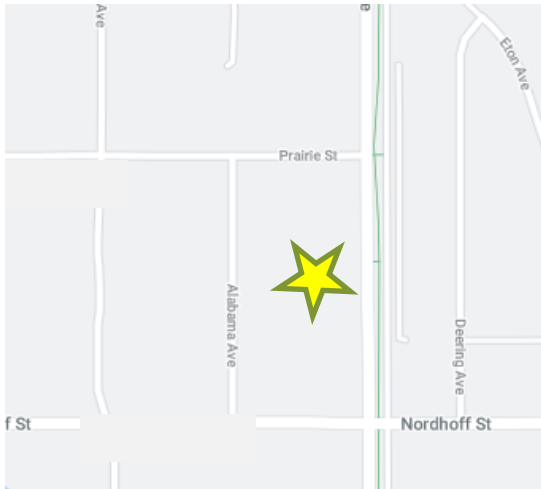
Danny Tran



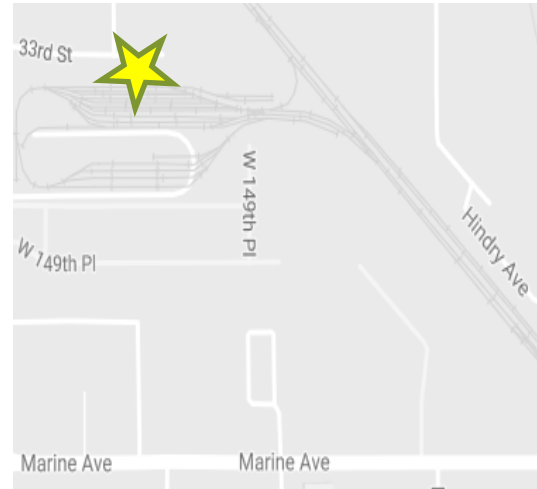
Logistics

Stock Clerk

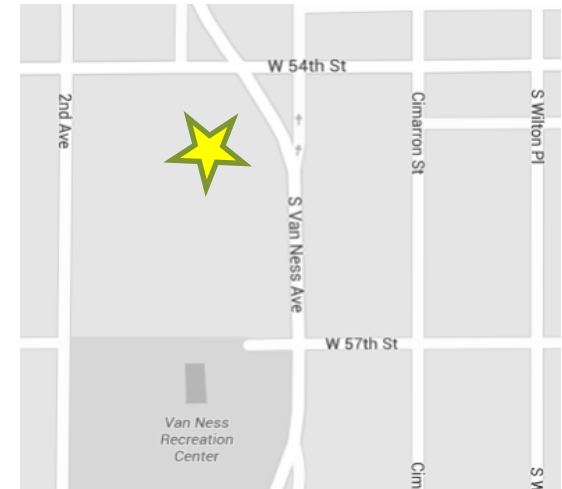
Kenneth Howard



Division 8 – Chatsworth



Division 22 – Lawndale



Division 5 – Los Angeles



File #: 2019-0842, File Type: Oral Report / Presentation

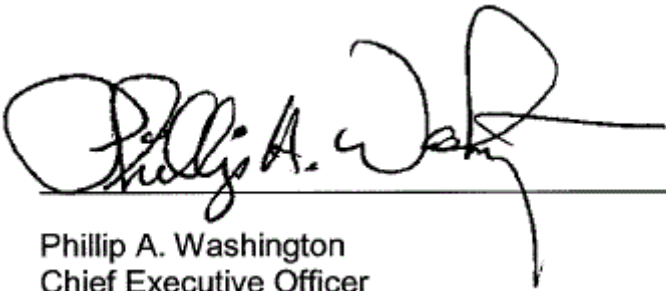
Agenda Number: 15.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
FEBRUARY 20, 2020**

**SUBJECT: ORAL REPORT ON SYSTEM SAFETY, SECURITY
AND OPERATIONS**

RECOMMENDATION

RECEIVE oral report on Event Day Service Overview for December 2019 & January 2020.



Phillip A. Washington
Chief Executive Officer

Metro Rail Event Day Service Overview



Metro

Operations, Safety, And Customer Experience Committee
February 20, 2020

Rail - Service & Major Special Event – December & January

| Date | Event Name | Location | TAP Ridership | Estimated Attendance | Metro Riders | Lines – Enhanced Service |
|-------------------------------|---|----------------------------|---------------|----------------------|--------------|---|
| Sunday December 8, 2019 | Rams vs Seattle Seahawks | LA Coliseum | 16,660 | 70,000 | 12% | Expo, Blue & Red |
| Saturday December 14, 2019 | Rolling Loud Concert | Banc of California Stadium | 1,324 | 60,000 | 2% | Expo, Blue & Red |
| Sunday December 15, 2019 | Rolling Loud Concert | Banc of California Stadium | 3,187 | 60,000 | 1% | Expo, Blue & Red |
| Sunday December 29, 2019 | Rams vs Arizona Cardinals | LA Coliseum | 20,656 | 60,000 | 22% | Expo, Blue & Red |
| Tuesday December 31, 2019 | Grand Park New Year's Eve Fireworks | Grand Park | 11,551 | 65,000 | 8% | Red & Purple |
| Wednesday January 1, 2020 | Rose Parade | Pasadena | 16,624 | 200,000 | 8% | Gold, Red & Purple |
| Wednesday January 1, 2020 | Rose Bowl Football Game | Rose Bowl | 2,006 | 80,000 | 1% | Gold, Red & Purple |
| Wednesday January 1, 2020 | Rose Parade Floats | Sierra Madre | 1,905 | 14,300 | 13% | Metro Shuttle from Sierra Madre Villa (Gold Line Station) |
| Thursday January 2, 2020 | Rose Parade Floats | Sierra Madre | 2,500 | 14,300 | 17% | Metro Shuttle from Sierra Madre Villa (Gold Line Station) |
| Saturday, January 18, 2020 | Los Angeles 4th Annual Women's March & One Life March | Downtown LA | 64,386 | 200,000 | 32% | All Rail Lines |



Rail - Service & Special Event Support Overview

Special Event Day Service includes:

- Provide about 30,000 Revenue Service Hours annually in enhanced service to support customers attending games, special events and demonstrations planned for the LA area throughout the fiscal year
- Special Event Service requires coordination and support from Security & Law Enforcement, Revenue/TAP staff, and other key departments
- Rail Operations staffing support for crowd control and enhanced service operations is required at strategic locations, including, but not limited to:
 - 7th/Metro Center
 - Pico
 - Expo Park/USC
 - Expo/Vermont
 - 37th Street/USC
 - Memorial Park
 - Civic Center
 - Grand Park
 - Union Station





Board Report

File #: 2019-0819, File Type: Contract

Agenda Number: 16.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE FEBRUARY 20, 2020

SUBJECT: OVERHEAD CATENARY SYSTEM INSPECTION TOOL

ACTION: APPROVE CONTRACT MODIFICATION

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to execute Contract Modification No. 1 to Contract No. PS53079000, with TransTech of South Carolina, Inc. (TransTech), for a turnkey Overhead Catenary System Inspection Tool for the measurement, recording, and reporting of various parameters associated with the Overhead Catenary System (OCS) contact wire, for an amount of \$275,700 increasing the total contract amount from \$391,974.23 to \$667,674.23 and extend the period of performance from June 30, 2020 to June 30, 2023.

ISSUE

The OCS is a main component for providing traction power to light rail vehicles. Several times over the past year, the rail vehicle pantograph(s) have become entangled in the OCS contact wire. Because the interaction between the OCS contact wire and the pantograph is so interrelated, it is very difficult to determine if a damaged pantograph became entangled with a good OCS wire or if a damaged OCS wire caused a good pantograph to become entangled.

TransTech is the proprietary designer and manufacturer of the OCS Inspection Tool that requires an upgrade feature to measure the contact wire wear to help prevent entanglement incidents.

BACKGROUND

In June 2018, Metro awarded a single-source, firm fixed-price Contract No. PS53079000 to TransTech to provide an OCS Inspection Tool in the amount of \$391,974.23. This contract modification provides for a modular upgrade to the existing OCS Inspection Tool which allows for the measurement the OCS contact wire, ensuring wire thickness is within the operating tolerances and ultimately prevents failures before they occur.

DISCUSSION

Metro currently operates four light rail systems with over 98 miles of track. Due to the difficulties with inspecting the OCS system using traditional methods, the OCS does not get inspected as frequently.

Therefore, Metro implemented an automated OCS Inspection Tool as a pilot project in order to study the effectiveness of the tool that could be deployed for OCS preventive maintenance work. A prototype was mounted onboard a revenue P3010 light rail vehicle to provide inspection results at least once per day.

The pantograph, which extends from the top of the rail vehicle, travels along the bottom of the OCS contact wire and transfers electricity from the wayside traction power system to the rail vehicle. The OCS Inspection Tool uses image processing technology to provide real-time information about the voltage and current draw, arc sensing, wire height and stagger. A modular upgrade would be added to the prototype to enable monitoring of the wear condition on the contact wire.

When anomalies are detected, the detailed images and data are transmitted wirelessly to alert Wayside Traction Power Maintenance personnel to review and determine if an on-site response and inspection is needed. The study results of the OCS Inspection Tool have been positive and have exceeded performance expectations. This technology provides a resourceful and proactive use of OCS preventive maintenance work.

DETERMINATION OF SAFETY IMPACT

Approval of the recommendations will have a positive impact on the safety of the light rail system by helping to ensure compliance with the original equipment manufacturers (OEM) recommended replacement cycle. Maintaining the light rail system in a State of Good Repair will reduce the mean time between failures, reduce the mean time to repair after failure, and promote safe and reliable train operations.

FINANCIAL IMPACT

Funding for this contract modification will come from capital project 205119 - OCS Inspection System. The Board approved a Life-of- Project (LOP) budget of \$1,259,000. For FY 20, the contract modification amount of \$275,700 will be funded by the LOP budget of project 205119, cost center 3960, account 53102 - acquisition of equipment. See Attachment C for the project expenditure plan.

Impact to Budget

The source of funds for this action will come from Proposition A 35% Rail Capital as well as future Federal, State and local funding sources that are eligible for Rail Capital Projects. Using these funding sources maximizes the project funding allocations allowed by approved provisions and guidelines.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

Approval of this recommendation supports the following Metro Strategic Plan Goals:

1. Provide high-quality mobility options that enable people to spend less time traveling.
2. Deliver outstanding trip experiences for all users of the transportation system.

This contract modification will help maintain safety, service and reliability standards in an effort to

provide a world-class transportation system that enhances quality of life for all who live, work, and play within Los Angeles County.

ALTERNATIVES CONSIDERED

The Board may choose not to approve Modification No. 1 to Contract No. PS53079000, but this is not recommended by staff because without proceeding with the modular upgrade for the OCS Inspection Tool, any failure(s) may result in light rail service delays as train movements will need to stop until repairs are completed. Not performing or postponing these repairs is not recommended as the light rail system infrastructure components are safety sensitive and if not properly maintained, will impact service reliability, passenger safety and comfort. Additionally, unscheduled maintenance repair costs on a per incident basis will result in higher operating costs and longer repair time versus reduced costs when performing work as scheduled.

NEXT STEPS

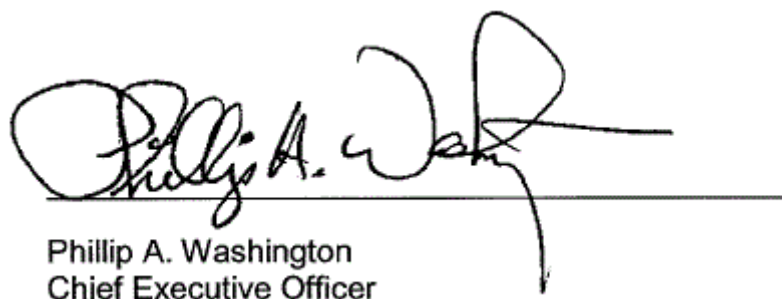
Upon Board approval, staff will execute Modification No. 1 to Contract No. PS53079000 with TransTech to provide the modular upgrade for the OCS Inspection Tool.

ATTACHMENTS

- Attachment A - Procurement Summary
- Attachment B - Contract Modification/Change Order
- Attachment C - Expenditure Plan
- Attachment D - DEOD Summary

Prepared by: Errol Taylor, Senior Executive Officer, Maintenance and Engineering, (213) 922-3227
Marshall Epler, DEO, Systems Engineering, (213) 617-6232
Geyner Paz, Senior Administrative Analyst, (213) 617-6251

Reviewed by: James T. Gallagher, Chief Operations Officer, (213) 418-3108
Debra Avila, Chief Vendor/Contract Management Officer, (213) 418-3051



Phillip A. Washington
Chief Executive Officer

PROCUREMENT SUMMARY

OVERHEAD CATENARY SYSTEM INSPECTION TOOL/PS53079000

| | | | |
|----|---|---------------|---|
| 1. | Contract Number: PS53079000 | | |
| 2. | Contractor: TransTech of South Carolina, Inc. (TransTech) | | |
| 3. | Mod. Work Description: Additional inspection tool functionality | | |
| 4. | Contract Work Description: Purchase and Installation of Overhead Catenary System (OCS) Inspection Tool for the measurement, recording, and reporting of various parameters with the wayside OCS. | | |
| 5. | The following data is current as of: January 15, 2020 | | |
| 6. | Contract Completion Status | | Financial Status |
| | Contract Awarded: | June 25, 2018 | Contract Award Amount: \$391,974.23 |
| | Notice to Proceed (NTP): | N/A | Total of Modifications Approved: \$0.00 |
| | Original Complete Date: | June 30, 2020 | Pending Modifications (including this action): \$275,700 |
| | Current Est. Complete Date: | June 30, 2023 | Current Contract Value (with this action): \$667,674.23 |
| 7. | Contract Administrator: Victor Zepeda | | Telephone Number: (213) 922-1458 |
| 8. | Project Manager: Marshall Epler | | Telephone Number: (213) 617-6232 |

A. Procurement Background

This Board Action is to approve Contract Modification No. 1 issued in support of purchasing an additional component to the Overhead Catenary System (OCS) Inspection Tool that will be mounted on different models of revenue light rail vehicles for the express purpose of measuring and recording wear of the OCS wire.

This Contract Modification will be processed in accordance with Metro's Acquisition Policy and the contract type is a firm fixed price.

On June 25, 2018, Metro awarded a single source Contract No. PS53079000 to TransTech to purchase a highly specialized safety tool technology with unique applications for the monitoring of OCS, in the amount of \$391,974.23, for a period of performance of 24 months.

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 upon the independent cost estimate (ICE), cost analysis, and technical evaluation.

| Proposal Amount | Metro ICE | Negotiated Amount |
|------------------------|------------------|--------------------------|
| \$275,700 | \$325,000 | \$275,700 |

CONTRACT MODIFICATION/CHANGE ORDER LOG
OVERHEAD CATENARY SYSTEM INSPECTION TOOL/PS53079000

| Mod. No. | Description | Status (approved or pending) | Date | \$ Amount |
|-----------------|--|-------------------------------------|----------------|---------------------|
| 1 | Additional Module for measuring wire. | Pending | Pending | \$275,700 |
| | Modification Total: | | | \$275,700 |
| | Original Contract: | | | \$391,974.23 |
| | Total: | | | \$667,674.23 |

Project 205119 Expenditure Plan

Overhead Catenary System Inspection Tool/PS53079000

| Non-Labor Item | Current FY 2020 | Future FY 2021 | Contingency FY 2022 | Total |
|--|----------------------------|---------------------------|--------------------------------|---------------------|
| PS53079000 - Overhead Catenary System (OCS) Inspection Tool (TransTech) | \$ 275,000 | \$ 575,000 | | \$ 850,000 |
| Installation Parts and Materials | \$ 12,500 | \$ 12,500 | | \$ 25,000 |
| Engineering Support Services | \$ 50,000 | \$ 50,000 | | \$ 100,000 |
| Project Management Support Services | \$ 25,000 | \$ 25,000 | | \$ 50,000 |
| Project Contingency | | | \$ 56,740 | \$ 56,740 |
| | \$ 362,500 | \$ 662,500 | \$ 56,740 | \$ 1,081,740 |
| Metro Labor | \$ 72,310 | \$ 104,950 | | \$ 177,260 |
| Yearly Cash Flow Forecast: | \$ 434,810 | \$ 767,450 | \$ 56,740 | \$ 1,259,000 |

DEOD SUMMARY

OVERHEAD CATENARY SYSTEM INSPECTION TOOL / PS53079000

A. Small Business Participation

The Diversity and Economic Opportunity Department (DEOD) did not establish a Small Business Enterprise (SBE) or a Disabled Veteran Business Enterprise (DVBE) goal for this procurement to provide a turnkey system for the Overhead Catenary System (OCS). According to the Project Manager, TransTech of South Carolina, Inc. is the proprietary designer and manufacturer of the OCS Inspection Tool that requires an upgrade. It is expected that TransTech of South Carolina, Inc. will perform the work with its own workforce.

B. Living Wage and Service Contract Worker Retention Policy Applicability

The Living Wage and Service Contract Worker Retention Policy (LW/SCWRP) is not Applicable to this modification

C. Prevailing Wage Applicability

Prevailing wage is not applicable to this contract.

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.

**Board Report**

File #: 2019-0863, **File Type:** Contract

Agenda Number: 17.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
FEBRUARY 20, 2020**

SUBJECT: WASTE MANAGEMENT SERVICES

ACTION: APPROVE CONTRACT AWARD

RECOMMENDATION

CONSIDER:

AUTHORIZING the Chief Executive Officer to:

- A. Award an indefinite delivery indefinite quantity Contract No. OP1484230003367 to American Reclamation, Inc. to provide waste management services throughout Metro B Line (Red), Metro G Line (Orange), Pasadena L Line (Gold) and various bus and rail locations within the geographical area, specified as the North Region, for a not-to-exceed amount of \$3,904,317 for the five-year base period, and \$1,571,479 for the one, two-year option term, for a combined not-to-exceed amount of \$5,475,796, effective March 1, 2020 through February 28, 2027, subject to resolution of protest(s), if any.
- B. Award an indefinite quantity/delivery Contract No. OP1484240003367 to American Reclamation, Inc. to provide waste management services throughout Metro A Line (Blue), Metro C Line (Green), E Line (Expo), Gateway Headquarters Building and various bus and rail locations within the geographical area, specified as the South Region, for a not-to-exceed amount of \$3,218,989 for the five-year base period, and \$1,325,033 for the one, two-year option term, for a combined not-to-exceed amount of \$4,544,022, effective March 1, 2020 through February 28, 2027, subject to resolution of protest(s), if any.

ISSUE

The existing waste management services contract will expire on July 31, 2020. To continue providing the required integrated waste management services, two new regional contract awards are required effective March 1, 2020. This action is necessary to allow the incoming contractor sufficient time to acquire new trash and recycling bins for all Metro facilities.

BACKGROUND

On October 25, 2012, Metro Board of Directors authorized the Chief Executive Officer to award a

seven-year, Contract No. PS11064106R to Consolidated Disposal Service, the lowest responsive and responsible bidder for waste management services in an amount not to exceed \$6,993,296 effective December 1, 2012.

To avoid service interruptions and continue providing these critical services, two (2) new contract awards are required effective March 1, 2020.

DISCUSSION

The existing waste management services contract is being replaced with two new regional service contracts split geographically. This action is necessary to expand opportunities for small business participation while maintaining service efficiency and continuity.

The existing contract includes transport and recycling or disposal of solid waste from Metro facilities, provides roll-off containers and dumpsters, and submittal of monthly diversion reports. Most containers are serviced on a regular schedule while others are on an on-call as-needed basis.

Improved diversion is one of many ways that Metro is striving to reduce its environmental impact. These two new contracts are an integral part of Metro's Environmental Management System. The contractor will support the Environmental Compliance and Services unit of the Transit Project Delivery department in education and waste disposal change efforts with front-line employees at all Metro operating facilities. In addition, the contractor will provide on-going analysis of Metro's efforts to reduce landfill waste and improve in-house recycling programs to exceed waste diversion requirements.

Currently, all local government organizations in California are required to divert at least 50% of their waste from landfills. To meet this requirement, Metro's trash-hauling contractor separates and recycles suitable materials from waste materials it collects from all Metro operating, support, office, and passenger facilities. These contracts set goals to improve and exceed the 50% waste diversion requirements over the next seven-years.

The existing contract is due to expire July 31, 2020. However, the two new contracts are required effective March 1, 2020. This action is necessary to allow the outgoing contractor sufficient time to perform all necessary administrative processes associated with contract closeout, and to provide the incoming contractor ample time to acquire new trash and recycling bins for all Metro facilities.

The Diversity and Economic Opportunity Department (DEOD) established a 7% Small Business Enterprise (SBE) and 3% Disabled Veteran Business Enterprise (DVBE) goal for this solicitation. American Reclamation made a 7% SBE and 3% DVBE participation commitment for each of the North region and the South region contracts.

DETERMINATION OF SAFETY IMPACT

Timely and efficient removal of trash and recycling are important elements of a safe and responsible waste management program.

FINANCIAL IMPACT

The FY20 budget for waste management services is \$941,600, contained in Cost Center 8370 - Contracts and Administration, account 50308 - Service Contract maintenance, in various Operating projects. Current waste management services contracts expire on July 31, 2020 (FY21). To allow for seamless transition to a new contractor and avoid contractual interruptions, this action will put the contract in place for FY21 implementation.

Since these are multi-year contracts, the cost center manager and Sr. Executive Officer, Maintenance and Engineering will be accountable for budgeting the all costs in future fiscal years.

Impact to Budget

The current source of funding for this action are State and Local sources including sales tax and fares. Using these funding sources maximizes the project funding allocations allowed by approved provisions and guidelines.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

This board action supports Strategic Goal 5: Provide responsive, accountable, and trustworthy governance within the Metro organization. Metro objectives for this contract are to increase efficiency, minimize costs, improve Metro's recycling and landfill diversion programs, reduce the amount of waste that Metro disposes and comply with all applicable Federal, State and Local laws.

ALTERNATIVES CONSIDERED

Staff considered providing this service through Metro in-house staff. This would require the hiring and training of additional personnel, purchase of additional equipment, vehicles, and supplies to support the expanded responsibility. Staff's assessment indicates that this is not a cost-effective option for Metro.

NEXT STEPS

Upon approval by the Board, staff will execute Contracts OP1484230003367 and OP1484240003367 with American Reclamation, Inc. to provide integrated waste management services for the North and South Regions, respectively, effective March 1, 2020.

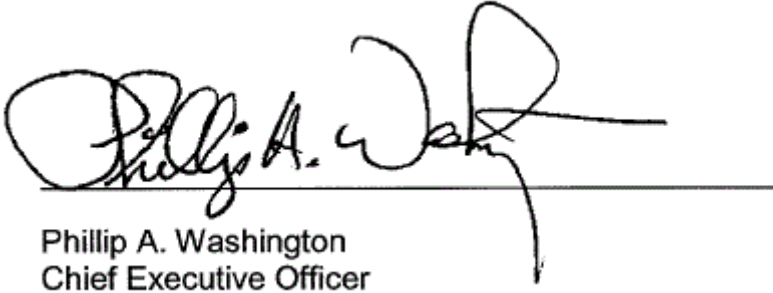
ATTACHMENTS

Attachment A - Region Maps
Attachment B - Procurement Summary
Attachment C - DEOD Summary

Prepared by: Brady Branstetter, DEO, Facilities Maintenance, (213) 922-6767
Lena Babayan, Senior Director, Facilities Maintenance, (213) 922-6765

Reviewed by: James T. Gallagher, Chief Operations Officer, (213) 418-3108

Debra Avila, Chief, Vendor/Contract Management Officer, (213) 418-3051



Phillip A. Washington
Chief Executive Officer

ATTACHMENT A

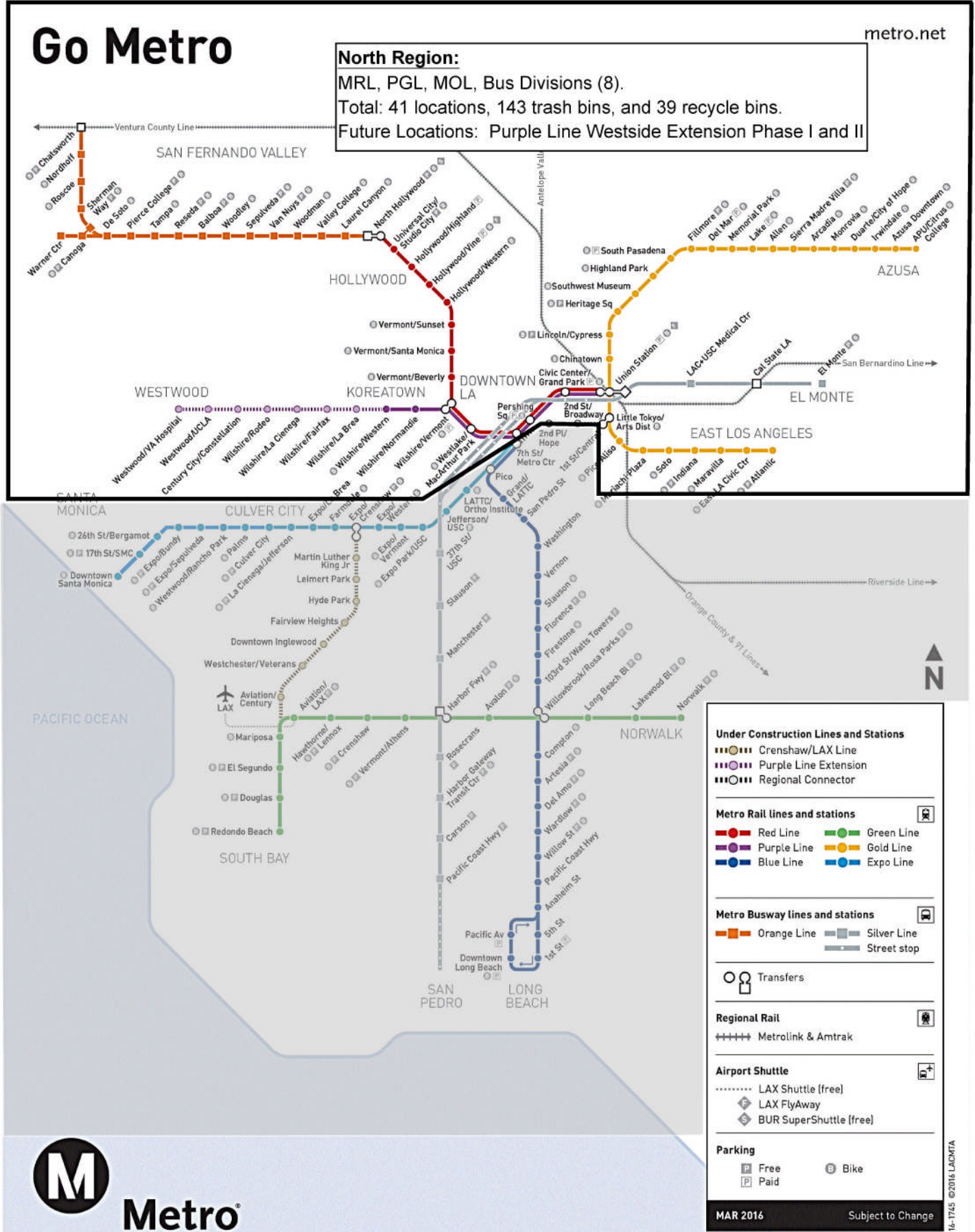
LIST OF SERVICE LOCATIONS

NORTH REGION

metro.net

Go Metro

North Region:
 MRL, PGL, MOL, Bus Divisions (8).
 Total: 41 locations, 143 trash bins, and 39 recycle bins.
 Future Locations: Purple Line Westside Extension Phase I and II



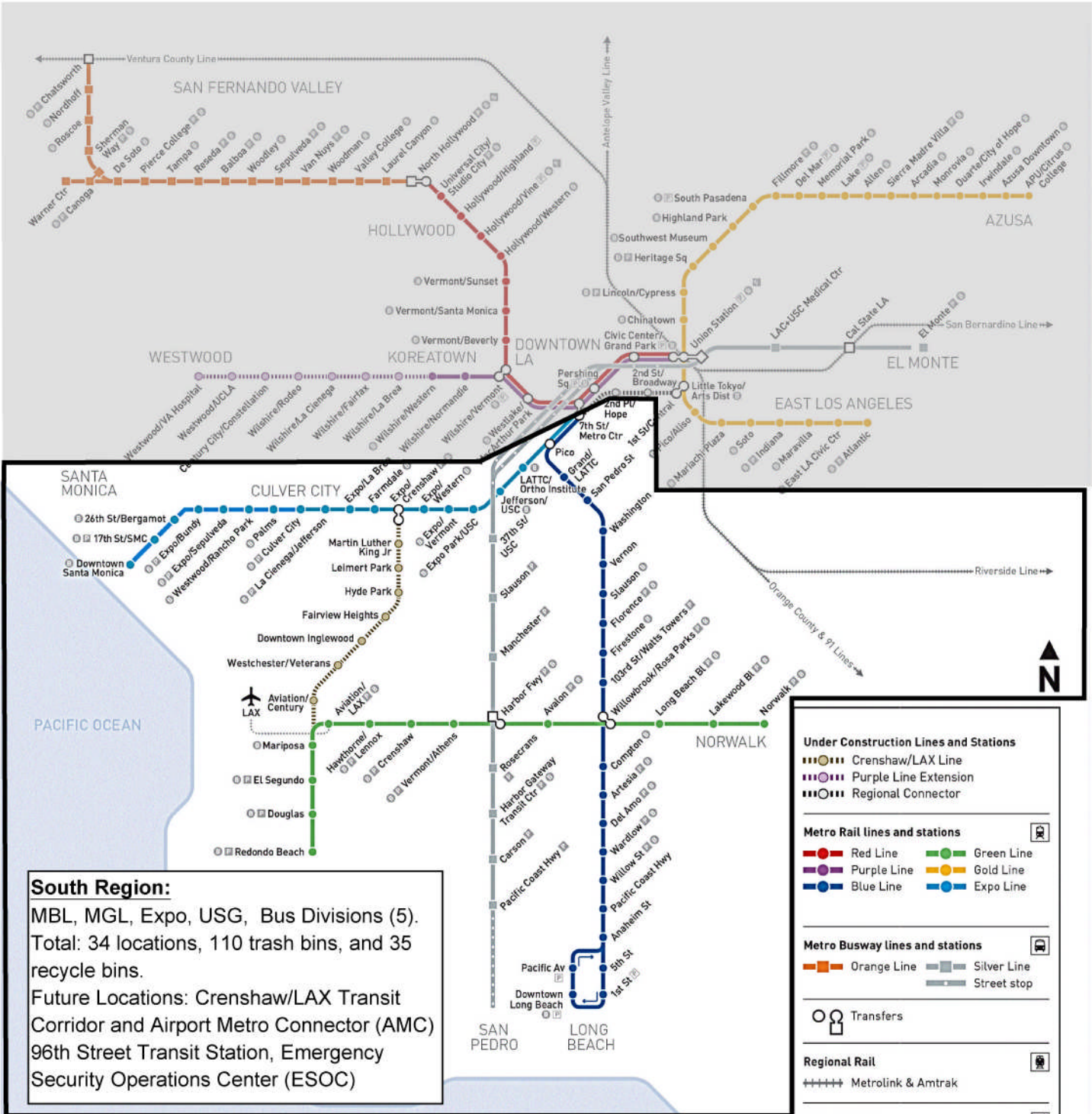
ATTACHMENT A

LIST OF SERVICE LOCATIONS

SOUTH REGION

Go Metro

metro.net



PROCUREMENT SUMMARY

**WASTE MANAGEMENT SERVICES/
OP1484230003367 AND OP1484240003367**

| | | |
|----|---|--|
| 1. | Contract Number: A: OP1484230003367 (North Region) B: OP1484240003367 (South Region) | |
| 2. | Recommended Vendor: A: American Reclamation, Inc. (North Region) B: American Reclamation, Inc. (South Region) | |
| 3. | Type of Procurement (check one): <input checked="" type="checkbox"/> RFP <input type="checkbox"/> IFB <input type="checkbox"/> IFB-A&E <input type="checkbox"/> Non-Competitive <input type="checkbox"/> Modification <input type="checkbox"/> Task Order | |
| 4. | Procurement Dates: | |
| | A. Issued: June 14, 2019 | |
| | B. Advertised/Publicized: June 18, 2019 | |
| | C. Pre-Proposal/Pre-Bid Conference: June 27, 2019 | |
| | D. Proposals/Bids Due: July 31, 2019 | |
| | E. Pre-Qualification Completed: December 5, 2019 | |
| | F. Conflict of Interest Form Submitted to Ethics: December 2, 2019 | |
| | G. Protest Period End Date: February 24, 2020 | |
| 5. | Solicitations Picked up/Downloaded: 19 | Proposals Received: North Region: 2 Proposals Received: South Region: 2 |
| 6. | Contract Administrator: Rommel Hilario | Telephone Number: (213) 922-4654 |
| 7. | Project Manager: Alberto Garcia | Telephone Number: (213) 922-6760 |

A. Procurement Background

This Board Action is to approve the award of Contracts OP1484230003367 (North Region) and OP1484240003367 (South Region) to American Reclamation, Inc. to provide waste management services at various Metro facilities. Services include, but are not limited to, providing trash and recycling bins of various sizes, servicing trash and recycling bins at various frequencies and provide detailed reporting of trash and recycling efforts and activities. Board approval of contract awards are subject to resolution of any properly submitted protest.

On June 14, 2019, Request for Proposal (RFP) No. OP62840 was issued as a competitive procurement in accordance with Metro's Acquisition Policy. The proposed contract type is indefinitely quantity/delivery.

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

- Amendment No. 1, issued on June 28, 2019, revised the Schedule of Quantities and Prices for the North and South Regions and List of Service Locations – South Region; and provided copies of the pre-bid conference material including sign-in sheets and the planholders' list;

- Amendment No. 2, issued on July 17, 2019, extended the proposal due date.

A Pre-Proposal Conference was held on June 27, 2019. A total of six participants attended representing four firms. There were 32 questions received and responses were provided prior to the proposal due date.

A total of two proposals each were received for the North and the South Regions, and are listed below in alphabetical order:

North Region

1. American Reclamation
2. Consolidated Disposal Services, LLC DBA Republic Services

South Region

1. American Reclamation
2. Consolidated Disposal Services, LLC DBA Republic Services

B. Evaluation of Proposals

The Proposal Evaluation Team (PET), consisting of staff from Environmental Services, General Services, and Facility Maintenance departments, was convened and conducted a comprehensive evaluation of the proposals received.

Proposals were evaluated based on the following evaluation criteria stated in the RFP:

Phase I – Minimum Qualification Evaluation: This is a pass/fail criteria. The evaluation focused on the experience of the Prime Contractor in providing integrated waste management services. Further, state issued licenses, certifications and permits were validated. Firms that pass each Minimum Qualification shall be considered within the competitive range for further evaluation.

Phase II – Technical Evaluation: Technical proposals were evaluated in accordance with the following evaluation criteria and associated weights:

- Price 30%
- Workplan 45%
- Degree of Skills – Firm and Personnel Experience 25%

The evaluation criteria are appropriate and consistent with criteria developed for similar waste management services procurements.

The PET reconvened and determined that all proposals passed the Phase I evaluation and were within the competitive range. The proposers were therefore invited to make oral presentations on September 13, 2019. The firms' project managers and key team members had an opportunity to present each team's qualifications and respond to the PET's questions.

In general, each team's presentation described the composition of the team and the roles and responsibilities of each team member; explained the proposed staffing for the North and South regions as well as the basis of work assignments at each division/facility in relation to Statement of Work requirements. Further, the teams were asked to discuss that specific type of equipment proposed to be dedicated to the contract and procedures for hauling and recycling of waste.

Summary of Firms within the Competitive Range

American Reclamation, Inc.

American Reclamation, Inc. (American Reclamation) is a full service, solid waste hauling company that specializes in waste collection, disposal, and recycling and diversion program. It also conducts on-site waste audits and establishes recycling programs for its clients. American Reclamation is a family-owned and operated business which has been in the waste hauling industry since 1945. Existing clientele include the Department of Public Works of the Cities of El Monte, Glendale, Burbank, Pasadena, Santa Monica and the unincorporated cities of the Los Angeles County, Los Angeles Unified School District, Bureau of Street Services of the City of Los Angeles, California Department of Transportation, Mt. San Antonio Community College, Montebello Unified School District.

Consolidated Disposal Services, LLC dba Republic Services

Consolidated Disposal Services, LLC dba Republic Services, Inc. (Republic) is located in Long Beach, California. It has been in business for over 50 years providing solid waste collection, recycling, and disposal services. Republic provides services to 2,700 municipalities nationwide, including 50 communities across Southern California. Customers consist of residential and commercial clients including single and multi-family unit residences, small business, healthcare facilities, retail establishments and construction sites. Republic is Metro's current provider for waste management services.

The following is a summary of the final scores:

North Region

| 1 | FIRM | Average Score | Factor Weight | Weighted Average Score | Rank |
|----|--|---------------|----------------|------------------------|----------|
| 2 | AMERICAN RECLAMATION | | | | |
| 3 | Price | 100.0 | 30% | 30.0 | |
| 4 | Workplan | 82.7 | 45% | 37.2 | |
| 5 | Degree of Skills – Firm and Personnel Experience | 86.8 | 25% | 21.7 | |
| 6 | Total | | 100.00% | 88.9 | 1 |
| 7 | CONSOLIDATED DISPOSAL SERVICES, LLC DBA REPUBLIC SERVICES | | | | |
| 8 | Price | 86.7 | 30% | 26.0 | |
| 9 | Workplan | 75.8 | 45% | 34.1 | |
| 10 | Degree of Skills – Firm and Personnel Experience | 76.4 | 25% | 19.1 | |
| 11 | Total | | 100.00% | 79.2 | 2 |

South Region

| 1 | FIRM | Average Score | Factor Weight | Weighted Average Score | Rank |
|---|--|---------------|----------------|------------------------|----------|
| 2 | AMERICAN RECLAMATION | | | | |
| 3 | Price | 100.0 | 30% | 30.0 | |
| 4 | Workplan | 82.7 | 45% | 37.2 | |
| 5 | Degree of Skills – Firm and Personnel Experience | 86.8 | 25% | 21.7 | |
| 6 | Total | | 100.00% | 88.9 | 1 |
| 7 | CONSOLIDATED DISPOSAL SERVICES, LLC DBA REPUBLIC SERVICES | | | | |
| 8 | Price | 93.3 | 30% | 28.0 | |

| | | | | | |
|----|--|------|----------------|-------------|----------|
| 9 | Workplan | 75.8 | 45% | 34.1 | |
| 10 | Degree of Skills – Firm and Personnel Experience | 76.4 | 25% | 19.1 | |
| 11 | Total | | 100.00% | 81.2 | 2 |

C. Cost/Price Analysis

North Region

The recommended price has been determined to be fair and reasonable based upon adequate competition, an independent cost estimate (ICE), fact finding, cost analysis, and technical evaluation. The ICE is 13% lower than the recommended award amount due to new environmental laws and restrictions and current recycling marketing conditions which differed from the existing historical pricing used to develop Metro's ICE, thus resulting in a higher recommended price.

| BIDDER | AMOUNT | METRO ICE | AWARD AMOUNT |
|---|-------------|-------------|--------------|
| American Reclamation | \$5,475,796 | \$4,769,058 | \$5,475,796 |
| Consolidated Disposal Services, LLC dba Republic Services | \$6,234,293 | | |

South Region

The recommended price has been determined to be fair and reasonable based upon adequate competition, an independent cost estimate, fact finding, cost analysis, and technical evaluation. The ICE is 20% lower than the award amount due to new environmental laws and restrictions and current recycling marketing conditions which differed from the existing historical pricing used to develop Metro's ICE, thus resulting in a higher recommended price.

| BIDDER | AMOUNT | METRO ICE | AWARD AMOUNT |
|---|----------------|----------------|--------------|
| American Reclamation | \$4,649,889.38 | \$3,640,214.67 | \$4,544,022 |
| Consolidated Disposal Services, LLC dba Republic Services | \$4,962,276.61 | | |

D. Background on Recommended Contractor

The recommended firm, American Reclamation, Inc. (American Reclamation), is headquartered in Los Angeles, CA. It is a full-service solid waste collection and recycling company that has been providing quality service in the greater Los Angeles area for over 50 years. American Reclamation runs a fleet of CNG-powered front-loading refuse collection, roll-off and long-haul flatbed trucks. In addition, it owns and operates a 4-acre major recycling facility located near the 5 and 134 freeway interchange. The facility, which diverts over 180,000 tons from the landfill each year, includes a buy-back recycling center, receipt and processing of haul loads and construction and demolition debris, recycling of commercial sector materials and e-Waste drop-off.

American Reclamation was Metro's waste collection and recycling provider during July 2002 through February 2013, and their performance was satisfactory.

DEOD SUMMARY

**WASTE MANAGEMENT SERVICES/
OP1484230003367 AND OP1484240003367**

A. Small Business Participation

The Diversity and Economic Opportunity Department (DEOD) established a 7% Small Business Enterprise (SBE) goal and 3% Disabled Veteran Business Enterprise (DVBE) goal for each region in this solicitation. American Reclamation, Inc. made a 7% SBE and 3% DVBE commitment for each region.

| | | | |
|----------------------------|-------------------|----------------------------------|-------------------|
| Small Business Goal | 7% SBE 3% DVBE | Small Business Commitment | 7% SBE 3% DVBE |
|----------------------------|-------------------|----------------------------------|-------------------|

A1. North Region: American Reclamation, Inc. (Prime)

| SBE Subcontractors | | % Committed |
|---------------------------|---------------------------------|--------------------|
| 1. | Urban Graffiti Enterprise, Inc. | 7% |
| Total Commitment | | 7% |

| DVBE Subcontractors | | % Committed |
|----------------------------|---|--------------------|
| 1. | Sam Scully Staffing DBE Indigo Staffing | 3% |
| Total Commitment | | 3% |

| | | | |
|----------------------------|-------------------|----------------------------------|-------------------|
| Small Business Goal | 7% SBE 3% DVBE | Small Business Commitment | 7% SBE 3% DVBE |
|----------------------------|-------------------|----------------------------------|-------------------|

A2. South Region: American Reclamation, Inc. (Prime)

| SBE Subcontractors | | % Committed |
|---------------------------|---------------------------------|--------------------|
| 1. | Urban Graffiti Enterprise, Inc. | 7% |
| Total Commitment | | 7% |

| DVBE Subcontractors | | % Committed |
|----------------------------|---|--------------------|
| 1. | Sam Scully Staffing DBE Indigo Staffing | 3% |
| Total Commitment | | 3% |

B. Living Wage and Service Contract Worker Retention Policy Applicability

The Living Wage and Service Contract Worker Retention Policy (LW/SCWRP) is not applicable on this contract.

C. Prevailing Wage Applicability

Prevailing wage is not applicable to this contract.

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.



Board Report

File #: 2019-0818, **File Type:** Contract

Agenda Number: 18.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
FEBRUARY 20, 2020**

**SUBJECT: CAPITAL IMPROVEMENT PROJECTS FOR METRO RAIL AND FACILITY
INFRASTRUCTURE**

ACTION: APPROVE RECOMMENDATIONS

RECOMMENDATION

CONSIDER:

A. FINDING that awarding a design-build delivery method, pursuant to Public Utilities Code Section 130242(b), will achieve for Metro certain private sector efficiencies through the integration of design, project work and components at Metro rail facilities and in Metro light rail vehicles in Los Angeles County as defined by the supply and install projects listed in Attachment A.

Approval requires a two-thirds affirmative vote;

B. AUTHORIZING the Chief Executive Officer to award the competitively bid design-build contracts to the lowest responsive, responsible bidder, pursuant to Public Utilities Code Section 130051.9(c)

ISSUE

The Maintenance and Engineering department has a wide range of capital improvement and State of Good Repair (SGR) projects that need to be completed in the coming years. PUC Section 130242 requires a finding by a two-thirds vote of the Board to use the design-build project delivery method.

BACKGROUND

Metro is authorized to enter into design-build contracts pursuant to Public Utilities Code Section 130242, however recommendation A requires Board approval. Public Utilities Code Section 130242 et seq. allows for the award of contracts for a design-build delivery to a responsible bidder whose bid is responsive and lowest price.

The projects listed in Attachment A are mostly supply and installation contracts that may have a small percentage of design work to accommodate the installation that may be required due to the variability

between manufacturers. To minimize the risk to project schedule, staff is seeking Board approval to use the design-build project delivery method for the projects listed in Attachment A, as appropriate. All the projects listed in Attachment A are projects that are part of the Maintenance and Engineering Capital Program.

DISCUSSION

Design-build is a method of project delivery through which Metro contracts directly with a single entity that is responsible for both design and the necessary subsequent services for project delivery. The primary benefit of the design-build process is a shortened project schedule where the design builder is able to begin work, including supply and installation activities, while the design is being completed. This approach delivers the project ahead of a traditional design-bid-build approach and therefore, should result in a lower total project cost. Other benefits include a reduction in the number of changes and claims from multiple prime contractors, additional efficiencies in design innovation, project management, administration and coordination.

Metro has successfully utilized design-build contracts on various projects in its capital program. The design-build approach offers the following benefits:

- A single point of responsibility for design, supply, and installation.
- Functional specifications are provided that may promote more open competition
- Risk for design is shifted to the design/build contractor; therefore, changes related to design may be minimized
- Schedule efficiencies and significant time savings may be achieved because supply and installation services may proceed while design is being finalized
- Administrative costs can be saved due to combining the solicitation process for the design and related work program activities; saving project management and engineering resources while work is performed to complete the project; and minimize contractor-generated changes resulting in a reduced contract closeout time

These contracts will be awarded to the lowest price responsive, responsible bidder meeting the requirements set forth in the invitation for bids.

DETERMINATION OF SAFETY IMPACT

The recommended action of a design-build delivery method will keep the projects on schedule and allow several safety related projects to be completed in a timely manner which will enhance Metro's ability to provide service that is safe and reliable.

FINANCIAL IMPACT

This action is to approve the use of a design-build contract delivery method; therefore, there is no financial impact. Upon contract award, funds for this effort are included in the project scope of work and Life of Project (LOP) budgets reflected in Attachment 1 to this report. Since this effort will be performed in multiple years, the Project Manager and Chief Operations Officer will ensure that the

balance of funds are budgeted in future fiscal years.

Impact to Budget

No financial impact at this time. Current funding for the projects shown in Attachment 1 include PA35%. This and other eligible funding sources will be allocated to the projects given approved funding guidelines and provisions.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

Approval of this recommendation supports the following Metro Strategic Plan Goals:

1. Provide high-quality mobility options that enable people to spend less time traveling.
2. Provide responsive, accountable, and trustworthy governance within the Metro organization.

Use of design-build delivery will help will improve safety, service, and reliability to provide a world-class transportation system that enhances quality of life for all who live, work, and play within LA County.

ALTERNATIVES CONSIDERED

Projects could be accomplished utilizing consultants to prepare separate designs or with designs prepared by staff for bid and construction. However, staff does not recommend this approach for the projects listed in Attachment A. There are distinct advantages which yield a cost savings for having a contractor be responsible for design aspects and construction of a project. These include streamlined tasks for construction management, work milestones, mobilization, project schedule, and quality assurance.

The Construction Manager/General Contractor (CM/GC) project delivery method was also considered. However, this approach requires Metro to enter into a separate services contract to hire a Construction Manager to facilitate with the constructability of a project. During the design phase, the Construction Manager works with the project owner with input regarding schedule, pricing, and phasing for the construction execution. At substantial design completion, the owner and the Construction Manager negotiate a price for the construction of the project. If this price is acceptable to both parties, a contract is executed for construction services, and the Construction Manager becomes the General Contractor. According to Federal Highway Administration guidelines, CM/GC project delivery method are best suited for projects that have public involvement, right-of-way and utility issues, or projects with complex components that require innovation or "thinking out of the box." Nonetheless, the projects listed in Attachment A are State of Good Repair (SGR) projects with defined scopes that do not make them good candidates for CM/GC delivery method.

NEXT STEPS

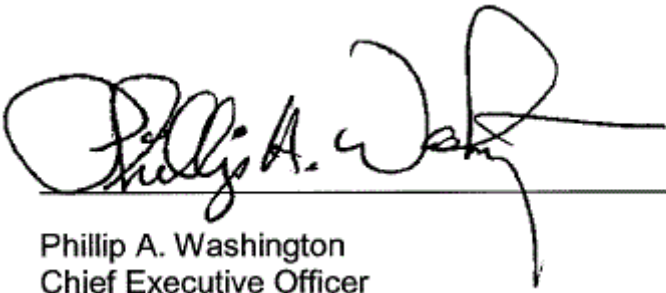
Design-build contract solicitation and award for the projects will be pursued in FY 20 and future fiscal years.

ATTACHMENTS

Attachment A - Candidate Projects for Design-Build Project Delivery

Prepared by: Errol Taylor, Senior Executive Officer, Maintenance and Engineering, (213) 922-3227
Marshall Epler, DEO Systems Engineering, (213) 617-6232
Geyner Paz, Senior Administrative Analyst, (626) 733-5457

Reviewed by: James T. Gallagher, Chief Operations Officer, (213) 418-3108



Phillip A. Washington
Chief Executive Officer

Projects for Design-Build Delivery

Supply & Installation Wayside Pantograph Inspection System

Supply & Installation of Vertical Transportation Monitoring – Software

Supply & Installation of Vertical Transportation Monitoring – Infrastructure

Supply & Installation of Blue Light Call Stations

Supply & Installation of Red Line Train to Wayside Communications

Supply & Installation of CCTV System

Supply & Installation of Red Line Tunnel Intrusion Detection

Supply & Installation of Replacement Radio System

Supply & Installation of Blue Line ETS Replacement System

**Board Report**

File #: 2019-0871, **File Type:** Informational Report**Agenda Number:** 19.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
FEBRUARY 20, 2020****SUBJECT: MOTION 47 RESPONSE AUTOMATIC CROSSING GATES****ACTION: RECEIVE AND FILE****RECOMMENDATION**

RECEIVE AND FILE the motion response regarding Metro's light rail gate down time for at-grade crossings.

ISSUE

During the September 2019 regular board meeting, Motion 47 was brought forward by Board Director Fasana requesting an update Metro's light rail line automatic crossing gate down times at protected intersections for longer than 3 minutes, 5 minutes, and 10 minutes.

BACKGROUND

Metro's light rail system has a total of 75 highway grade crossings, all of which are located on the A Line (Blue), E Line (Expo), and L Line (Gold) Lines with 27, 15, and 33 grade crossings respectively.

The highway grade crossings have active traffic control devices which consist of bells, flashing lights, and gates to inform motorists of the presence of trains, either approaching or occupying a crossing. The warning system activates when an approaching train occupies a segment of track designated to provide a minimum advanced warning time and deactivates after the last train clears the roadway.

At highway traffic signalized intersections, the highway traffic controller is interconnected to the crossing signal system and is part of the traffic control system at the crossing. Traffic preemption is activated by an approaching train occupying a segment of track selected to provide the designed preemption time required to clear vehicular and pedestrian traffic in advance of the train approaching the roadway crossing. In most cases, preemption is activated in advance of the crossing warning system activation to result in less than 3-minute gate down times.

The primary reasons that gate down times exceed 3 minutes include equipment failures, broken gate arms, vehicle accidents at the crossings adjacent Union Pacific railroad operations, vandalism and multiple trains approaching the grade crossing concurrently, and trains entering and leaving rail yards close to the crossing.

First, the system is designed with a safety feature to prevent gate arms from pumping (going up and then down seconds later) and briefly releasing vehicular traffic during times when a grade crossing is

active by a train on track 1 and a train approaching on track 2 enters the preemption segment of track. For this situation, the crossing remains active and gates are held down until all approaching trains clear the roadway.

Second, Metro has implemented various practices and installed additional equipment to reduce extended down times for grade crossings, such as:

1. Installed motorman lights to provide train operators gate down indications to give train operators confidence to maintain their cab speed on approach to the grade crossing. Slower than normal trains can extend the gate down time
2. Installed gate raise push buttons, located in signal cases adjacent to the grade crossings, which allow for an active grade crossing to be de-activated for broken down trains, maintenance or equipment failure
3. Partnered with the cities to reduce preemptions time at grade crossings

Third, maintenance of the highway grade crossing system occurs regularly in accordance with Metro’s procedures as well as requirements of the CPUC General Order 75C and FRA Title 49 part 234. Metro employees perform inspections and testing of the gate mechanisms (e.g., flashers, bells, grounds, batteries, control circuits and relays) on a monthly and quarterly basis.

DISCUSSION

An analysis of all grade crossing operations was done for the six-month period from May 1, 2019 to October 31, 2019, utilizing supervisory control and data acquisition system (SCADA) data. Grade crossing activity is considered normal if the duration of the crossing gates down time is less than 3 minutes. The information below shows the number of occurrences and percent of occurrences where gates have been down at each protected intersection for longer than 3 minutes, 5 minutes, and 10 minutes.

Grade Crossing Gate Down Time Occurrences - May 1, 2019 to October 31, 2019

| Down Time | E Line (Expo) | L Line (Gold) | A Line (Blue) | All Lines |
|---------------------|----------------|----------------|----------------|----------------|
| < 3 Min | 587,994 | 1,251,580 | 280,490* | 2,120,064 |
| | 99.19 % | 99.57 % | 98.86 % | 99.37 % |
| 3 to 5 Min | 3,958 | 4,450 | 2,128 | 10,536 |
| | 0.69 % | 0.35 % | 0.75 % | 0.49 % |
| 5 to 10 Min | 757 | 749 | 746 | 2,252 |
| | 0.13 % | 0.06 % | 0.26 % | 0.11 % |
| >10 Min | 69 | 238 | 347 | 654 |
| | 0.01 % | 0.02 % | 0.12 % | 0.03 % |
| Total Events | 592,778 | 1,257,017 | 283,711 | 2,133,506 |
| Total Gates | 15 | 33 | 27 | 75 |

*A Line grade crossing gate down times influenced by A Line closure during 2019.

The extended down times (between 3 and 10 minutes) were typically due to the following primary

reasons:

- 1) Multiple trains travelling through E Line (Expo), L Line (Gold), and A Line (Blue) crossings concurrently
- 2) Metro and Union Pacific trains travelling through the A Line (Blue) concurrently
- 3) Hi-rail vehicles going through crossing during maintenance activities or placing hi-rail vehicles on the rail line
- 4) Trains pulling in and out of the yard close to the crossings.

The more extended down times (longer than 10 minutes) were typically due to the following primary reasons:

- 1) Equipment Failures
- 2) Broken Gate Arms
- 3) Vehicle Accidents
- 4) Adjacent Union Pacific railroad operations
- 5) Vandalism

DETERMINATION OF SAFETY IMPACT

Reliable highway grade crossings will have a positive impact on the safety of our customers and employees.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

Recommendation supports the following Metro Strategic Plan Goal 2) Deliver outstanding trip experiences for all users of the transportation system.

NEXT STEPS

Staff will continue to monitor gate down times and equipment failures to identify problem crossings with excessive down times. Crossings with excessive down times will be studied and recommendations to reduce the gate down times will be proposed and implemented. Staff will also continue to work with the Cities where necessary, for modifications and improvements to the highway traffic control system.

ATTACHMENTS

Attachment A - Motion 47 Automatic Crossing Gates

Prepared by: Errol Taylor, Sr. Executive Officer, Maintenance & Engineering, (213) 922-3227
Leticia Solis, Interim Deputy Executive Officer, Wayside Systems Maintenance, (213) 613-2115
Marshall Epler, Deputy Executive Officer, Systems Engineering, (213) 617-6232

Reviewed by: James T. Gallagher, Chief Operations Officer, (213)418-3108



Phillip A. Washington
Chief Executive Officer



Metro

Board Report

File #: 2019-0732, **File Type:** Motion / Motion Response

Agenda Number: 47.

**REGULAR BOARD MEETING
SEPTEMBER 26, 2019**

Motion by:

Fasana

Report on Automatic Crossing Gates

Every day, Metro's light rail trains cross numerous protected at-grade intersections. When trains approach these intersections, the automatic crossing gates move to the down position to protect motorists and pedestrians from passing trains.

Since Metro's rail lines have been in operation, the Board has not received data on gate down time for at-grade crossings.

SUBJECT: AUTOMATIC CROSSING GATES

APPROVE Motion by Fasana that Metro report back to the Operations Committee by January 2020 with a table for each rail line showing the number of occurrences gates have been down at each protected intersection for longer than 3 minutes, 5 minutes, and 10 minutes.



Board Report

File #: 2019-0584, File Type: Contract

Agenda Number: 20.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE FEBRUARY 20, 2020

**SUBJECT: PROFESSIONAL AND TECHNICAL SERVICES FOR OPERATIONS SDSA
DEPARTMENT**

ACTION: APPROVE CONTRACT AWARD

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a three-year, indefinite delivery/indefinite quantity (IDIQ), Contract No. PS64781000 to Cambridge Systematics, Inc. for professional and technical services in an amount not-to-exceed \$8,683,324, subject to resolution of protest(s) if any.

ISSUE

The Operations Service Development, Scheduling and Analysis (SDSA) Department of the Los Angeles County Metropolitan Transportation Authority (Metro) requires a diverse service firm to provide a broad range of professional services in various disciplines. Establishment of a support service contract will enable Metro to supplement internal resources on an on-call, as-needed basis in situations where either Metro does not have sufficient capacity or the expertise necessary to perform a task.

BACKGROUND

SDSA's work program continues to evolve and expand with projects ranging from speed and reliability infrastructure, new rail and BRT operations plans, planning for service disruptions, 2028 Olympics service planning, to big data analysis, and various customer experience initiatives. Many of these efforts require project specific support for staffing and technical capabilities. The IDIQ contract will allow task orders to be awarded quickly to be responsive to project and schedule requirements.

DISCUSSION

This is an IDIQ task order-based contract which establishes a range of services that include service planning, data reporting and analytics, traffic engineering services, financial analysis and forecasting, statistical analysis for data science, modeling, and forecasting, systems programming, installation of traffic control devices, and operations support. Work assignments will be provided on a task order basis to augment support in various disciplines for Operations SDSA department. Prior to each work task order authorization, SDSA will develop a scope of work, schedule, and independent cost estimate. Metro's Vendor/Contract Management will then request proposal details and pricing information and negotiate a fair and reasonable amount in accordance with

agreed upon Metro terms and conditions. The Diversity and Economic Opportunity Department (DEOD) established a 28% Disadvantaged Business Enterprise (DBE) goal for this Task Order Contract. Cambridge Systematics made a 28% DBE commitment.

In 2018 the Board adopted Metro Vision 2028 as the agency's strategic plan. This plan envisioned building a World Class Transportation System in which a World Class Bus System, inclusive of improved speed and reliability, is a cornerstone to its success. The SDSA department actively supports these initiatives by using the following eight disciplines of this contract, allowing SDSA to nimbly respond to requests as they arise based on identified needs in support of the projects. The following disciplines represent aspects of Service Planning and Analysis and are intended to fulfil the intent of Motion 22.1 NextGen Bus Speed Engineering Working Group (Attachment C):

1. **Service Planning** - Service policy and development support and analysis, bus/rail interface, and service planning/network design
2. **Data Reporting and Analytics** - Technical assistance in the analysis, design, development and implementation of data reporting and analytics projects, such as:
 - Spatial Analysis (GIS)
 - Survey Design and Implementation
 - Data Collection
 - Statistical Analysis
 - Data Validation
3. **Traffic Engineering Services** - Traffic counts, traffic forecasting for specified dates, traffic modeling, traffic studies and analysis, preparation of comprehensive traffic study reports, preparation of traffic congestion mitigation plans, recommendation of mitigation measures to improve traffic operations, advanced public transportation systems (ITS for transit and multiple modes), transit signal priority, dedicated bus lanes, transit queue jumpers, bulb outs, multimodal circulation analysis (transit, pedestrian, bicycle, roadway), operations analysis and simulation, network analysis, multimodal roadway capacity analysis, analysis of various priority treatments (e.g., for bicycles or transit)
4. **Financial Analysis and Forecasting** - Travel demand forecasting, including ridership demand modelling and socio-economic forecasting. Also includes: financial, operational, and service performance benchmarking with peer agencies and comparable industries; financial modelling of service planning/scheduling alternatives, including operating cost forecasting, capital cost estimation, cost/benefit assessment; and fare structure evaluation and development including strategies for coordinated regional fares, equity considerations, ridership and revenue impacts, fare structure simplicity, fare collection technology, and fare compliance strategy
5. **Statistical Analysis: Data Science, Modeling, and Forecasting** - Improved reporting capabilities for bus/rail operator and maintenance staff optimal levels; automatic passenger count data; statistical models based on travel demand, capacity, and other constraints; demand forecasting; and fleet and operator deployment
6. **System Programming Services** - Improved reporting capabilities to provide more information (as opposed to just data) to allow for better decision making and results tracking
7. **Installation of Traffic Control Devices** - General systems services including implementation of approved engineering plans to streets, sidewalks and Metro assets

8. Operations Support - Development of strategies for on street service management to meet key performance objectives

DETERMINATION OF SAFETY IMPACT

The services provided through this contract enables Metro Bus and Rail Lines to be planned, implemented, and maintained in a safe and reliable manner.

FINANCIAL IMPACT

Funding of \$1,230,764 for this action is included in the FY20 budget in cost center 3151 - Service Planning and Scheduling, project 306004 - Service Planning and Enhancement, account 50316 - Professional Services. Each task order awarded will be funded with the source of funds identified for this project.

Since this is a multi-year contract, the cost center manager and Chief Operations Officer will be responsible for budgeting costs in future years.

Impact to Budget

The current source of funding for this action is Propositions A and C, Measure R and M, and Transportation Development Act (TDA). Using these funding sources maximizes the project funding allocations allowed by approved provisions and guidelines.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

Approving the recommendation for the SDSA IDIQ contract aligns with Strategic Goal 1) Provide high quality mobility options that enable people to spend less time traveling; and Strategic Goal 2) Deliver outstanding trip experiences for all users of the transportation system. SDSA IDIQ will provide the staffing and technical capabilities to quickly complete and implement projects in support of these two strategic goals.

ALTERNATIVES CONSIDERED

The Board could choose not to approve the recommendation. This is not recommended as the award of these task orders would then be pursued as separate procurements. This would limit our ability to respond quickly to needs and to meet tight project delivery schedule constraints.

NEXT STEPS

Upon Board approval, staff will execute Contract No. PS64781000 with Cambridge Systematics, Inc. to provide professional and technical services in support of Operations Service Development, Scheduling and Analysis department on an as-needed, task order basis.

ATTACHMENTS

Attachment A - Procurement Summary

Attachment B - DEOD Summary

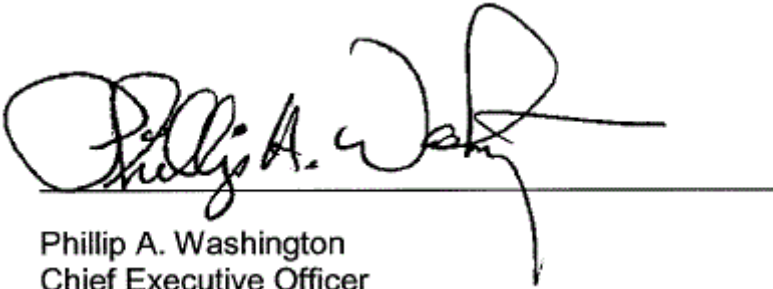
Attachment C - Motion 22.1 NextGen Bus Speed Engineering Working Group

Prepared by: Jeff Neely, Sr. Mgr., Operations Performance Analysis, (213) 922-4032

Conan Cheung, SEO, Service Development, (213) 418-3034

Reviewed by: James T. Gallagher, Chief Operations Officer, (213) 418-3108

Debra Avila, Chief Vendor/Contract Management Officer, (213) 418-3051



Phillip A. Washington
Chief Executive Officer

PROCUREMENT SUMMARY

PROFESSIONAL AND TECHNICAL SERVICES FOR OPERATIONS SDSA
DEPARTMENT / PS64781000

| | | |
|----|---|--|
| 1. | Contract Number: PS64781000 | |
| 2. | Recommended Vendor: Cambridge Systematics, Inc. | |
| 3. | Type of Procurement (check one): <input type="checkbox"/> IFB <input checked="" type="checkbox"/> RFP <input type="checkbox"/> RFP-A&E <input type="checkbox"/> Non-Competitive <input type="checkbox"/> Modification <input type="checkbox"/> Task Order | |
| 4. | Procurement Dates: | |
| | A. Issued: 9/3/2019 | |
| | B. Advertised/Publicized: 9/3/2019 | |
| | C. Pre-Proposal Conference: 9/12/2019 | |
| | D. Proposals Due: 10/10/2019 | |
| | E. Pre-Qualification Completed: In process | |
| | F. Conflict of Interest Form Submitted to Ethics: 10/29/2019 | |
| | G. Protest Period End Date: 2/16/2020 | |
| 5. | Solicitations Picked up/Downloaded: 59 | Bids/Proposals Received: 2 |
| 6. | Contract Administrator: Annie Duong | Telephone Number: (213) 418-3048 |
| 7. | Project Manager: Jeffrey Neely | Telephone Number: (213) 922-4032 |

A. Procurement Background

This Board Action is to approve Contract No. PS64781000 to Cambridge Systematics, Inc. (Cambridge) to provide professional and technical services for the Operations Service Development, Scheduling and Analysis (SDSA) department. Board approval of contract awards are subject to the resolution of any properly submitted protest.

The Request for Proposal (RFP) No.PS64781 was issued in accordance with Metro's Acquisition Policy and the contract type is firm fixed unit rate, task order based, Indefinite Delivery, Indefinite Quantity (IDIQ).

One amendment was issued during the solicitation phase of this RFP:

- Amendment No. 1 was issued on September 6, 2019 to provide proposers an option to participate in the pre-proposal conference via conference call.

A pre-proposal conference was held on September 12, 2019 and was attended by 13 participants representing nine firms.

A total of 59 firms downloaded the RFP and were included on the plan holders' list. There were 24 questions submitted by potential proposers and responses were provided prior to the proposal due date. A total of two proposals were received on October 10, 2019.

B. Evaluation of Proposals

A Proposal Evaluation Team (PET) consisting of staff from the Operations SDSA, Corporate Safety, and Contract Services departments was convened and conducted a comprehensive technical evaluation of the proposals received.

The proposals were evaluated based on the following evaluation criteria and weights:

- Project Team's Skill and Experience 40 percent
- Proposer's Ability to Manage Multiple Teams Along Multiple Lines of Business 20 percent
- Project Manager's Skills and Experience 20 percent
- Cost Proposal 20 percent

The evaluation criteria are appropriate and consistent with criteria developed for other similar procurements.

On October 21, 2019, the PET began its independent evaluation of the two proposals received. One firm did not address all of the technical requirements of the RFP and therefore, were no longer considered for further evaluation.

The following is a summary of the PET's evaluation scores:

| 1 | Firm | Average Score | Factor Weight | Weighted Average Score | Rank |
|----------|--|----------------------|----------------------|-------------------------------|-------------|
| 2 | Cambridge Systematics, Inc. | | | | |
| 3 | Project Team's Skill and Experience | 85.83 | 40% | 34.33 | |
| 4 | Proposer's Ability to Manage Multiple Teams Along Multiple Lines of Business | 82.65 | 20% | 16.53 | |
| 5 | Project Manager's Skills and Experience | 81.40 | 20% | 16.28 | |
| 6 | Cost Proposal | 100.00 | 20% | 20.00 | |
| 7 | Total | | 100% | 87.14 | 1 |

C. Cost/Price Analysis

The recommended hourly rates have been determined to be fair and reasonable based upon an independent cost estimate, technical evaluation, fact finding, and negotiations. All future task orders and modifications will be determined to be fair

and reasonable in accordance with Metro's Acquisition Policy at the time of issuance and award.

| | Proposer Name | Proposal Amount | Metro ICE | NTE amount |
|----|-----------------------------|------------------------|--------------------|--------------------|
| 1. | Cambridge Systematics, Inc. | \$8,740,283 | \$9,000,000 | \$8,683,324 |

D. Background on Recommended Contractor

The recommended firm, Cambridge Systematics, Inc., (CS) located in Medford, MA, has been in business since 1972 and has an office in the Los Angeles area. CS brings more than 47 years of experience and technology to the transportation industry in planning and policy, movement of people and goods, software design and development, and effective partnerships and strategies analysis.

CS and their proposed team worked on various projects, including various Metro projects. CS has led the recent planning efforts in the county, including Metro's Long-Range Transportation Plan; Systemwide Bus Network Restructuring Plan; Measure M Performance Evaluation; multimodal Mobility Matrix plans for the San Gabriel Valley, North Los Angeles County, and South Bay Cities subregions of Los Angeles County; the Gateway Cities Strategic Transportation Plan; and a myriad of other multimodal planning efforts.

In addition, CS has led Southern California-specific goods movement studies and technology plans, developed new analytical methods for evaluating transportation investments, and offers a team of local modelers with expertise in running and evaluating output from Metro's Travel Demand Model.

DEOD SUMMARY

**PROFESSIONAL AND TECHNICAL SERVICES FOR OPERATIONS SDSA
DEPARTMENT / PS64781000**

A. Small Business Participation

The Diversity and Economic Opportunity Department (DEOD) established a 28% Disadvantaged Business Enterprise (DBE) goal for this Task Order Contract. Cambridge Systematics made a 28% DBE commitment.

In response to a specific Task Order request with a defined scope of work, the prime consultant will be required to identify DBE subcontractor activity and actual dollar value commitments for that Task Order. Overall DBE achievement in meeting the commitments will be determined based on cumulative DBE participation of all Task Orders awarded.

| | | | |
|----------------------------|----------------|----------------------------------|----------------|
| Small Business Goal | 28% DBE | Small Business Commitment | 28% DBE |
|----------------------------|----------------|----------------------------------|----------------|

| | DBE Subcontractors | Ethnicity | % Committed |
|-------------------------|---------------------------|-----------------------------|--------------------|
| 1. | FPL Associates, Inc. | Asian Pacific American | TBD |
| 2. | Here Design Studio, LLC | African American | TBD |
| 3. | Intueor Consulting, Inc. | Subcontinent Asian American | TBD |
| 4. | PanGIS, Inc. | Caucasian Female | TBD |
| 5. | Transportation Analytics | Caucasian Female | TBD |
| Total Commitment | | | 28% |

B. Living Wage and Service Contract Worker Retention Policy Applicability

The Living Wage and Service Contract Worker Retention Policy (LW/SCWRP) is not applicable to the contract.

C. Prevailing Wage Applicability

Prevailing wage is not applicable to this contract.

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.



Board Report

File #: 2019-0572, **File Type:** Motion / Motion Response

Agenda Number: 22.1

REGULAR BOARD MEETING JULY 25, 2019

Motion by:

DIRECTORS BONIN, GARCETTI, KREKORIAN, SOLIS AND GARCIA

Related to Item 22: NextGen Bus Speed Engineering Working Group

In June 2018, the Metro Board endorsed speed, frequency, and reliability as the highest priorities for Metro's bus service in the NextGen Bus Study. In recent years, the primary contributor to slow speeds and poor schedule reliability has been growing traffic congestion on city streets. This congestion directly increases Metro's operating costs and reduces the quality of the service that Metro can afford to provide. Providing high-quality transit options with competitive travel times is the single most important step Metro can take to retain and grow ridership, increase the carrying capacity of local roadways, and shift regional travel patterns toward more efficient modes. These goals are essential components of both Metro's Vision 2028 Strategic Plan and the City of Los Angeles' Mobility Plan 2035 and Sustainable City pLAN.

The phenomenon of traffic congestion impeding mass transit operations is particularly acute in Downtown Los Angeles and nearby neighborhoods -- and the experience of the recent Flower Street pilot bus lane has demonstrated the effectiveness of strategic bus-supportive infrastructure in allowing transit riders to bypass congestion. Other types of bus-supportive infrastructure may include queue jumpers, signal priority, or boarding islands. Combined with operational improvements like All Door Boarding, these types of infrastructure improvements can cut stop times and improve bus speeds by 20% or more.

Metro buses operate on streets controlled by local jurisdictions. Therefore, close coordination between Metro and local agency partners is essential to successfully implement infrastructure changes. A working group is needed to ensure close coordination between Metro's Operations Department and city transportation agencies.

SUBJECT: NEXTGEN BUS SPEED ENGINEERING WORKING GROUP

APPROVE Motion by Directors Bonin, Garcetti, Krekorian, Solis and Garcia that the Board direct the CEO to:

- A. Develop a list of priority bus-supportive infrastructure projects needed to support the NextGen bus service plan, with an emphasis on near-term improvements that can be implemented concurrently with each phase of NextGen;
- B. Form a NextGen Bus Speed Engineering Working Group co-chaired by the Metro CEO and the General Manager of the Los Angeles Department of Transportation, or their designees, and establish a regular meeting schedule, at least monthly;
- C. Assess the need for coordination with additional local jurisdictions and municipal operators where bus delay hotspots exist; and
- D. Report back to the Operations, Safety, and Customer Experience Committee on the above in October 2019, and quarterly thereafter.



Board Report

File #: 2020-0079, **File Type:** Informational Report

Agenda Number: 22.

**OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE
EXECUTIVE MANAGEMENT COMMITTEE
FEBRUARY 20, 2020**

SUBJECT: MONTHLY UPDATE ON TRANSIT SAFETY AND SECURITY PERFORMANCE

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE Transit Safety and Security Report.

ISSUE

This report reflects December 2019 performance data as reported under the transit policing deployment strategy which is a combination of in-house fare compliance officers, private security for fixed assets and a multi-agency law enforcement deployment strategy by the Los Angeles Police Department (LAPD), Los Angeles County Sheriff's Department (LASD), and Long Beach Police Department (LBPD). The information in this report summarizes Crimes Against Persons, Crimes Against Property, and Crimes Against Society data under Uniform Crime Reporting (UCR) Program, average emergency response times, assaults on bus operators, and Metro's fare compliance and homeless outreach efforts. The Six Key Performance Indicators (KPI) are Uniform Crime Reporting guidelines, Average Emergency Response Times, Percentage of Time Spent on the System, Ratio of Staffing Levels vs Vacant Assignments, Ratio of Proactive vs Dispatched Activity, and Number of Grade Crossing Operations.

BACKGROUND

UCR is a National Incident-Based Reporting System from the US Department of Justice. It captures crime offenses in one of three categories: Crimes Against Persons, Crimes Against Property, and Crimes Against Society.

DISCUSSION

Crime stats are as follows:

Crimes Against Persons

For the month of December 2019, crimes against persons increased by 22 crimes system-wide

compared to the same period last year.

Crimes Against Property

For the month of December 2019, crimes against property decreased by 25 crimes system-wide compared to the same period last year.

Crimes Against Society

For the month of December 2019, crimes against society increased by 30 crimes system-wide compared to the same period last year.

Bus Operator Assaults

There were 12 bus operator assaults reported in December, which is 7 more than the same period last year.

Average Emergency Response Times:

Emergency response times averaged 4.13 minutes for the month of December.

Physical Security Improvements:

The Systems Security and Law Enforcement division continues to provide a secure and safe environment for our patrons and employees. The New Blue Line North construction was completed in November, and we were successful in assisting the construction team in this effort. We continue to work closely with the LAPD, LA Sheriff and Metro to provide coverage for the bus-only lanes and the heavily-trafficked area South of Olympic Blvd.

The New Blue Line North construction team was confronted with multiple thefts of copper wire along the tracks during August. Metro Construction and Security teamed up to deploy law enforcement, contract security and Metro personnel along the Blue Line to thwart the thefts, and the thefts were stopped with this enhanced deployment.

We deployed the Thruvision explosive detection device in December at the Lake Station with the Los Angeles County Sheriff and will continue to deploy the device randomly throughout our system. We worked closely with the LA Sheriff and Metro Security to develop a concept of the operation for the deployment.

We continue to improve our new Transit Watch application, and we hope to have the prototype ready this winter.

The Red Line ancillary area surge continues, and we are making progress with securing our underground rail stations.

Metro's Homeless Efforts

In spring 2016, Metro created the Metro Homeless Task Force to address the displaced persons that have turned to Metro system and property for alternative shelter. Out of the Task Force, Metro created the Metro Transit Homeless Action Plan which was presented to the Metro Board of Directors in February 2017. The Action Plan's goals are to enhance the customer experience, maintain a safe and secure system, and provide coordinated outreach. Components of the plan include Metro's

coordination with County and City Measure H and Measure HHH. The plan also called for the hiring of two C3 teams (County, City, Community) through the County Department of Health Services as indicated by Metro’s Board of Directors. The C3 teams are to provide coordinated and responsive outreach to the homeless and to ultimately get them in housing resources.

Metro’s C3 Homeless Outreach Teams

Metro’s C3 Homeless Outreach teams’ twelve-month pilot program began on May 22, 2017 with initial homeless outreach on the Red Line. Since the launch of Metro’s C3 Homeless Outreach teams they have provided substantial homeless outreach-with 6,496 total unduplicated homeless contacts,1,765 of whom have been linked to permanent housing solutions with a total of 190 homeless persons permanently housed. In FY19 Metro expanded the C3 teams from two to eight teams to cover rail, bus and Union Station.

C3 Homeless Outreach December 1, 2019 through December 31, 2019

| Performance Measure | December Number Served | Project Year to date Number Served |
|---|------------------------|------------------------------------|
| Number of unduplicated individuals’ initiated contact (pre-engagement phase) | 180 | 6,496 |
| Number of Unduplicated individuals engaged (engagement phase) | 112 | 3,368 |
| Number of unduplicated individuals who are provided services or who successfully attained referrals* | 97 | 2,792 |
| Number of unduplicated individuals engaged who successfully attained an interim housing resource (this includes crisis and/or bridge housing) | 38 | 1,189 |
| Number of unduplicated individuals engaged who are successfully linked to a permanent housing program | 7 | 386 |
| Number of unduplicated individuals engaged who are permanently housed | 19 | 190 |

During the month of December, the team had individuals refuse beds in skid row 118 times. The team had individuals willing to accept shelter, but no beds were available. Secured 14 motel rooms for a total of \$25,925. The demographics and justification for each of these placements is attached. Brief Demographic Overview:

- A total of 27 homeless persons were housed in 14 motel rooms.
- 22 of the clients were a combination of couples, couples with children and family members.
- 5 clients were singularly housed.

PATH Impact Story resulting in Stable Housing

Locations where services were provided: Union Station, First to Serve, Russ Motel, White Memorial Client is a 57 year old fragile female with severe health and mental health barriers that made it difficult for her to process information, make rational decisions and have personal relationships. Client was evicted from numerous placements; however, PATH Outreach Teams were able to re-establish her relationship with family. Client was successfully reunited and released into her family’s

care. Client is currently doing well and receiving mental health and physical health care in Nevada. Participant has maintained correspondence with her case manager. Client expressed sincere gratitude for “**never giving up on me.**”

C3 Coordination with Law Enforcement

With Metro System Security and Law Enforcement personnel as the lead, Metro’s C3 teams coordinate with LAPD’s Homeless Outreach and Protective Engagement (HOPE) Teams, LASD’s Mental Evaluation Teams (MET), Long Beach PD’s Quality of Life Officers, and Metro’s Transit Security Officers in an effort to engage the homeless and provide placement into services. These law enforcement entities provide gap service on the lines for homeless outreach when the C3 Teams are off duty or working another portion of the system.

LAPD Outreach Impact Story resulting in Stable Housing

December of 2019, Transit Services Group HOPE Officers encountered Adrian living in a tent on MTA property near the Chandler Blvd and Vineland Avenue MTA bike path. Adrian had been living at this location for several months after being evicted from his apartment in North Hollywood due to unforeseen financial hardships. Understanding the vulnerable position Adrian was in, HOPE Officers transported and housed Adrian at the Sylmar House (interim shelter facility) in Sylmar, CA. Adrian was not eligible for free housing and could not remain at the Sylmar House. Adrian returned to living on the MTA property as before and HOPE Officers encountered him. HOPE Officers immediately developed a creative plan to assist Adrian in achieving financial stability that would translate into stable housing. Officers reached out to Los Angeles Family Housing (LAFH) to find a community housing provider that could link Adrian to a room at a cost that was affordable. Through the diligent efforts at LAFH, Adrian was connected to a shared room program at a fraction of the cost of the Sylmar House. Concurrently, a HOPE Officer reached out to Ross Stores Manager on behalf of Adrian. The Ross store manager was able to process Adrian’s employment application in under a week. Adrian became employed by Ross Stores as a warehouse manager, enabling Adrian to financially support himself. To ensure that Adrian was able to make it to work on his first day, a HOPE Officer purchased a 7-Day Metro Bus/Train pass for Adrian as a gesture of moral support. Additionally, HOPE Officers provided Adrian with donated housing supplies as well as a week’s supply of food.

Sheriff Mental Evaluation Team (MET) Contacts December 1, 2019 through December 31, 2019

These monthly statistics only include contacts of the Transit MET Units. They do not include contacts made by other Transit Services Bureau personnel. In addition to the data reported below, Transit MET Units:

- Transported 13 clients to other homeless outreach connection services.
- 3 teams attended Coffee with a Deputy TSB event at Starbucks in Norwalk, CA - 2/5/2019.
- 2 teams attended Force Option Simulator training course hosted by San Jose Police Department, San Jose, CA - 12/9/2019.

- 2 teams assisted Azusa Police Department in a Homeless Outreach Operation - 12/11/2019.
- A sergeant attended a Homeless Initiative Strategic Plan Workshop at Hall of Justice - 12/18/2019.
- 1 LASD County MET Deputy worked at TSB with a TMET Deputy as part of LASD/MET cross training - 12/19/2019.

Long Beach Quality of Life Officers Update December 2019

In addition to the metrics reported below, Quality of Life Officers engaged on these dates:

- Wednesday, December 11th, Metro Quality of Life Officers assisted the Public Works Department with persons experiencing homelessness encampment clean-ups. There was a total of 4 encampments.
- Wednesday, December 11th, a male subject was found near the Willow Street Platform. Metro Quality of Life Officers assisted the man, who was a veteran experiencing homelessness, to the Long Beach Health Department Multi Service Center for shelter and services.

Law Enforcement Homeless Outreach Metrics, December 2019

| ACTION | LAPD HOPE | LASD MET | LBPB |
|--------------------------------|-----------|----------|------|
| Contacts | 1,024 | 611 | 78 |
| Referrals | 38 | 348 | 23 |
| 5150 Holds | 14 | 12 | 0 |
| Mental Illness | 31 | 209 | 16 |
| Substance Abuse | 48 | 165 | 27 |
| Veterans | 4 | 2 | 4 |
| Shelter | 10 | 15 | 1 |
| Motel Housing Plan | 1 | 0 | 1 |
| VA Housing | 0 | 0 | 0 |
| Return to Family | 0 | 0 | 0 |
| Transitional Long Term Housing | 1 | 0 | 0 |
| Detox | 0 | 0 | 0 |
| Rehab | 2 | 0 | 0 |

Cleared Encampments Within Metro ROW:

| Incident Date: | Location: | Work Required: |
|-----------------------|--|-----------------------|
| 12/11/2019 | Santa Ana IROW/Cerritos | Clean-up Trash |
| 12/13/2019 | J Line (Gold) Los Angeles River Fly Over | protocol clean-up |
| 12/24/2019 | J Line (Gold) Heritage Square Station | Clean-up Trash |

Cleared Encampments Outside, Adjacent to Metro Right-of-Way:

No activity this reporting period

Measure H Generalist

Metro's Homeless Action Plan integrates itself into the work provided under Measures H and HHH. Part of the E6 Strategies of Measure H includes 40 additional outreach workers otherwise known as "generalists" to conduct outreach on government properties including Metro, and countywide parks, libraries, beaches and harbors. These generalists do not go past the fare gates and their data, per the county will not be extrapolated for Metro. However, these generalists currently work with the C3 teams to provide outreach services.

Connect Days

Connect Days provide comprehensive homeless resources at location sites throughout LA County. These resource opportunity events are led by Council Districts (CD) and are utilized by Metro's C3 and Measure H teams when the Connect Days are adjacent to Metro properties. CD1 hosts a standing Connect Day at MacArthur Park that was utilized in December by Metro's C3 teams to provide comprehensive resources to the homeless.

Mental Health Outreach Workers

The LA County Department of Mental Health has provided a mental health clinician and an intern to one of Metro's contracted HOPE teams. Mental Health professionals are paired with all MET Teams.

Faith Based Partnership

Since January 2019, Metro has hosted eight regional faith leader roundtable discussions to identify ways that Metro and the Faith based community in LA County may partner to serve the homeless. There is a major opportunity for faith based groups to provide additional resources to homeless contacts on Metro in several ways: hosting Connect Days; partnering with entities that provide necessities (food, shelter, clothing) and providing referral information. Metro invites faith based groups and local nonprofits interested in providing resources to transit located homeless to contact Metro's System Security and Law Enforcement Department.

Peace over Violence

In 2014, a Los Angeles County Metropolitan Transportation Authority survey of nearly 20,000 passengers asked whether they felt unsafe during the last month while riding Metro due to "unwanted touching, exposure, comments, or any other form of unwanted sexual behavior." About 21% of rail passengers and 18% of bus passengers said yes. About 17% of bus riders and 13% of train riders

said they felt unsafe while waiting at bus stops or train stations.

In December 2016, Metro approached Peace Over Violence (POV) to help address the response of safety and sexual harassment. Together both entities decided to create the Sexual Harassment Off Limits Hotline, which is 1-844-OFF-LIMITS or 1-844-633-5464. The Off Limits Hotline is a toll-free hotline for victims/Metro Transit customers who have experienced sexual harassment on the bus, bus stop, train or platform. The Off Limits Hotline is publicized by Metro on their buses, Metro lines, etc. for riders to make them aware of the support that is available to them. This hotline is customized to address the needs of Metro customers and Metro transportation. Peace Over Violence also distributes the Off Limits Hotline number throughout the community, whether that is through trainings, presentations, networking events, etc. POV maintains advertising of the hotline.

From August 2017 to December 31, 2019, POV has received a total of **1,207 calls** through the Off Limits Hotline. In addition to the 24-hour response via the hotline, Peace Over Violence also provides:

- 72 hour follow up
- Advocacy on behalf of the caller to report an incident or address any specific needs (with law enforcement, Metro representatives, other service providers)
- Counseling

Our comprehensive case management services for survivors of sexual violence plus our emergency response services to survivors at local police stations, Sexual Assault Centers and ER hospitals is also offered to callers. Customized services that our POV representatives also provide are:

- Assisting callers in reporting abuse/harassment
- Processing complaints against bus drivers/operators

The Off Limits Hotline has been able to provide Metro riders with additional resources to report and receive support after sexual violence or trauma. Advocates have been able to provide immediate crisis intervention, safety planning and continuation of services for Metro customers.

Peace Over Violence Performance Metrics, December 2019

| Performance Measure | December 2019 |
|--|---------------|
| | Number Served |
| Total Number of individuals that contacted POV Line | 21 |
| Number of individuals that contacted POV Line regarding sexual harassment | 5 |
| Number of individuals that requested counseling services | 5 |
| Number of police reports filed or intended to file regarding sexual harassment | 5 |
| Number of active cases | 5 |

Emergency Management: October and November 2019

The Office of Emergency Management has the responsibility of comprehensively planning for, responding to and recovering from large-scale emergencies and disasters that impact the Los

Angeles County Metropolitan Transportation Authority and our stakeholders.

- **December 2nd & 9th** - Conducted Annual Training & Exercise Planning Workshops with Executive and Management staff representing Bus/Rail Transportation & Maintenance and Corporate Safety. Reviewed 2019 Lessons Learned from drills and exercises; Determined 2020 scenarios based on recent incidents worldwide, management concerns, and/or changes in procedures
- **December 17-19, 2019** - Emergency Management assumed representation within the APTA Security Emergency Management Working Group. FY20/21 focus on developing for publication:
 - (2) new Standards - Transportation Agency Emergency Operation Plan and Emergency Operation Center Planning
 - (1) update current Standard - Transit Incident Drills and Exercises to A Transit Training & Exercise Program
 - (1) White Paper - Active Shooter within a Transit Environment
- **December 18, 2019 - Active Shooter Workshop:** Emergency Management conducted a one-hour Active Shooter Workshop for Metro's Rail Safety Ambassadors.

ATTACHMENTS

Attachment A - System-Wide Law Enforcement Overview December 2019

Attachment B - MTA Supporting Data December 2019

Attachment C - Key Performance Indicators December 2019

Attachment D - Transit Police Summary December 2019

Prepared by: Jimmy Abarca, Senior Administrative Analyst, System Security and Law Enforcement, (213) 922-2615

Reviewed by: Aston T. Greene, Interim Chief, System Security and Law Enforcement, (213) 922-2599



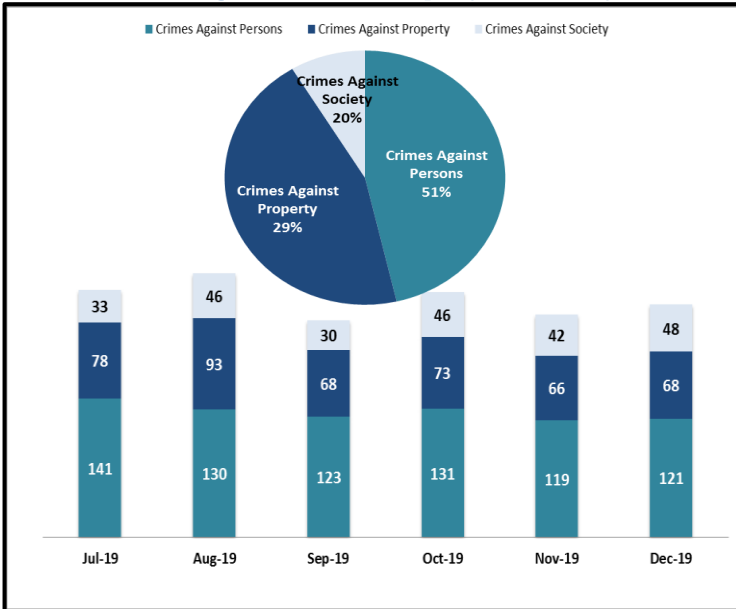
Phillip A. Washington
Chief Executive Officer

SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW

DECEMBER 2019

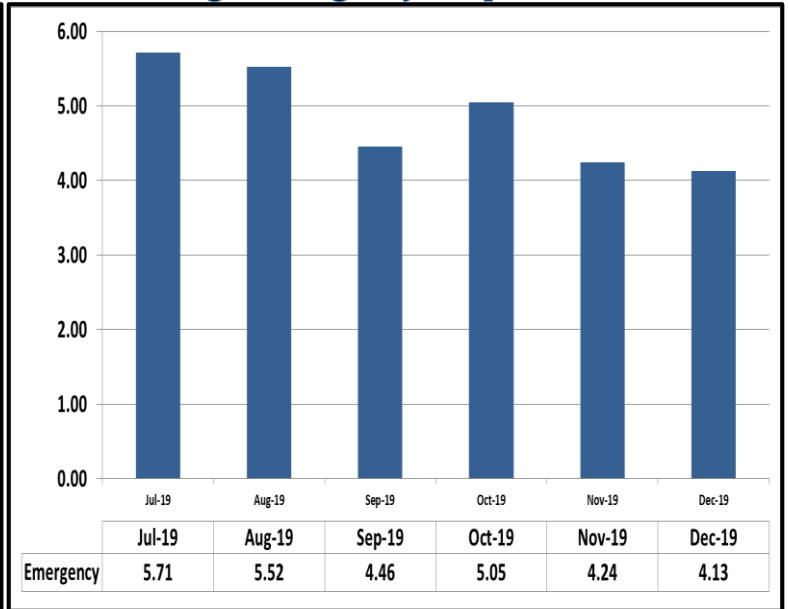
Attachment A

Crimes Against Persons, Property, and Society



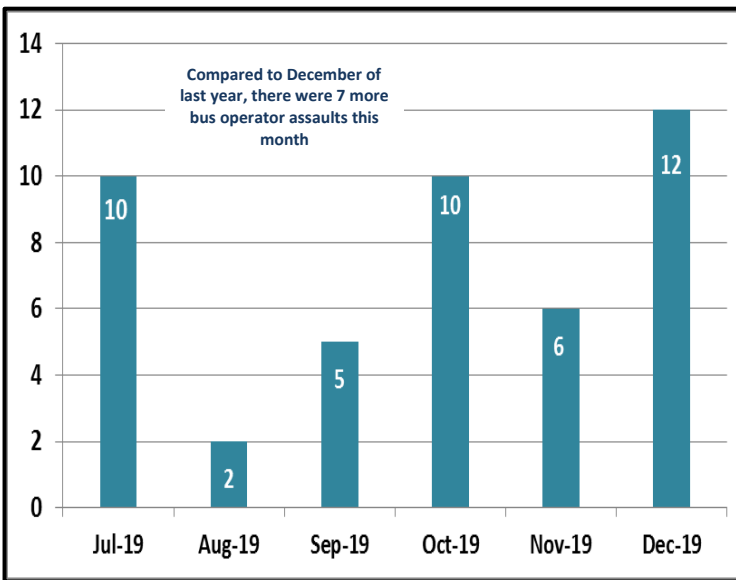
When compared to the same period last year, Crimes Against Persons increased by 22 crimes, Crimes Against Property decreased by 25 crimes, and Crimes Against Society increased by 30 crimes.

Average Emergency Response Times

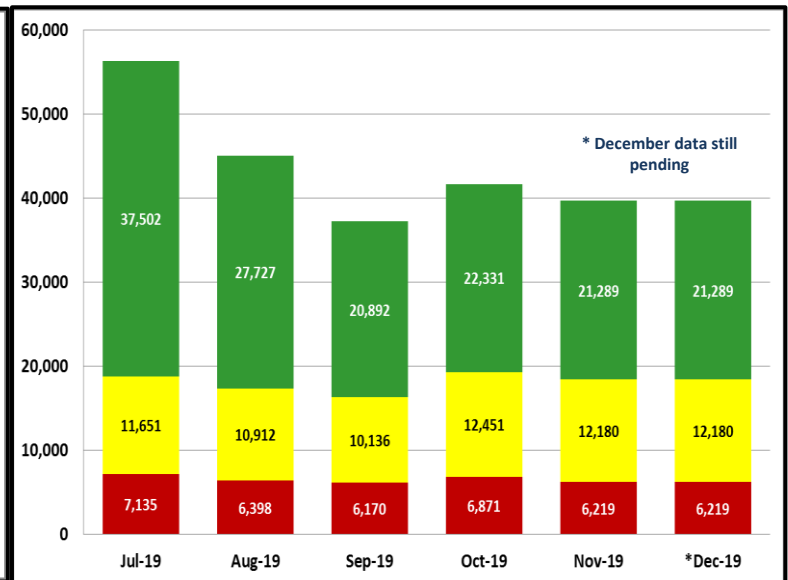


Average emergency response time was 4.13 mins.

Bus Operator Assaults



Fare Compliance



Green Checks- Occurs when a patron has valid fare

Yellow Checks- Occurs when a patron has valid fare, but did not tap at transfer station

Red Checks- Occurs when a patron has invalid fare

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - DECEMBER 2019

| REPORTED CRIME | | | | |
|--------------------------------|----------|-----------|----------|------------|
| CRIMES AGAINST PERSONS | LAPD | LASD | LBPDP | FYTD |
| Homicide | 0 | 0 | 0 | 0 |
| Rape | 0 | 0 | 0 | 1 |
| Robbery | 1 | 1 | 1 | 19 |
| Aggravated Assault | 3 | 0 | 1 | 10 |
| Aggravated Assault on Operator | 0 | 0 | 0 | 0 |
| Battery | 2 | 1 | 1 | 27 |
| Battery Rail Operator | 0 | 0 | 0 | 0 |
| Sex Offenses | 0 | 1 | 0 | 4 |
| SUB-TOTAL | 6 | 3 | 3 | 61 |
| CRIMES AGAINST PROPERTY | LAPD | LASD | LBPDP | FYTD |
| Burglary | 0 | 0 | 0 | 1 |
| Larceny | 3 | 2 | 1 | 18 |
| Bike Theft | 0 | 0 | 0 | 0 |
| Motor Vehicle Theft | 0 | 1 | 0 | 3 |
| Arson | 0 | 0 | 0 | 0 |
| Vandalism | 0 | 1 | 0 | 12 |
| Other | 0 | 0 | 0 | 0 |
| SUB-TOTAL | 3 | 4 | 1 | 34 |
| CRIMES AGAINST SOCIETY | LAPD | LASD | LBPDP | FYTD |
| Weapons | 0 | 0 | 0 | 11 |
| Narcotics | 0 | 9 | 1 | 44 |
| Trespassing | 0 | 0 | 0 | 9 |
| SUB-TOTAL | 0 | 9 | 1 | 64 |
| TOTAL | 9 | 16 | 5 | 159 |

| CRIMES PER STATION | | | | |
|------------------------|------------------------|-------------------------|------------------------|------------|
| STATION | CRIMES AGAINST PERSONS | CRIMES AGAINST PROPERTY | CRIMES AGAINST SOCIETY | FYTD |
| 7th St/Metro Ctr | 1 | 2 | 0 | 10 |
| Pico | 1 | 0 | 0 | 3 |
| Grand/LATTC | 0 | 0 | 0 | 0 |
| San Pedro St | 1 | 0 | 0 | 1 |
| Washington | 0 | 0 | 0 | 3 |
| Vernon | 1 | 0 | 0 | 2 |
| Slauson | 0 | 0 | 0 | 8 |
| Florence | 0 | 0 | 0 | 12 |
| Firestone | 2 | 0 | 0 | 7 |
| 103rd St/Watts Towers | 2 | 1 | 0 | 5 |
| Willowbrook/Rosa Parks | 0 | 1 | 3 | 32 |
| Compton | 0 | 0 | 1 | 27 |
| Artesia | 1 | 2 | 4 | 17 |
| Del Amo | 0 | 1 | 1 | 4 |
| Wardlow | 0 | 0 | 0 | 1 |
| Willow St | 1 | 0 | 0 | 8 |
| PCH | 0 | 1 | 0 | 5 |
| Anaheim St | 1 | 0 | 1 | 4 |
| 5th St | 0 | 0 | 0 | 1 |
| 1st St | 0 | 0 | 0 | 2 |
| Downtown Long Beach | 1 | 0 | 0 | 6 |
| Pacific Av | 0 | 0 | 0 | 1 |
| Blue Line Rail Yard | 0 | 0 | 0 | 0 |
| Total | 12 | 8 | 10 | 159 |

| ARRESTS | | | | |
|--------------|-----------|-----------|-----------|------------|
| AGENCY | LAPD | LASD | LBPDP | FYTD |
| Felony | 2 | 7 | 7 | 138 |
| Misdemeanor | 11 | 36 | 41 | 543 |
| TOTAL | 13 | 43 | 48 | 681 |

| CITATIONS | | | | |
|------------------------|--------------|-----------|------------|---------------|
| AGENCY | LAPD | LASD | LBPDP | FYTD |
| Other Citations | 1,110 | 38 | 39 | 7,880 |
| Vehicle Code Citations | 698 | 3 | 223 | 6,379 |
| TOTAL | 1,808 | 41 | 262 | 14,259 |

| CALLS FOR SERVICE | | | | |
|-------------------|-----------|------------|-----------|--------------|
| AGENCY | LAPD | LASD | LBPDP | FYTD |
| Routine | 7 | 53 | 5 | 426 |
| Priority | 12 | 83 | 53 | 674 |
| Emergency | 5 | 9 | 20 | 167 |
| TOTAL | 24 | 145 | 78 | 1,267 |

| DISPATCHED VS. PROACTIVE | | | |
|--------------------------|-------------|-------------|-------------|
| AGENCY | LAPD | LASD | LBPDP |
| Dispatched | 18% | 3% | 3% |
| Proactive | 82% | 97% | 97% |
| TOTAL | 100% | 100% | 100% |

| PERCENTAGE OF TIME ON THE RAIL SYSTEM | |
|---------------------------------------|-----|
| Blue Line-LAPD | 90% |
| Blue Line-LASD | 86% |
| Blue Line-LBPDP | 70% |

| GRADE CROSSING OPERATIONS | | | | |
|---------------------------|-----------|-----------|----------|------------|
| LOCATION | LAPD | LASD | LBPDP | FYTD |
| Washington St | 15 | 0 | 0 | 70 |
| Flower St | 11 | 0 | 0 | 37 |
| 103rd St | 0 | 0 | 0 | 2 |
| Wardlow Rd | 0 | 0 | 4 | 15 |
| Pacific Ave. | 0 | 0 | 0 | 2 |
| Willowbrook | 0 | 38 | 0 | 197 |
| Slauson | 5 | 1 | 0 | 34 |
| Firestone | 0 | 3 | 0 | 25 |
| Florence | 0 | 8 | 0 | 60 |
| Compton | 0 | 15 | 0 | 138 |
| Artesia | 0 | 8 | 0 | 24 |
| Del Amo | 0 | 8 | 0 | 26 |
| Long Beach Blvd | 0 | 0 | 0 | 8 |
| TOTAL | 31 | 81 | 4 | 638 |

| LEGEND | |
|---|--|
| Los Angeles Police Department | |
| Los Angeles County Sheriff's Department | |
| Long Beach Police Department | |

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - DECEMBER 2019

| REPORTED CRIME | | | |
|--------------------------------|----------|-----------|------------|
| CRIMES AGAINST PERSONS | LAPD | LASD | FYTD |
| Homicide | 0 | 0 | 0 |
| Rape | 0 | 0 | 1 |
| Robbery | 0 | 1 | 21 |
| Aggravated Assault | 0 | 2 | 9 |
| Aggravated Assault on Operator | 0 | 0 | 0 |
| Battery | 1 | 4 | 27 |
| Battery Rail Operator | 0 | 0 | 0 |
| Sex Offenses | 0 | 0 | 2 |
| SUB-TOTAL | 1 | 7 | 60 |
| CRIMES AGAINST PROPERTY | LAPD | LASD | FYTD |
| Burglary | 0 | 1 | 2 |
| Larceny | 0 | 0 | 10 |
| Bike Theft | 0 | 0 | 1 |
| Motor Vehicle Theft | 0 | 1 | 2 |
| Arson | 0 | 0 | 0 |
| Vandalism | 0 | 0 | 4 |
| SUB-TOTAL | 0 | 2 | 19 |
| CRIMES AGAINST SOCIETY | LAPD | LASD | FYTD |
| Weapons | 0 | 1 | 10 |
| Narcotics | 0 | 6 | 19 |
| Trespassing | 0 | 0 | 1 |
| SUB-TOTAL | 0 | 7 | 30 |
| TOTAL | 1 | 16 | 109 |

| ARRESTS | | | |
|--------------|----------|-----------|------------|
| AGENCY | LAPD | LASD | FYTD |
| Felony | 0 | 7 | 41 |
| Misdemeanor | 0 | 23 | 219 |
| TOTAL | 0 | 30 | 260 |

| CITATIONS | | | |
|------------------------|----------|-----------|------------|
| AGENCY | LAPD | LASD | FYTD |
| Other Citations | 6 | 23 | 290 |
| Vehicle Code Citations | 0 | 3 | 63 |
| TOTAL | 6 | 26 | 353 |

| CALLS FOR SERVICE | | | |
|-------------------|----------|------------|-------------|
| AGENCY | LAPD | LASD | FYTD |
| Routine | 1 | 101 | 585 |
| Priority | 3 | 63 | 501 |
| Emergency | 0 | 13 | 76 |
| TOTAL | 4 | 177 | 1162 |

| DISPATCHED VS. PROACTIVE | | |
|--------------------------|-------------|-------------|
| AGENCY | LAPD | LASD |
| Dispatched | 20% | 4% |
| Proactive | 80% | 96% |
| TOTAL | 100% | 100% |

| CRIMES PER STATION | | | | |
|------------------------|------------------------|-------------------------|------------------------|------------|
| STATION | CRIMES AGAINST PERSONS | CRIMES AGAINST PROPERTY | CRIMES AGAINST SOCIETY | FYTD |
| Redondo Beach | 0 | 0 | 0 | 3 |
| Douglas | 0 | 0 | 0 | 0 |
| El Segundo | 0 | 0 | 0 | 3 |
| Mariposa | 0 | 0 | 0 | 1 |
| Aviation/LAX | 1 | 0 | 0 | 2 |
| Hawthorne/Lennox | 1 | 0 | 1 | 6 |
| Crenshaw | 0 | 0 | 0 | 8 |
| Vermont/Athens | 1 | 0 | 0 | 7 |
| Harbor Fwy | 0 | 0 | 0 | 5 |
| Avalon | 0 | 0 | 0 | 6 |
| Willowbrook/Rosa Parks | 3 | 1 | 4 | 32 |
| Long Beach Bl | 2 | 1 | 1 | 20 |
| Lakewood Bl | 0 | 0 | 1 | 9 |
| Norwalk | 0 | 0 | 0 | 9 |
| Total | 8 | 2 | 7 | 111 |

| PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM | |
|---|-----|
| Green Line-LAPD | 90% |
| Green Line-LASD | 83% |

| LEGEND | |
|---|--|
| Los Angeles Police Department | |
| Los Angeles County Sheriff's Department | |

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - DECEMBER 2019

| REPORTED CRIME | | | |
|--------------------------------|-----------|----------|------------|
| CRIMES AGAINST PERSONS | LAPD | LASD | FYTD |
| Homicide | 0 | 0 | 0 |
| Rape | 0 | 0 | 0 |
| Robbery | 4 | 0 | 18 |
| Aggravated Assault | 1 | 1 | 8 |
| Aggravated Assault on Operator | 0 | 0 | 0 |
| Battery | 1 | 0 | 26 |
| Battery Rail Operator | 0 | 0 | 0 |
| Sex Offenses | 4 | 0 | 9 |
| SUB-TOTAL | 10 | 1 | 61 |
| CRIMES AGAINST PROPERTY | LAPD | LASD | FYTD |
| Burglary | 0 | 0 | 1 |
| Larceny | 3 | 0 | 43 |
| Bike Theft | 0 | 0 | 14 |
| Motor Vehicle Theft | 0 | 0 | 0 |
| Arson | 0 | 0 | 0 |
| Vandalism | 0 | 0 | 2 |
| SUB-TOTAL | 3 | 0 | 60 |
| CRIMES AGAINST SOCIETY | LAPD | LASD | FYTD |
| Weapons | 0 | 0 | 2 |
| Narcotics | 0 | 1 | 1 |
| Trespassing | 0 | 0 | 4 |
| SUB-TOTAL | 0 | 1 | 7 |
| TOTAL | 13 | 2 | 128 |

| ARRESTS | | | |
|--------------|-----------|----------|------------|
| AGENCY | LAPD | LASD | FYTD |
| Felony | 13 | 1 | 30 |
| Misdemeanor | 8 | 6 | 74 |
| TOTAL | 21 | 7 | 104 |

| CITATIONS | | | |
|------------------------|-----------|-----------|------------|
| AGENCY | LAPD | LASD | FYTD |
| Other Citations | 15 | 11 | 157 |
| Vehicle Code Citations | 22 | 0 | 129 |
| TOTAL | 37 | 11 | 286 |

| CALLS FOR SERVICE | | | |
|-------------------|-----------|------------|------------|
| AGENCY | LAPD | LASD | FYTD |
| Routine | 21 | 81 | 414 |
| Priority | 36 | 25 | 453 |
| Emergency | 1 | 6 | 49 |
| TOTAL | 58 | 112 | 916 |

| DISPATCHED VS. PROACTIVE | | |
|--------------------------|-------------|-------------|
| AGENCY | LAPD | LASD |
| Dispatched | 24% | 13% |
| Proactive | 76% | 87% |
| TOTAL | 100% | 100% |

| PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM | |
|---|-----|
| Expo Line-LAPD | 89% |
| Expo Line-LASD | 86% |

| GRADE CROSSING OPERATIONS | | | |
|---------------------------|------------|-----------|------------|
| LOCATION | LAPD | LASD | FYTD |
| Exposition Blvd | 155 | 0 | 660 |
| Santa Monica | N/A | 14 | 118 |
| Culver City | N/A | 0 | 4 |
| TOTAL | 155 | 14 | 782 |

| LEGEND | |
|---|--|
| Los Angeles Police Department | |
| Los Angeles County Sheriff's Department | |

| CRIMES PER STATION | | | | |
|-----------------------|------------------------|-------------------------|------------------------|------------|
| STATION | CRIMES AGAINST PERSONS | CRIMES AGAINST PROPERTY | CRIMES AGAINST SOCIETY | FYTD |
| 7th St/Metro Ctr | 0 | 0 | 0 | 6 |
| Pico | 0 | 0 | 0 | 0 |
| LATTC/Ortho Institute | 0 | 0 | 0 | 18 |
| Jefferson/USC | 1 | 0 | 0 | 7 |
| Expo Park/USC | 0 | 0 | 0 | 4 |
| Expo/Vermont | 0 | 0 | 0 | 8 |
| Expo/Western | 2 | 0 | 0 | 12 |
| Expo/Crenshaw | 0 | 0 | 0 | 7 |
| Farmdale | 0 | 1 | 0 | 10 |
| Expo/La Brea | 1 | 0 | 0 | 11 |
| La Cienega/Jefferson | 3 | 1 | 0 | 9 |
| Culver City | 0 | 0 | 0 | 7 |
| Palms | 0 | 0 | 0 | 4 |
| Westwood/Rancho Park | 0 | 0 | 0 | 1 |
| Expo/Sepulveda | 2 | 0 | 0 | 6 |
| Expo/Bundy | 1 | 1 | 0 | 14 |
| 26th St/Bergamot | 1 | 0 | 0 | 3 |
| 17th St/SMC | 0 | 0 | 0 | 3 |
| Downtown Santa Monica | 0 | 0 | 1 | 8 |
| Expo Line Rail Yard | 0 | 0 | 0 | 0 |
| Total | 11 | 3 | 1 | 138 |

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - DECEMBER 2019

REPORTED CRIME

| CRIMES AGAINST PERSONS | LAPD | FYTD |
|--------------------------------|-----------|------------|
| Homicide | 0 | 0 |
| Rape | 0 | 0 |
| Robbery | 2 | 18 |
| Aggravated Assault | 9 | 27 |
| Aggravated Assault on Operator | 0 | 0 |
| Battery | 10 | 96 |
| Battery Rail Operator | 0 | 0 |
| Sex Offenses | 0 | 10 |
| SUB-TOTAL | 21 | 151 |
| CRIMES AGAINST PROPERTY | LAPD | FYTD |
| Burglary | 0 | 0 |
| Larceny | 9 | 72 |
| Bike Theft | 0 | 6 |
| Motor Vehicle Theft | 0 | 0 |
| Arson | 0 | 0 |
| Vandalism | 1 | 6 |
| SUB-TOTAL | 10 | 84 |
| CRIMES AGAINST SOCIETY | LAPD | FYTD |
| Weapons | 0 | 0 |
| Narcotics | 0 | 0 |
| Trespassing | 11 | 27 |
| SUB-TOTAL | 11 | 27 |
| TOTAL | 42 | 262 |

ARRESTS

| AGENCY | LAPD | FYTD |
|--------------|------------|------------|
| Felony | 20 | 183 |
| Misdemeanor | 123 | 617 |
| TOTAL | 143 | 800 |

CITATIONS

| AGENCY | LAPD | FYTD |
|------------------------|------------|--------------|
| Other Citations | 314 | 3,237 |
| Vehicle Code Citations | 103 | 1,075 |
| TOTAL | 417 | 4,312 |

CALLS FOR SERVICE

| AGENCY | LAPD | FYTD |
|--------------|------------|------------|
| Routine | 47 | 121 |
| Priority | 87 | 153 |
| Emergency | 4 | 9 |
| TOTAL | 138 | 283 |

DISPATCHED VS. PROACTIVE

| AGENCY | LAPD |
|--------------|-------------|
| Dispatched | 34% |
| Proactive | 66% |
| TOTAL | 100% |

CRIMES PER STATION

| STATION | CRIMES AGAINST PERSONS | CRIMES AGAINST PROPERTY | CRIMES AGAINST SOCIETY | FYTD |
|----------------------------|------------------------|-------------------------|------------------------|------------|
| Union Station | 2 | 1 | 4 | 44 |
| Civic Center/Grand Park | 0 | 0 | 1 | 6 |
| Pershing Square | 3 | 0 | 2 | 19 |
| 7th St/Metro Ctr | 1 | 1 | 0 | 21 |
| Westlake/MacArthur Park | 6 | 4 | 1 | 38 |
| Wilshire/Vermont | 1 | 0 | 1 | 17 |
| Wilshire/Normandie | 1 | 1 | 0 | 5 |
| Vermont/Beverly | 1 | 0 | 0 | 15 |
| Wilshire/Western | 1 | 0 | 0 | 11 |
| Vermont/Santa Monica | 2 | 1 | 0 | 13 |
| Vermont/Sunset | 1 | 0 | 1 | 7 |
| Hollywood/Western | 0 | 0 | 0 | 9 |
| Hollywood/Vine | 0 | 0 | 0 | 12 |
| Hollywood/Highland | 2 | 1 | 1 | 16 |
| Universal City/Studio City | 0 | 0 | 0 | 7 |
| North Hollywood | 0 | 1 | 0 | 20 |
| Red Line Rail Yard | 0 | 0 | 0 | 0 |
| Total | 21 | 10 | 11 | 260 |

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM

| | |
|----------------|-----|
| Red Line- LAPD | 85% |
|----------------|-----|

LEGEND

Los Angeles Police Department

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - DECEMBER 2019

| REPORTED CRIME | | | |
|--------------------------------|----------|-----------|-----------|
| CRIMES AGAINST PERSONS | LAPD | LASD | FYTD |
| Homicide | 0 | 0 | 0 |
| Rape | 0 | 0 | 1 |
| Robbery | 0 | 0 | 7 |
| Aggravated Assault | 0 | 1 | 9 |
| Aggravated Assault on Operator | 0 | 0 | 0 |
| Battery | 5 | 4 | 24 |
| Battery Rail Operator | 0 | 0 | 0 |
| Sex Offenses | 0 | 0 | 2 |
| SUB-TOTAL | 5 | 5 | 43 |
| CRIMES AGAINST PROPERTY | LAPD | LASD | FYTD |
| Burglary | 0 | 0 | 0 |
| Larceny | 1 | 4 | 23 |
| Bike Theft | 0 | 0 | 6 |
| Motor Vehicle Theft | 0 | 0 | 2 |
| Arson | 0 | 0 | 0 |
| Vandalism | 0 | 0 | 14 |
| SUB-TOTAL | 1 | 4 | 45 |
| CRIMES AGAINST SOCIETY | LAPD | LASD | FYTD |
| Weapons | 0 | 0 | 2 |
| Narcotics | 0 | 1 | 6 |
| Trespassing | 0 | 0 | 1 |
| SUB-TOTAL | 0 | 1 | 9 |
| TOTAL | 6 | 10 | 97 |

| ARRESTS | | | |
|--------------|----------|-----------|------------|
| AGENCY | LAPD | LASD | FYTD |
| Felony | 2 | 3 | 31 |
| Misdemeanor | 3 | 16 | 112 |
| TOTAL | 5 | 19 | 143 |

| CITATIONS | | | |
|------------------------|-----------|-----------|------------|
| AGENCY | LAPD | LASD | FYTD |
| Other Citations | 6 | 20 | 286 |
| Vehicle Code Citations | 23 | 0 | 77 |
| TOTAL | 29 | 20 | 363 |

| CALLS FOR SERVICE | | | |
|-------------------|-----------|------------|--------------|
| AGENCY | LAPD | LASD | FYTD |
| Routine | 11 | 74 | 818 |
| Priority | 14 | 83 | 736 |
| Emergency | 0 | 10 | 94 |
| TOTAL | 25 | 167 | 1,648 |

| DISPATCHED VS. PROACTIVE | | |
|--------------------------|-------------|-------------|
| AGENCY | LAPD | LASD |
| Dispatched | 20% | 3% |
| Proactive | 80% | 97% |
| TOTAL | 100% | 100% |

| CRIMES PER STATION | | | | |
|----------------------------|------------------------|-------------------------|------------------------|-----------|
| STATION | CRIMES AGAINST PERSONS | CRIMES AGAINST PROPERTY | CRIMES AGAINST SOCIETY | FYTD |
| APU/Citrus College | 0 | 1 | 0 | 6 |
| Azusa Downtown | 0 | 1 | 0 | 2 |
| Irwindale | 0 | 0 | 0 | 6 |
| Duarte/City of Hope | 0 | 0 | 0 | 5 |
| Monrovia | 0 | 1 | 1 | 7 |
| Arcadia | 0 | 0 | 0 | 2 |
| Sierra Madre Villa | 2 | 0 | 0 | 6 |
| Allen | 0 | 0 | 0 | 4 |
| Lake | 0 | 0 | 0 | 4 |
| Memorial Park | 3 | 0 | 0 | 7 |
| Del Mar | 0 | 0 | 0 | 1 |
| Fillmore | 0 | 0 | 0 | 1 |
| South Pasadena | 0 | 0 | 0 | 2 |
| Highland Park | 0 | 0 | 0 | 5 |
| Southwest Museum | 0 | 0 | 0 | 3 |
| Heritage Square | 0 | 0 | 0 | 1 |
| Lincoln/Cypress | 1 | 0 | 0 | 3 |
| Chinatown | 1 | 0 | 0 | 3 |
| Union Station | 2 | 1 | 0 | 6 |
| Little Tokyo/Arts Dist | 0 | 0 | 0 | 4 |
| Pico/Aliso | 0 | 0 | 0 | 2 |
| Mariachi Plaza | 1 | 0 | 0 | 3 |
| Soto | 0 | 0 | 0 | 5 |
| Indiana (both LAPD & LASD) | 0 | 0 | 0 | 3 |
| Maravilla | 0 | 0 | 0 | 1 |
| East LA Civic Ctr | 0 | 0 | 0 | 2 |
| Atlantic | 0 | 1 | 0 | 3 |
| Total | 10 | 5 | 1 | 97 |

| PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM | |
|---|-----|
| Gold Line-LAPD | 90% |
| Gold Line-LASD | 80% |

| GRADE CROSSING OPERATIONS | | | |
|---------------------------|-----------|-----------|-------------|
| LOCATION | LAPD | LASD | FYTD |
| Marmion Way | 65 | 0 | 490 |
| Arcadia Station | 0 | 8 | 56 |
| Irwindale | 0 | 4 | 19 |
| Monrovia | 0 | 2 | 31 |
| City of Pasadena | 0 | 31 | 135 |
| Magnolia Ave | 0 | 0 | 0 |
| Duarte Station | 0 | 1 | 7 |
| City Of Azusa | 0 | 16 | 75 |
| South Pasadena | 0 | 14 | 77 |
| City Of East LA | 0 | 10 | 49 |
| Figueroa St | 28 | 0 | 228 |
| TOTAL GOAL= 10 | 93 | 86 | 1167 |

| LEGEND |
|---|
| Los Angeles Police Department |
| Los Angeles County Sheriff's Department |

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - DECEMBER 2019

| REPORTED CRIME | | |
|--------------------------------|----------|-----------|
| CRIMES AGAINST PERSONS | LAPD | FYTD |
| Homicide | 0 | 1 |
| Rape | 0 | 0 |
| Robbery | 1 | 5 |
| Aggravated Assault | 2 | 7 |
| Aggravated Assault on Operator | 0 | 0 |
| Battery | 0 | 11 |
| Battery Bus Operator | 1 | 1 |
| Sex Offenses | 0 | 0 |
| SUB-TOTAL | 4 | 25 |
| CRIMES AGAINST PROPERTY | LAPD | FYTD |
| Burglary | 0 | 0 |
| Larceny | 1 | 6 |
| Bike Theft | 0 | 2 |
| Motor Vehicle Theft | 0 | 0 |
| Arson | 0 | 0 |
| Vandalism | 1 | 3 |
| SUB-TOTAL | 2 | 11 |
| CRIMES AGAINST SOCIETY | LAPD | FYTD |
| Weapons | 0 | 0 |
| Narcotics | 0 | 0 |
| Trespassing | 0 | 0 |
| SUB-TOTAL | 0 | 0 |
| TOTAL | 6 | 36 |

| ARRESTS | | |
|--------------|----------|-----------|
| AGENCY | LAPD | FYTD |
| Felony | 1 | 9 |
| Misdemeanor | 2 | 22 |
| TOTAL | 3 | 31 |

| CITATIONS | | |
|------------------------|------------|--------------|
| AGENCY | LAPD | FYTD |
| Other Citations | 267 | 1,419 |
| Vehicle Code Citations | 248 | 1,229 |
| TOTAL | 515 | 2,648 |

| CALLS FOR SERVICE | | |
|-------------------|-----------|------------|
| AGENCY | LAPD | FYTD |
| Routine | 13 | 24 |
| Priority | 12 | 101 |
| Emergency | 0 | 7 |
| TOTAL | 25 | 132 |

| DISPATCHED VS. PROACTIVE | |
|--------------------------|-------------|
| AGENCY | LAPD |
| Dispatched | 17% |
| Proactive | 83% |
| TOTAL | 100% |

| PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM | |
|--|-----|
| Orange Line- LAPD | 90% |

| LEGEND | |
|-------------------------------|--|
| Los Angeles Police Department | |

| CRIMES PER STATION | | | | |
|--------------------|------------------------|-------------------------|------------------------|-----------|
| STATION | CRIMES AGAINST PERSONS | CRIMES AGAINST PROPERTY | CRIMES AGAINST SOCIETY | FYTD |
| North Hollywood | 3 | 0 | 0 | 10 |
| Laurel Canyon | 0 | 0 | 0 | 0 |
| Valley College | 0 | 0 | 0 | 0 |
| Woodman | 0 | 0 | 0 | 0 |
| Van Nuys | 0 | 0 | 0 | 5 |
| Sepulveda | 1 | 0 | 0 | 2 |
| Woodley | 0 | 0 | 0 | 1 |
| Balboa | 0 | 0 | 0 | 2 |
| Reseda | 0 | 1 | 0 | 2 |
| Tampa | 0 | 0 | 0 | 1 |
| Pierce College | 0 | 0 | 0 | 2 |
| De Soto | 0 | 0 | 0 | 0 |
| Canoga | 0 | 0 | 0 | 2 |
| Warner Center | 0 | 0 | 0 | 0 |
| Sherman Way | 0 | 0 | 0 | 1 |
| Roscoe | 0 | 0 | 0 | 1 |
| Nordhoff | 0 | 0 | 0 | 2 |
| Chatsworth | 0 | 1 | 0 | 5 |
| Total | 4 | 2 | 0 | 36 |

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - DECEMBER 2019

| REPORTED CRIME | | | |
|--------------------------------|----------|----------|-----------|
| CRIMES AGAINST PERSONS | LAPD | LASD | FYTD |
| Homicide | 0 | 0 | 0 |
| Rape | 0 | 0 | 0 |
| Robbery | 0 | 0 | 1 |
| Aggravated Assault | 0 | 0 | 2 |
| Aggravated Assault on Operator | 0 | 0 | 0 |
| Battery | 0 | 0 | 1 |
| Battery Bus Operator | 0 | 0 | 0 |
| Sex Offenses | 0 | 0 | 2 |
| SUB-TOTAL | 0 | 0 | 6 |
| CRIMES AGAINST PROPERTY | LAPD | LASD | FYTD |
| Burglary | 0 | 0 | 0 |
| Larceny | 1 | 0 | 3 |
| Bike Theft | 0 | 0 | 0 |
| Motor Vehicle Theft | 0 | 0 | 0 |
| Arson | 0 | 0 | 0 |
| Vandalism | 0 | 0 | 0 |
| SUB-TOTAL | 1 | 0 | 3 |
| CRIMES AGAINST SOCIETY | LAPD | LASD | FYTD |
| Weapons | 0 | 0 | 0 |
| Narcotics | 0 | 0 | 2 |
| Trespassing | 0 | 0 | 0 |
| SUB-TOTAL | 0 | 0 | 2 |
| TOTAL | 1 | 0 | 11 |

| ARRESTS | | | |
|--------------|-----------|----------|-----------|
| AGENCY | LAPD | LASD | FYTD |
| Felony | 0 | 0 | 1 |
| Misdemeanor | 10 | 0 | 56 |
| TOTAL | 10 | 0 | 57 |

| CITATIONS | | | |
|------------------------|------------|----------|--------------|
| AGENCY | LAPD | LASD | FYTD |
| Other Citations | 221 | 0 | 1,551 |
| Vehicle Code Citations | 335 | 0 | 1,742 |
| TOTAL | 556 | 0 | 3,293 |

| CALLS FOR SERVICE | | | |
|-------------------|-----------|----------|-----------|
| AGENCY | LAPD | LASD | FYTD |
| Routine | 4 | 5 | 25 |
| Priority | 8 | 1 | 48 |
| Emergency | 3 | 0 | 6 |
| TOTAL | 15 | 6 | 79 |

| DISPATCHED VS. PROACTIVE | | |
|--------------------------|-------------|-------------|
| AGENCY | LAPD | LASD |
| Dispatched | 17% | 1% |
| Proactive | 83% | 99% |
| TOTAL | 100% | 100% |

| CRIMES PER STATION | | | | |
|----------------------------|------------------------|-------------------------|------------------------|-----------|
| STATION | CRIMES AGAINST PERSONS | CRIMES AGAINST PROPERTY | CRIMES AGAINST SOCIETY | FYTD |
| El Monte | 0 | 0 | 0 | 2 |
| Cal State LA | 0 | 0 | 0 | 0 |
| LAC/USC Medical Ctr | 0 | 0 | 0 | 0 |
| Alameda | 0 | 0 | 0 | 1 |
| Downtown | 0 | 1 | 0 | 3 |
| 37th St/USC | 0 | 0 | 0 | 0 |
| Slauson | 0 | 0 | 0 | 0 |
| Manchester | 0 | 0 | 0 | 0 |
| Harbor Fwy | 0 | 0 | 0 | 1 |
| Rosecrans | 0 | 0 | 0 | 1 |
| Harbor Gateway Transit Ctr | 0 | 0 | 0 | 2 |
| Carson | 0 | 0 | 0 | 0 |
| PCH | 0 | 0 | 0 | 0 |
| San Pedro/Beacon | 0 | 0 | 0 | 1 |
| Total | 0 | 1 | 0 | 11 |

| PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM | |
|--|-----|
| Silver Line- LAPD | 90% |
| Silver Line- LASD | 80% |

| LEGEND | |
|---|--|
| Los Angeles Police Department | |
| Los Angeles County Sheriff's Department | |

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - DECEMBER 2019

| REPORTED CRIME | | | |
|--------------------------------|-----------|-----------|------------|
| CRIMES AGAINST PERSONS | LAPD | LASD | FYTD |
| Homicide | 0 | 0 | 0 |
| Rape | 0 | 0 | 0 |
| Robbery | 6 | 1 | 38 |
| Aggravated Assault | 4 | 3 | 47 |
| Aggravated Assault on Operator | 2 | 0 | 6 |
| Battery | 16 | 3 | 142 |
| Battery Bus Operator | 8 | 1 | 38 |
| Sex Offenses | 0 | 0 | 24 |
| SUB-TOTAL | 36 | 8 | 295 |
| CRIMES AGAINST PROPERTY | LAPD | LASD | FYTD |
| Burglary | 0 | 0 | 0 |
| Larceny | 12 | 4 | 111 |
| Bike Theft | 1 | 0 | 7 |
| Motor Vehicle Theft | 0 | 1 | 1 |
| Arson | 0 | 0 | 0 |
| Vandalism | 3 | 1 | 26 |
| SUB-TOTAL | 16 | 6 | 145 |
| CRIMES AGAINST SOCIETY | LAPD | LASD | FYTD |
| Weapons | 0 | 2 | 11 |
| Narcotics | 0 | 9 | 66 |
| Trespassing | 0 | 0 | 5 |
| SUB-TOTAL | 0 | 11 | 82 |
| TOTAL | 52 | 25 | 522 |

| LASD's Crimes per Sector | | |
|--------------------------|-----------|------------|
| Sector | | FYTD |
| Westside | 1 | 8 |
| San Fernando | 1 | 6 |
| San Gabriel Valley | 6 | 24 |
| Gateway Cities | 7 | 74 |
| South Bay | 10 | 64 |
| Total | 25 | 176 |

| LAPD's Crimes per Sector | | |
|--------------------------|-----------|------------|
| Sector | | FYTD |
| Valley Bureau | | |
| Van Nuys | 1 | 9 |
| West Valley | 0 | 1 |
| North Hollywood | 1 | 10 |
| Foothill | 3 | 3 |
| Devonshire | 0 | 3 |
| Mission | 0 | 3 |
| Topanga | 0 | 4 |
| Central Bureau | | |
| Central | 5 | 62 |
| Rampart | 3 | 23 |
| Hollenbeck | 0 | 3 |
| Northeast | 1 | 4 |
| Newton | 1 | 30 |
| West Bureau | | |
| Hollywood | 0 | 6 |
| Wilshire | 3 | 20 |
| West LA | 1 | 7 |
| Pacific | 0 | 5 |
| Olympic | 6 | 34 |
| Southwest Bureau | | |
| Southwest | 9 | 53 |
| Harbor | 3 | 5 |
| 77th Street | 12 | 44 |
| Southeast | 3 | 17 |
| Total | 52 | 346 |

| ARRESTS | | | |
|--------------|-----------|-----------|------------|
| AGENCY | LAPD | LASD | FYTD |
| Felony | 3 | 11 | 71 |
| Misdemeanor | 9 | 49 | 447 |
| TOTAL | 12 | 60 | 518 |

| CITATIONS | | | |
|------------------------|-----------|-----------|------------|
| AGENCY | LAPD | LASD | FYTD |
| Other Citations | 4 | 39 | 551 |
| Vehicle Code Citations | 16 | 35 | 255 |
| TOTAL | 20 | 74 | 806 |

| CALLS FOR SERVICE | | | |
|-------------------|----------|------------|--------------|
| AGENCY | LAPD | LASD | FYTD |
| Routine | 3 | 125 | 689 |
| Priority | 6 | 154 | 995 |
| Emergency | 0 | 14 | 109 |
| TOTAL | 9 | 293 | 1,793 |

| DISPATCHED VS. PROACTIVE | | |
|--------------------------|-------------|-------------|
| AGENCY | LAPD | LASD |
| Dispatched | 21% | 2% |
| Proactive | 79% | 98% |
| TOTAL | 100% | 100% |

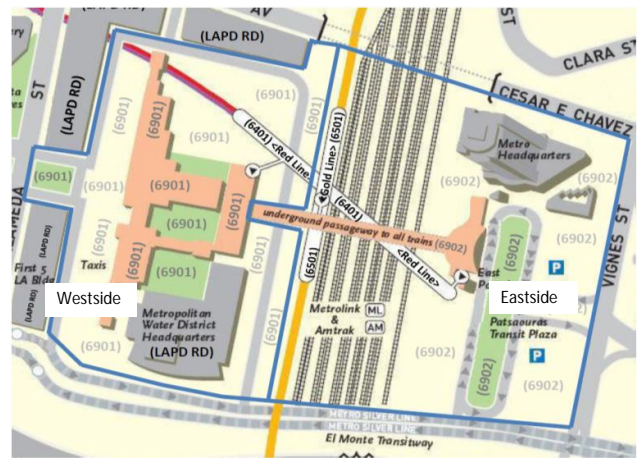
| PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM | |
|--|-----|
| LAPD BUS | 88% |
| LASD BUS | 72% |

| LEGEND | |
|---|--|
| Los Angeles Police Department | |
| Los Angeles County Sheriff's Department | |

UNION STATION

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - DECEMBER 2019

| REPORTED CRIME | | |
|--------------------------------|-----------|------------|
| CRIMES AGAINST PERSONS | LAPD | FYTD |
| Homicide | 0 | 0 |
| Rape | 0 | 0 |
| Robbery | 0 | 4 |
| Aggravated Assault | 2 | 8 |
| Aggravated Assault on Operator | 0 | 0 |
| Battery | 9 | 45 |
| Battery Rail Operator | 0 | 0 |
| Sex Offenses | 0 | 4 |
| SUB-TOTAL | 11 | 61 |
| CRIMES AGAINST PROPERTY | LAPD | FYTD |
| Burglary | 0 | 1 |
| Larceny | 13 | 38 |
| Bike Theft | 1 | 3 |
| Motor Vehicle Theft | 0 | 0 |
| Arson | 0 | 0 |
| Vandalism | 1 | 3 |
| SUB-TOTAL | 15 | 45 |
| CRIMES AGAINST SOCIETY | LAPD | FYTD |
| Weapons | 0 | 0 |
| Narcotics | 0 | 0 |
| Trespassing | 7 | 24 |
| SUB-TOTAL | 7 | 24 |
| TOTAL | 33 | 130 |



| ARRESTS | | |
|--------------|-----------|------------|
| AGENCY | LAPD | FYTD |
| Felony | 7 | 27 |
| Misdemeanor | 23 | 93 |
| TOTAL | 30 | 120 |

| CITATIONS | | |
|------------------------|-----------|------------|
| AGENCY | LAPD | FYTD |
| Other Citations | 33 | 128 |
| Vehicle Code Citations | 2 | 60 |
| TOTAL | 35 | 188 |

| CALLS FOR SERVICE | | |
|-------------------|-----------|------------|
| AGENCY | LAPD | FYTD |
| Routine | 34 | 109 |
| Priority | 25 | 232 |
| Emergency | 2 | 13 |
| TOTAL | 61 | 354 |

| DISPATCHED VS. PROACTIVE | |
|--------------------------|-------------|
| AGENCY | LAPD |
| Dispatched | 26% |
| Proactive | 74% |
| TOTAL | 100% |

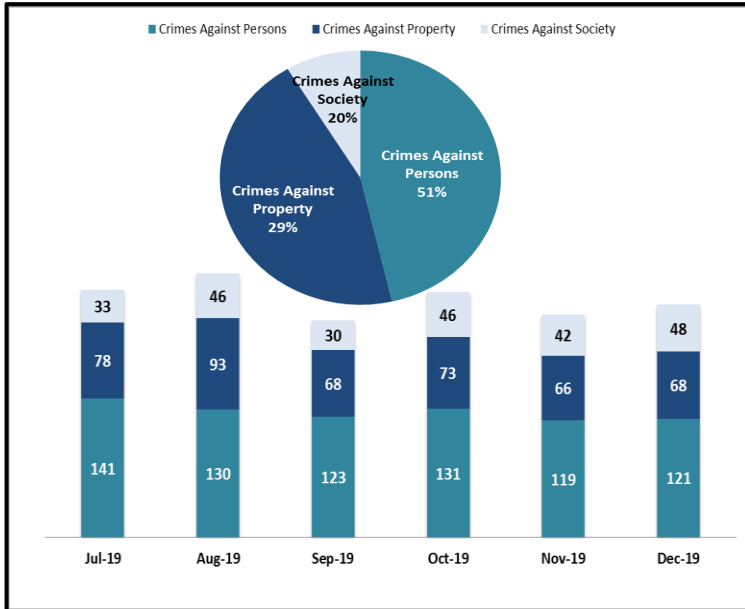
| PERCENTAGE OF TIME SPENT AT UNION STATION | |
|---|------|
| LOCATION | LAPD |
| Union Station | 86% |

| LEGEND | |
|-------------------------------|--|
| Los Angeles Police Department | |

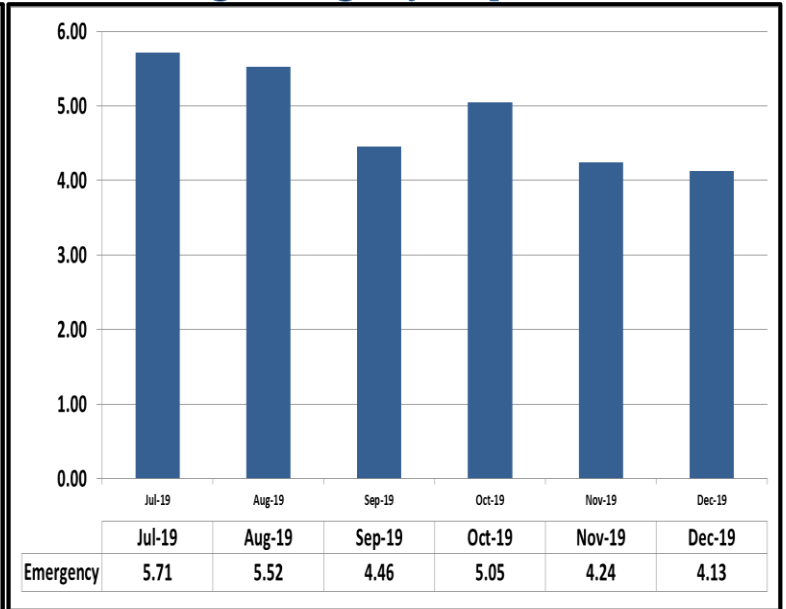
KEY PERFORMANCE INDICATORS

DECEMBER 2019

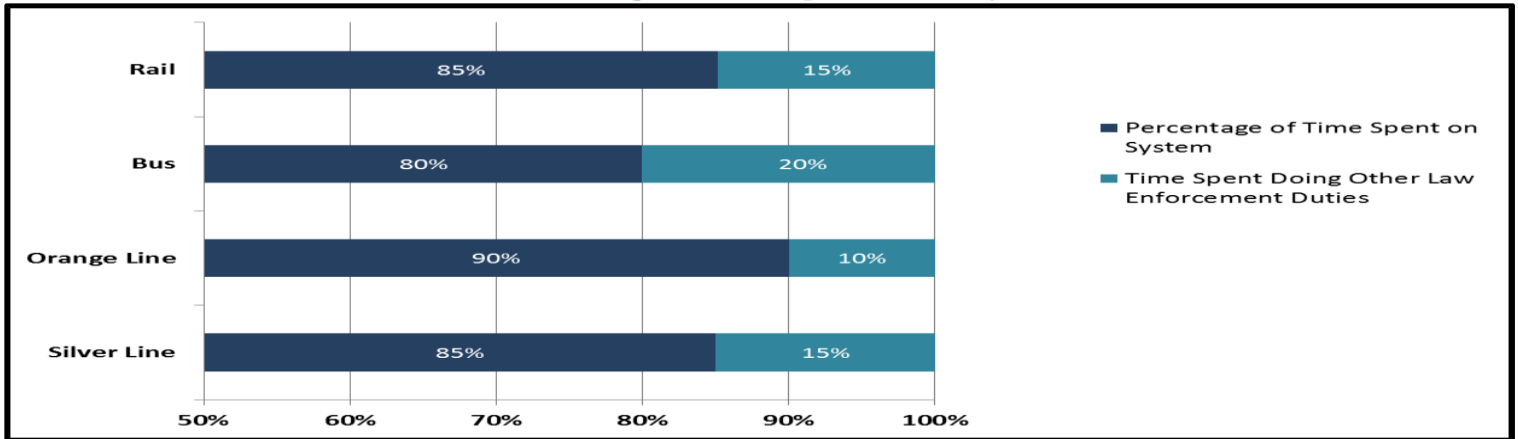
Crimes Against Persons, Property, and Society



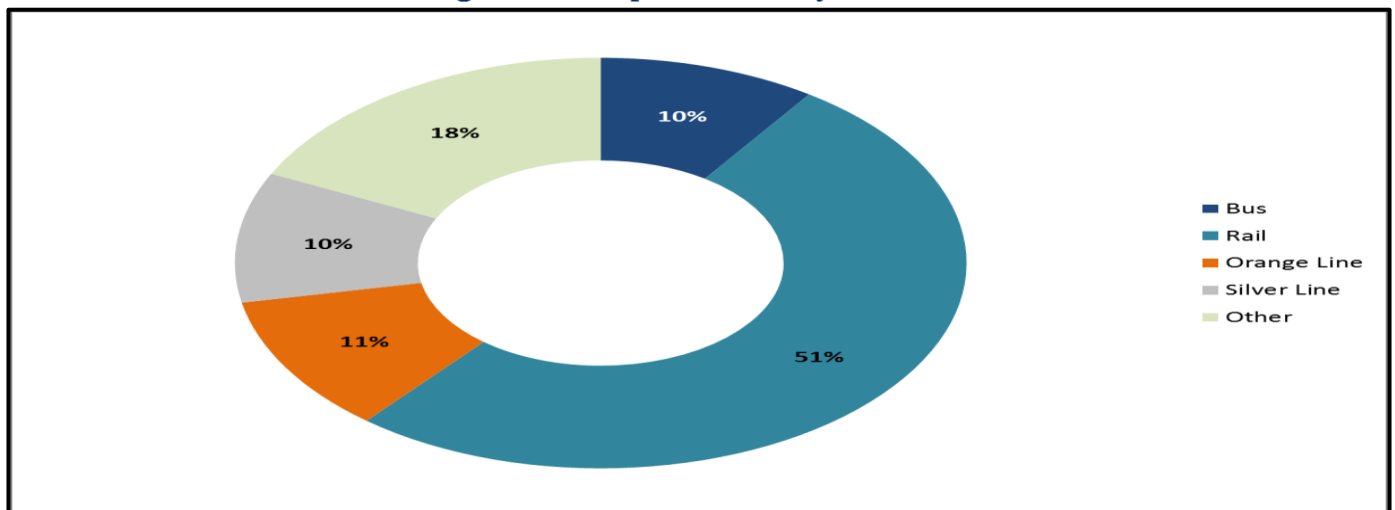
Average Emergency Response Times



Percentage of Time Spent on the System



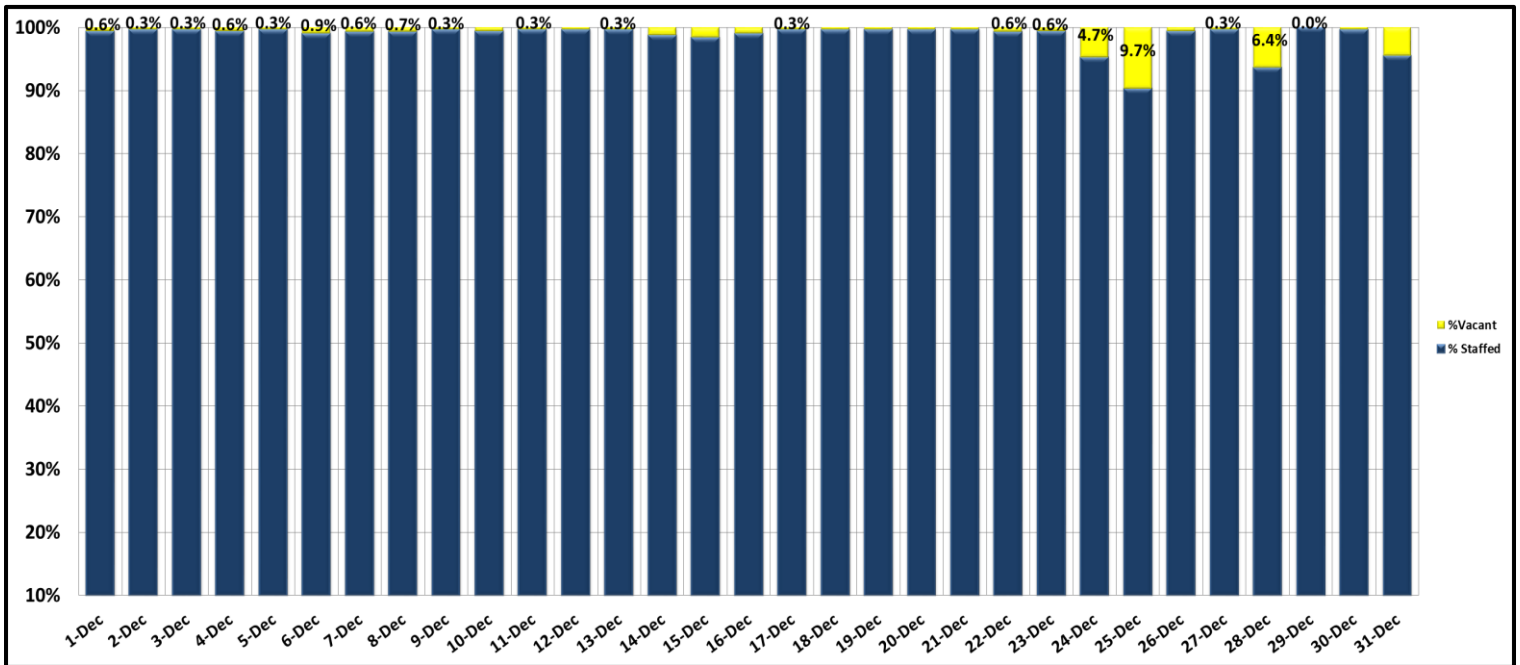
Percentage of Time Spent on the System as a Whole



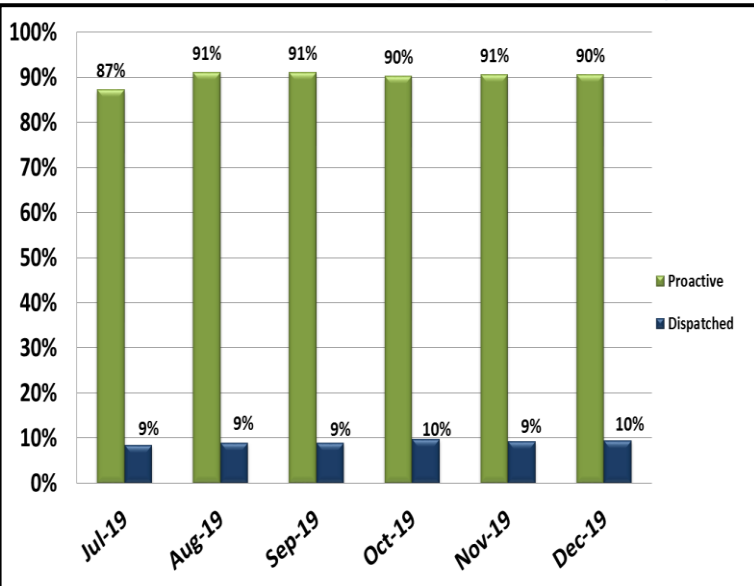
KEY PERFORMANCE INDICATORS

DECEMBER 2019

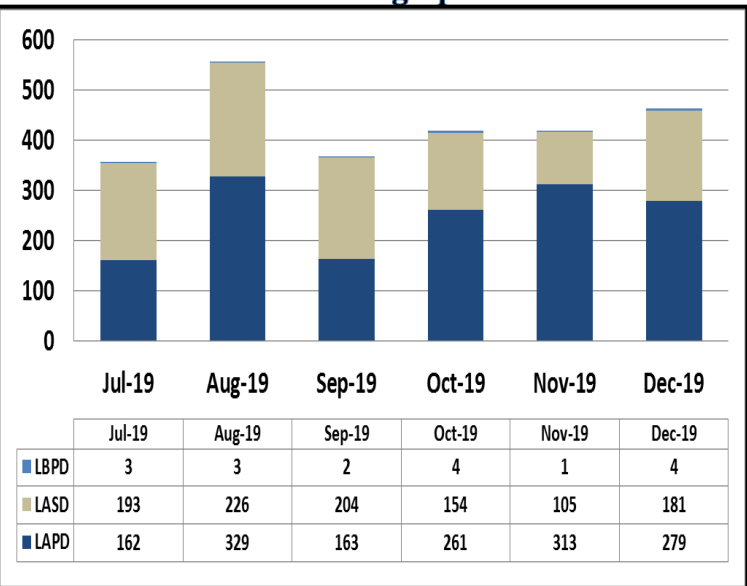
Ratio of Staffing Levels vs Vacant Assignments



Ratio of Proactive vs Dispatched Activity



Grade Crossing Operations



Grade Crossing Operation Locations December:

1. Blue Line Stations (116)
2. Expo Line Stations (169)
3. Gold Line Stations (179)

Transit Police

Monthly Crime Report



Attachment D

| | 2018 | 2019 |
|--------------------------------|------------|------------|
| | December | December |
| CRIMES AGAINST PERSONS | | |
| Homicide | 0 | 0 |
| Rape | 4 | 0 |
| Robbery | 22 | 18 |
| Aggravated Assault | 19 | 29 |
| Aggravated Assault on Operator | 1 | 2 |
| Battery | 38 | 57 |
| Battery Rail Operator | 4 | 10 |
| Sex Offenses | 11 | 5 |
| SUB-TOTAL | 99 | 121 |
| | | |
| CRIMES AGAINST PROPERTY | | |
| Burglary | 0 | 1 |
| Larceny | 72 | 54 |
| Bike Theft | 9 | 2 |
| Motor Vehicle Theft | 4 | 3 |
| Arson | 0 | 0 |
| Other | 2 | 0 |
| Vandalism | 6 | 8 |
| SUB-TOTAL | 93 | 68 |
| | | |
| CRIMES AGAINST SOCIETY | | |
| Weapons | 5 | 3 |
| Narcotics | 9 | 27 |
| Trespassing | 4 | 18 |
| SUB-TOTAL | 18 | 48 |
| TOTAL | 210 | 237 |
| | | |
| ENFORCEMENT EFFORTS | | |
| Arrests | 223 | 444 |
| Citations | 2,007 | 3,857 |
| Fare Checks | 180,320 | 26,322 |
| Calls for Service | 866 | 1,337 |

**Board Report**

File #: 2020-0030, **File Type:** Contract**Agenda Number:**

**OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE
FEBRUARY 20, 2020****SUBJECT: SECURITY GUARD SERVICES****ACTION: APPROVE CONTRACT MODIFICATION****RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to execute Contract Modification No. 6 to Contract No. PS560810024798 with RMI International, Inc. to continue providing security guard services, and increasing the not-to-exceed contract value by \$18,400,000 from \$87,053,758 to \$105,453,758.

ISSUE

RMI provides security guard services at selected locations of the regional Metro System to protect Metro assets, staff and prevent unlawful entry into secured areas. In order to continue to provide preventative physical security at Metro stations, parking lots/structures, and critical infrastructures, and increase visible security presence at bus/rail maintenance facilities, Contract Modification No. 6 is required. Staff intends to aggressively manage all areas being patrolled and guarded by RMI International, Inc., in an effort to deter and detect threats, mitigate security risks while minimizing costs wherever possible.

BACKGROUND

Since the Metro Board approved the award of a five-year, firm-fixed unit price contract to RMI for security guard services in September 2016, significant costs have been incurred to provide additional coverage for special events and new services and to support the increasing demand for visible security presence, system-wide, to deter crime and address homelessness.

In April 2018, Metro initiated an Ancillary Area Surge and provided a 24-hour system-wide security guard presence in the underground stations on the Red and Purple Rail Lines. Notably, since the surge, there has been a 56% reduction in removals of homeless trespassers from entering Metro's ancillary areas and a 100% reduction in trespasser arrests. Metro staff has also seen a 69% reduction in Facilities Maintenance Division (FMD) cleanups and an 87% reduction in repair requests.

An increase in staffing levels was also required to support the opening of the Southwest Yard facility in February 2019 and Location 64 in May 2019. Metro staff anticipates that an increase in 24-hour security guard presence will be required for the following: Soto, Mariachi Plaza, and North Hollywood

Stations, the new Rosa Parks Customer Service area, and the opening of the new Crenshaw Line which consists of seven underground stations.

In addition, Contract No. PS560810024798 was impacted by the unforeseen higher living wage increases during the FY17/18 and FY18/19 budget cycles. These rates are subject to an annual increase every July 1. These rate increases have exceeded the originally anticipated annual rate of increase Metro advised proposing firms to use in determining their price proposals for multi-year contracts.

In October 2018, the Board approved the staff's recommendation to cap the annual living increases for both active and future contracts to 3% effective July 1, 2019. However, additional funding is still required to cover the unanticipated living wage rate increases from prior years.

DISCUSSION

Under this contract, RMI provides security guard services at selected locations of the regional Metro System which includes rail and bus lines, stations, transit facilities, parking lots, construction sites, bus and rail operating divisions, and maintenance facilities. It also provides additional security guard services on an as-needed basis for special events and/or emergencies.

DETERMINATION OF SAFETY IMPACT

This Board action will not have any negative impact on establishing safety standards.

FINANCIAL IMPACT

The increase of \$18,400,000 will be added to the contract value in the System Security and Law Enforcement Department budget, in Cost Center 2610. Since this is a multi-year service contract, the Chief System Security and Law Enforcement Officer and the Project Manager will be responsible for budgeting costs for this multi-year service contract.

Impact to Budget

The source of funds for these Projects will be local operating funds including Proposition A, C, TDA, Measure R and Measure M taxes. These funds are eligible for Bus and Rail operations.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

The recommendation supports strategic plan goal 2.1 of committing to improving security. To achieve this goal, Metro will rely on a multi-layered, integrated security program that comprises of plans, organizing, equipment, training, exercises, technology, public awareness, and regional partnerships and collaborations.

ALTERNATIVES CONSIDERED

The Board may decline to approve the contract modification. This alternative is not recommended as

it will invite the following significant risks to our current security profile: 1) discontinuation of current security services covering selected portions of the LA Metro Transit System, including but not limited to underground stations, and 2) loss of necessary staff to address the exigent homeless situations on the LA Metro Transit System. Reduction in security presence will impair Metro's ability to attract and retain ridership and weaken strategies to prepare for system expansion and large scale National Special Security Events.

NEXT STEPS

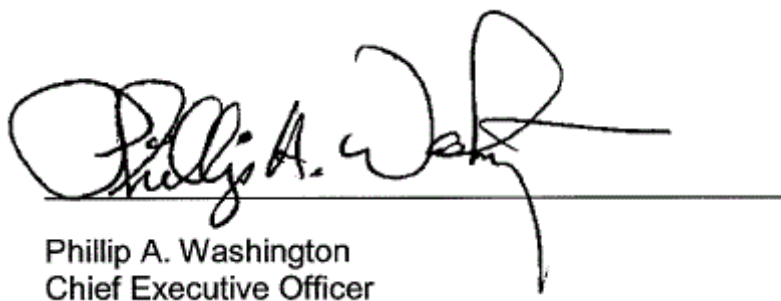
Upon Board approval, staff will execute Modification No. 6 to Contract No. PS560810024798 with RMI International, Inc., to continue to provide security guard services to the end of the contract term.

ATTACHMENTS

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

Prepared by: Susan Walker, Director, Physical Security, (213) 922-7464

Reviewed by: Aston Greene, Interim Chief System Security & Law Enforcement Officer (213)
922-4433
Debra Avila, Chief Vendor/Contract Management Officer (213) 418-3051



Phillip A. Washington
Chief Executive Officer

PROCUREMENT SUMMARY

SECURITY GUARD SERVICES/PS560810024798

| | | | |
|----|---|---------|--|
| 1. | Contract Number: PS560810024798 | | |
| 2. | Contractor: RMI International, Inc. | | |
| 3. | Mod. Work Description: Increase contract value | | |
| 4. | Contract Work Description: Security Guard Services | | |
| 5. | The following data is current as of : January 21, 2020 | | |
| 6. | Contract Completion Status | | Financial Status |
| | Contract Awarded: | 9/27/16 | Contract Award Amount: \$81,944,840 |
| | Notice to Proceed (NTP): | N/A | Total of Modifications Approved: \$5,108,918 |
| | Original Complete Date: | 9/30/21 | Pending Modifications (including this action): \$18,400,000 |
| | Current Est. Complete Date: | 9/30/21 | Current Contract Value (with this action): \$105,453,758 |
| 7. | Contract Administrator: Aielyn Dumaua | | Telephone Number: (213) 922-7320 |
| 8. | Project Manager: Aston Greene | | Telephone Number: (213) 922-2599 |

A. Procurement Background

This Board Action is to approve Modification No. 6 to Contract No. PS560810024798 to RMI International, Inc. (RMI) for security guard services at selected locations of the regional Metro System which includes rail and bus lines, stations, transit facilities, parking lots, construction sites, bus and rail operating divisions and maintenance facilities. This modification shall also cover increases in security guard personnel covering ancillary areas in the underground stations on the Metro Red and Purple Lines, new and existing facilities (e.g. Soto and Mariachi stations and the new Rosa Parks Customer Service area), and underground stations of the new Crenshaw Line.

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

In September 2016, the Board approved a five-year contract to RMI International, Inc. to provide security guard services for five years.

Refer to Attachment B – Contract Modification/Change Order Log for modifications issued to date.

B. Price Analysis

The recommended price has been determined to be fair and reasonable based on price analysis and are subject to Metro's living wage rates.

| Modification Amount | Metro ICE | Negotiated Amount |
|----------------------------|------------------|--------------------------|
| \$18,400,000 | \$18,400,000 | \$18,400,000 |

CONTRACT MODIFICATION/CHANGE ORDER LOG

SECURITY GUARD SERVICES/PS560810024798

| Mod. No. | Description | Status (approved or pending) | Date | \$ Amount |
|-----------------|---|-------------------------------------|----------------|----------------------|
| 1 | Clarified basis for payment of billable overtime work and holiday work. | Approved | 9/27/16 | \$ 0 |
| 2 | Increase contract value due to unanticipated living wage adjustment for FY17/18 | Approved | 7/1/17 | \$ 5,108,918 |
| 3 | Revised fully burdened hourly labor as a result of unanticipated living wage rate adjustments for FY18/19 | Approved | 7/1/18 | \$ 0 |
| 4 | Change in deployment | Approved | 1/25/19 | \$ 0 |
| 5 | Updated list of subcontractors and issued applicable living wage rates for FY19/20 | Approved | 7/1/19 | \$ 0 |
| 6 | Increase contract value to cover increased security guard presence and living wage rate adjustments | Pending | Pending | \$ 18,400,000 |
| | Modification Total: | | | \$ 23,508,918 |
| | Original Contract: | | | \$ 81,944,840 |
| | Total: | | | \$105,453,758 |

DEOD SUMMARY

SECURITY GUARD SERVICES/PS560810024798

A. Small Business Participation

RMI International, Inc (RMI) made a 33.20% Disadvantaged Business Enterprise (DBE) commitment. The project is 65% complete and the current DBE participation is 31.13%, which represents a 2.07% shortfall. According to RMI, the shortfall is primarily due to the voluntary withdrawal of DBE subcontractor Security America, Inc. in 2018, which required RMI's service coverage when the alternative DBEs were not able to support.

In September of 2019, Metro approved RMI's request substitute Security America, Inc. with DBE firm American Eagle Protective Services. RMI plans to release additional work sites to two DBE subcontractors within the first quarter of 2020 and anticipates compliant DBE participation within the 2020 calendar year.

Notwithstanding, Metro Project Managers and Contract Administrators will work in conjunction with DEOD to ensure that RMI is on schedule to meet or exceed its DBE commitment. Metro staff will request that RMI submit an updated mitigation plan if RMI is not on track to meet its small business commitment. Additionally, key stakeholders associated with the contract have been provided access to Metro's tracking and monitoring system to ensure that all parties are actively tracking Small Business progress.

| | | | |
|----------------------------------|-------------------|-------------------------------------|-------------------|
| Small Business Commitment | DBE 33.20% | Small Business Participation | DBE 31.13% |
|----------------------------------|-------------------|-------------------------------------|-------------------|

| | DBE Subcontractors | Ethnicity | % Committed | Current Participation¹ |
|----|---|-------------------|--------------------|--|
| 1. | Allied Protection Services, Inc. | African American | 13.44% | 1.66% |
| 2. | North American Security and Investigations, Inc. | Hispanic American | 5.96% | 15.06% |
| 3. | Security America, Inc. (<i>substituted due to voluntary withdrawal</i>) | Hispanic American | 13.80% | 14.30% |

| | | | | |
|--------------|------------------------------------|-------------------------|---------------|---------------|
| 4. | American Eagle Protective Services | African American Female | Added | 0.11% |
| Total | | | 33.20% | 31.13% |

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

B. Contracting Outreach and Mentoring Plan

To be responsive, Proposers were required to submit a Contracting Outreach and Mentoring Plan (COMP), which included RMI's plan to mentor one (1) DBE firm for protégé development. RMI International Inc. selected three (3) DBE protégés: Allied Protection Services, North American Security and Investigations, and Security America, Inc. (Security America was substituted with American Eagle Protective Services as RMI's third DBE protégé in September of 2019).

C. Living Wage and Service Contract Worker Retention Policy Applicability

The Living Wage and Service Contract Worker Retention Policy (LW/SCWRP) is applicable to this modification. Metro staff will monitor and enforce the policy guidelines to ensure that applicable workers are paid at minimum, the current Living Wage rate of \$19.56 per hour (\$14.22 base + \$5.34 health benefits), including yearly increases. The increase may be up to 3% of the total wage, annually. In addition, contractors will be responsible for submitting the required reports for the Living Wage and Service Contract Worker Retention Policy and other related documentation to staff to determine overall compliance with the policy.

D. Prevailing Wage Applicability

Prevailing wage is not applicable to this contract.

E. 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.

**Board Report**

File #: 2020-0030, **File Type:** Contract**Agenda Number:**

**OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE
FEBRUARY 20, 2020****SUBJECT: SECURITY GUARD SERVICES****ACTION: APPROVE CONTRACT MODIFICATION****RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to execute Contract Modification No. 6 to Contract No. PS560810024798 with RMI International, Inc. to continue providing security guard services, and increasing the not-to-exceed contract value by \$18,400,000 from \$87,053,758 to \$105,453,758.

ISSUE

RMI provides security guard services at selected locations of the regional Metro System to protect Metro assets, staff and prevent unlawful entry into secured areas. In order to continue to provide preventative physical security at Metro stations, parking lots/structures, and critical infrastructures, and increase visible security presence at bus/rail maintenance facilities, Contract Modification No. 6 is required. Staff intends to aggressively manage all areas being patrolled and guarded by RMI International, Inc., in an effort to deter and detect threats, mitigate security risks while minimizing costs wherever possible.

BACKGROUND

Since the Metro Board approved the award of a five-year, firm-fixed unit price contract to RMI for security guard services in September 2016, significant costs have been incurred to provide additional coverage for special events and new services and to support the increasing demand for visible security presence, system-wide, to deter crime and address homelessness.

In April 2018, Metro initiated an Ancillary Area Surge and provided a 24-hour system-wide security guard presence in the underground stations on the Red and Purple Rail Lines. Notably, since the surge, there has been a 56% reduction in removals of homeless trespassers from entering Metro's ancillary areas and a 100% reduction in trespasser arrests. Metro staff has also seen a 69% reduction in Facilities Maintenance Division (FMD) cleanups and an 87% reduction in repair requests.

An increase in staffing levels was also required to support the opening of the Southwest Yard facility in February 2019 and Location 64 in May 2019. Metro staff anticipates that an increase in 24-hour security guard presence will be required for the following: Soto, Mariachi Plaza, and North Hollywood

Stations, the new Rosa Parks Customer Service area, and the opening of the new Crenshaw Line which consists of seven underground stations.

In addition, Contract No. PS560810024798 was impacted by the unforeseen higher living wage increases during the FY17/18 and FY18/19 budget cycles. These rates are subject to an annual increase every July 1. These rate increases have exceeded the originally anticipated annual rate of increase Metro advised proposing firms to use in determining their price proposals for multi-year contracts.

In October 2018, the Board approved the staff's recommendation to cap the annual living increases for both active and future contracts to 3% effective July 1, 2019. However, additional funding is still required to cover the unanticipated living wage rate increases from prior years.

DISCUSSION

Under this contract, RMI provides security guard services at selected locations of the regional Metro System which includes rail and bus lines, stations, transit facilities, parking lots, construction sites, bus and rail operating divisions, and maintenance facilities. It also provides additional security guard services on an as-needed basis for special events and/or emergencies.

DETERMINATION OF SAFETY IMPACT

This Board action will not have any negative impact on establishing safety standards.

FINANCIAL IMPACT

The increase of \$18,400,000 will be added to the contract value in the System Security and Law Enforcement Department budget, in Cost Center 2610. Since this is a multi-year service contract, the Chief System Security and Law Enforcement Officer and the Project Manager will be responsible for budgeting costs for this multi-year service contract.

Impact to Budget

The source of funds for these Projects will be local operating funds including Proposition A, C, TDA, Measure R and Measure M taxes. These funds are eligible for Bus and Rail operations.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

The recommendation supports strategic plan goal 2.1 of committing to improving security. To achieve this goal, Metro will rely on a multi-layered, integrated security program that comprises of plans, organizing, equipment, training, exercises, technology, public awareness, and regional partnerships and collaborations.

ALTERNATIVES CONSIDERED

The Board may decline to approve the contract modification. This alternative is not recommended as

it will invite the following significant risks to our current security profile: 1) discontinuation of current security services covering selected portions of the LA Metro Transit System, including but not limited to underground stations, and 2) loss of necessary staff to address the exigent homeless situations on the LA Metro Transit System. Reduction in security presence will impair Metro's ability to attract and retain ridership and weaken strategies to prepare for system expansion and large scale National Special Security Events.

NEXT STEPS

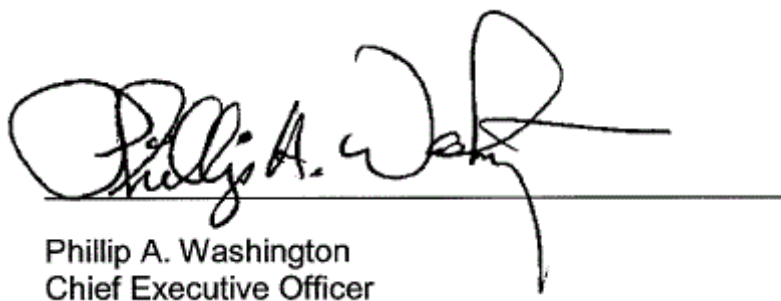
Upon Board approval, staff will execute Modification No. 6 to Contract No. PS560810024798 with RMI International, Inc., to continue to provide security guard services to the end of the contract term.

ATTACHMENTS

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

Prepared by: Susan Walker, Director, Physical Security, (213) 922-7464

Reviewed by: Aston Greene, Interim Chief System Security & Law Enforcement Officer (213)
922-4433
Debra Avila, Chief Vendor/Contract Management Officer (213) 418-3051



Phillip A. Washington
Chief Executive Officer



Board Report

File #: 2019-0865, File Type: Contract

Agenda Number: 29.

PLANNING & PROGRAMMING COMMITTEE
FEBRUARY 19, 2020
OPERATIONS, SAFETY & CUSTOMER EXPERIENCE COMMITTEE
FEBRUARY 20, 2020

SUBJECT: THE MICROTRANSIT PILOT PROJECT - PART B (IMPLEMENTATION)

ACTION: APPROVE RECOMMENDATIONS

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to:

- A. EXECUTE Modification No. 5 to firm fixed price Contract No. PS46292001 with RideCo., Inc. as a private partner and technology firm for operations in conjunction with the deployment areas outlined in Attachment F (Regional Readiness Operating Plan) and Attachment G (Map), in the amount of \$28,874,747.50, increasing the total Contract value from \$285,985.13 to \$29,160,732.63.
- B. AMEND the FY20 budget for the MicroTransit pilot project implementation positions and funding listed below:
 - 1. 80 Contract positions to operate the vehicles and 7 Contract positions to supervise the service; and
 - 2. \$7,750,000 for FY20 contractual and operational expenses

ISSUE

Metro staff seeks to implement innovation to both increase ridership of Metro’s family of services and provide an improved customer experience for existing riders by expanding the agency’s network through the testing and scaling of MicroTransit within LA County.

This new mode of public transit will offer shared rides which can be ordered through our regional call center, a new mobile application, and/or an internet browser. The suite of MicroTransit software tools for customers will offer real-time trip planning, booking, payment and fare system integration. Customers will also be able to pre-schedule trips or book repeat trips, as well as monitor the real-time status of trips for others under a linked account.

MicroTransit has been developed hand-in-hand to support implementation of the NextGen Bus Plan and the aspirational goal of a 10-minute maximum wait time per our strategic plan, Vision 2028.

According to our NextGen study findings, short trips (1-5 miles), which are being driven solo or with a private car service, are among the most important opportunities for the public sector to retain current ridership and to grow utilization among non-transit customers. Short trips are often to a local market, to pick up a child from daycare, to shuttle a child to an afterschool activity or for a medical appointment. Many of these trips are taken by students, older adults and parents of youth.

To help capture the more than 50% of short trips taking place in LA County today, MicroTransit will be introduced into our existing fixed-route network and provide continued opportunities for Metro to improve on managing customer demand at times when fewer customers are riding. This mixed fleet of vehicles (Transit 150, Transit 350, Grand Caravan, Metris and Sprinter) includes electric vehicles, which is in-line with operational testing on the Orange Line. For ease of use for the customer and personal space, most vehicles will be configured to carry 7-10 passengers.

MicroTransit will not only improve reliability and allow for guaranteed transfers across our multi-modal system but will also offer riders the opportunity to customize their experience by ordering a trip and linking to the next leg of their Metro journey. Metro staff anticipates up to two-thirds of the new trips generated by this mode will include transfers to other modes within Metro's family of services.

Customer and operator safety are critical to maintaining the highest standards of security and optimal service design for MicroTransit. To offer our customers the safest on-demand environment, the entire fleet of vehicles will be operated by our exclusive operating union, SMART-TD. The recommended software/technology platform, akin to Metro's current fixed-route operations, will achieve full integration with the TAP card and account system, and be connected to our Transit Watch network and operations centers for dispatch in the case of safety incidents.

Metro employee operators will undergo eight weeks of workforce training with a focus on customer service and safety. This new innovative training series developed in partnership with Human Capital and Development, the Office of Civil Rights and Operations will be the first of its kind in the nation and is being implemented in coordination with SMART-TD.

During the pilot phase of this operation, Metro staff recommends deploying MicroTransit into six identified areas where ridership can be retained and boosted. These service zones and their deployment schedule are as follows:

- Summer 2020: Watts/Willowbrook
- Fall 2020: Northwest San Fernando Valley
- Winter 2020: LAWA/Inglewood
- Spring 2021: Highland Park/Eagle Rock/Glendale
- Summer 2021: Altadena/Pasadena/Sierra Madre
- Fall 2021: UCLA/VA Medical Center/Century City

This service is recommended to be available 7 days a week with an initial soft launch (60 days) at a 12-hour service span per day. The background section on the following page, as well as Attachment F, details the factors utilized to identify these areas for operations.

This project is term-limited with up to three years of Revenue Service Operations, up to 120 days of

pre- launch and 30 days for final pilot evaluation. This operation will be evaluated to determine whether it should be incorporated as a permanent mode of the agency.

BACKGROUND

New and emerging technology has had a profound impact on how services are delivered. Among the most noteworthy trends has been the rise and growth of on-demand and customized services. In specific, the world of public transit has experienced a meaningful jolt resulting from these new on-demand economies. In California, this has amounted to the rise of Transportation Network Companies initially focused on replacing single-occupancy vehicles. However, in more recent months, this emerging sector has showcased a clear and intentional desire to replace trips traditionally served by public transit agencies.

Metro has continually monitored these changes and trends to better understand the strengths of these models, as well as the challenges in delivering equity. Metro's Office of Extraordinary Innovation (OEI) has engaged in this space by receiving and evaluating unsolicited proposals (including a proposal received in 2016 to test trip pooling technology), interviewing project managers and issuing findings. In partnership with the Eno Center for Transportation, Metro staff published the white paper, UpRouted, a compilation of findings on the early challenges to MicroTransit. Best practices as highlighted in the white paper were sourced from peers at Alameda-Contra Costa Transit District, Santa Clara Valley Transportation Authority and Kansas City Area Transportation Authority. More recently, Metro has funded a TNC partnership through OEI and managed directly by the private sector.

In 2017, under the direction of the Chief Executive Officer, Metro staff assembled an agency-wide team which to-date has drawn insights and expertise from more than 450 staff from all departments to design the new transit offering. This service has been built as a hybrid, merging the best of private technology with the experience of public operations to identify and respond to untapped mobility opportunities within LA County.

The concept was to set-up a multi-year pilot, which would test how an on-demand operation run by Metro employees using private sector technology and vehicles could integrate within Metro's family of services. This service would encourage current Metro customers to ride the system more regularly for a safe, comfortable, reliable, single-direction or round-trip ride.

By introducing and testing a new service focused on short trips in smaller vehicles, Metro would be able to flex its' operations to match the mode/vehicle to the customer. This new operation would tap into the growing momentum and expectation around new technology and tools to encourage ridesharing with Metro for short trips. This was the genesis of the agency's first Pre-Development Agreement Public Private Partnerships (PDA-P3s), which supports a two-part contract similar to a design-build contracting model.

In October 2017, the competitive Request for Proposal (RFP) was issued to procure services from qualified firms or Contractor Team(s) to partner with Metro for planning, designing, testing and evaluating a technology-based service for traveling short distances. The PDA-P3 was divided into two parts, Part A ("Planning and Design,) and Part B ("Implementation and Evaluation").

In April 2018, three PDA-P3 contracts were awarded for service feasibility studies to tech teams with transit planning firms (RideCo/Iteris, Via/Nelson/Nygaard and Transdev/AECOM). The Part A findings were set to serve as the foundation for implementation in Part B.

During the service design period, the three competitors worked with all departments at Metro to craft operations and identify service areas to support equity, network connectivity, economic mobility, congestion reduction and environmental goals. Findings were used to inform the Regional Reading Operating Plan (Attachment F). In September 2019, the three companies completed Part A (“Planning and Design”).

To best maximize efficiencies and utilize the vast in-house expertise available, implementation of this new MicroTransit service was shifted to Metro Operations for Part B (“Implementation and Evaluation”). Under the direction of Metro’s Chief Operations Officer, the agency has entered pre-revenue service operations as based upon the service feasibility studies (PDA-P3, Part A), the operational road map of the agency under the build outs identified in Measures R and M and the NextGen Bus Plan.

Metro staff recommends the MicroTransit Regional Readiness Operating Plan (Attachment F), in line with Proposed MicroTransit Service Zones displayed in the corresponding map (Attachment G).

DISCUSSION

Metro staff recommends the workforce outlined below to deliver a functional and successful operation:

Operators (SMART)

Metro employees will operate the MicroTransit vehicles under the signed side letter with our exclusive operating Union, SMART-TD, representing all new 80 employee operators for FY20.

Supervisors (AFSCME)

Metro employees will supervise the daily operations of MicroTransit Operators. Seven (7) transit operations supervisors (TOS) will provide on-street operations supervision, coordination, service monitoring and training for MicroTransit operators for FY20.

MicroTransit Project Team (Non-Contract)

The MicroTransit project oversight team will be responsible for, but not limited to, management of daily operations and contract administration; development of MicroTransit training specific to on-demand technology and operations; establishment of safety protocols and procedures for incident training, reporting and resolution; development and management of partnerships and coordination with local cities, municipal operators, local organizations and businesses; direct customer acquisition strategies (includes financial agreements with public and private funders); and analysis to optimize service delivery in order to compete in the marketplace. The five (5) non-contract project positions necessary for pre-launch, revenue service operations and evaluation of the pilot are listed as follows (see attachment D for details):

- 1 Director, Transportation Operations

- 2 Manager, Transportation Operations
- 1 Principal Transportation Planner
- 1 Sr. Administrative Analyst

These positions will report to the Sr. Director, Special Projects for MicroTransit. If MicroTransit becomes a permanent operation, Metro will retain the above positions (operators and project team) as permanent employees of the agency. The Non-Contract positions required to support this project will be allocated from agency-wide vacancies in FY20. Non-Contract positions required to support the project will be allocated from approved agency FY20 staffing levels. All Contract, Non-Contract positions, and all other resources needed in future fiscal years will be included in fiscal year annual budget requests.

Private Partner

Metro will partner with RideCo, Inc. who will be responsible for, but not limited to, the following:

- Create and maintain a software platform (includes multi-modal trip planning, booking, payment tools, etc.)
- Lease, maintain, clean, and fuel/electrify the mixed fleet
- Secure and manage the Reporting Locations (remote vehicle storage and office space for the operations)
- Conduct targeted communications campaigns within deployment areas

DETERMINATION OF SAFETY IMPACT

Customer and operator safety are core to maintaining the highest standards of security and the optimal service design for MicroTransit. Real-time information on vehicles and tools for customers will enhance communications for incident prevention as well as incident reporting. The MicroTransit technology platform will integrate with TransitWatch and related digital tools managed or used by local law enforcement, community health and homelessness advocates, community-based social networking and our transit operations control. The mission is to keep our drivers and customers safe by monitoring emergency, and security incidents, assessing risk, and identifying threats. The project team will work hand-in-hand with System Security and Law Enforcement (SSLE) to address issues such as sexual harassment and homelessness, resulting in enhanced safety on Metro's core transit system and building public trust. Close coordination with SSLE, law enforcement departments, civil rights and other internal Metro departments will ensure the best possible safety and security program for our system.

FINANCIAL IMPACT

Adoption of this pilot program has a FY20 total budget impact of \$7,750,000 (see MicroTransit Expenditure Plan in Attachment E). Therefore, a FY20 budget amendment in the amount of \$7,750,000 is required for pre-revenue and operational expenses. In addition, a FY20 budget amendment for 87 Contract positions is required. The five (5) Non-Contract project positions required to support the project will be allocated from approved agency FY20 staffing levels. Positions and all other resources required for this project will be reassessed and included in fiscal year annual budget requests.

Since this is a multi-year project, the program manager, cost center manager, and chief operations officer will ensure all project resources are budgeted in future fiscal years.

Impact to Budget

Funding for current and future years of the operations, will be included within Metro's annual Operations budget. Metro staff will continue to prioritize grant funding at local, state and federal levels as well as private financing opportunities as they become available.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

This recommendation supports the following goals of the Metro Strategic Plan:

Goal 1: Provide high quality mobility options.

MicroTransit will provide a robust and high-quality mobility option for customers, particularly in communities where privately-funded technology is lacking and will allow customers to request on-demand service and connect to transit and destinations they would not otherwise be able to easily reach.

Goal 2: Deliver outstanding trip experiences for all users of the transportation system.

MicroTransit will vastly improve the customer experience for existing customers by reimagining the current trip planning tools and integrating with TransitWatch for smoother and safer trips. This service will increase the number of customers to the Metro system by offering more entry points to Metro's family of services.

Goal 3: Enhance communities and lives through mobility and access to opportunity.

In coordination with the NextGen restructure, MicroTransit will supplement the agency's bus service and ensure our customers maintain mobility and access to major trip generators including employment centers, health services, parks and schools across the County. Alignment and interoperability with the NextGen restructure will be critical to pilot success.

Goal 4: Transform LA County through collaboration and leadership.

Metro is a regional leader on New Mobility through MicroTransit. Metro staff is actively engaging and coordinating with stakeholders across the County to explore how technology can be used to harness transit benefits for all community members. Metro chairs the countywide On-Demand technology working group.

Equity Platform Framework

The agency's Equity Platform remains critical to the design and implementation of the MicroTransit operation. MicroTransit is being designed to address equity concerns head-on by accommodating customers that are not yet served well by core transit services or other on-demand transportation services operated by the private sector. Service areas including hours of operation and pick-up and drop-off locations are being designed with geographic and socio-economic equity in mind. Initiatives, policies, practices, and principles are being applied to the service design and implementation and will be iterated upon once the service is live on the street.

MicroTransit operations will also support Metro's commitment to protecting and preserving the natural environment by utilizing clean emissions vehicles (Transit 350s electric) as part of the mixed fleet of vehicles for this service.

ALTERNATIVES CONSIDERED

The Board may choose not to approve the recommended action. This alternative would eliminate programming developed to supplement the Next Gen Bus Plan, void the negotiated side letter for our represented workforce with SMART-TD and purge one of the twenty-eight by 2028 projects as identified and approved by the Board of Directors.

NEXT STEPS

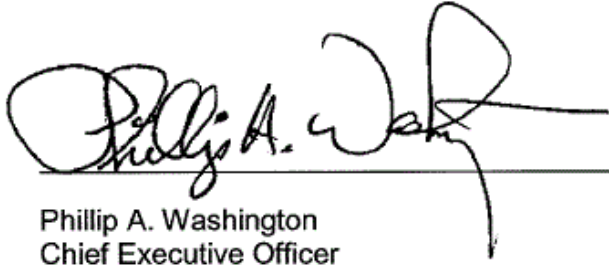
Per Attachment D, the MicroTransit Team Staffing Plan, Metro will launch recruitment of operators, management and support staff and provide training in policies and procedures unique to the MicroTransit operation. Metro staff will secure agreements with local partners/jurisdictions for pre-revenue service operations as per Attachment C, the Regional Readiness Operational Plan. The newly assembled project team will finalize trainings, policies, procedures and protocols including standard operating procedures, security protocols, the MicroTransit Operator Rulebook and Customer Code of Conduct. Outreach, marketing, and customer education on the new mode and connectivity to the Metro network will be critical to service adoption among transit customers new and existing. The private sector partner will support these efforts and finalize arrangements for reporting locations, vehicles and related hardware and software programming and retrofits.

ATTACHMENTS

Attachment A - Procurement Summary
Attachment B - Contract Modification/Change Order Log
Attachment C - DEOD Summary
Attachment D - MicroTransit Pilot Project Team Staffing Plan
Attachment E - MicroTransit Pilot Project Expenditure Plan
Attachment F - Regional Readiness Operating Plan
Attachment G - Proposed Service Zones Map

Prepared by: Rani Narula-Woods, Sr. Director of Special Projects, (213) 922-7414

Reviewed by: James T. Gallagher, Chief Operations Officer, (213) 418-3108
Debra Avila, Chief Vendor Contract Management Officer, (213) 418-3051



Phillip A. Washington
Chief Executive Officer

PROCUREMENT SUMMARY

MICROTRANSIT PILOT PROJECT / CONTRACT NO. PS46292001

| | | | |
|----|--|------------------------|--|
| 1. | Contract Number: PS46292001 | | |
| 2. | Contractor: RideCo, Inc. | | |
| 3. | Mod. Work Description: MicroTransit Pilot Project – PART B (Implementation) | | |
| 4. | Contract Work Description: To assist in the day-to-day performance of a new transit mode in areas of the County of Los Angeles as approved by Metro | | |
| 5. | The following data is current as of: January 3, 2020 | | |
| 6. | Contract Completion Status | | Financial Status |
| | Contract Awarded: | 04-26-2018 | Contract Award Amount: \$219,650.26 |
| | Notice to Proceed (NTP): | 05-22-2018 | Total of Modifications Approved: \$ 66,334.87 |
| | Original Complete Date: | 09-06-2019 (PART A) | Pending Modifications (including this action): \$ 28,874,747.50 |
| | Current Est. Complete Date: | 09-01-2022 (PART B) | Current Contract Value (with this action): \$ 29,160,732.63 |
| 7. | Contract Administrator: Roxane Marquez | | Telephone Number: 213-922-4147 |
| 8. | Project Manager: Rani Narula-Woods | | Telephone Number: 213-922-7414 |

A. Procurement Background

This Board Action is to approve Contract Modification No. 5 to implement Part B of MicroTransit Pilot Project (“Project”) issued in support of a new transportation service to extend the reach of Metro’s multi-modal network.

This Contract Modification will be processed in accordance with Metro’s Acquisition Policy and the contract type is a firm fixed price. The period of performance for Part B is for two (2) years of Revenue Service Operations with 120 days of pre-Revenue Service Operations and 30 days for post-Revenue Service Operations for the final evaluation, totaling 29 months. The Contract includes a one-year option (month-to-month service, for up to 12 months) for a third and final Revenue Service Operations year of the Pilot.

The initial Request for Proposals (RFP) for this project was issued on October 25, 2017 and was solicited and awarded to be executed in two parts; Part A, the “Planning and Design” phase and Part B, the “Implementation and Evaluation” phase. This procurement tool served as the agency’s first Pre-Development Agreement Public Private Partnership (PDA-P3) procurement model.

On April 26, 2018, the Board awarded three (3) contracts to firms to perform Part A (Planning and Design) of the MicroTransit Pilot Project. The period of performance for Part A was 6 months. Part B was determined to be a future Board action depending on the feasibility results of Part A. The three firms awarded, and their respective award amounts, are as follows:

- RideCo, Inc., \$219,650.26
- NoMad (Via) LLC, \$348,684.69
- Transdev Services \$316,912.31

Refer to Attachment B, Contract Modification/Change Order Log for contract modifications issued to date.

On April 23, 2019, the RFP for Part B (Implementation and Evaluation) was issued to each of the three Contractors in accordance with Metro's Acquisition Policy and Procedures with a separate SBE/DVBE goal of 13% (SBE 10% and DVBE 3%). The Part B RFP provided all three firms with a Letter of Invitation to compete for Part B with a Statement of Work for Part B, an Evaluation Criteria on how their proposals were to be evaluated, and instructions for required documentation; thereby requesting competitive proposals for Part B based on their specific study and analysis.

Six (6) amendments were issued to the RFP Documents, amending documents as follows:

- Amendment No. 1, issued on June 26, 2019, clarified instructions to Proposers – Submittal Requirements (Part A) and extended the due date for both Part A Final Report and Part B proposal to August 16, 2019.
- Amendment No. 2, issued on July 12, 2019, clarified instructions to Proposers – Submittal Requirements (Part B) and extended the Part B proposal due date to August 23, 2019, provided a revised Exhibit B – Pricing Schedule and removed Exhibit 10 – Certification of Compliance with 59 CFP Part 655, Prevention of Alcohol Misuse and Prohibit Drug Use as this does not apply.
- Amendment No. 3, issued on July 31, 2019 extended the due date for Part A Final Report to August 30, 2019 and Part B proposal to September 6, 2019, provided a Supplemental Contract (Amended and Restated) for Part B; and provided for in-person Interviews and Oral Presentations for Part B of the Technical Proposal.
- Amendment No. 4, issued August 28, 2019, extended Part A Final Report due date to September 6, 2019 and extended Part B proposal due date to September 13, 2019.
- Amendment No. 5, issued December 16, 2019, provided a revised and amended Statement of Work (dated 12/16/19) and requested revised Technical Proposals for Part B to be due on December 30, 2019; provided a revised

Exhibit B – Pricing Schedule; provided a revised Exhibit C – Insurance Requirements, provided a revised Article VIII: Insurance; and revised GC-37 Liability and Indemnification.

- Amendment No. 6, issued December 24, 2019, provided a revised Statement of Work for Part B (dated 12/24/19) and extended the due date for Exhibit B – Pricing Schedule to January 2, 2020.

On September 6, 2019, the contracted firms submitted their Final Reports for Part A for the design, planning and development of this project. Final Reports for Part A were reviewed by the Project Manager to learn of their study and to determine the feasibility of this project. This concluded their performance to Part A of the contract for this two-part procurement.

On September 13, 2019, all three (3) firms submitted their Technical Proposal and Price Proposal for Part B based on their recommended design and development for the operation.

B. Evaluation of Proposals

A Proposal Evaluation Team (PET) consisting of staff from the Office of Extraordinary Innovation, Operations, Policy, Communications, and Information Technology was convened and conducted a comprehensive technical evaluation of the proposals received for Part B.

The proposals were evaluated based on the following evaluation criteria and weights:

| | |
|------------------------------|------------|
| 1. Customer Experience | 15 percent |
| 2. Service Feasibility Study | 15 percent |
| 3. Communications Plan | 12 percent |
| 4. Performance Plan | 12 percent |
| 5. Business Plan | 16 percent |
| 6. Price Proposal – Part B | 30 percent |

Several factors were considered when developing these weights, giving the greatest importance to Price Proposal for implementing Part B.

On October 8, 2019, the Proposal Evaluation Team (PET) completed its independent evaluation of proposals. The PET determined that all three (3) teams were invited to an in-person Interview and Oral Presentation to answer questions, clarify Technical Proposals and approaches to service design and to present their Technical Proposal for implementing Part B.

The firms' project managers and key team members had an opportunity to present each team's qualifications and respond to the evaluation team's specific questions regarding Part B of their Technical Proposal. Each team also had an opportunity to present their findings and proposed plans under the five technical subject areas identified in the evaluation criteria. Each team summarized their unique approach to

launching a successful on-demand, technology-based transit operation. Also highlighted were staffing plans, work plans, key performance metrics including utilization and anticipated pilot project opportunities and constraints.

Qualifications Summary of Firms Interviewed:

RIDECO

RideCo, Inc. is a full-service, on-demand mobility firm with a breadth of experience developing, maintaining and managing the underlying software technology platforms to conduct MicroTransit operations. RideCo has worked closely with public and private sector partners on the integration of MicroTransit into service offerings in the United States and globally. RideCo is headquartered in Waterloo/Ontario, Canada.

RideCo's Part B Technical Proposal and oral presentation demonstrated thorough expertise in emerging on-demand technologies, strong analysis of zones, and experience with launching on-demand services with partners to support fixed-route network integration. Project personnel demonstrated a deep understanding of Metro's potential for market positioning of MicroTransit in the evolving field of transportation technology. NextGen transit competitiveness research was clearly and explicitly utilized to support the planning work conducted by RideCo.

The Technical Proposal and oral presentation demonstrated RideCo's experience in all required tasks for Part A including pre-launch planning, deployment planning and service design that would most effectively assist the agency in achieving the aspirational goals and performance outcomes reflected in Vision 2028, Metro's Strategic Plan.

RideCo's detailed analysis and modeling supports operational feasibility of this new service offering. Additionally, the showcase of RideCo's technical skill combined with their understanding of the Statement of Work reinforces the team's ability to perform in-line with Metro's performance standards and, at peak performance, to exceed operational and financial targets for this service. The utilization and ridership modeled will allow for the agency to set attainable cost recovery goals and expectations.

RideCo effectively proposed to partner with Metro to build a service which supports the backbone of public transit (the Agency's bus and rail network). The Part B Technical Proposal was comprehensive, thorough in approach, and aligned with Metro's goals and needs of customers both current and future. RideCo illustrated a detailed strategy to achieve the performance standards and utilization required to achieve project success as outlined in the Statement of Work. The maintenance plan offered extensive consideration of safety for both Metro operators and customers. Of equal importance, the Technical Proposal included detailed attention and approach to meet and exceed the unique needs of customers with varying levels of mobility.

Most notably unique to RideCo's expertise as witnessed in their oral presentation is their advanced ability to leverage data and analytics to model and implement operations which can bolster the core product of their respective client.

RideCo's team for Part B consists of the industry's top performers in the field of MicroTransit including specialists in software development, modeling and analytics, vehicle procurement and on-demand marketing and high-touch customer acquisition and outreach techniques.

NOMAD TRANSIT LLC (Via)

NoMad Transit LLC ("Via"), is a wholly-owned subsidiary of Via Transportation, Inc. headquartered in New York City. Via is registered in California as a Transportation Network Company and is focused on providing on-demand technology and subsidized support services to the public sector. The firm directly manages private operations in numerous cities in the United States.

The firm's Technical Proposal offered a software technology platform which distinctly featured improved user experience attributes combined with neatly managed look and user design. The suite of technology tools emphasized ease of use and tied into the proposed market positioning of MicroTransit. Overall, the Technical Proposal offered generally sound analysis with a comprehensive approach to data collection.

The Technical Proposal and oral presentation however, reflected limited understanding of Metro's expectations for a new mode of transportation within Metro's family of services. Metrics for success, including utilization, were not aligned with agency performance goals and yet to be realized improvements per NextGen bus restructure. The firm's Maintenance plan was generally limited in approach and oversight for hybrid P3 operation. Market positioning relied too heavily on positioning transit service as a private ride and leveraging company's brand rather than focusing on the conversion of core transit customers to Metro on-demand riders. The Technical Proposal did not identify and communicate how Metro could best leverage Metro's resources and assets for a Metro operation. The proposed team consisted of a number of specialists including communications experts.

TRANSDEV

Transdev, formerly Veolia Transdev, is a French-based international transport operator, with operations in 19 countries. Transdev also has a Maryland-based corporation.

Transdev's Technical Proposal and oral presentation displayed expertise in a broad range of disciplines, including a strong working knowledge of bus rapid transit, shuttles, fleet maintenance and multimodal services. The firm's Technical Proposal and presentation demonstrated an experienced project team in the fields of transportation technology, operations and service planning.

However, plans and responses to clarifications during oral presentation affirmed a number of critical missing details pertaining to vision and execution of the operation. Transdev did not submit incentives or deductions worksheets and, as such, failed to identify or project Key Performance Metrics that are critical to evaluate pilot project success. Performance measurement was inadequate and, as such, the approach failed to execute on the aspirational goals as identified and reflected in Vision 2028.

On October 4, 2019, the PET completed its evaluation of the above-mentioned proposals after oral interviews and presentations were held. As a result of evaluations, Transdev was determined to be outside the competitive range and was no longer considered for further evaluation.

Upon further development of the NextGen bus restructure and labor rules pertaining to this operation, staff became aware of new requirements for launching and operating MicroTransit. As such, Metro determined that a revised Statement of Work for Part B was required to incorporate clarifications, identify new requirements, and changes to hardware. Most notably, the side letter for the new operators (drivers) and the expectation for Reporting Locations with facilities, office space and parking for Metro employees. Metro also learned that a larger vehicle fleet was required to support integration of MicroTransit within the system-wide build out of the NextGen bus system.

Given these new requirements, Amendment No. 5 was issued on December 16, 2019 with a revised Statement of Work to the two (2) firms deemed within the competitive range after Interviews and Oral Presentations. These firms are listed in alphabetical order:

- NoMad, LLC (Via)
- RideCo, Inc.

Both firms were required to submit a revised Technical Proposal and updated Price Proposal based upon a revised Statement of Work for Part B.

The PET reconvened to evaluate each firms' revised Technical Proposals based upon new requirements presented in the revised Statement of Work. On December 31, 2019, the PET completed its independent evaluation of the technical proposals. As a result, the firms earned the following final scores with RideCo, Inc. ranked as the highest firm to perform Part B, project implementation.

| | | Average Score | Factor Weight | Weighted Average Score | Rank |
|---|--------|---------------|---------------|------------------------|------|
| 1 | Firm | | | | |
| 2 | RideCo | | | | |

| | | | | | | |
|----|---------------------------|--------|----------------|--------------|---|---|
| 3 | Customer Experience | 88.00 | 15.00% | 13.20 | 1 | |
| 4 | Service Feasibility Study | 94.00 | 15.00% | 14.10 | | |
| 5 | Communications Plan | 79.00 | 12.00% | 9.48 | | |
| 6 | Performance Plan | 89.60 | 12.00% | 10.75 | | |
| 7 | Business Plan | 80.25 | 16.00% | 12.84 | | |
| 8 | Price Proposal | 88.15 | 30.00% | 26.45 | | |
| 9 | Total | | 100.00% | 86.82 | | |
| 10 | NoMad Transit LLC | | | | | 2 |
| 11 | Customer Experience | 69.67 | 15.00% | 10.45 | | |
| 12 | Service Feasibility Study | 54.33 | 15.00% | 8.15 | | |
| 13 | Communications Plan | 62.50 | 12.00% | 7.50 | | |
| 14 | Performance Plan | 56.60 | 12.00% | 6.79 | | |
| 15 | Business Plan | 60.50 | 16.00% | 9.68 | | |
| 16 | Price Proposal | 100.00 | 30.00% | 30.00 | | |
| 17 | Total | | 100.00% | 72.57 | | |

C. Price Analysis

The recommended price of \$28,874,748 by RideCo has been determined to be fair and reasonable based upon an independent cost estimate (ICE), competition, price analysis, technical evaluation, clarifications and negotiations.

| Proposer | Proposal Amount | Negotiated Amount | Metro ICE |
|-------------|-----------------|-------------------|--------------|
| NoMad (Via) | \$25,909,721 | N/A | \$28,500,000 |
| RideCo | \$29,391,260 | \$28,874,748 | |

CONTRACT MODIFICATION/CHANGE ORDER LOG

MICROTRANSIT PILOT PROJECT

CONTRACT NO. PS46292001

| Mod. No. | Description | Status (approved or pending) | Date | \$ Amount |
|-----------------|--|-------------------------------------|-------------|------------------------|
| 1 | Period of Performance Extension | Approved | 09-04-2018 | \$ 0.00 |
| 2 | Period of Performance Extension | Approved | 12-19-2018 | \$ 0.00 |
| 3 | Revised Statement of Work to increase Work to be Performed | Approved | 05-23-2019 | \$ 66,334.87 |
| 4 | Period of Performance Extension | Approved | 10-31-2019 | \$ 0.00 |
| 5 | Part B (Implementation) of MicroTransit Pilot Project | Pending | Pending | \$ 28,874,747.50 |
| | Modifications Total: | | | \$ 28,941,082.37 |
| | Original Contract: | | 04-26-2018 | \$ 219,650.26 |
| | Total: | | | \$29,160,732.63 |

DEOD SUMMARY

MICROTRANSIT PILOT PROJECT / CONTRACT NO. PS46292001

A. Small Business Participation – Part A (Planning & Design)

RideCo, Inc. made a 28.59% Small Business Enterprise (SBE) and 3.64% Disabled Veteran Business Enterprise (DVBE) commitment. Part A of the project is 100% complete and RideCo, Inc. exceeded their SBE commitment with 29.52% SBE participation and met their DVBE commitment with 3.64% participation.

| | | | |
|----------------------------------|----------------------------------|-------------------------------------|----------------------------------|
| SMALL BUSINESS COMMITMENT | 28.59% SBE 3.64% DVBE | SMALL BUSINESS PARTICIPATION | 29.52% SBE 3.64% DVBE |
|----------------------------------|----------------------------------|-------------------------------------|----------------------------------|

| | SBE Subcontractors | % SBE Commitment | % Current Participation |
|----|-----------------------------|-------------------------|--------------------------------|
| 1. | Civic Projects Incorporated | 9.40% | 7.97% |
| 2. | Arellano Associates | 19.19% | 21.55% |
| | Total Commitment | 28.59% | 29.52% |

| | DVBE Subcontractor | % DVBE Commitment | % Current Participation |
|----|----------------------------|--------------------------|--------------------------------|
| 1. | DVE Global Marketing, Inc. | 3.64% | 3.64% |
| | Total Commitment | 3.64% | 3.64% |

B. Small Business Participation – Part B (Implementation)

The Diversity and Economic Opportunity Department (DEOD) established a 10% Small Business Enterprise (SBE) and 3% Disabled Veteran Business Enterprise (DVBE) goal for Part B of this project. RideCo, Inc. exceeded the goal by making a 10.23% SBE and 3.20% DVBE commitment.

| | | | |
|----------------------------|----------------------------|----------------------------------|----------------------------------|
| SMALL BUSINESS GOAL | 10% SBE 3% DVBE | SMALL BUSINESS COMMITMENT | 10.23% SBE 3.20% DVBE |
|----------------------------|----------------------------|----------------------------------|----------------------------------|

| | Name of Subcontractors | % SBE Commitment | % DVBE Commitment |
|----|-----------------------------------|-------------------------|--------------------------|
| 1. | Design Studios, Inc. (SBE) | 8.04% | |
| 2. | Arellano Associates (SBE) | 2.19% | |
| 3. | DVE Global Marketing, Inc. (DVBE) | | 3.20% |
| | Total Commitment | 10.23% | 3.20% |

C. Living Wage and Service Contract Worker Retention Policy Applicability

The Living Wage and Service Contract Worker Retention Policy (LW/SCWRP) is not applicable to this modification.

D. Prevailing Wage Applicability

Prevailing Wage is not applicable to this modification.

E. 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.

MicroTransit Operations Project Team Staffing Plan

Fiscal Year Additions

| Union | Position | Total # of FTEs | FY20 | FY21 |
|------------------------------|--------------------------------|------------------------|-------------|-------------|
| SMART | Operators | 180 | 80 | 100 |
| AFSCME | Transit Operations Supervisors | 7 | 7 | |
| Represented Employees | | 187 | 87 | 100 |

| ALLOCATION FROM AGENCY BUDGET | | Total # of FTEs | FY20 | FY21 |
|--|-------------------------------------|------------------------|-------------|-------------|
| NC | Director, Transportation Operations | 1 | 1 | |
| NC | Manager, Transportation Operations | 2 | 2 | |
| NC | Principal Transportation Planner | 1 | 1 | |
| NC | Sr. Administrative Analyst | 1 | 1 | |
| Non-Represented Project Employees | | 5 | 5 | 0 |
| Grand Total | | 192 | 92 | 100 |

**MicroTransit Pilot Project - Expenditure Plan
(Estimate)**

| Rough Order of Magnitude/Uses of Funds | FY20 Budget (Existing) | FY20 Amendment | FY21 | FY22 | FY23 | Total |
|--|------------------------------|---------------------|----------------------|---------------------|---------------------|----------------------|
| Contract & Leased Vehicles | | \$ 5,100,000 | \$ 13,400,000 | \$ 8,800,000 | \$ 1,574,748 | \$ 28,874,748 |
| Temporary Staff Labor (As-Needed & Interns) | \$ 187,500 | \$ 82,500 | TBD | TBD | TBD | TBD |
| Operational Expenses, Training, Computer Supplies & Admin | \$ 844,000 | \$ 2,567,500 | TBD | TBD | TBD | TBD |
| Estimated Pilot Expenses | \$ 1,031,500 | \$ 7,750,000 | \$ 13,400,000 | \$ 8,800,000 | \$ 1,574,748 | \$ 28,874,748 |
| <i>Estimated Represented Employee Annual Expense</i> | | \$ 3,504,625 | \$ 15,728,868 | \$ 17,393,976 | \$ 8,673,945 | \$ 45,301,414 |
| <i>Estimated Non-Represented Employee Annual Expense</i> | | \$ 725,320 | \$ 1,523,171 | \$ 1,576,482 | \$ 1,631,659 | \$ 5,456,631 |



The funding sources under this pilot are currently sufficient to award the contract base of this recommendation.

**These figures are subject to change at any time based on the pilot needs.*

MicroTransit Regional Readiness Operating Plan

What is MicroTransit?

- More than 50% of all trips in Los Angeles County are short (1-5 mile), solo trips using a private car service or driven alone.
- Metro captures few of these trips today.
- To increase ridership, Metro seeks to pair the best of public operations with the best of private technology.
- This new service will maximize new technology to improve the customer experience of Metro's current customers and support the use of Metro's existing suite of services.

| |  VIA |  Metro |
|---|---|---|
| On-demand Ridesharing | ✓ | ✓ |
| Mobile Application | ✓ | ✓ |
| First/Last Mile | ✓ | ✓ |
| End to End Trips | | ✓ |
| Metro Call Center | | ✓ |
| 40% Wheelchair Accessible Vehicles | | ✓ |
| TAP Integration | | ✓ |
| Transit Watch Integration | | ✓ |
| Feasibility Studies Completed | | ✓ |
| SMART Operators with Specialized Training | | ✓ |
| Staff On-Location | | ✓ |

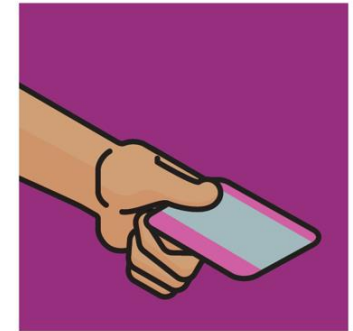
How does MicroTransit Work?

- Shared rides ordered through a regional call center, booked with a mobile application, and/or arranged using an internet browser.
- All MicroTransit operators are Metro employees.
- Service supplements the NextGen Bus Plan.
- Offers quick boards at priority transit stations and stops.
- Five types of vehicles are featured in mixed fleet: Transit 150, Transit 350 (electric), Grand Caravan, Metris and Sprinter.
- Provides customized features for individuals and families with all levels of mobility.

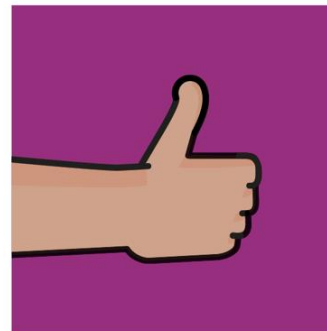
It's reliable.



It's affordable.



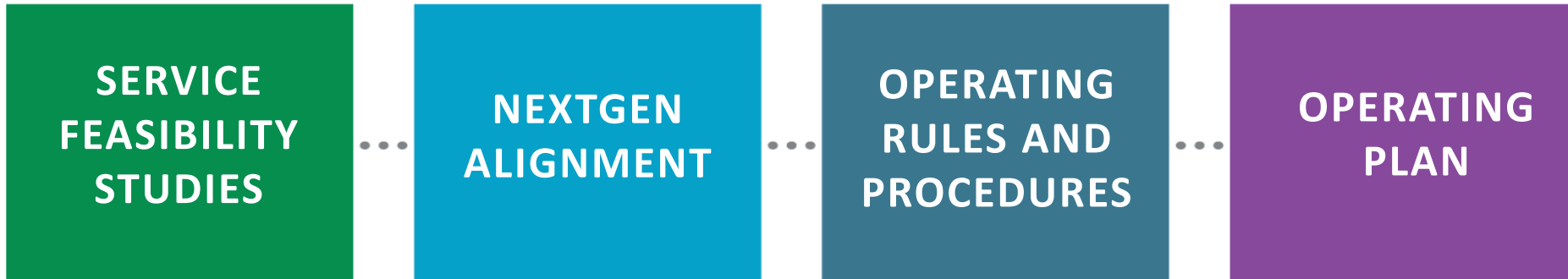
It's safe.



It's customer-driven
and customer-focused.



MicroTransit Roadmap



Prioritizing Safety First



- Metro employee operators will be vetted and trained with an emphasis on customer service and security.
- Up to 10 weeks of in-person operator training created in coordination with:
 - Women & Girls Governing Council
 - Government Alliance on Racial Equity
 - Office of Civil Rights
 - Access Services
 - Understanding How Women Travel Study Team
 - The Equity Platform Project Leads
- Real-time data on vehicle locations, drop offs and pick-up times.
- Security technology with live monitoring of vehicles.

Factors for Identifying Pilot Locations

Network Connectivity:

up to 2/3 of trips will be transfers to other public operations

Economic Mobility:

increases access to jobs, educational resources/institutions

Major Trip Generators:

supports employment centers, hospitals, universities, schools

Priority Use Cases:

medical, students, retail, commuting, child care pick-ups

Customer Demand:

can achieve moving 10 people an hour per vehicle

Shared Usage:

can achieve 70% shared rides

Geographic Equity:

tests variety of unique neighborhoods, communities

Vehicle Miles Traveled:

reduces solo occupancy short trips within the County

Community Partnerships:

has engaged businesses, cities, community based organizations

MicroTransit Operated by Metro

Service available 7 days a week
Initial soft launch (60 days) at 12 hour service span per day

| | |
|-------------|-------------------------------------|
| Summer 2020 | Watts/Willowbrook |
| Fall 2020 | Northwest San Fernando Valley |
| Winter 2020 | LAWA/Inglewood |
| Spring 2021 | Highland Park/Eagle Rock/Glendale |
| Summer 2021 | Altadena/Pasadena/Sierra Madre |
| Fall 2021 | UCLA/VA Medical Center/Century City |

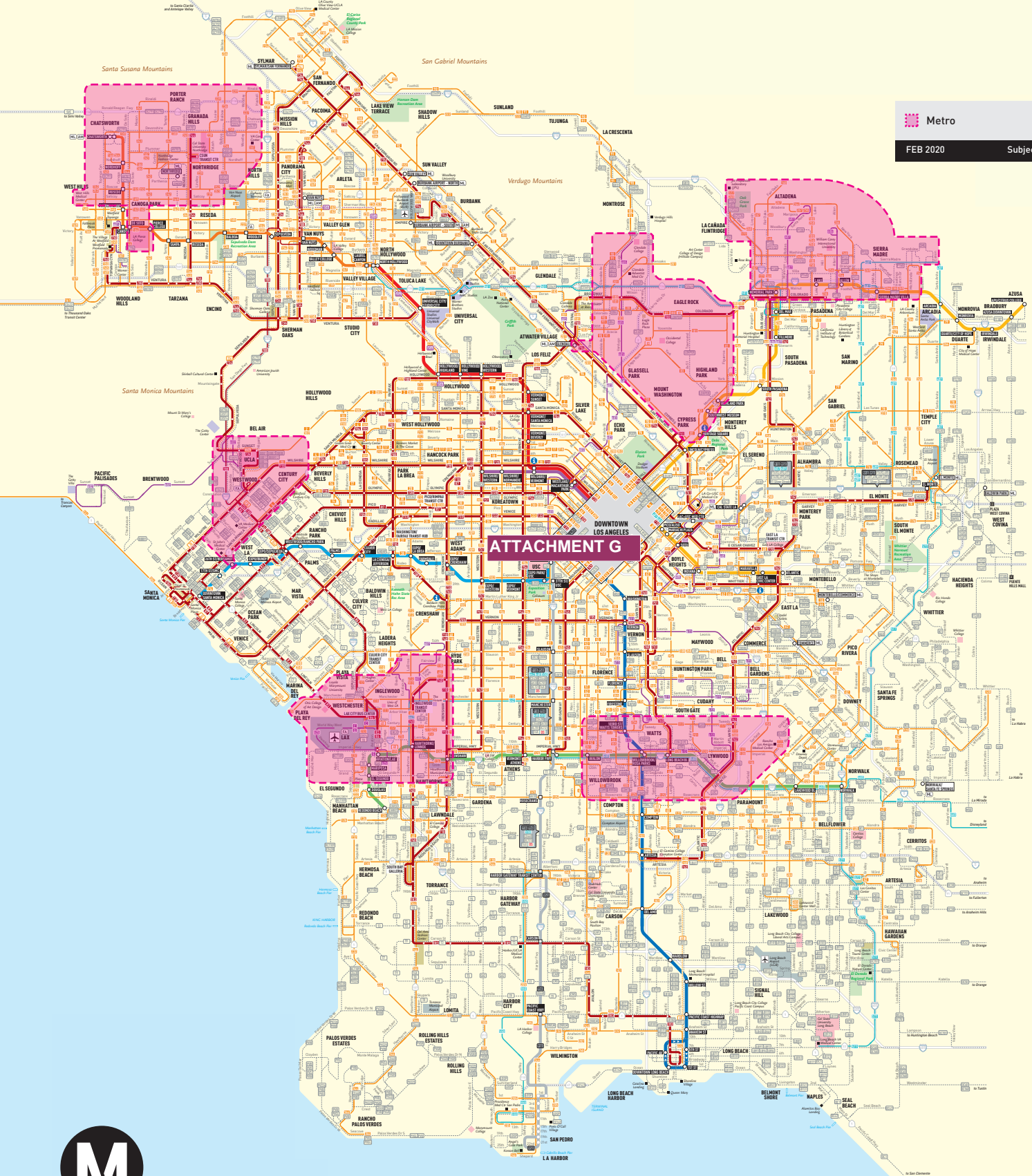
Pilot recommendation allows for three years of Revenue Service Operations. The zones as identified on the map in pink are the anticipated maximum scale of the six service areas.

Proposed Metro MicroTransit Service Zones



Source: ©2020 Metro

Proposed Metro MicroTransit Service Zones



ATTACHMENT G

Metro
FEB 2020 Subject to Change





Board Report

File #: 2019-0865, File Type: Contract

Agenda Number: 29.

PLANNING & PROGRAMMING COMMITTEE
FEBRUARY 19, 2020
OPERATIONS, SAFETY & CUSTOMER EXPERIENCE COMMITTEE
FEBRUARY 20, 2020

SUBJECT: THE MICROTRANSIT PILOT PROJECT - PART B (IMPLEMENTATION)

ACTION: APPROVE RECOMMENDATIONS

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to:

- A. EXECUTE Modification No. 5 to firm fixed price Contract No. PS46292001 with RideCo., Inc. as a private partner and technology firm for operations in conjunction with the deployment areas outlined in Attachment F (Regional Readiness Operating Plan) and Attachment G (Map), in the amount of \$28,874,747.50, increasing the total Contract value from \$285,985.13 to \$29,160,732.63.
- B. AMEND the FY20 budget for the MicroTransit pilot project implementation positions and funding listed below:
 - 1. 80 Contract positions to operate the vehicles and 7 Contract positions to supervise the service; and
 - 2. \$7,750,000 for FY20 contractual and operational expenses

ISSUE

Metro staff seeks to implement innovation to both increase ridership of Metro’s family of services and provide an improved customer experience for existing riders by expanding the agency’s network through the testing and scaling of MicroTransit within LA County.

This new mode of public transit will offer shared rides which can be ordered through our regional call center, a new mobile application, and/or an internet browser. The suite of MicroTransit software tools for customers will offer real-time trip planning, booking, payment and fare system integration. Customers will also be able to pre-schedule trips or book repeat trips, as well as monitor the real-time status of trips for others under a linked account.

MicroTransit has been developed hand-in-hand to support implementation of the NextGen Bus Plan and the aspirational goal of a 10-minute maximum wait time per our strategic plan, Vision 2028.

According to our NextGen study findings, short trips (1-5 miles), which are being driven solo or with a private car service, are among the most important opportunities for the public sector to retain current ridership and to grow utilization among non-transit customers. Short trips are often to a local market, to pick up a child from daycare, to shuttle a child to an afterschool activity or for a medical appointment. Many of these trips are taken by students, older adults and parents of youth.

To help capture the more than 50% of short trips taking place in LA County today, MicroTransit will be introduced into our existing fixed-route network and provide continued opportunities for Metro to improve on managing customer demand at times when fewer customers are riding. This mixed fleet of vehicles (Transit 150, Transit 350, Grand Caravan, Metris and Sprinter) includes electric vehicles, which is in-line with operational testing on the Orange Line. For ease of use for the customer and personal space, most vehicles will be configured to carry 7-10 passengers.

MicroTransit will not only improve reliability and allow for guaranteed transfers across our multi-modal system but will also offer riders the opportunity to customize their experience by ordering a trip and linking to the next leg of their Metro journey. Metro staff anticipates up to two-thirds of the new trips generated by this mode will include transfers to other modes within Metro's family of services.

Customer and operator safety are critical to maintaining the highest standards of security and optimal service design for MicroTransit. To offer our customers the safest on-demand environment, the entire fleet of vehicles will be operated by our exclusive operating union, SMART-TD. The recommended software/technology platform, akin to Metro's current fixed-route operations, will achieve full integration with the TAP card and account system, and be connected to our Transit Watch network and operations centers for dispatch in the case of safety incidents.

Metro employee operators will undergo eight weeks of workforce training with a focus on customer service and safety. This new innovative training series developed in partnership with Human Capital and Development, the Office of Civil Rights and Operations will be the first of its kind in the nation and is being implemented in coordination with SMART-TD.

During the pilot phase of this operation, Metro staff recommends deploying MicroTransit into six identified areas where ridership can be retained and boosted. These service zones and their deployment schedule are as follows:

- Summer 2020: Watts/Willowbrook
- Fall 2020: Northwest San Fernando Valley
- Winter 2020: LAWA/Inglewood
- Spring 2021: Highland Park/Eagle Rock/Glendale
- Summer 2021: Altadena/Pasadena/Sierra Madre
- Fall 2021: UCLA/VA Medical Center/Century City

This service is recommended to be available 7 days a week with an initial soft launch (60 days) at a 12-hour service span per day. The background section on the following page, as well as Attachment F, details the factors utilized to identify these areas for operations.

This project is term-limited with up to three years of Revenue Service Operations, up to 120 days of

pre- launch and 30 days for final pilot evaluation. This operation will be evaluated to determine whether it should be incorporated as a permanent mode of the agency.

BACKGROUND

New and emerging technology has had a profound impact on how services are delivered. Among the most noteworthy trends has been the rise and growth of on-demand and customized services. In specific, the world of public transit has experienced a meaningful jolt resulting from these new on-demand economies. In California, this has amounted to the rise of Transportation Network Companies initially focused on replacing single-occupancy vehicles. However, in more recent months, this emerging sector has showcased a clear and intentional desire to replace trips traditionally served by public transit agencies.

Metro has continually monitored these changes and trends to better understand the strengths of these models, as well as the challenges in delivering equity. Metro's Office of Extraordinary Innovation (OEI) has engaged in this space by receiving and evaluating unsolicited proposals (including a proposal received in 2016 to test trip pooling technology), interviewing project managers and issuing findings. In partnership with the Eno Center for Transportation, Metro staff published the white paper, UpRouted, a compilation of findings on the early challenges to MicroTransit. Best practices as highlighted in the white paper were sourced from peers at Alameda-Contra Costa Transit District, Santa Clara Valley Transportation Authority and Kansas City Area Transportation Authority. More recently, Metro has funded a TNC partnership through OEI and managed directly by the private sector.

In 2017, under the direction of the Chief Executive Officer, Metro staff assembled an agency-wide team which to-date has drawn insights and expertise from more than 450 staff from all departments to design the new transit offering. This service has been built as a hybrid, merging the best of private technology with the experience of public operations to identify and respond to untapped mobility opportunities within LA County.

The concept was to set-up a multi-year pilot, which would test how an on-demand operation run by Metro employees using private sector technology and vehicles could integrate within Metro's family of services. This service would encourage current Metro customers to ride the system more regularly for a safe, comfortable, reliable, single-direction or round-trip ride.

By introducing and testing a new service focused on short trips in smaller vehicles, Metro would be able to flex its' operations to match the mode/vehicle to the customer. This new operation would tap into the growing momentum and expectation around new technology and tools to encourage ridesharing with Metro for short trips. This was the genesis of the agency's first Pre-Development Agreement Public Private Partnerships (PDA-P3s), which supports a two-part contract similar to a design-build contracting model.

In October 2017, the competitive Request for Proposal (RFP) was issued to procure services from qualified firms or Contractor Team(s) to partner with Metro for planning, designing, testing and evaluating a technology-based service for traveling short distances. The PDA-P3 was divided into two parts, Part A ("Planning and Design,) and Part B ("Implementation and Evaluation").

In April 2018, three PDA-P3 contracts were awarded for service feasibility studies to tech teams with transit planning firms (RideCo/Iteris, Via/Nelson/Nygaard and Transdev/AECOM). The Part A findings were set to serve as the foundation for implementation in Part B.

During the service design period, the three competitors worked with all departments at Metro to craft operations and identify service areas to support equity, network connectivity, economic mobility, congestion reduction and environmental goals. Findings were used to inform the Regional Reading Operating Plan (Attachment F). In September 2019, the three companies completed Part A (“Planning and Design”).

To best maximize efficiencies and utilize the vast in-house expertise available, implementation of this new MicroTransit service was shifted to Metro Operations for Part B (“Implementation and Evaluation”). Under the direction of Metro’s Chief Operations Officer, the agency has entered pre-revenue service operations as based upon the service feasibility studies (PDA-P3, Part A), the operational road map of the agency under the build outs identified in Measures R and M and the NextGen Bus Plan.

Metro staff recommends the MicroTransit Regional Readiness Operating Plan (Attachment F), in line with Proposed MicroTransit Service Zones displayed in the corresponding map (Attachment G).

DISCUSSION

Metro staff recommends the workforce outlined below to deliver a functional and successful operation:

Operators (SMART)

Metro employees will operate the MicroTransit vehicles under the signed side letter with our exclusive operating Union, SMART-TD, representing all new 80 employee operators for FY20.

Supervisors (AFSCME)

Metro employees will supervise the daily operations of MicroTransit Operators. Seven (7) transit operations supervisors (TOS) will provide on-street operations supervision, coordination, service monitoring and training for MicroTransit operators for FY20.

MicroTransit Project Team (Non-Contract)

The MicroTransit project oversight team will be responsible for, but not limited to, management of daily operations and contract administration; development of MicroTransit training specific to on-demand technology and operations; establishment of safety protocols and procedures for incident training, reporting and resolution; development and management of partnerships and coordination with local cities, municipal operators, local organizations and businesses; direct customer acquisition strategies (includes financial agreements with public and private funders); and analysis to optimize service delivery in order to compete in the marketplace. The five (5) non-contract project positions necessary for pre-launch, revenue service operations and evaluation of the pilot are listed as follows (see attachment D for details):

- 1 Director, Transportation Operations

- 2 Manager, Transportation Operations
- 1 Principal Transportation Planner
- 1 Sr. Administrative Analyst

These positions will report to the Sr. Director, Special Projects for MicroTransit. If MicroTransit becomes a permanent operation, Metro will retain the above positions (operators and project team) as permanent employees of the agency. The Non-Contract positions required to support this project will be allocated from agency-wide vacancies in FY20. Non-Contract positions required to support the project will be allocated from approved agency FY20 staffing levels. All Contract, Non-Contract positions, and all other resources needed in future fiscal years will be included in fiscal year annual budget requests.

Private Partner

Metro will partner with RideCo, Inc. who will be responsible for, but not limited to, the following:

- Create and maintain a software platform (includes multi-modal trip planning, booking, payment tools, etc.)
- Lease, maintain, clean, and fuel/electrify the mixed fleet
- Secure and manage the Reporting Locations (remote vehicle storage and office space for the operations)
- Conduct targeted communications campaigns within deployment areas

DETERMINATION OF SAFETY IMPACT

Customer and operator safety are core to maintaining the highest standards of security and the optimal service design for MicroTransit. Real-time information on vehicles and tools for customers will enhance communications for incident prevention as well as incident reporting. The MicroTransit technology platform will integrate with TransitWatch and related digital tools managed or used by local law enforcement, community health and homelessness advocates, community-based social networking and our transit operations control. The mission is to keep our drivers and customers safe by monitoring emergency, and security incidents, assessing risk, and identifying threats. The project team will work hand-in-hand with System Security and Law Enforcement (SSLE) to address issues such as sexual harassment and homelessness, resulting in enhanced safety on Metro's core transit system and building public trust. Close coordination with SSLE, law enforcement departments, civil rights and other internal Metro departments will ensure the best possible safety and security program for our system.

FINANCIAL IMPACT

Adoption of this pilot program has a FY20 total budget impact of \$7,750,000 (see MicroTransit Expenditure Plan in Attachment E). Therefore, a FY20 budget amendment in the amount of \$7,750,000 is required for pre-revenue and operational expenses. In addition, a FY20 budget amendment for 87 Contract positions is required. The five (5) Non-Contract project positions required to support the project will be allocated from approved agency FY20 staffing levels. Positions and all other resources required for this project will be reassessed and included in fiscal year annual budget requests.

Since this is a multi-year project, the program manager, cost center manager, and chief operations officer will ensure all project resources are budgeted in future fiscal years.

Impact to Budget

Funding for current and future years of the operations, will be included within Metro's annual Operations budget. Metro staff will continue to prioritize grant funding at local, state and federal levels as well as private financing opportunities as they become available.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

This recommendation supports the following goals of the Metro Strategic Plan:

Goal 1: Provide high quality mobility options.

MicroTransit will provide a robust and high-quality mobility option for customers, particularly in communities where privately-funded technology is lacking and will allow customers to request on-demand service and connect to transit and destinations they would not otherwise be able to easily reach.

Goal 2: Deliver outstanding trip experiences for all users of the transportation system.

MicroTransit will vastly improve the customer experience for existing customers by reimagining the current trip planning tools and integrating with TransitWatch for smoother and safer trips. This service will increase the number of customers to the Metro system by offering more entry points to Metro's family of services.

Goal 3: Enhance communities and lives through mobility and access to opportunity.

In coordination with the NextGen restructure, MicroTransit will supplement the agency's bus service and ensure our customers maintain mobility and access to major trip generators including employment centers, health services, parks and schools across the County. Alignment and interoperability with the NextGen restructure will be critical to pilot success.

Goal 4: Transform LA County through collaboration and leadership.

Metro is a regional leader on New Mobility through MicroTransit. Metro staff is actively engaging and coordinating with stakeholders across the County to explore how technology can be used to harness transit benefits for all community members. Metro chairs the countywide On-Demand technology working group.

Equity Platform Framework

The agency's Equity Platform remains critical to the design and implementation of the MicroTransit operation. MicroTransit is being designed to address equity concerns head-on by accommodating customers that are not yet served well by core transit services or other on-demand transportation services operated by the private sector. Service areas including hours of operation and pick-up and drop-off locations are being designed with geographic and socio-economic equity in mind. Initiatives, policies, practices, and principles are being applied to the service design and implementation and will be iterated upon once the service is live on the street.

MicroTransit operations will also support Metro's commitment to protecting and preserving the natural environment by utilizing clean emissions vehicles (Transit 350s electric) as part of the mixed fleet of vehicles for this service.

ALTERNATIVES CONSIDERED

The Board may choose not to approve the recommended action. This alternative would eliminate programming developed to supplement the Next Gen Bus Plan, void the negotiated side letter for our represented workforce with SMART-TD and purge one of the twenty-eight by 2028 projects as identified and approved by the Board of Directors.

NEXT STEPS

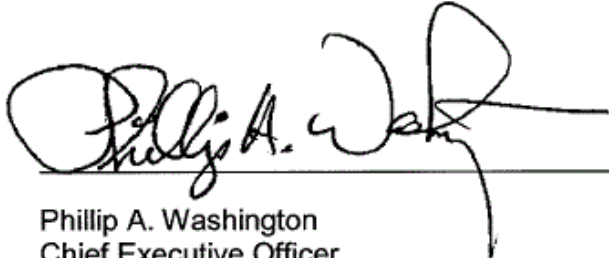
Per Attachment D, the MicroTransit Team Staffing Plan, Metro will launch recruitment of operators, management and support staff and provide training in policies and procedures unique to the MicroTransit operation. Metro staff will secure agreements with local partners/jurisdictions for pre-revenue service operations as per Attachment C, the Regional Readiness Operational Plan. The newly assembled project team will finalize trainings, policies, procedures and protocols including standard operating procedures, security protocols, the MicroTransit Operator Rulebook and Customer Code of Conduct. Outreach, marketing, and customer education on the new mode and connectivity to the Metro network will be critical to service adoption among transit customers new and existing. The private sector partner will support these efforts and finalize arrangements for reporting locations, vehicles and related hardware and software programming and retrofits.

ATTACHMENTS

- Attachment A - Procurement Summary
- Attachment B - Contract Modification/Change Order Log
- Attachment C - DEOD Summary
- Attachment D - MicroTransit Pilot Project Team Staffing Plan
- Attachment E - MicroTransit Pilot Project Expenditure Plan
- Attachment F - Regional Readiness Operating Plan
- Attachment G - Proposed Service Zones Map

Prepared by: Rani Narula-Woods, Sr. Director of Special Projects, (213) 922-7414

Reviewed by: James T. Gallagher, Chief Operations Officer, (213) 418-3108
Debra Avila, Chief Vendor Contract Management Officer, (213) 418-3051



Phillip A. Washington
Chief Executive Officer



Board Report

File #: 2020-0019, **File Type:** Contract

Agenda Number:

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
FEBRUARY 20, 2020**

SUBJECT: METRO FREEWAY SERVICE PATROL

ACTION: APPROVE RECOMMENDATIONS

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to:

- A. AWARD a firm fixed unit rate Contract No. FS66316000-34 to Disco Auto Sales, Inc., dba Hollywood Car Carrier, the lowest responsive and responsible bidder, for Metro Freeway Service Patrol (FSP) towing services in the amount of \$3,567,060 or Beat 34 and Contract No. FS66316001-71 for \$8,515,325 for Beat 71 for 56 months, subject to resolution of protest(s), if any; and,
- B. AWARD a firm fixed unit rate Contract No. FS66316002-10 to Hovanwil, Inc., dba Jon’s Towing, the lowest responsive and responsible bidder, for Metro Freeway Service Patrol (FSP) towing services in the amount of \$4,306,768.50 for Beat 10 for 56 months, subject to resolution of protest(s), if any; and,
- C. AWARD a firm fixed unit rate Contract No. FS66316003-9 to Sonic Towing, Inc., the lowest responsive and responsible bidder, for Metro Freeway Service Patrol (FSP) towing services in the amount of \$3,765,230 for Beat 9 and Contract No. FS66316004-12 for \$3,898,346.88 for Beat 12 for 56 months, subject to resolution of protests(s), if any; and,
- D. AWARD a firm fixed unit rate Contract No. FS66316005-21 to South Coast Towing, Inc., the lowest responsive and responsible bidder, for Metro Freeway Service Patrol (FSP) towing services in the amount of \$3,460,726 for Beat 21 and Contract No. FS66316006-70 for \$6,824,652 for Beat 70 for 56 months, subject to resolution of protests(s), if any; and,
- E. DO NOT AWARD contracts for the following beats as solicited in IFB No. FS66316. Beats 18, 20, 24, 28, 33, 36, 37, 38, 41, & 42; and,
- F. INCREASE Contract Modification Authority (CMA) to 32 existing Freeway Service Patrol

contracts as delineated below for an aggregate amount of \$8,200,000 thereby increasing the CMA amount from \$25,317,555 to \$33,517,555 and extend the periods of performance as follows:

- Beat no. 1: All City Tow Contract No. FSP2828200FSP141, for \$190,000 for up to 4 months
- Beat no. 2: Citywide Towing Contract No. FSP2785600FSP142, for \$340,000 for up to 4 months
- Beat no. 3: Hollywood Car Carrier Contract No. FSP3469400B3/43, for \$240,000 for up to 6 months
- Beat no. 5: Sonic Towing, Inc. Contract No. FSP3469500B5/17, for \$490,000 for up to 6 months
- Beat no. 6: Neighborhood Towing 4 U Contract No. FSP3469600B6, for \$500,000 for up to 6 months
- Beat no. 7: Girard & Peterson Contract No. FSP3469900B7/11, for up to 8 months
- Beat no. 8: Citywide Towing Contract No. FSP2825800FSP148, for \$215,000 for up to 4 months
- Beat no. 10: Neighborhood Towing 4 U Contract No. FSP3848100FSP1410, for \$320,000 for up to 3 months
- Beat no. 11: Girard & Peterson Contract No. FSP3469900B7/11, for up to 8 months
- Beat no. 12: Tip Top Tow Contract No. FSP2826700FSP14, for \$125,000 for up to 3 months
- Beat no. 13: Reliable Delivery Service Contract No. FSP2831500FSP1413, for \$300,000 for up to 4 months
- Beat no. 17: Sonic Towing, Inc. Contract No. FSP3469500B5/17, for \$475,000 for up to 6 months
- Beat no. 18: Bob & Dave's Towing, Inc. Contract No. FSP2690300FSP1418, for \$280,000 for up to 4 months
- Beat no. 20: Bob's Towing Contract No. FSP2836600FSP1420, for \$200,000 for up to 4 months
- Beat no. 21: Bob's Towing Contract No. FSP2839000FSP1421, for \$110,000 for up to 3 months
- Beat no. 24: T.G. Towing, Inc. Contract No. FSP2833200FSP1424, for \$580,000 for up to 4 months
- Beat no. 27: Hovanwil, Inc. dba Jon's Towing Contract No. FSP3470400B27/39, for \$355,000 for up to 8 months
- Beat no. 28: Hadley Tow Contract No. FSP3847300FSP1428, for \$145,000 for up to 4 months
- Beat no. 29: Platinum Tow & Transport, Inc. Contract No. FSP3470600B29, for up to 6.5 months
- Beat no. 31: Navarro's Towing Contract No. FSP3470700B31/50, for \$375,000 for up to 6.5 months
- Beat no. 33: Mid Valley Towing Contract No. FSP2851900FSP1433, for \$180,000 for up to 4 months
- Beat no. 34: South Coast Towing, Inc. Contract No. FSP2839600FSP1434, for \$270,000 for up to 3 months
- Beat no. 36: Hadley Tow Contract No. FSP2841400FSP1436, for \$105,000 for up to 4 months
- Beat no. 37: Reliable Delivery Service Contract No. FSP3696000FSP1437, for \$200,000 for

up to 4 months

- Beat no. 38: Steve's Towing Contract No. FSP38468001438, for \$215,000 for up to 4 months
- Beat no. 39: Hovanwil, Inc. dba Jon's Towing Contract No. FSP5966400FSPB39, for \$470,000 for up to 6 months
- Beat no. 42: Platinum Tow & Transport Contract No. FSP2842100FSP1442, for \$100,000 for up to 4 months
- Beat no. 43: Hollywood Car Carrier Contract No. FSP3469400B3/43, for \$300,000 for up to 6 months
- Beat no. 50: Navarro's Towing Contract No. FSP3470700B31/50, for \$220,000 for up to 6.5 months
- Beat no. 70: Tip Top Tow Contract No. FSP3471300B70, for \$260,000 for up to 3 months
- Beat no. 71: Bob & Dave's Towing, Inc. Contract No. FSP3471500B71, for \$250,000 for up to 3 months
- Region 1: Kenny's Auto Service Contract No. FSP13-R1 for \$390,000 for up to 4 months

ISSUE

The award of 7 FSP light duty tow service contracts in Recommendations A, B, C, and D is intended to replace expired or expiring contracts.

Due to an insufficient number of eligible bidders and very high hourly rates that were bid, Recommendation E withdraws the following beats from IFB FS66316 - Beats 18, 20, 24, 28, 33, 36, 37, 38, 41, 42. These beats will be included in the next solicitation for FSP light duty tow services.

Recommendation F authorizes contract modification authority (CMA) in the aggregate amount of \$8,200,000 to execute contract modifications to existing FSP light duty tow service contracts and extend periods of performance.

BACKGROUND

FSP is a congestion mitigation program managed in partnership with Metro, CHP and Caltrans serving motorists on all major freeways in Los Angeles County. The Los Angeles County FSP program has the highest benefit to cost ratio of all the statewide FSP programs.

The program utilizes a fleet of roving tow and service trucks designed to reduce traffic congestion by efficiently rendering disabled vehicles operational or by quickly towing those vehicles from the freeway to a designated safe location. Quick removal of motorists and their disabled vehicles from the freeway reduces the chances of further incidents caused by onlookers and impatient drivers. FSP helps save fuel and reduce air polluting emissions by reducing stop-and-go traffic. The service is free to motorists and operates seven days a week during peak commuting hours.

Metro contracts with independent tow service providers for light duty tow service on general purpose lanes on all major freeways in Los Angeles County, 2 light duty contracts on the ExpressLanes (I-110 and I-10), and 2 heavy duty (Big Rig) contracts (I-710 and SR-91). Each weekday, 170 tow and

service trucks are deployed during peak commuting hours.

The annual benefit of the program is as follows:

- For individual beats, an annual Benefit to Cost Ratio of 12:1 - For every \$1 spent there is a \$12 benefit to motorists.
- 325,000 motorist assists
- 9,727,671 hours motorists saved from sitting in traffic
- 16,721,867 gallons of fuel savings
- Approximately 147,000,000 kg of CO2 reductions
- The average motorist wait time for FSP service is 7 minutes (the average wait time for other roadside service is over 30 minutes)
- The Los Angeles County FSP program generates one-half of the cumulative benefits of the 14 FSP programs in the state.

DISCUSSION

Award of contracts for beats 9, 10, 12, 21, 34, 70, and 71 will replace expired or expiring contracts. The beats are comprised of a total of 76.9 centerline miles of freeway using a combination of 33 tow, flatbed, and service trucks. There were 4 responsive and responsible bidders that were eligible for two beats each, for a total of 8 beats; however, only 7 beats are recommended for award due to the higher prices bid. Staff did not recommend the award of the 8th beat given the hourly cost associated with the beat as it was not in the best interest of the Agency or the best use of public funds. Beats not awarded in IFB FS66316 will be included in the next solicitation for FSP light duty tow service.

Within the past 4 years, the towing industry has been greatly impacted by rising liability and workers compensation insurance premiums as well as a steady increase in the price of fuel, tow trucks, maintenance and repairs due to changing emissions standards. This coupled with Metro's living wage and minimum insurance limits with minimum insurer ratings requirements has increased the cost of service and appears to have reduced the number of tow service providers bidding on FSP contracts. Without sufficient bidders, costs could continue to escalate.

Once contracts are awarded, Contractors will have a 12 to 16-week mobilization period to complete the required startup activities to begin service. The following list comprises the majority of the activities that must be completed in order to provide FSP service:

- Purchase vehicle chassis and beds
- Build vehicles to FSP specifications (6-8 weeks)
- Metro Radio Shop installation of communications equipment (2-3 weeks)
- Hire and train prospective FSP drivers
- CHP testing and certification of FSP drivers
- Obtain program supplies
- CHP inspection and certification of contract vehicles

Additional funds are needed to extend and replenish existing FSP contracts, in anticipation of the phased startup of the seven contracts (Recommendations A, B, C, and D) and the award and startup of additional individual beat contracts in FY2021.

Authorizing contract modification authority and extending the period of performance will ensure seamless and efficient operation of the FSP program. Increased CMA will also provide funds to address increased operating costs such as insurance and fuel and will also replenish funding to contracts that provide support to Caltrans construction projects through a Cooperative Agreement which reimburses Metro for FSP support. The FSP program currently expends up to \$75,000 each month to support Caltrans construction projects.

DETERMINATION OF SAFETY IMPACT

The FSP Program enhances safety on Los Angeles County freeways by assisting motorists with disabled vehicles, towing vehicles from freeway lanes to prevent secondary accidents, and removing debris/obstacles from lanes that can be a hazard to motorists.

FINANCIAL IMPACT

The amount of \$1,765,000 for CMA, and first year startup and operational costs of \$715,377 for beats 9, 10, 12, 21, 34, 71, & 71 is included in the FY20 budget in cost center 3352, Metro Freeway Service Patrol, under project number 300070. Since this action includes multi-year contracts, the cost center manager and Executive Officer, Congestion Reduction will be responsible for budgeting funds in future years.

Impact to Budget

The FSP program is funded through a combination of dedicated state funds, SB1 funding and Proposition C 25% sales tax. These funds are not eligible for Metro Bus and Rail Operating and Capital expenses. Metro is also reimbursed for the services provided to support Caltrans construction projects.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

The FSP Program aligns with Strategic **Goal 1: Provide high quality mobility options that enable people to spend less time traveling.** The program mitigates congestion on all major freeways in Los Angeles County.

ALTERNATIVES CONSIDERED

The Board may decide not to award the contracts or authorize the increase in contract modification

authority. This alternative is not recommended as it will adversely impact the existing contracts and the level and quality of FSP service provided in Los Angeles County.

NEXT STEPS

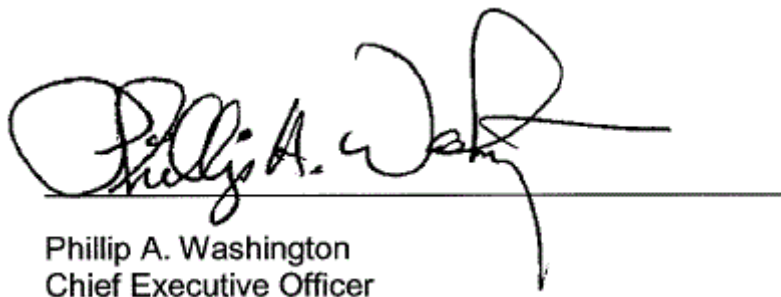
Upon Board approval, staff will execute the necessary contracts to assure efficient and seamless delivery of the FSP program.

ATTACHMENTS

- Attachment A - Procurement Summary
- Attachment B - Procurement Summary (Various Beats)
- Attachment C - Contract Modification Authority Summary
- Attachment D - Contract Modification/Change Order Log
- Attachment E - DEOD Summary
- Attachment F - FSP Beat Map

Prepared by: John Takahashi, Senior Highway Operations Manager, (213) 418-3271

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



Phillip A. Washington
Chief Executive Officer

PROCUREMENT SUMMARY

Freeway Service Patrol Light Duty Towing Individual Beats

| | | |
|----|---|---|
| 1. | Contract Numbers: FS66316000-34, FS66316001-71, FS66316002-10, FS66316003-9, FS66316004-12, FS66316005-21, FS66316006-70 | |
| 2. | Recommended Vendors: Disco Auto Sales, Inc. dba Hollywood Car Carrier Hovanwil, Inc. dba Jon's Towing Sonic Towing, Inc. South Coast Towing, Inc. | |
| 3. | Type of Procurement (check one): <input type="checkbox"/> RFP <input checked="" type="checkbox"/> IFB <input type="checkbox"/> IFB-A&E <input type="checkbox"/> Non-Competitive <input type="checkbox"/> Modification <input type="checkbox"/> Task Order | |
| 4. | Procurement Dates: | |
| | A. Issued: October 4, 2019 | |
| | B. Advertised/Publicized: October 7, 2019 | |
| | C. Pre-bid Conference: October 16, 2019 | |
| | D. Bids Due: November 21, 2019 | |
| | E. Pre-Qualification Completed: January 23, 2020 | |
| | F. Conflict of Interest Form Submitted to Ethics: December 18, 2019 | |
| | G. Protest Period End Date: February 26, 2020 | |
| 5. | Solicitations Picked up/Downloaded: 51 | Bids Received: 18 |
| 6. | Contract Administrator: DeValory Donahue | Telephone Number: (213) 922-4726 |
| 7. | Project Manager: John Takahashi | Telephone Number: (213) 418- 3271 |

A. Procurement Background

This Board Action is to approve the Freeway Services Patrol (FSP) Light Duty Towing Contract Nos. FS66316000-34, FS66316001-71, FS66316002-10, FS66316003-9, FS66316004-12, FS66316005-21, FS66316006-70 in support of the FSP program for a four-year contract term. These services will be performed on beats covering designated areas within Los Angeles County. Board approval of contract awards are subject to the resolution on any properly submitted protest.

The Freeway Service Patrol Invitation for Bid (IFB) was issued as a competitive procurement in accordance with Metro's Acquisition Policy for sealed bids.

Three amendments were issued during the solicitation phase of this IFB:

- Amendment No. 1, issued on October 30, 2019 extended the Bid Due date
- Amendment No. 2, issued on November 5, 2019 extended the Bid Due date
- Amendment No. 3, issued on November 7, 2019 extended the Bid due date

A pre-bid conference was held on October 16, 2019 and was attended by 31 participants representing 26 firms. A total of 24 questions were received, and Metro provided responses prior to the bid due date.

B. Evaluation of Bids

A total of 18 bids were received on November 21, 2019 for 17 towing beats from the firms listed below in alphabetical order:

1. All-American Towing
2. All City Tow Service, Inc.
3. Bob & Dave's Towing, Inc.
4. Citywide Towing, Inc.
5. Classic Club Service, Inc.
6. Classic Tow, Inc. dba Tip-Top Tow Service
7. Disco Auto Sales, Inc. dba Hollywood Car Carrier
8. E & S Towing Enterprises dba Steve's Towing
9. Freeway Towing, Inc.
10. Hadley Tow, Inc.
11. Hovanwil, Inc. dba Jon's Towing
12. Mid Valley Towing, Inc.
13. Neighborhood Towing 4 U, Inc.
14. Reliable Delivery Service, Inc.
15. Safeway Towing, Inc. dba Bob's Towing
16. Seventh Street Garage, Inc.
17. Sonic Towing, Inc.
18. South Coast Towing, Inc.

The 18 bids received from the firms above were evaluated by staff from the Congestion Reduction Department. Each firm was required to meet mandatory minimum eligibility criteria, as specified in the IFB, in order to be qualified as technically acceptable and responsive. Of the 18 bids received, 14 firms were deemed non-responsive because they did not meet mandatory minimum eligibility criteria and/or DEOD requirements, as specified in the IFB. Staff conducted on-site visits and inspections at the recommended firms' locations.

Four of the 18 firms are being recommended for contract award as follows: Disco Auto Sales, Inc. dba Hollywood Car Carrier, Hovanwil, Inc. dba Jon's Towing, Sonic Towing, Inc. and South Coast Towing, Inc.

C. Price Analysis

Four firms were determined to have submitted the lowest, responsive, responsible bids and are recommended for award of 7 beats as listed below in alphabetical order:

| Bidder | Beat | Bid Amount | ICE | Award Amount |
|---|-------------------------------|----------------|----------------|----------------|
| Disco Auto Sales, Inc. dba Hollywood Car Carrier | Beat 34 | \$3,567,060.00 | \$3,219,667.99 | \$3,567,060.00 |
| | Beat 71 (ExpressLanes) | \$8,515,325.00 | \$7,905,627.73 | \$8,515,325.00 |
| | | | | |
| Hovanwil, Inc. dba Jon's Towing | Beat 10 | \$4,306,768.50 | \$3,578,401.75 | \$4,306,768.50 |
| | | | | |

| | | | | |
|---------------------------|-----------------------------------|----------------|----------------|----------------|
| Sonic Towing, Inc. | Beat 9 | \$3,765,230.00 | \$3,219,667.99 | \$3,765,230.00 |
| | Beat 12 | \$3,898,346.88 | \$3,268,977.64 | \$3,898,346.88 |
| | | | | |
| South Coast Towing | Beat 21 | \$3,460,726.00 | \$3,268,977.64 | \$3,460,726.00 |
| | Beat 70 (ExpressLanes) | \$6,824,652.00 | \$7,017,729.18 | \$6,824,652.00 |

D. Background on Recommended Contractors

Disco Auto Sales dba Hollywood Car Carrier

The recommended firm, Hollywood Car Carrier located in Los Angeles, has been in business for 35 years and is a leader in the towing industry. Hollywood Car Carrier has been a Metro contractor since 2004 and is a certified Freeway Service Patrol operator.

Hovanwil, Inc. dba Jon's Towing

The recommended firm, Jon's Towing located in Sun Valley, California, has been in business for 17 years, and is a leader in the towing industry. Jon's Towing has been a Metro contractor since 2004 and is a certified Freeway Service Patrol operator.

Sonic Towing, Inc.

The recommended firm, Sonic Towing located in Los Angeles, has been in business for 16 years, and is a leader in the towing industry. Sonic Towing has been a Metro contractor since 2004 and is a certified Freeway Service Patrol operator.

South Coast Towing, Inc.

The recommended firm, South Coast Towing located in Los Angeles, has been in business for 26 years and is a leader in the towing industry. South Coast Towing has been a Metro contractor since 2001 and is a certified Freeway Service Patrol operator.

PROCUREMENT SUMMARY

METRO FREEWAY SERVICE PATROL/VARIOUS BEATS

| | | | |
|----|--|---------|---|
| 1. | Contract Number: Various, See Attachment C | | |
| 2. | Contractor: Various, See Attachment C | | |
| 3. | Mod. Work Description: General Redeployment Support, Caltrans Construction, Special Event Support, Service Coverage | | |
| 4. | Contract Work Description: Freeway Service Patrol | | |
| 5. | The following data is current as of: February 6, 2020 | | |
| 6. | Contract Completion Status | | Financial Status |
| | Contract Awarded: | Various | Contract Award Amount: Various, See Attachment C |
| | Notice to Proceed (NTP): | N/A | Total of Modifications Approved: Various, See Attachment C |
| | Original Complete Date: | N/A | Pending Modifications (including this action): Various, See Attachment D |
| | Current Est. Complete Date: | Various | Current Contract Value (with this action): Various, See Attachment D |
| 7. | Contract Administrator: DeValory Donahue | | Telephone Number: (213)-922-4726 |
| 8. | Project Manager: John Takahashi | | Telephone Number: (213) 418-3271 |

A. Procurement Background

This Board Action is to approve Contract Modification Authority (CMA) for multiple firm fixed unit rate contracts (see Attachment C-Contract Modification Authority Summary) for towing services in support of the Metro Freeway Service Patrol (FSP) program.

The proposed CMA increase for 29 FSP general purpose lane contracts in the amount of \$8,200,000 will continue required towing services for the FSP program and extend the period of performance to support unanticipated events, redeployment, and support during freeway construction work, and service delivery until new contracts are established.

Attachment C - Contract Modification Authority Summary shows the list of contracts that require an increase in CMA.

Attachment D - Contract Modification/Change Order Log shows that modifications have been issued to date and no contract modifications are currently in negotiations or pending.

B. Cost

Contract modifications that are required in the future will be deemed fair and reasonable prior to execution.

ATTACHMENT C

| ATTACHMENT C | | | | | | | |
|---|---------------------------------|-------------------|-------------------------|----------------|-------------------------|------------------------|------------------------|
| CONTRACT MODIFICATION AUTHORITY (CMA) SUMMARY | | | | | | | |
| METRO FREEWAY SERVICE PATROL | | | | | | | |
| TOWING SERVICES FOR GENERAL PURPOSE LANES | | | | | | | |
| Beat | Contractor | Contract No. | Original Contract Value | Original CMA | Additional Approved CMA | Requested CMA Increase | Revised Total CMA |
| 1 | All City Tow | FSP2828200FSP141 | \$1,651,224.00 | \$165,122.00 | \$484,000.00 | \$190,000.00 | \$839,122.00 |
| 2 | Citywide Towing | FSP2785600FSP142 | \$1,562,049.00 | \$156,204.00 | \$448,000.00 | \$340,000.00 | \$944,204.00 |
| 3 | Hollywood Car Carrier | FSP3469400B3/43 | \$1,915,326.00 | \$191,532.00 | \$849,000.00 | \$240,000.00 | \$1,280,532.00 |
| 5 | Sonic Towing, Inc. | FSP3469500B5/17 | \$1,808,057.00 | \$180,805.00 | \$320,000.00 | \$490,000.00 | \$990,805.00 |
| 6 | Neighborhood Towing 4 U | FSP3469600B6 | \$1,760,238.00 | \$176,023.00 | \$338,000.00 | \$500,000.00 | \$1,014,023.00 |
| 7 | Girard & Peterson | FSP3469900B7/11 | \$2,891,301.00 | \$289,130.00 | \$0.00 | \$0.00 | \$289,130.00 |
| 8 | Citywide Towing | FSP2825800FSP148 | \$1,562,049.00 | \$156,204.00 | \$488,000.00 | \$215,000.00 | \$859,204.00 |
| 10 | Neighborhood Towing 4 U | FSP3848100FSP1410 | \$1,717,924.00 | \$171,792.00 | \$610,000.00 | \$320,000.00 | \$1,101,792.00 |
| 11 | Girard & Peterson | FSP3469900B7/11 | \$2,891,301.00 | \$289,130.00 | \$0.00 | \$0.00 | \$289,130.00 |
| 12 | Tip Top Tow | FSP2826700FSP14 | \$2,312,650.00 | \$231,265.00 | \$796,000.00 | \$125,000.00 | \$1,152,265.00 |
| 13 | Reliable Delivery Service | FSP2831500FSP1413 | \$2,230,847.00 | \$223,084.00 | \$915,000.00 | \$300,000.00 | \$1,438,084.00 |
| 17 | Sonic Towing, Inc. | FSP3469500B5/17 | \$1,782,209.00 | \$178,220.00 | \$241,000.00 | \$475,000.00 | \$894,220.00 |
| 18 | Bob & Dave's Towing, Inc. | FSP2690300FSP1418 | \$2,486,760.00 | \$248,676.00 | \$695,000.00 | \$280,000.00 | \$1,223,676.00 |
| 20 | Bob's Towing | FSP2836600FSP1420 | \$2,292,530.00 | \$229,253.00 | \$211,000.00 | \$200,000.00 | \$640,253.00 |
| 21 | Bob's Towing | FSP2839000FSP1421 | \$2,292,530.00 | \$229,253.00 | \$153,000.00 | \$110,000.00 | \$492,253.00 |
| 24 | T.G. Towing, Inc. | FSP2833200FSP1424 | \$1,753,911.00 | \$175,391.00 | \$605,000.00 | \$580,000.00 | \$1,360,391.00 |
| 27 | Hovanwil, Inc. dba Jon's Towing | FSP3470400B27/39 | \$2,594,126.00 | \$259,412.00 | \$0.00 | \$355,000.00 | \$614,412.00 |
| 28 | Hadley Tow | FSP3847300FSP1428 | \$2,293,737.00 | \$229,373.00 | \$99,000.00 | \$145,000.00 | \$473,373.00 |
| 29 | Platinum Tow & Transport, Inc. | FSP3470600B29 | \$3,012,024.00 | \$301,202.00 | \$0.00 | \$0.00 | \$301,202.00 |
| 31 | Navarro's Towing | FSP3470700B31/50 | \$2,909,952.00 | \$290,995.00 | \$0.00 | \$375,000.00 | \$665,995.00 |
| 33 | Mid Valley Towing | FSP2851900FSP1433 | \$1,671,437.00 | \$167,143.00 | \$646,000.00 | \$180,000.00 | \$993,143.00 |
| 34 | South Coast Towing, Inc. | FSP2839600FSP1434 | \$1,724,050.00 | \$172,405.00 | \$607,000.00 | \$270,000.00 | \$1,049,405.00 |
| 36 | Hadley Tow | FSP2841400FSP1436 | \$1,932,125.00 | \$193,212.00 | \$638,000.00 | \$105,000.00 | \$936,212.00 |
| 37 | Reliable Delivery Service | FSP3696000FSP1437 | \$1,898,072.00 | \$189,807.00 | \$690,000.00 | \$200,000.00 | \$1,079,807.00 |
| 38 | Steve's Towing | FSP38468001438 | \$2,263,556.00 | \$226,355.00 | \$106,000.00 | \$215,000.00 | \$547,355.00 |
| 39 | Hovanwil, Inc. dba Jon's Towing | FSP5966400FSPB39 | \$2,152,353.00 | \$215,235.00 | \$253,000.00 | \$470,000.00 | \$938,235.00 |
| 42 | Platinum Tow & Transport, Inc. | FSP2842100FSP1442 | \$1,765,665.00 | \$176,566.00 | \$585,000.00 | \$100,000.00 | \$861,566.00 |
| 43 | Hollywood Car Carrier | FSP3469400B3/43 | \$1,915,326.00 | \$191,532.00 | \$828,000.00 | \$300,000.00 | \$1,319,532.00 |
| 50 | Navarro's Towing | FSP3470700B31/50 | \$3,283,230.00 | \$328,323.00 | \$0.00 | \$220,000.00 | \$548,323.00 |
| 70 | Tip Top Tow | FSP3471300B70 | \$3,885,770.00 | \$388,577.00 | \$920,000.00 | \$260,000.00 | \$1,568,577.00 |
| 71 | Bob & Dave's Towing, Inc. | FSP3471500B71 | \$5,455,123.12 | \$545,512.00 | \$932,000.00 | \$250,000.00 | \$1,727,512.00 |
| R1 | Kenny's Auto Service | FSP13-R1 | \$15,428,224.00 | \$1,542,822.00 | \$3,151,000.00 | \$390,000.00 | \$5,083,822.00 |
| Totals | | | | | \$16,608,000.00 | \$8,200,000.00 | \$33,517,555.00 |

ATTACHMENT D

CONTRACT MODIFICATION/CHANGE ORDER LOG

**METRO FREEWAY SERVICE PATROL
TOWING SERVICES FOR GENERAL PURPOSE LANES**

CONTRACT No. FSP2828200FSP14-1

BEAT No. 1

| Mod. No. | Description | Status (approved or pending) | Date | \$ Amount |
|-----------------|----------------------------|-------------------------------------|-------------|-----------------------|
| 1 | Period of Performance | Approved | 5/7/2018 | \$0.00 |
| 2 | Period of Performance | Approved | 7/27/2018 | \$0.00 |
| 3 | Period of Performance | Approved | 12/19/2018 | \$165,122.00 |
| 4 | Add Funding | Approved | 4/16/2019 | \$265,000.00 |
| 5 | Add Funding | Approved | 7/25/2019 | \$219,000.00 |
| | Modification Total: | | | \$649,122.00 |
| | Original Contract: | | | \$1,651,224.00 |
| | Total: | | | \$2,300,346.00 |

CONTRACT No. FPS278650014-2

BEAT No. 2

| Mod. No. | Description | Status (approved or pending) | Date | \$ Amount |
|-----------------|----------------------------|-------------------------------------|-------------|-----------------------|
| 1 | Period of Performance | Approved | 5/10/2018 | \$0.00 |
| 2 | Period of Performance | Approved | 7/27/2018 | \$0.00 |
| 3 | Add Funding | Approved | 10/23/2014 | \$156,204.00 |
| 4 | Add Funding | Approved | 12/13/2018 | \$190,000.00 |
| 5 | Add Funding | Approved | 7/25/2019 | \$258,000.00 |
| | Modification Total: | | | \$604,204.00 |
| | Original Contract: | | | \$1,562,049.00 |
| | Total: | | | \$2,166,253.00 |

CONTRACT No. FSP3469400B3/43

BEAT No. 3

| Mod. No. | Description | Status (approved or pending) | Date | \$ Amount |
|-----------------|---------------------------------------|-------------------------------------|-------------|-----------------------|
| 1 | Add Funding and Period of Performance | Approved | 7/25/2019 | \$849,000.00 |
| | Modification Total: | | | \$849,000.00 |
| | Original Contract: | | | \$1,915,326.00 |
| | Total: | | | \$2,764,326.00 |

CONTRACT No. FSP3469500B5/17

BEAT No. 5

| Mod. No. | Description | Status (approved or pending) | Date | \$ Amount |
|-----------------|---------------------------------------|-------------------------------------|-------------|-----------------------|
| 1 | Period of Performance | Approved | 6/27/2019 | \$0.00 |
| 2 | Add Funding and Period of Performance | Approved | 7/25/2019 | \$320,000.00 |
| | Modification Total: | | | \$320,000.00 |
| | Original Contract: | | | \$1,808,057.00 |
| | Total: | | | \$2,128,057.00 |

CONTRACT No. FSP346960B6

BEAT No. 6

| Mod. No. | Description | Status (approved or pending) | Date | \$ Amount |
|-----------------|--|-------------------------------------|-------------|---------------------|
| 1 | Period of Performance | Approved | 6/27/2019 | \$0.00 |
| 2 | Add Funding and Extend Period of Performance | Approved | 7/25/2019 | \$338,000.00 |
| | Modification Total: | | | \$338,000.00 |

| | | | | |
|--|---------------------------|--|--|-----------------------|
| | Original Contract: | | | \$1,760,238.00 |
| | Total: | | | \$2,098,238.00 |

CONTRACT No. FSP2825800FSP14-8

BEAT No. 8

| Mod. No. | Description | Status (approved or pending) | Date | \$ Amount |
|-----------------|---------------------------------------|-------------------------------------|-------------|-----------------------|
| 1 | Period of Performance | Approved | 5/30/2018 | \$0.00 |
| 2 | Period of Performance | Approved | 8/29/2018 | \$0.00 |
| 3 | Add Funding | Approved | 10/23/2014 | \$156,204.00 |
| 4 | Period of Performance | Approved | 6/6/2019 | \$195,000.00 |
| 5 | Add Funding and Period of Performance | Approved | 7/25/2019 | \$293,000.00 |
| | Modification Total: | | | \$644,204.00 |
| | Original Contract: | | | \$1,562,049.00 |
| | Total: | | | \$2,206,253.00 |

CONTRACT No. FSP3848100FSP1410

BEAT No. 10

| Mod. No. | Description | Status (approved or pending) | Date | \$ Amount |
|-----------------|---------------------------------------|-------------------------------------|-------------|-----------------------|
| 1 | Period of Performance | Approved | 8/20/2018 | \$0.00 |
| 2 | Add Funding and Period of Performance | Approved | 10/23/2014 | \$171,792.00 |
| 3 | Add Funding and Period of Performance | Approved | 7/25/2019 | \$610,000.00 |
| | Modification Total: | | | \$781,792.00 |
| | Original Contract: | | | \$1,717,924.00 |
| | Total: | | | \$2,499,716.00 |

CONTRACT No. FSP2826700FSP14

BEAT No. 12

| Mod. No. | Description | Status (approved or pending) | Date | \$ Amount |
|-----------------|---------------------------------------|-------------------------------------|-------------|-----------------------|
| 1 | Add Funding and Period of Performance | Approved | 7/25/2019 | \$796,000.00 |
| | Modification Total: | | | \$796,000.00 |
| | Original Contract: | | | \$2,312,650.00 |
| | Total: | | | \$3,108,650.00 |

CONTRACT No. FSP2831500FSP1413

BEAT No. 13

| Mod. No. | Description | Status (approved or pending) | Date | \$ Amount |
|-----------------|---------------------------------------|-------------------------------------|-------------|-----------------------|
| 1 | Period of Performance | Approved | 4/30/2018 | \$0.00 |
| 2 | Period of Performance | Approved | 8/31/2018 | \$0.00 |
| 3 | Add Funding | Approved | 10/23/2014 | \$223,084.00 |
| 4 | Period of Performance | Approved | 12/21/2018 | \$0.00 |
| 5 | Add Funding and Period of Performance | Approved | 7/27/2018 | \$475,000.00 |
| 6 | Add Funding and Period of Performance | Approved | 7/25/2019 | \$440,000.00 |
| | Modification Total: | | | \$1,138,084.00 |
| | Original Contract: | | | \$2,230,847.00 |
| | Total: | | | \$3,368,931.00 |

CONTRACT No. FSP3470200B17

BEAT No. 17

| Mod. No. | Description | Status (approved or pending) | Date | \$ Amount |
|-----------------|---------------------------------------|-------------------------------------|-------------|---------------------|
| 1 | Add Funding and Period of Performance | Approved | 7/27/2018 | \$241,000.00 |
| | Modification Total: | | | \$241,000.00 |

| | | | | |
|--|--|---------------------------|--|-----------------------|
| | | | | |
| | | Original Contract: | | \$1,782,209.00 |
| | | Total: | | \$2,023,209.00 |

CONTRACT No. FSP2690300FSP14-18

BEAT No. 18

| Mod. No. | Description | Status (approved or pending) | Date | \$ Amount |
|-----------------|---------------------------------------|-------------------------------------|-------------|------------------------|
| 1 | Period of Performance | Approved | 4/28/2015 | \$0.00 |
| 2 | Period of Performance | Approved | 5/16/2019 | \$0.00 |
| 3 | Period of Performance | Approved | 6/14/2019 | \$0.00 |
| 4 | Add Funding and Period of Performance | Approved | 7/25/2019 | \$695,000.00 |
| | Modification Total: | | | \$695,000.00 |
| | Original Contract: | | | \$ 2,486,760.00 |
| | Total: | | | \$3,181,760 .00 |

CONTRACT No. FSP2836600FSP14-20

BEAT No. 20

| Mod. No. | Description | Status (approved or pending) | Date | \$ Amount |
|-----------------|---------------------------------------|-------------------------------------|-------------|-----------------------|
| 1 | Add Funding and Period of Performance | Approved | 7/25/2019 | \$211,000.00 |
| | Modification Total: | | | \$211,000.00 |
| | Original Contract: | | | \$2,292,530.00 |
| | Total: | | | \$2,503,530.00 |

CONTRACT No. FSP2839000FSP14-21

BEAT No. 21

| Mod. No. | Description | Status (approved or pending) | Date | \$ Amount |
|-----------------|--------------------|-------------------------------------|-------------|------------------|
|-----------------|--------------------|-------------------------------------|-------------|------------------|

| | | | | |
|---|---------------------------------------|----------|-----------|------------------------|
| 1 | Add Funding and Period of Performance | Approved | 7/25/2019 | \$153,000.00 |
| | Modification Total: | | | \$153,000.00 |
| | Original Contract: | | | \$2,292,530.00 |
| | Total: | | | \$ 2,445,530.00 |

CONTRACT No. FSP2833200FSP14-24

BEAT No. 24

| Mod. No. | Description | Status (approved or pending) | Date | \$ Amount |
|-----------------|---------------------------------------|-------------------------------------|-------------|------------------------|
| 1 | Period of Performance | Approved | 5/26/2018 | \$0.00 |
| 2 | Period of Performance | Approved | 8/28/2018 | \$0.00 |
| 3 | Period of Performance | Approved | 10/23/2014 | \$175,391.00 |
| 4 | Add Funding and Period of Performance | Approved | 12/13/2018 | \$330,000.00 |
| 5 | Period of Performance | Approved | 8/30/2019 | \$0.00 |
| 6 | Period of Performance | Approved | 9/27/2019 | \$0.00 |
| 7 | Period of Performance | Approved | 10/31/2019 | \$0.00 |
| 8 | Period of Performance | Approved | 11/27/2019 | \$0.00 |
| 9 | Add Funding and Period of Performance | Approved | 12/6/2019 | \$275,000.00 |
| | Modification Total: | | | \$780,391.00 |
| | Original Contract: | | | \$1,753,911 .00 |
| | Total: | | | \$2,534,302 .00 |

CONTRACT No. FSP3847300FSP1428-28

BEAT No. 28

| Mod. No. | Description | Status (approved or pending) | Date | \$ Amount |
|-----------------|---------------------------------------|-------------------------------------|-------------|--------------------|
| 1 | Add Funding and Period of Performance | Approved | 7/25/2019 | \$99,000.00 |
| | Modification Total: | | | \$99,000.00 |

| | | | | |
|--|---------------------------|--|--|-----------------------|
| | Original Contract: | | | \$2,293,737.00 |
| | Total: | | | \$2,392,737.00 |

CONTRACT No. FSP2851900FSP14-33

BEAT No. 33

| Mod. No. | Description | Status (approved or pending) | Date | \$ Amount |
|-----------------|---------------------------------------|-------------------------------------|-------------|-----------------------|
| 1 | Period of Performance | Approved | 6/22/2018 | \$0.00 |
| 2 | Add Funding and Period of Performance | Approved | 10/23/2014 | \$167,143.00 |
| 3 | Add Funding and Period of Performance | Approved | 12/13/2018 | \$380,000.00 |
| | Modification Total: | | | \$547,143.00 |
| | Original Contract: | | | \$1,671,437.00 |
| | Total: | | | \$2,218,580.00 |

CONTRACT No. FSP2839600FSP1434

BEAT No. 34

| Mod. No. | Description | Status (approved or pending) | Date | \$ Amount |
|-----------------|---------------------------------------|-------------------------------------|-------------|-----------------------|
| 1 | Period of Performance | Approved | 6/22/2018 | \$0.00 |
| 2 | Add Funding and Period of Performance | Approved | 10/23/2014 | \$172,405.00 |
| 3 | Add Funding and Period of Performance | Approved | 7/25/2019 | \$607,000.00 |
| | Modification Total: | | | \$779,405.00 |
| | Original Contract: | | | \$1,724,050.00 |
| | Total: | | | \$2,503,455.00 |

CONTRACT No. FSP2841400FSP14-36**BEAT No. 36**

| Mod. No. | Description | Status (approved or pending) | Date | \$ Amount |
|-----------------|---------------------------------------|-------------------------------------|-------------|------------------------|
| 1 | Period of Performance | Approved | 6/19/2018 | \$0.00 |
| 2 | Add Funding | Approved | 10/23/2014 | \$193,212.00 |
| 3 | Add Funding and Period of Performance | Approved | 7/25/2019 | \$638,000.00 |
| | Modification Total: | | | \$831,212.00 |
| | Original Contract: | | | \$1,932,125.00 |
| | Total: | | | \$2,763,337 .00 |

CONTRACT No. FSP363600FSP1437**BEAT No. 37**

| Mod. No. | Description | Status (approved or pending) | Date | \$ Amount |
|-----------------|---------------------------------------|-------------------------------------|-------------|-----------------------|
| 1 | Add Funding and Period of Performance | Approved | 7/25/2019 | \$690,000.00 |
| | Modification Total: | | | \$690,000.00 |
| | Original Contract: | | | \$1,671,437.00 |
| | Total: | | | \$2,361,437.00 |

CONTRACT No. FSP38468001438**BEAT No. 38**

| Mod. No. | Description | Status (approved or pending) | Date | \$ Amount |
|-----------------|---------------------------------------|-------------------------------------|-------------|-----------------------|
| 1 | Add Funding and Period of Performance | Approved | 7/25/2019 | \$106,000.00 |
| | Modification Total: | | | \$106.000.00 |
| | Original Contract: | | | \$2,263,556.00 |
| | Total: | | | \$2,369,556.00 |

CONTRACT No. FSP5966400FSP39**BEAT No. 39**

| Mod. No. | Description | Status (approved or pending) | Date | \$ Amount |
|-----------------|---------------------------------------|-------------------------------------|-------------|-----------------------|
| 1 | Add Funding and Period of Performance | Approved | 7/25/2019 | \$253,000.00 |
| | Modification Total: | | | \$253,000.00 |
| | Original Contract: | | | \$2,152,353.00 |
| | Total: | | | \$2,405,353.00 |

CONTRACT No. FSP2842100FSP14-42**BEAT No. 42**

| Mod. No. | Description | Status (approved or pending) | Date | \$ Amount |
|-----------------|---------------------------------------|-------------------------------------|-------------|-----------------------|
| 1 | Period of Performance | Approved | 7/10/2018 | \$0.00 |
| 2 | Add Funding and Period of Performance | Approved | 10/23/2014 | \$175,566.00 |
| 3 | Add Funding and Period of Performance | Approved | 7/25/2019 | \$585,000.00 |
| | Modification Total: | | | \$760,566.00 |
| | Original Contract: | | | \$1,765,665.00 |
| | Total: | | | \$2,526,231.00 |

CONTRACT No. FSP3469400B3/43**BEAT No. 43**

| Mod. No. | Description | Status (approved or pending) | Date | \$ Amount |
|-----------------|---------------------------------------|-------------------------------------|-------------|-----------------------|
| 1 | Add Funding and Period of Performance | Approved | 7/25/2019 | \$828,000.00 |
| | Modification Total: | | | \$828,000.00 |
| | Original Contract: | | | \$1,915,326.00 |
| | Total: | | | \$2,743,326.00 |

CONTRACT No. FSP3471300B70**BEAT No. 70**

| Mod. No. | Description | Status (approved or pending) | Date | \$ Amount |
|-----------------|---------------------------------------|-------------------------------------|-------------|-----------------------|
| 1 | Add Funding and Period of Performance | Approved | 10/22/2015 | \$388,577.00 |
| 2 | Add Funding and Period of Performance | Approved | 7/25/2019 | \$920,000.00 |
| | Modification Total: | | | \$1,308,577.00 |
| | Original Contract: | | | \$3,885,770.00 |
| | Total: | | | \$5,194,347.00 |

CONTRACT No. FSP3471500B71**BEAT No. 71**

| Mod. No. | Description | Status (approved or pending) | Date | \$ Amount |
|-----------------|---------------------------------------|-------------------------------------|-------------|-----------------------|
| 1 | Add Funding and Period of Performance | Approved | 12/13/2018 | \$480,512.00 |
| 2 | Add Funding and Period of Performance | Approved | 7/25/2019 | \$932,000.00 |
| | Modification Total: | | | \$1,412,512.00 |
| | Original Contract: | | | \$5,455,124.00 |
| | Total: | | | \$6,867,636.00 |

CONTRACT No. FSP13-R1**BEAT No. R1**

| Mod. No. | Description | Status (approved or pending) | Date | \$ Amount |
|-----------------|---------------------------------------|-------------------------------------|-------------|-----------------------|
| 1 | Period of Performance | Approved | 10/26/2018 | \$0.00 |
| 2 | Period of Performance | Approved | 5/31/2019 | \$0.00 |
| 3 | Period of Performance | Approved | 6/24/2019 | \$0.00 |
| 4 | Add Funding and Period of Performance | Approved | 7/25/2019 | \$3,151,000.00 |
| | Modification Total: | | | \$3,151,000.00 |

| | | | | |
|--|--|---------------------------|--|------------------------|
| | | | | |
| | | Original Contract: | | \$15,428,224.00 |
| | | Total: | | \$18,579,224.00 |

DEOD SUMMARY

METRO FREEWAY SERVICE PATROL/FS66316

A. Small Business Participation

The Diversity and Economic Opportunity Department (DEOD) established a 7% Small Business Enterprise (SBE) and 3% Disabled Veteran Business Enterprise (DVBE) goal for this procurement. For Beat 34 and 71, Disco Auto Sales, Inc., dba Hollywood Car Carrier made a 7% SBE and 3.81% DVBE commitment. For Beat 10, Hovanwil, Inc., dba Jon's Towing made a 95% SBE and 3% DVBE commitment. For Beat 9 and 12, Sonic Towing, Inc. made a 95% SBE and 3% DVBE commitment. For Beat 21 and 70, South Coast Towing made a 7% SBE and 3% DVBE commitment.

Beat 9 - Sonic Towing, Inc.

| | | | |
|----------------------------|---------------------------|----------------------------------|----------------------------|
| Small Business Goal | 7% SBE 3% DVBE | Small Business Commitment | 95% SBE 3% DVBE |
|----------------------------|---------------------------|----------------------------------|----------------------------|

| SBE Subcontractors | | % Committed |
|-----------------------------|--------------------------------|--------------------|
| 1. | Sonic Towing, Inc. (SBE Prime) | 95% |
| Total SBE Commitment | | 95% |

| DVBE Subcontractors | | % Committed |
|------------------------------|-------------------|--------------------|
| 1. | Oasis Fuels, Inc. | 3% |
| Total DVBE Commitment | | 3% |

Beat 10 - Hovanwil, Inc., dba Jon's Towing

| | | | |
|----------------------------|---------------------------|----------------------------------|----------------------------|
| Small Business Goal | 7% SBE 3% DVBE | Small Business Commitment | 95% SBE 3% DVBE |
|----------------------------|---------------------------|----------------------------------|----------------------------|

| SBE Subcontractors | | % Committed |
|-----------------------------|--|--------------------|
| 1. | Hovanwil, Inc., dba Jon's Towing (SBE Prime) | 95% |
| Total SBE Commitment | | 95% |

| DVBE Subcontractors | | % Committed |
|------------------------------|-------------------|--------------------|
| 1. | Oasis Fuels, Inc. | 3% |
| Total DVBE Commitment | | 3% |

Beat 12 - Sonic Towing, Inc.

| | | | |
|----------------------------|---------------------------|----------------------------------|----------------------------|
| Small Business Goal | 7% SBE 3% DVBE | Small Business Commitment | 95% SBE 3% DVBE |
|----------------------------|---------------------------|----------------------------------|----------------------------|

| | | |
|----|--------------------------------|--------------------|
| | SBE Subcontractors | % Committed |
| 1. | Sonic Towing, Inc. (SBE Prime) | 95% |
| | Total SBE Commitment | 95% |

| | | |
|----|------------------------------|--------------------|
| | DVBE Subcontractors | % Committed |
| 1. | Oasis Fuels, Inc. | 3% |
| | Total DVBE Commitment | 3% |

Beat 21 - South Coast Towing, Inc.

| | | | |
|----------------------------|---------------------------|----------------------------------|---------------------------|
| Small Business Goal | 7% SBE 3% DVBE | Small Business Commitment | 7% SBE 3% DVBE |
|----------------------------|---------------------------|----------------------------------|---------------------------|

| | | |
|----|-----------------------------|--------------------|
| | SBE Subcontractors | % Committed |
| 1. | Hunter Tires, Inc. | 7% |
| | Total SBE Commitment | 7% |

| | | |
|----|------------------------------|--------------------|
| | DVBE Subcontractors | % Committed |
| 1. | Oasis Fuels | 3% |
| | Total DVBE Commitment | 3% |

Beat 34 - Disco Auto Sales, Inc., dba Hollywood Car Carrier

| | | | |
|----------------------------|---------------------------|----------------------------------|------------------------------|
| Small Business Goal | 7% SBE 3% DVBE | Small Business Commitment | 7% SBE 3.81% DVBE |
|----------------------------|---------------------------|----------------------------------|------------------------------|

| | | |
|----|-----------------------------|--------------------|
| | SBE Subcontractors | % Committed |
| 1. | Hunter Tires, Inc. | 7% |
| | Total SBE Commitment | 7% |

| | | |
|----|------------------------------|--------------------|
| | DVBE Subcontractors | % Committed |
| 1. | Oasis Fuels | 3.81% |
| | Total DVBE Commitment | 3.81% |

Beat 70 - South Coast Towing, Inc.

| | | | |
|----------------------------|---------------------------|----------------------------------|---------------------------|
| Small Business Goal | 7% SBE 3% DVBE | Small Business Commitment | 7% SBE 3% DVBE |
|----------------------------|---------------------------|----------------------------------|---------------------------|

| | | |
|----|-----------------------------|--------------------|
| | SBE Subcontractors | % Committed |
| 1. | Hunter Tires, Inc. | 7% |
| | Total SBE Commitment | 7% |

| | | |
|----|------------------------------|--------------------|
| | DVBE Subcontractors | % Committed |
| 1. | Oasis Fuels | 3% |
| | Total DVBE Commitment | 3% |

Beat 71 - Disco Auto Sales, Inc., dba Hollywood Car Carrier

| | | | |
|----------------------------|---------------------------|----------------------------------|------------------------------|
| Small Business Goal | 7% SBE 3% DVBE | Small Business Commitment | 7% SBE 3.81% DVBE |
|----------------------------|---------------------------|----------------------------------|------------------------------|

| | | |
|----|-----------------------------|--------------------|
| | SBE Subcontractors | % Committed |
| 1. | Hunter Tires, Inc. | 7% |
| | Total SBE Commitment | 7% |

| | | |
|----|------------------------------|--------------------|
| | DVBE Subcontractors | % Committed |
| 1. | Oasis Fuels | 3.81% |
| | Total DVBE Commitment | 3.81% |

Small Business Participation – Various Beats (Modification)

The Diversity and Economic Opportunity Department (DEOD) established a 10% Small Business Enterprise (SBE) goal for this procurement. Of the 32 FSP contracts included in this modification, Contractors made SBE commitments for 24 Beats. The FSP Contractors for Beats 5, 6, 10, 17, and 18 are exceeding their SBE commitment(s). 8 of the 32 FSP Contractors are SBE Primes.

The FSP Contractors for Beats 1, 2, 8, 27, 33, 38, 39 and 71 did not make SBE commitments and have no SBE participation. These contracts were procured prior to the 2016 legislative change to the Public Utilities Code that authorized meeting the SBE goal as a condition of award for non-federal IFB procurements.

The FSP Contractors for Beats 3, 7, 11, 12, 28, 31, 34, 36, 43, 50, and 70 have participation levels below their respective commitment levels and are in shortfall. FSP Contractors for all the Beats in shortfall were notified of their responsibility to meet their SBE commitments by making up the lost participation with other eligible SBE firm(s) or demonstrating a good faith effort to do so.

Notwithstanding, Metro Project Managers and Contract Administrators will work in conjunction with DEOD to ensure that the FSP Contractors are on schedule to meet or exceed their SBE commitments. Additionally, key stakeholders associated with

the contract have been provided access to Metro’s tracking and monitoring system to ensure that all parties are actively tracking Small Business progress.

Beat 1 – All City Tow – no commitment

Beat 2 – Citywide Towing – no commitment

Beat 3 – Disco Auto Sales dba Hollywood Car Carrier

| | SBE Subcontractor(s) | % Commitment | % Participation |
|----|-------------------------------------|---------------|-----------------|
| 1. | AAA Oils, Inc. dba California Fuels | 10.20% | N/A* |
| | Total | 10.20% | 0.00% |

Beat 5 – Sonic Towing, Inc.

| | SBE Subcontractor(s) | % Commitment | % Participation |
|----|--------------------------------|---------------|-----------------|
| 1. | Sonic Towing, Inc. (SBE Prime) | Added | 63.64% |
| 2. | Casanova Towing Equipment | 16.70% | 0.00% |
| | Total | 16.70% | 63.64% |

Beat 6 – Neighborhood Towing 4U

| | SBE Subcontractor(s) | % Commitment | % Participation |
|----|--|---------------|-----------------|
| 1. | Neighborhood Towing 4U, Inc. (SBE Prime) | Added | 32.38% |
| 2. | Casanova Towing Equipment | 16.70% | 0.00% |
| | Total | 16.70% | 32.38% |

Beat 7 – Girard & Peterson

| | SBE Subcontractor(s) | % Commitment | % Participation |
|----|-------------------------------------|--------------|-----------------|
| 1. | AAA Oils, Inc. dba California Fuels | 1.45% | N/A* |
| 2. | Buchanan & Associates | 1.20% | 1.32% |
| 3. | Casanova Towing Equipment | 1.38% | 0.59% |
| | Total | 4.03% | 1.91% |

Beat 8 – Citywide Towing – no commitment

Beat 10 – Neighborhood Towing 4 U

| | SBE Subcontractor(s) | % Commitment | % Participation |
|----|-------------------------------------|---------------|-----------------|
| 1. | Neighborhood Towing 4 U (SBE Prime) | 10.02% | 23.01% |
| 2. | AAA Oils, Inc. | Added | 6.80% |
| | Total | 10.02% | 29.10% |

Beat 11 – Girard & Peterson

| | SBE Subcontractor(s) | % Commitment | % Participation |
|----|-------------------------------------|--------------|-----------------|
| 1. | AAA Oils, Inc. dba California Fuels | 1.45% | N/A* |
| 2. | Buchanan & Associates | 1.20% | 1.34% |
| 3. | Casanova Towing Equipment | 1.38% | 0.71% |
| | Total | 4.03% | 2.05% |

Beat 12 –Tip Top Tow

| | SBE Subcontractor(s) | % Commitment | % Participation |
|----|----------------------|---------------|-----------------|
| 1. | AAA Oils, Inc. | 10.20% | 2.17% |
| | Total | 10.20% | 2.17% |

Beat 13 – Reliable Delivery Service

| | SBE Subcontractor(s) | % Commitment | % Participation |
|----|---------------------------------------|--------------|-----------------|
| 1. | Reliable Delivery Service (SBE Prime) | 100% | 100% |
| | Total | 100% | 100% |

Beat 17 – Sonic Towing, Inc.

| | SBE Subcontractor(s) | % Commitment | % Participation |
|----|--------------------------------|---------------|-----------------|
| 1. | Sonic Towing, Inc. (SBE Prime) | Added | 61.44% |
| 2. | Casanova Towing Equipment | 16.70% | 0.00% |
| | Total | 16.70% | 61.44% |

Beat 18 – Bob & Dave’s Towing

| | SBE Subcontractor(s) | % Commitment | % Participation |
|----|--------------------------|--------------|-----------------|
| 1. | Deborah Dyson Electrical | 4.95% | 10.19% |
| 2. | JCM & Associates | 0.12% | 0.90% |
| | Total | 5.07% | 11.09% |

Beats 20 and 21 – Safeway Towing Services, Inc. dba Bob’s Towing

| | SBE Subcontractor(s) | % Commitment | % Participation |
|----|--------------------------|--------------|-----------------|
| 1. | Bob’s Towing (SBE Prime) | 100% | 100% |
| | Total | 100% | 100% |

Beat 24 – T.G. Towing, Inc.

| | SBE Subcontractor(s) | % Commitment | % Participation |
|----|--------------------------------|--------------|-----------------|
| 1. | T. G. Towing, Inc. (SBE Prime) | 100% | 100% |
| | Total | 100% | 100% |

Beat 27 – Hovanwil, Inc. dba Jon’s Towing – no commitment**Beat 28 – FMG, Inc. dba Hadley Tow**

| | SBE Subcontractor(s) | % Commitment | % Participation |
|----|----------------------|---------------|-----------------|
| 1. | AAA Oils, Inc. | 18.83% | 7.51% |
| 2. | Manatek Insurance | 2.62% | 4.83% |
| | Total | 21.45% | 12.34% |

Beat 29 – Platinum Tow & Transport

| | SBE Subcontractor(s) | % Commitment | % Participation |
|----|------------------------------------|--------------|-----------------|
| 1. | Platinum Tow Transport (SBE Prime) | 100% | 100% |
| | Total | 100% | 100% |

Beat 31 – Navarro’s Towing

| | SBE Subcontractor(s) | % Commitment | % Participation |
|----|------------------------------------|--------------|-----------------|
| 1. | AAA Oils, Inc. dba California Fuel | 6.00% | N/A* |
| | Total | 100% | 100% |

Beat 33 – Mid Valley Towing – no commitment**Beat 34 – South Coast Towing, Inc.**

| | SBE Subcontractor(s) | % Commitment | % Participation |
|----|------------------------------------|---------------|-----------------|
| 1. | AAA Oils, Inc. dba California Fuel | 11.31% | 8.57% |
| | Total | 11.31% | 8.57% |

Beat 36 – Hadley Tow

| | SBE Subcontractor(s) | % Commitment | % Participation |
|----|------------------------------------|---------------|-----------------|
| 1. | AAA Oils, Inc. dba California Fuel | 16.77% | 7.13% |
| 2. | Manatek Insurance | 2.33% | 4.53% |
| | Total | 19.10% | 11.66% |

Beat 37 – Reliable Delivery Service

| | SBE Subcontractor(s) | % Commitment | % Participation |
|----|---------------------------------------|--------------|-----------------|
| 1. | Reliable Delivery Service (SBE Prime) | 100% | 100% |
| | Total | 100% | 100% |

Beat 38 – Steve’s Towing – no commitment**Beat 39 – Hovanwil, Inc. dba Jon’s Towing – no commitment****Beat 42 – Platinum Tow & Transport**

| | SBE Subcontractor(s) | % Commitment | % Participation |
|----|--------------------------------------|--------------|-----------------|
| 1. | Platinum Tow & Transport (SBE Prime) | 100% | 100% |
| | Total | 100% | 100% |

Beat 43 – Disco Auto Sales dba Hollywood Car Carrier

| | SBE Subcontractor(s) | % Commitment | % Participation |
|----|-------------------------------------|---------------|-----------------|
| 1. | AAA Oils, Inc. dba California Fuels | 10.20% | N/A* |
| | Total | 10.20% | 0.00% |

Beat 50 – Navarro’s Towing

| | SBE Subcontractor(s) | % Commitment | % Participation |
|----|----------------------|--------------|-----------------|
| 1. | AAA Oils, Inc. | 6.00% | N/A* |
| | Total | 6.00% | 0.00% |

Beat 70 – Tip Top Tow Service

| | SBE Subcontractor(s) | % Commitment | % Participation |
|----|----------------------|---------------|-----------------|
| 1. | AAA Oils, Inc. | 10.20% | N/A* |
| | Total | 10.20% | 0.00% |

Beat 71 – Bob & Dave’s Towing, Inc – no commitment

R1 – Kenny’s Auto Service

| | SBE Subcontractor(s) | % Commitment | % Participation |
|----|----------------------|--------------|-----------------|
| 1. | Kenny’s Auto Service | 100% | |
| | Total | 100% | |

*Firm ineligible to receive participation credit

B. Living/Prevailing Wage and Service Contract Worker Retention Policy Applicability

The Living Wage and Service Contract Worker Retention Policy (LW/SCWRP) is applicable to this contract. Metro staff will monitor and enforce the policy guidelines to ensure that applicable workers are paid at minimum, the current Living Wage rate of **\$20.59 per hour (\$15.25 base + \$5.34 health benefits)**, including yearly increases. The increase may be up to 3% of the total wage, annually. In addition, contractors will be responsible for submitting the required reports for the Living Wage and Service Contract Worker Retention Policy and other related documentation to staff to determine overall compliance with the policy.

C. Prevailing Wage Applicability

Prevailing wage is not applicable to this contract.

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.

