

Metro

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



Metro[®]

Agenda - Final

Thursday, January 17, 2019

9:00 AM

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

Operations, Safety, and Customer Experience

Committee

Mike Bonin, Chair

Hilda Solis, Vice Chair

Jacquelyn Dupont-Walker

Robert Garcia

Janice Hahn

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 should be submitted in person at the meeting to the Board Secretary. Individuals requesting to speak on more than three (3) agenda items will be allowed to speak up to a maximum of three (3) minutes per meeting. For individuals requiring translation service, time allowed will be doubled.

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.

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 up to three (3) minutes per meeting and may speak no more than once during the Public Comment period. Speakers will be called according to the order in which the speaker request forms are received. Elected officials, not their staff or deputies, may be called out of order and prior to the Board's consideration of the relevant 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 on CD's and as MP3's and can be made available 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.

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

CALL TO ORDER

ROLL CALL

APPROVE Consent Calendar Item(s): 20, 21, 22 and 23.

Consent calendar items are approved by one motion unless held by a Director for discussion and/or separate action.

CONSENT CALENDAR

- 20. SUBJECT: MEMBERSHIP ON METRO GATEWAY CITIES SERVICE COUNCIL** [2018-0621](#)

RECOMMENDATION

APPROVE Mr. Danny Hom for membership on Metro's Gateway Cities Service Council.

Attachments: [Attachment A - Listing of Qualifications 1-24-2019](#)
[Attachment B - Gateway Service Council Nomination Letter](#)

- 21. SUBJECT: THREE-WAY MUFFLER CATALYSTS** [2018-0723](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a two year, Indefinite Delivery, Indefinite Quantity Contract No. MA56400000 to Cummins Incorporated, the lowest responsive and responsible bidder for Three-Way Muffler Catalysts. The award is for a Base year not-to-exceed of \$607,663 inclusive of sales tax, and a one year Option for a not-to-exceed amount of \$622,855, inclusive of sales tax for a total not-to-exceed contract value of \$1,230,518, subject to resolution of protest(s), if any.

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

- 22. SUBJECT: FIRE ALARM PANEL REPLACEMENT PROJECT** [2018-0739](#)

RECOMMENDATION

APPROVE an increase to the Life-of-Project (LOP) budget for the bus facilities fire alarm control panel replacement project (CP 202333) by \$1,850,000, increasing the LOP budget from \$1,624,300 to \$3,474,300, which will enable staff to re-solicit and award a contract to the lowest responsible bidder for the bus facilities fire alarm control panel replacement project.

Attachments: [Attachment A - Expenditure Plan Forecast](#)

- 23. SUBJECT: LEASE AGREEMENT WITH ANDY AZAD 2002 IRREVOCABLE TRUST** [2018-0748](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to execute a four-year, three month amendment to the existing lease agreement with Andy Azad 2002 Irrevocable Trust (“Landlord”) for the use of 44,964 rentable square feet (“RSF”) of warehouse space located at 2950 East Vernon Ave, Vernon, commencing May 1, 2019 at a monthly rate of \$40,017.96 for the total value of \$2,189,247 including annual escalations of three percent.

Attachments: [Attachment A - Location Map](#)
 [Attachment B - Lease Comparables](#)

NON-CONSENT

- 24. SUBJECT: OPERATIONS EMPLOYEES OF THE MONTH** [2018-0740](#)

RECOMMENDATION

Operations Employees of the Month

Attachments: [Presentation](#)

- 25. SUBJECT: ORAL REPORT ON METRO OPERATIONS AND ITS COUNTDOWN CLOCK UPDATE** [2018-0741](#)

RECOMMENDATION

RECEIVE oral report on Metro Operations and ITS Countdown Clock Update.

Attachments: [Presentation](#)

- 27. SUBJECT: CONTRACTED BUS SERVICES BUS FIRES MOTION 27 RESPONSE** [2018-0757](#)

RECOMMENDATION

RECEIVE AND FILE the status update for item 37 entitled Burning Bus Motion regarding Contract Bus Services provider MV Transportation.

Attachments: [Attachment A - Burning Bus Motion 27](#)
 [Attachment B - Code 2 Criteria](#)
 [Presentation](#)

- 28. SUBJECT: MOTION 21.1 CLEANLINESS RESPONSE** [2018-0711](#)

RECOMMENDATION

RECEIVE AND FILE the motion response regarding Metro system cleanliness

SUBJECT: GENERAL PUBLIC COMMENT

[2018-0810](#)

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



Board Report

File #: 2018-0621, File Type: Appointment

Agenda Number: 20.

**OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE
JANUARY 17, 2019**

SUBJECT: MEMBERSHIP ON METRO GATEWAY CITIES SERVICE COUNCIL

ACTION: APPROVE NOMINATION

RECOMMENDATION

APPROVE Mr. Danny Hom for membership on Metro’s Gateway Cities Service Council.

ISSUE

A member of the Gateway Cities Service Council submitted his resignation effective October 11, 2018. The term of the now-vacant seat is July 1, 2018 - June 30, 2021.

DISCUSSION

Metro seeks to appoint Service Council members reflective of the demographics of each respective region. The 2010 Census demographics of each of the Service Council regions are as follows:

% Sector Total	Hispanic	White	Asian	Black	Other	Total Pop
San Fernando Valley	41.0%	42.0%	10.7%	3.4%	2.9%	100.0%
South Bay	42.5%	23.8%	12.0%	18.3%	3.4%	100.0%
Westside/Central	43.5%	30.7%	13.0%	10.0%	2.8%	100.0%
Gateway Cities	63.9%	16.7%	8.5%	8.6%	2.3%	100.0%
Service Area Total	48.5%	26.8%	14.0%	8.2%	2.6%	100.0%

The individual listed below has been nominated to serve by the Gateway Cities Service Council’s appointing authority. If approved by the Board, this appointment will serve the remainder of the seat’s three-year term. A brief listing of qualifications for the new nominee is provided along with the nomination letter from the nominating authority.

Gateway Cities

The demographic makeup of the Gateway Cities Service Council with the appointment of these

nominees will consist of four (4) White members and four (4) Hispanic members as self-identified by the members in terms of racial/ethnic identity. The gender breakdown of the Council will be five (5) men and three (3) women.

- A. Danny Hom, Gateway Cities Service Council, New Appointment
Nominated by: Gateway Cities Council of Governments
Term Ending: June 30, 2021

DETERMINATION OF SAFETY IMPACT

Maintaining the full complement of representatives on each Service Council to represent each service area is important. As each representative is to be a regular user of public transit, and each Council is composed of people from diverse areas and backgrounds, this enables each Council to better understand the needs of transit consumers including the need for safe operation of transit service and safe location of bus stops.

ALTERNATIVES CONSIDERED

The alternative to approving this appointment would be for this nominee to not be approved for appointment. To do so would result in reduced effectiveness of the Service Councils, as it would increase the difficulty of obtaining the quorum necessary to allow the Service Councils to formulate and submit their recommendations to the Board. It would also result in the Service Councils having less diverse representation of their respective service area.

NEXT STEPS

Staff will continue to monitor the major contributors to the quality of bus service from the customer's perspective, and share that information with the Service Councils for use in their work to plan and to implement and improve bus service in their areas and the customer experience using our bus service.

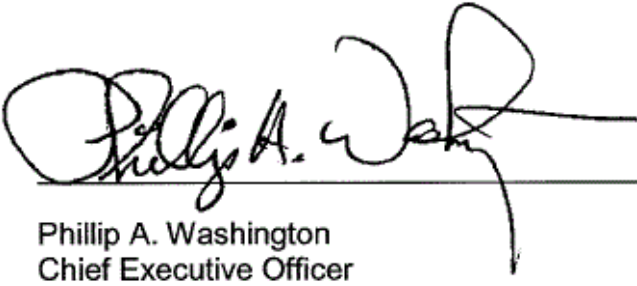
ATTACHMENTS

Attachment A - Nominee's Listing of Qualifications
Attachment B - Nomination Letter

Prepared by: Conan Cheung, Sr, EO Service Development, Scheduling and Analysis,
(213) 418-3034

Gary Spivack, DEO, Regional Service Councils, (213) 418-3234

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



Phillip A. Washington
Chief Executive Officer

NEW APPOINTEE BIOGRAPHY AND QUALIFICATIONS

DANNY HOM

Nominee for Gateway Cities Service Council



Danny Hom is a lifelong resident of Los Angeles County and has lived in the Gateway Cities region for most of that time. He currently resides in Long Beach and works as the Development and Communications Coordinator for GRID Alternatives, a non-profit that works to make renewable energy technology and job training accessible to underserved communities. Prior to working with GRID, he has held multiple positions as a social media strategist and worked communications manager. Mr. Hom holds a Bachelor of Arts in English from UCLA and a certificate in Fundraising from the UCLA Extension.

APPOINTING AUTHORITY NOMINATION LETTER

SOUTHEAST LOS ANGELES COUNTY



GATEWAY CITIES
COUNCIL OF GOVERNMENTS

- Artesia
- Avalon
- Bell
- Bellflower
- Bell Gardens
- Ceritos
- Commerce
- Compton
- Cudahy
- Downey
- Hawaiian Gardens
- Huntington Park
- Industry
- La Mirada
- Lakewood
- Long Beach
- Lynwood
- Maywood
- Montebello
- Norwalk
- Paramount
- Pico Rivera
- Santa Fe Springs
- Signal Hill
- South Gate
- Vernon
- Whittier
- County of Los Angeles
- Port of Long Beach

December 10, 2018

Mr. Phillip A. Washington, CEO
Los Angeles County Metropolitan Transportation Authority
One Gateway Plaza
Los Angeles, CA 90012

Dear Mr. Washington:

Nominee for the Metro Gateway Cities Service Council

Acting in its capacity as the convening coalition of the Metro Gateway Cities Service Council, the Board of Directors of the Gateway Cities Council of Governments has nominated one member of the community to fill a seat expiring on June 30, 2021, replacing Richard Burnett.

At its regularly scheduled meeting of December 5, 2018, the Gateway Cities Council of Governments Board of Directors nominated Mr. Danny Hom, Member of the Community, to fill the seat expiring June 30, 2021. A copy of the nominee's application is enclosed.

We would appreciate your assistance in agendizing the nomination for confirmation by the MTA Board of Directors at the next regularly scheduled meeting.

Sincerely,

Nancy Pfeffer
Executive Director

Enclosure

Cc: Ms. Dolores Ramos, Sr. Administrative Analyst, Regional Service Councils

**Board Report**

File #: 2018-0723, **File Type:** Contract**Agenda Number:** 21.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
JANUARY 17, 2019****SUBJECT: THREE-WAY MUFFLER CATALYSTS****ACTION: AWARD CONTRACT****RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to award a two year, Indefinite Delivery, Indefinite Quantity Contract No. MA56400000 to Cummins Incorporated, the lowest responsive and responsible bidder for Three-Way Muffler Catalysts. The award is for a Base year not-to-exceed of \$607,663 inclusive of sales tax, and a one year Option for a not-to-exceed amount of \$622,855, inclusive of sales tax for a total not-to-exceed contract value of \$1,230,518, subject to resolution of protest(s), if any.

ISSUE

This procurement is for the acquisition of new three-way muffler catalysts, which are required for maintaining a safe and reliable bus fleet operation. Award of this contract will ensure that Bus Maintenance has adequate inventory to repair and maintain buses according to Metro maintenance standards.

BACKGROUND

The component usage reports from Material Management revealed that on an annual basis approximately 125 three-way muffler catalysts were issued to Bus Maintenance to replace failed components and to support replacement during engine rebuild programs. The three-way muffler catalysts are installed by Metro Mechanics at the Central Maintenance Shops and at all bus operating divisions. Buses cannot operate without properly functioning three-way muffler catalysts.

DISCUSSION

A three-way muffler catalyst is a simple, passive device that reduces exhaust noise and three harmful emissions from the buses: hydrocarbons (HC), carbon monoxide (CO) and nitrogen oxide (NOx). Problems with the three-way muffler catalyst can quickly lead to engine performance issues. The three-way muffler catalysts support over 90% of our bus fleet which have Cummins 8.9 ISLG engines and Cummins 8.9 ISLG Near-Zero engines.

The contract to be awarded is a "requirements type" agreement in which we commit to order only from the awardee, up to the specified quantity for a specific duration of time, but there is no obligation

or commitment for us to order any or all of the three-way muffler catalyts that may be anticipated. The bid quantities are estimates only, with deliveries to be ordered and released as required. The Diversity and Economic Opportunity Department (DEOD) recommended a two percent (2%) DBE goal for this solicitation. The recommended contractor has proposed to meet or exceed the established goal. The purchased three-way muffler catalyts are installed by Metro Mechanics.

Three-way muffler catalyts will be purchased and maintained in inventory and managed by Material Management. As three-way muffler catalyts are issued, the appropriate budget project numbers and accounts will be charged.

DETERMINATION OF SAFETY IMPACT

Award of contract will ensure that all operating divisions and the Central Maintenance Facility have an adequate inventory to maintain the equipment according to Metro Maintenance standards.

FINANCIAL IMPACT

Funding in the amount of \$607,663 for these three-way muffler catalyts is included in the FY19 budget under account 50441, Parts - Revenue Vehicle in multiple bus operating cost centers under project 306002 Operations Maintenance, and in the Central Maintenance cost center 3366 under project 203025 Bus Engine Replacement Project.

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

Impact to Budget

The source of funds will come from Federal and local TDA 4 funds that are eligible for Bus capital projects. Use of these funding sources maximizes established funding provisions and guidelines.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

The procurement of three-way muffler catalyts supports Strategic Goal 1: Provide high-quality mobility options that enable people to spend less time traveling. The new three-way muffler catalyts will maintain the reliability of the bus fleet and ensure that our customers are able to arrive at their destinations without interruption and in accordance with the scheduled service intervals for Metro bus operations.

ALTERNATIVES CONSIDERED

The alternative is to not award the contract and procure three-way muffler catalyts on the open market on an as-needed basis. This approach is not recommended since it does not provide a commitment from the supplier to ensure availability and price stability.

NEXT STEPS

Metro's requirements for three-way muffler catalysts will be fulfilled under the provisions of the contract.

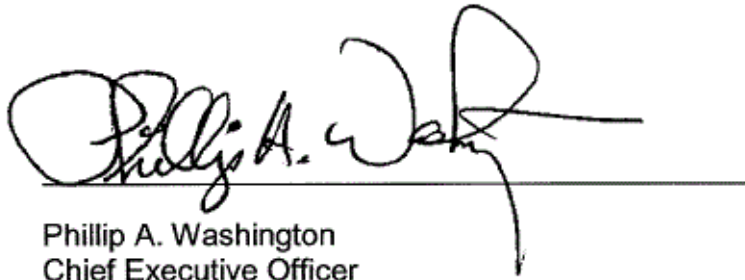
ATTACHMENTS

Attachment A - Procurement Summary

Attachment B - DEOD Summary

Prepared By: James D. Pachan, Superintendent of Maintenance, (213) 922-5804

Reviewed by: Debra Avila, Chief Vendor/Contract Management Officer (213) 922-6383
James T. Gallagher, Chief Operations Officer (213) 418-3108



Phillip A. Washington
Chief Executive Officer

PROCUREMENT SUMMARY

PURCHASE OF THREE-WAY MUFFLER CATALYSTS/MA56400000

1.	Contract Number: MA56400000	
2.	Recommended Vendor: Cummins Inc. 1939 Deere Avenue, Irvine, CA 92606	
3.	Type of Procurement (check one): <input checked="" type="checkbox"/> IFB <input 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: 9/03/18	
	B. Advertised/Publicized: 9/06/18	
	C. Pre-proposal/Pre-Bid Conference: N/A	
	D. Proposals/Bids Due: 10/10/18	
	E. Pre-Qualification Completed: 10/12/18	
	F. Conflict of Interest Form Submitted to Ethics: 10/11/18	
	G. Protest Period End Date: : 1/25/19	
5.	Solicitations Picked up/Downloaded: 5	Bids/Proposals Received: 2
6.	Contract Administrator: Juelene Close	Telephone Number: 213/922-1066
7.	Project Manager: James Pachan	Telephone Number: 213/922-5804

A. Procurement Background

This Board Action is to approve Contract No. MA56400000 issued for the procurement of Three-Way Muffler Catalysts. Board approval of contract award is subject to resolution of any properly submitted protest.

IFB No. MA456400 was issued in accordance with Metro's Acquisition Policy and the contract type is Indefinite Delivery, Indefinite Quantity (IDIQ).

No amendment was issued during the solicitation phase of this IFB:

A total of two bids were received on October 10, 2018.

B. Evaluation of Bids

This procurement was conducted in accordance, and complies with LACMTA's Acquisition Policy for a competitive sealed bid. The two bids are listed below in alphabetical order:

1. Cummins, Inc.
2. The Aftermarket Parts Company, LLC (New Flyer Parts)

All bids received were determined to be responsive and responsible, and in full compliance with the requirements of the IFB.

C. Price Analysis

The recommended bid price from Cummins Inc. has been determined to be fair and reasonable based upon adequate price competition and selection of the lowest responsive and responsible bidder.

Bidder Name	Bid Amount	Metro ICE
Cummins Inc.	\$1,230,519	\$1,139,728
The Aftermarket parts Company, LLC (New Flyer Parts)	\$1,600,178	

D. Background on Recommended Contractor

The recommended firm, Cummins Inc. is located in Irvine, CA has been in business for 26 years. Cummins Pacific, LLC has provided similar products for other agencies including Orange County Transportation Authority (OCTA), San Diego Metropolitan Transit System, and Santa Monica’s Big Blue Bus has provided satisfactory service and product to Metro on previous purchases.

DEOD SUMMARY

PURCHASE OF THREE-WAY MUFFLER CATALYSTS/MA56400000

A. Small Business Participation

The Diversity and Economic Opportunity Department (DEOD) established a 2% Disadvantaged Business Enterprise (DBE) goal for this solicitation. Cummins LLC met the goal by making a 2% DBE commitment.

Small Business Goal	2% DBE	Small Business Commitment	2% DBE
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	DBE Subcontractors	Ethnicity	% Committed
1.	Say Cargo Express	Hispanic American	2.00%
Total Commitment			2.00%

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

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

C. Prevailing Wage Applicability

Prevailing wages are not applicable to this contract.

D. Project Labor Agreement/Construction Careers Policy

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

**Board Report**

File #: 2018-0739, **File Type:** Contract**Agenda Number:** 22.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
JANUARY 17, 2019****SUBJECT: FIRE ALARM PANEL REPLACEMENT PROJECT****ACTION: APPROVE RECOMMENDATION****RECOMMENDATION**

APPROVE an increase to the Life-of-Project (LOP) budget for the bus facilities fire alarm control panel replacement project (CP 202333) by \$1,850,000, increasing the LOP budget from \$1,624,300 to \$3,474,300, which will enable staff to re-solicit and award a contract to the lowest responsible bidder for the bus facilities fire alarm control panel replacement project.

ISSUE

In June 2016, the Board approved the fire alarm control panel upgrade project with a LOP budget of \$1,624,300 as part of the adopted FY17 annual budget. The initial project scope developed in 2015 has significantly changed to ensure installing a complete fire alarm control system with compatible components that comply with current local, state and federal fire/life safety regulations and codes. These changes impact the project's overall cost requiring an increase to the LOP budget.

BACKGROUND

Currently, there are 26 fire alarm control panels throughout 16 Metro bus facilities. Four (4) of the 26 panels are in good order, leaving 22 panels for replacement at 14 Metro bus facilities.

An initial project scope was developed in 2015 to replace the bus facilities existing fire alarm control panels and components while re-utilizing the existing associated wiring. Based on the initial scope, cost estimates were developed and LOP budget was requested and approved. Upon LOP approval, a thorough Engineering assessment was performed which determined that the existing wiring would not be compatible with the new addressable fire alarm control panels and components.

Since then, the scope of work has been updated to meet all current requirements which includes the replacement of 22 fire alarm control panels, all associated components, wiring, installation of newly mandated auxiliary panels and abatement of potential asbestos and lead paint. This is necessary to ensure compliance with current local, state and federal fire/life safety regulations and codes. The updated scope also includes a one (1) year warranty and maintenance period instead of the 90 day

industry standard.

Although this project has been solicited twice within the past seven (7) months, no award was made, as bids either did not meet the SBE goals or they were priced significantly higher than Metro's Independent Cost Estimate and the current LOP budget.

DISCUSSION

There are 22 fire alarm control panels located at 14 Metro bus facilities requiring replacement. The majority of these panels range between 15 to 30 years old where most of them have exceeded their useful life expectancy. The system components associated with the panels also require replacement considering their age and parts obsolescent.

Fire alarm control panels are extremely important as they protect Metro's employees, assets, and facilities. A complete replacement of the panels and associated components is necessary to ensure compatibility and compliance with the current fire/life safety regulations and codes, as well as to provide timely and effective maintenance services with minimal deficiencies.

DETERMINATION OF SAFETY IMPACT

The approval of this item will ensure installation of new fire alarm control panels with system compatible components to meet current fire/life safety regulations and codes while protecting Metro employees, assets, facilities, and providing comprehensive maintenance services.

FINANCIAL IMPACT

This action will increase the LOP budget for CP 202333, adjusting the LOP budget from \$1,624,300 to \$3,474,300.

Since this is a multi-year project, the Cost Center Manager and Project Manager will ensure that the balance of funds are budgeted in future Fiscal Years. The expenditure plan for CP 202333 is shown in Attachment A.

Impact to Budget

The current source of funds for this action comes from Transportation Development Act (TDA). Use of these funding sources currently maximizes funding allocation given approved funding provisions and guidelines.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

Replacement of the existing fire alarm control panels with the associated components and wiring will contribute towards the goal for responsive, accountable, and trustworthy governance within the Metro organization by providing a safe workplace for Metro employees, protecting Metro's valuable equipment and facilities, and complying with current local, state, and federal fire life safety regulations and codes.

ALTERNATIVES CONSIDERED

The Board may choose not to increase the LOP budget. This approach is not recommended as most of the existing fire alarm systems at Metro bus facilities have exceeded their useful life expectancy. This equipment is safety sensitive and any further upgrade delays may impact the facilities' overall fire/life safety service reliability. Delays may also result in higher maintenance costs due to lack of parts' availability for aging equipment.

NEXT STEPS

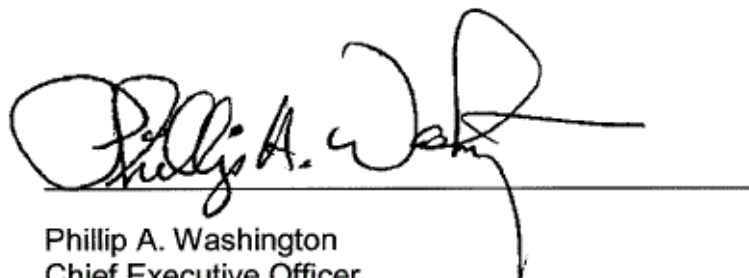
Upon Board approval of the requested LOP budget increase, staff will issue a new solicitation for this project and the CEO may approve the responsive and responsible low bid contract award, pursuant to California Public Contract Code 130051.9(c). The contract will be executed, and Operations - Maintenance and Engineering will proceed forward with the project scope.

ATTACHMENTS

Attachment A - CP 202333 Expenditure Plan

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

**CP 202333 Expenditure Plan
Fire Alarm Replacement - Bus Facilities**

Non-Labor Items	Past ITD	Current FY 2019	Future FY 2020	Future FY 2021	Total
Fire Alarm System Replacement - Bus Divisions			\$ 1,347,874.00	\$ 1,300,500.00	\$ 2,648,374.00
AE47810E0128000 - Systems Engineering Task Order for Fire Alarms Electric Support (Secotrans)			\$ 17,500.00	\$ 17,500.00	\$ 35,000.00
3000006021 - Fire Panel Assessment (HDR Engineering)	\$ 127,834.00				\$ 127,834.00
Other Miscellaneous Services	\$ 792.00				\$ 792.00
Project Contingency				\$ 200,000.00	\$ 200,000.00
Non-Labor Total	\$ 128,626.00	\$ -	\$ 1,365,374.00	\$ 1,518,000.00	\$ 3,012,000.00

Metro Labor	\$ 132,198.00	\$ 65,385.00	\$ 132,360.00	\$ 132,357.00	\$ 462,300.00
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Yearly Cash Flow Forecast:	\$ 260,824.00	\$ 65,385.00	\$ 1,497,734.00	\$ 1,650,357.00	\$ 3,474,300.00
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	ITD				
Prior Year Total Expenditures	\$ 260,824.00	\$ -	\$ -	\$ -	\$ 260,824.00



Board Report

File #: 2018-0748, File Type: Contract

Agenda Number: 23.

OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE JANUARY 17, 2019

SUBJECT: LEASE AGREEMENT WITH ANDY AZAD 2002 IRREVOCABLE TRUST

ACTION: APPROVE RECOMMENDATION

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to execute a four-year, three month amendment to the existing lease agreement with Andy Azad 2002 Irrevocable Trust ("Landlord") for the use of 44,964 rentable square feet ("RSF") of warehouse space located at 2950 East Vernon Ave, Vernon, commencing May 1, 2019 at a monthly rate of \$40,017.96 for the total value of \$2,189,247 including annual escalations of three percent.

ISSUE

Supply Chain Management/Logistics currently leases this property under an existing nine-month agreement. The lease will expire April 30th, 2019. The warehouse is 26' clearance with dock high and ground level loading. It was constructed in 1989 and is centrally located on Vernon Avenue between Santa Fe and Soto Avenue, 4 blocks east of Metro's Vernon Yard Facility - Location 34 (See Attachment A). The proximity to downtown Los Angeles provides ideal central access to support Rail Fleet Services and Wayside Operations for the safe and secure storage of large high-dollar assets critical to the safe and effective operation of Metro's Rail fleet.

BACKGROUND

Since the construction of the Blue Line, all Metro Rail projects include contractual spares used for the repair or replacement of failed components on Metro rail cars and mainline systems. For each rail car acquisition and mainline commissioning, a list of recommended rolling stock components is provided by the prime contractor to Metro Operations. Components and quantities are selected based on unit cost up to the original value for spare parts designated in the contract. It is the responsibility of Supply Chain Management/Logistics to house and secure these high-dollar rail assets in support of the daily operation of Metro's rail fleet and maintain a State of Good Repair.

DISCUSSION

Findings

With the term lease set to expire April 30th 2019, Supply Chain Management/Logistics is requesting to secure the warehouse located at 2950 E. Vernon Ave, Vernon for an additional four years and three months.

Supply Chain Management/Logistic warehouses have reached 95% capacity to securely store large Light Rail Vehicle, Heavy Rail, and Wayside components. These items include transformers, mainline switches, multiple large spools of cable containing copper, rail car HVAC systems, pantographs, windshields, axles, train trucks, large body parts, etc.

Supply Chain Management/Logistics is currently receiving an unprecedented amount of material in the form of contractual spares to support the P3010 LRVs. In addition, contractual spares will be received to support the LAX/Crenshaw Transit Project, Gold Line Extension, Purple Line Extension (I, II, & III), Regional Connector, HRV 4000s, Division 20 Portal Widening, and future Rail capital projects that include contractual spares.

DETERMINATION OF SAFETY IMPACT

The proposed lease will compliment Metro's commitment to a safe, clean, on-time and reliable transportation system by safely securing Metro rail assets.

FINANCIAL IMPACT

Adoption of this Board Report would have a \$2,189,247 impact to the agency.

The Amendment provides for monthly payment of \$40,017.96 (annually \$480,215) commencing April 30th, 2019 and will cost \$2,189,247 over the four-year three-month term including an annual fixed three-percent escalations in rent.

The lease rate is \$0.89/PSF, modified gross, in which the landlord is responsible for the property taxes, Vernon Warehouse Parcel Tax, and property insurance. Metro is exempt from City of Vernon Business License Tax. Metro is responsible for utilities, at an estimated cost of \$200-\$300 per month, and for any damage caused to the leased premises.

Real Estate staff anticipates a slight increase and finds it to be in line with the escalation of warehouse rent costs in the Los Angeles Region (See Attachment B).

Current year funding for the payment of rent for the warehouse is included in the FY19 budget. Future years funding will be budgeted and paid from Supply Chain/Logistics Cost Center 6350, Project number 300040. The Chief Vendor/Contract Management Officer and Cost Center manager will be responsible for budgeting costs in future years.

Impact to Budget

The current sources of funds for this action are General funds. These funds are eligible for Bus and Rail Operations and Capital expenses. Use of this funding source maximizes allowable project

funding allocations given established provisions and guidelines.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

Recommendation supports strategic plan goal # 5.

Approval of this recommendation supports Strategic Plan Goal 5: Provide responsive, accountable and trustworthy government by securing Metro Rail investments and supporting Vision 2028.

ALTERNATIVES CONSIDERED

Kinkisharyo in Palmdale quoted a price of \$20,000 per month to house the remaining balance of P3010 contractual spares owed to Metro. This would be one-half the cost of the proposed monthly warehouse rental, however, it would not address the total need for storage space for large material for Metro's contractual spares for all projects mentioned.

Another alternative would be a combination of storing large material down the aisles of existing Supply Chain Management/Logistics warehouses, and in Metro Rail Operations & Maintenance Facilities parking lots. However, this would leave high dollar rail assets unprotected, exposed to the elements, increased labor cost, delay in servicing our customers, and create an extremely inefficient means of managing inventory, as well as create potential fire code violations.

NEXT STEPS

Upon approval as to form by County Counsel, the lease will be sent to the Landlord for execution.

ATTACHMENTS

Attachment A - Map of Property Location

Attachment B - Lease Comparable

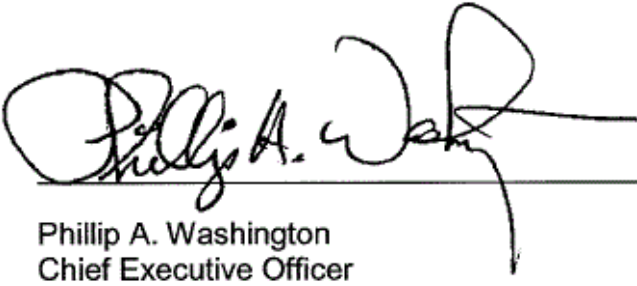
Prepared by: Greg Parvin, Materiel Manager, (213) 922-5009

Garth Garrett, Chief Admin Analyst, (213) 922-5078

Don Mendoza, DEO Logistics, (213) 922-5789

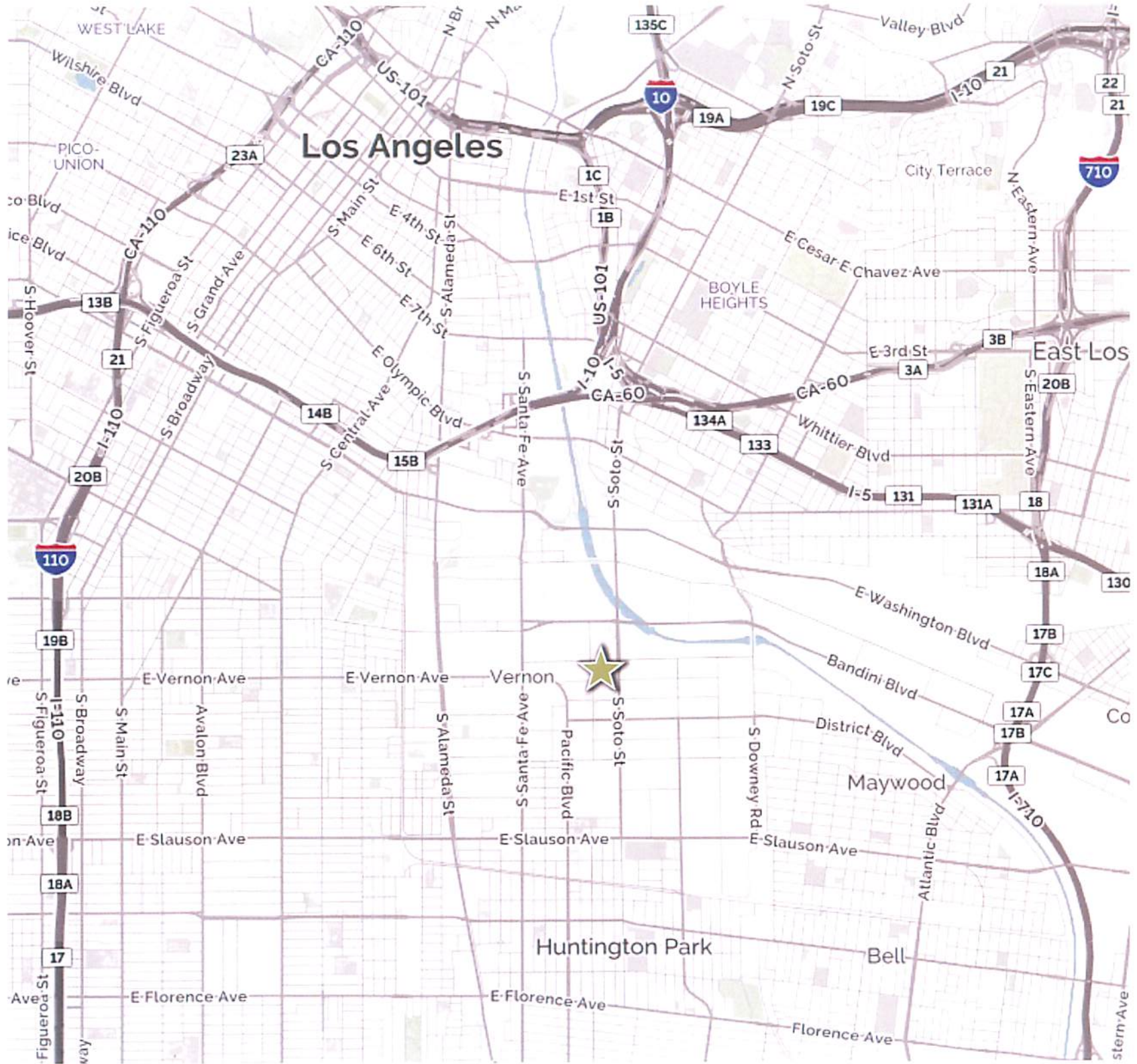
Selena Landero, Executive Officer, Supply Chain Management/Logistics (213) 418-3104






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



Phillip A. Washington
Chief Executive Officer

LOCATOR MAP








		Space Leased Rent/SqFt Eff. Rent Bldg SqFt	Office TI Allow Free Rent NNN Chgs	Trans. Date Expir. Date Term Occ Date	Prop. Type Subtype Bldg. Class Parking	On Mrkt Amps Mul-Ten Yr Built	DH GL POL HT	Sprk Rail Yrd Land	Lessee Lessor Space Type Options/Rent Adj
1.		PICO RIVERA COMMERCE CENTER 50,026 8825 MERCURY LN \$0.80 NNN PICO RIVERA, CA \$0.80 Mrkt: Central Los Angeles / Submrkt: Montebello/P Rivera 50,026	10,425 ** 1 mo .15	06/12/17 06/30/20 36 mos 07/01/17	Indust Light B 1.81:1	3 mos 800 N 2004	6 1 N 30	Y N Y 119,354	Hand Air Express Buick McKane Holdings Direct-New / 3% annual increases
		Proc. Brkr: Lee & Associates - Tim Cronin				List. Brkr: Lee & Associates - Jeff Hubbard			
		Comments: 36 Mos Lease Option to Extend; **TI's: Paint Offices/Clean up; Net Charges \$0.15; Warehouse is 100% climate controlled							Source: TW
									Uprd: 06/12/17 #762616
2.		VERNON DISTRIBUTION CENTER 49,250 4665 E 49TH ST \$0.84 NNN VERNON, CA \$0.96 Mrkt: Central Los Angeles / Submrkt: Vernon/Maywood/SG 49,250	2,122 ** 1 mo .245	04/11/18 08/30/28 121 mos 08/01/18	Indust Freezer/Cool B 1.31:1	2 mos 600 N 1991	8 2 N 24	Y N Y 81,008	Formosa Fresh Connection & Global Prologis Direct-New / 3% annual increases
		Proc. Brkr: Illuminant Properties - Herbert Hwang				List. Brkr: Newmark Knight Frank - John McMillan, Jeff Sanita			Source: JS
		Comments: **Tenant will install 40K SF of cooler space. Leased at asking rate. No downtime. Leased 2 months prior to current tenant's lease expiration. No options. Operating expenses= +/-\$.245psf/mo							Uprd: 05/16/18 #782757
3.		XEBEC BUSINESS CENTER 40,200 5233 ALCOA AVE \$0.75 NNN VERNON, CA \$0.75 Mrkt: Central Los Angeles / Submrkt: Vernon 118,667	1,952 None 1 mo .185	03/27/18 04/30/20 37 mos 04/01/17	Indust Dist B 1.31:1	11 mos 1,200 N 1999	4 1 Y 30	Y N Y / 3% Annual Increases	Caravan Group LLC Cadogan Tate Sublease / 3% Annual Increases
		Proc. Brkr: Lee and Associates - Andy Gage				List. Brkr: Colliers International - Matt Erickson, Scott Heaton			Source: TW
		Comments: Sublessor is responsible for paying the Vernon Parcel Tax. Net Expenses: \$.185 psf							Uprd: 04/03/18 #780452
4.		FREEWAY DISTRIBUTION CENTER 40,045 7301-7379 TELEGRAPH ROAD #7301- \$0.67 NNN MONTEBELLO, CA \$0.69 Mrkt: Central Los Angeles / Submrkt: Montebello/P Rivera 192,622	800 P&C 2 mos 0.152	12/01/17 03/14/23 62 mos 01/15/18	Indust Dist B 60sp/.31:1	4 mos 400 Y 1976	6 0 Y 24	Y N N 919,643	GVH Distribution Comref So Ca Industrial Sub G Direct-New / 3% annual increases
		Proc. Brkr: Hughes Marino - Tucker Hughers				List. Brkr: Newmark Knight Frank - John McMillan			Source: TA
		Comments: + \$.152 opex Lease Status: Executed							Uprd: 04/17/18 #780997
5.		HARRIS BUSINESS PARK 35,638 4900-5350 ZAMBRANO ST. #4900 \$0.69 NNN CITY OF COMMERCE, CA \$0.72 Mrkt: Central Los Angeles / Submrkt: Commerce 128,692	3,400 \$0.84 psf 4 mos .22	01/01/17 05/31/23 76 mos 02/01/17	Indust Dist B	4 mos 200 Y 1984	8 0 N 24	Y Y N / 3.5% annual increases	Pearlman Industries dba Gran Quartz RREEF Direct-New
		Proc. Brkr: Wildmore Realty - Shan Morris				List. Brkr: CBRE - Cameron Merrill, Jeff Stephens			Source: TA
		Comments: ** TIs: new paint, carpet, and installed a metal ramp (estimated total cost of \$30,000). Net fees @ \$0.22 psf							Uprd: 03/23/17 #757950

LEASE COMPARABLES

 Metropolis
Industrial with Small Pictures






This information is compiled from data we believe to be correct but no liability is assumed by the company as to the accuracy of such data.

		Space Leased Rent/SqFt Eff. Rent Bldg SqFt	Office TI Allow Free Rent NNN Chgs	Trans. Date Expir. Date Term Occ Date	Prop. Type Subtype Bldg. Class Parking	On Mrkt Amps Mul-Ten Yr Built	DH GL POL HT	Sprk Rail Yrd Land	Lessee Lessor Space Type Options/Rent Adj
6.		CHELI DISTRIBUTION PARK 4811 S EASTERN AVE BELL, CA Mrkt: Central Los Angeles / Submrkt: Commerce Area	32,880 \$0.65 NNN \$0.69 32,880	3,945 ** 1 mo .22	02/15/17 04/30/22 61 mos 04/01/17	Indust Dist B 1.0:1	0 mos 800 N 1979	7 1 N 24	Y N Direct-New / 4%I annual increases
		Comments: Off-market lease ** T.I.'s= landlord's standard make-ready improvements. One (5) year option at FMV. Operating expenses= +/- \$0.22psf/mo.							
		Source: TA							
		Updt: 04/10/17 #758890							
7.		330 S ALAMEDA ST LOS ANGELES, CA Mrkt: Central Los Angeles / Submrkt: Arts District	31,456 \$1.90 NNN \$2.72 31,456	17,068 \$50,000 3 mos	04/28/17 06/30/23 72 mos 07/01/17	Indust Flex B	1,200 N 2000	4 0 N 26	Y N Y None / see comments
		List. Brkr: Lee & Associates							
		Comments: Rates:(\$1.90 for the first 18 months, \$2.90 months 19-24, and 3% escalations after. Free parking							
		Updt: 08/15/17 #762779							
8.		COMMERCE DISTRIBUTION CTR 5900-5996 E SLAUSON AVE #5900 CITY OF COMMERCE, CA Mrkt: Central Los Angeles / Submrkt: Commerce/Bell	29,225 \$0.72 NNN \$0.75 207,915	3,950 P & C 1 mo .123	06/20/17 08/30/22 61 mos 08/01/17	Indust Dist B	100 Y 1976	8 0 Y 24	Y N N Direct-New / 3% annual increases
		Proc. Brkr: Penta Pacific		List. Brkr: Cushman & Wakefield - Dave Hess, Mike Foley					
		Comments: \$.123 net fees. paint / carpet, 1 free plus early occupancy							
		Source: Hess							
		Updt: 06/21/17 #763086							
9.		VERNON DISTRIBUTION CENTER 4575 LOMA VISTA AVE VERNON, CA Mrkt: Central Los Angeles / Submrkt: Vernon/Maywood/SG	28,875 \$0.82 NNN \$0.86 28,875	3,324 As is 1 mo .23	04/01/18 05/31/23 61 mos 05/01/18	Indust Dist B	2 mos 400 N 1987	6 0 N 24	Y N N 3G Productions, Inc Prologis Direct-New / 3% annual increases
		Proc. Brkr: CBRE - Jack Mergenthaler		List. Brkr: Newmark Knight - John McMillan, Jeff Sanita					
		Comments: Operating expenses @ \$0.23 psf. One (5) year option at FMV.							
		Source: DH							
		Updt: 05/16/18 #782399							
10.		EAVES DISTRIBUTION CENTER 6213-6247 RANDOLPH ST #6241 CITY OF COMMERCE, CA Mrkt: Central Los Angeles	28,374 \$0.78 NNN \$0.81 136,134	2,758 As is 2 mos .165	01/01/18 02/28/23 62 mos 01/01/18	Indust Dist B 1.72:1	4 400 Y 1979	4 0 Y 24	Y N N Milestone Textiles Prologis Renewal / 3% annual increases
		Proc. Brkr: Lee and Associates		List. Brkr: Cushman & Wakefield - Dave Hess					
		Comments: Renewal. Net charges @ \$0.165 psf							
		Source: Hess							
		Updt: 01/23/18 #776804							

LEASE COMPARABLES

 Metropolis
Industrial with Small Pictures


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		Space Leased Rent/SqFt Eff. Rent Bldg SqFt	Office TI Allow Free Rent NNN Chgs	Trans. Date Expir. Date Term Occ Date	Prop. Type Subtype Bldg. Class Parking	On Mrkt Amps Mul-Ten Yr Built	DH GL POL HT	Sprk Rail Yrd Land	Lessee Lessor Space Type Options/Rent Adj
11.		HARRIS BUSINESS CENTER 27,710 6000-6098 RICKENBACKER RD \$0.71 NNN CITY OF COMMERCE, CA \$0.74 Mrkt: Central Los Angeles / Submrkt: Commerce Area 183,380	950 None 3 mos .20	01/10/17 04/30/22 63 mos 02/01/17	Indust M-Ten Ind B	1 mo 200 Y 1985	5 1 Y 24	Y Y Y 48,630	Alpine RREEF Expansion None / 4% annual increases
									Proc. Brkr: Hopkins - Ryan Ramage List. Brkr: CBRE - Cameron Merrill Comments: Expansion from next door. They also extended their lease on the 89,000sf next door which in January of 2020 re sets to the rate of the 27,000 sf.
									Source: DH Udpt: 01/31/17 #754446
12.		COMMERCE INDUSTRIAL CENTER 3 26,768 5650-5668 61ST ST #5650 \$0.90 GRS COMMERCE, CA \$0.91 Mrkt: Central Los Angeles / Submrkt: Commerce/Bell 53,484	4,000 1 mo	10/25/17 04/30/21 41 mos 12/01/17	Indust Light B	8 mos 800 N 1969	4 0 N 28	Y N N 75,359	Double Zero Inc. Cristal Materials Sublease / 3% annual increases
									Proc. Brkr: Colliers International - Ken Howard List. Brkr: CBRE - Jack Mergenthaler Comments: Operating expenses = \$0.19 psf. Sublease
									Source: JS Udpt: 10/26/17 #773354
13.		6140-6160 MALBURG #6140 25,935 VERNON, CA \$0.67 NNN Mrkt: Central Los Angeles / Submrkt: Vernon/Maywood/SG \$0.71 50,080	1,200 None 4 mos .262	07/20/17 11/30/24 88 mos 08/01/17	Indust Dist B	2 200 Y 1988	2 0 Y 24	Y Y Y 83,252	CPM Onesource Direct-New None / 3% annual incerases
									Proc. Brkr: Binswanger. - Danny Reaume List. Brkr: CBRE - Cameron Merrill Comments: Landlord is fixing the loading door which wasn't on the track properly. Office was brand new in the building. Net fees @ \$0.262 psf
									Source: Hess Udpt: 07/21/17 #764602
14.		COMMERCE CENTER SOUTH 24,150 6301-6319 CHALET DR #6301 \$0.70 NNN CITY OF COMMERCE, CA \$0.74 Mrkt: Central Los Angeles / Submrkt: Commerce 72,030	4,842 ** 1 mo .24	08/16/17 01/30/23 61 mos 01/01/18	Indust Dist B	8 400 Y 1978	Y 1 Y 24	Y N N 469,185	Image Micro Systems Renewal / 3.5% annual increases
									Proc. Brkr: CBRE List. Brkr: Cushman & Wakefield - Mike Foley, Dave Hess Comments: Renewal, **TI's: landlord to replace HVAC units. Net fees @ \$0.24 psf.
									Source: Hess Udpt: 03/06/18 #770055
15.		THE BOX YARD 22,167 2445 E 12TH ST #SUITE C \$0.90 GRS LOS ANGELES, CA \$0.96 Mrkt: Central Los Angeles / Submrkt: Los Angeles 87,840	5,237 As is 0 02/01/17	01/20/17 01/30/22 60 mos 02/01/17	Indust Light B 65sp	2 400 Y 1988	Y 1 Y 24	Y N N None / 3% annual increase	Furniture Company Santa Fe Commerce Center, LLC Direct-New None / 3% annual increase
									Proc. Brkr: CIBA Real Estate List. Brkr: Lee & Associates Comments: Located 7 blocks from Arts District
									Source: ta Udpt: 08/15/17 #758118

LEASE COMPARABLES

 Metropolis
Industrial with Small Pictures

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		Space Leased Rent/SqFt Eff. Rent Bldg SqFt	Office TI Allow Free Rent NNN Chgs	Trans. Date Expir. Date Term Occ Date	Prop. Type Subtype Bldg. Class Parking	On Mrkt Amps Mul-Ten Yr Built	DH GL POL HT	Sprk Rail Yrd Land	Lessee Lessor Space Type Options/Rent Adj
16.		MONTEBELLO COMMERCE CTR 1514-1524 GAGE RD #1514 MONTEBELLO, CA Mrkt: Central Los Angeles	20,975 \$0.68 NNN \$0.71 36,519	2,855 as is 1 mo .192	08/10/17 09/30/22 61 mos 09/01/17	Indust Light B 1.09:1	2 1 Y 1986	Y N N 115,016	Discount Trophy & Co., Inc. GLP US Mgmt Direct-New / 3% annual increases
						List. Brkr: JLL - Cameron Driscoll			
									Proc. Brkr: CBRE - Dan Berkenfield, Comments: One 60-month term option. Net fees @ \$0.192 psf.

Source: TA

Updt: 09/06/17 #771001



Metro

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

Board Report

File #: 2018-0740, **File Type:** Oral Report / Presentation

Agenda Number: 24.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
JANUARY 17, 2019**

SUBJECT: OPERATIONS EMPLOYEES OF THE MONTH

RECOMMENDATION

Operations Employees of the Month

DISCUSSION

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

January Employees of the Month



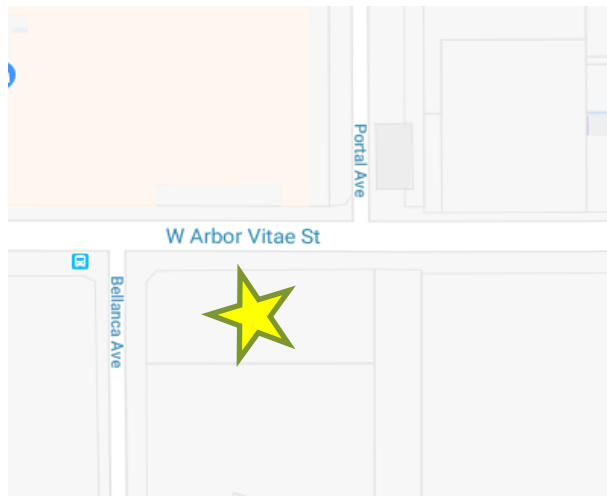
Employees of the Month



Transportation

Rail Transit Operations Supervisor

Lauro Trejo

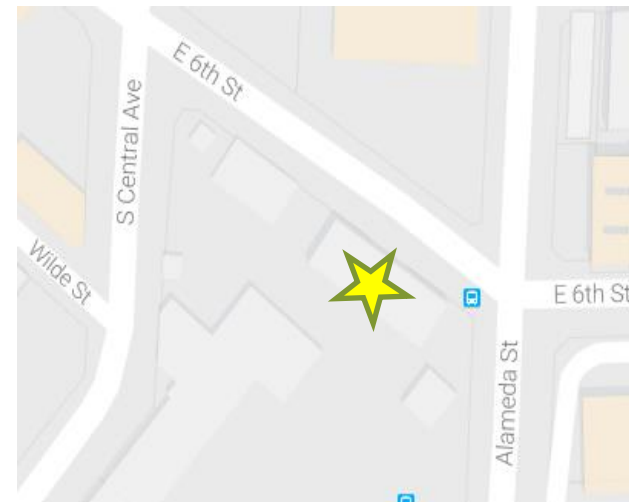


Division 16 – Los Angeles

Maintenance

Service Attendant

Jonathan Rodriguez



Division 1 – Los Angeles



Metro



File #: 2018-0741, **File Type:** Oral Report / Presentation

Agenda Number:

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
JANUARY 17, 2019**

**SUBJECT: ORAL REPORT ON METRO OPERATIONS AND ITS COUNTDOWN CLOCK
UPDATE**

RECOMMENDATION

RECEIVE oral report on Metro Operations and ITS Countdown Clock Update.

Transit Passenger Information System (aka- countdown clocks) Update

January 17, 2019

Operations, Safety & Customer Experience Committee



Metro

Upcoming Closures

Crenshaw/LAX Project and Green Line Closure

- Friday, January 4, 2019 - The Crenshaw/LAX Transit Project will continue making the necessary connections between the Crenshaw/LAX Transit Project and the Green Line
- Green Line service was suspended between Crenshaw Station and Redondo Beach Station as of Friday, January 4, 2019 through Sunday, January 20, 2019
- Metro is providing a free Green Line bus shuttle to service all closed stations between the Crenshaw Station and the Redondo Beach Station during the closure

New Blue Improvement Project and Upcoming Blue Line Closure

- Beginning Saturday, January 26, 2019 - Metro will continue modernization efforts to improve the operation and safety of our oldest rail line the Blue Line
- The nature of this work will require portions of the Blue Line to be temporarily closed for two extended four-month closures, beginning on January 26, 2019. The Southern Segment closure will occur from January 26, 2019 through late May 2019.
- Metro will provide a Bus Shuttle Service Plan (three shuttle options) during these closures to provide customers with a variety of service options during the New Blue Improvement Project

TPIS - Goals & Approach

Transit Passenger Information (TPIS) System Goal

- Improve customer information and bus & train arrival information

Approach Methods for Improvement

- Upgrade on-board communication equipment (routers) on bus and trains.
- Improve logic and system algorithms – (Nextrip prediction logic)

Leverage Existing Nextrip Application Used by Customers

- System that provides real-time bus and rail information to thousands of customers via the internet, a smartphone, or electronic signage placed at stations at high volume bus passenger boarding locations or rail stations across LA County to provide riders with real-time transit arrival information

TPIS encompasses complex technologies: Vehicle & track data, networks & interfaces, logic & system algorithms, and variable messaging signs.



TPIS – Status Update

Bus

- Metro is installing routers on the entire bus fleet, including contracted services vehicles
- To date 1,242 buses have routers installed (57% complete) and about 80 routers are being installed per month
- Expected completion: January 2020

Light Rail

- Engineering and design complete for router installation on trains.
- Begin Installation: Last quarter of FY2019
- New Blue Pilot Program: Testing of a new polling method for train prediction will be installed during the “New Blue” shut-down scheduled for August 2019

Heavy Rail

- Track Sensor Validation for the Red and Purple Lines
- Subway track alignments have been recalibrated and information updated to interface with Next Bus providing more accuracy in calculations and predictions



TPIS - Expected Results

Digital Bus Stop Signs

- Metro is contracted to install 300 digital bus stop signs with 70% complete and in operation across the county; expected completion in March 2019

Improved Countdown Displays

- Network Upgrade Project: Install network infrastructure to support replacement of Variable Messaging System signs with LCD monitor displays on rail system

Digital Interactive Map Cases Systemwide

- Upgrade current static map cases to digital customer information panels systemwide over a five year period
- New Blue Pilot Program: Will serve as a pilot for location polling & prediction and the TPIS equipment at the 7th and Metro station will be replaced with new equipment via a partnership with Intersection



Board Report

File #: 2018-0757, **File Type:** Motion / Motion Response

Agenda Number: 27.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE JANUARY 17, 2019

SUBJECT: CONTRACTED BUS SERVICES BUS FIRES MOTION 27 RESPONSE

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE the status update for item 37 entitled Burning Bus Motion regarding Contract Bus Services provider MV Transportation.

ISSUE

On Thursday, December 6, 2018, the Board of Directors (Board) approved Motion 37 by Directors Hahn, Solis, Butts & Krekorian (Attachment A), requesting staff to provide a comprehensive report within 30 days that addresses the directives below:

- A. Expedite the replacement of all 52 diesel buses operating in the South Bay region ahead of Metro's current schedule, to ensure the safety of drivers and passengers;
- B. Fully investigate the circumstances surrounding the incidents whereby 7 of these buses caught fire, how driver complaints about safety issues were handled and an explanation as to why the Board was not informed of these incidents;
- C. Conduct a full review of Metro's contract with MV Transportation, including maintenance, quality control and driver safety issues; and
- D. Conduct a full review of Metro's practice of contracting bus services out, and advise as to the feasibility of Metro directly providing bus services instead of through contractors.

BACKGROUND

Metro operates eighteen bus lines that are contracted to private transportation companies. MV Transportation (MV), South Region contractor, currently operates the following seven lines: 125, 128, 130, 205, 232, 607, and 625. MV Transportation is currently operating a fleet which includes the last remaining diesel Orion VI buses purchased by Metro in 2000. From 2015 to 2018, a total of seven buses experienced issues which resulted in engine fires. Of the seven incidents, two occurred while the buses were in-service with passengers however, no injuries were reported.

DISCUSSION

Ensuring the delivery of service that is safe and reliable for Metro customers and employees, including all contractors, continues to be Metro's top priority.

Expedited Diesel Bus Replacement

Metro will replace a total of sixty-six vehicles with new El Dorado CNG buses by spring 2019. To date, Metro has already replaced a total of seventeen Orion buses with 2014 and 2015 model CNG buses that were previously allocated to Dodger Stadium Express (DSE) service and Metro locally operated service. This is a short-term assignment of CNG buses for MV that will be superseded with the arrival of new CNG buses. Metro has confirmed that new CNG buses will arrive in the spring of 2019 and the delivery schedule will target eight buses per week. Once the diesel buses are replaced at MV with new CNG buses, they will be decommissioned, retired, and will not be used by any other contractor or by Metro.

Investigation of Bus Fire Incidents, Operator Report Handling & Board Notifications

From 2015 to 2018, a total of seven buses experienced the following issues resulting in engine fires:

- Short circuit of a stripped cable caused the ignition of surrounding materials in the area of the gas valve.
- Hydraulic hose failed, spraying hydraulic fluid mist which was ignited by alternator connectors.
- Short circuiting starter motor cable damaged nearby hydraulic fluid hose causing hydraulic fluid to spill and ignite on starter cable.

Metro staff has issued an engineering contract work order to an outside third party who will conduct a comprehensive bus functional hazard inspection and analysis of MV Transportation's remaining thirty-five diesel buses. The comprehensive assessment will include inspections, failure and fire hazard analysis of diesel bus engines, fuel, and exhaust systems that may lead to combustible material hazards or bus fires; along with the identification of any risk hazards in these diesel buses. This assessment will be completed by March 2019 and any recommendations will be used to make necessary fleet or contractual changes to deliver service that is safe and reliable.

Metro reviewed the process for handling frontline staff, including contractors, concerns regarding equipment safety and maintenance.

- When Metro and Contract Services bus operators experience a problem with a vehicle or its condition, as it relates to safety or otherwise, they complete an Operator Incident Report. These reports are logged and immediately reviewed and transferred to Maintenance in an effort to address any safety or maintenance concerns.
- Metro requires Contract Services contractors to perform preventive maintenance inspections (PMIs) every 3,000 miles, including brake inspections. Preventive maintenance activities are documented and any necessary repairs are documented via work orders and kept electronically.
- Metro and Contract Services contractors utilize Operator Vehicle Condition Reports used by operators to report all bus safety concerns and defects at the beginning of each pull-out.

These reports are reviewed daily and addressed by the appropriate maintenance staff.

Board Alerts

Board Alerts are issued to board members when there is a Code 2 incident that results in a fatality or when media are present on scene of an incident. Because the MV bus incidents referenced above were *contained* bus fires that did not result in fatalities nor was media called on scene, Board Notifications were not sent in these specific instances. Board offices can opt-in to receive the next level of notifications exclusive to executive staff outlined in Attachment B.

MV Transportation Contract Review - Maintenance and Quality Assurance (QA)

Metro's Quality Assurance (QA) Department performed multiple reviews of MV's Orion fleet (October 2018 and December 2018). Findings range from hydraulic oil leaks, hydraulic fan chaffing, damaged wiring and cable insulation, and insufficient engine area cleanliness activities. To date, MV Transportation has an improved maintenance system in place, work orders have been completed and closed for the various defects identified by QA, and work orders are being generated for any additional repairs necessary. Metro's QA Department will continue monitoring all contractor inspections and maintenance activities to ensure that service meets Metro standards.

On November 9, 2019, Metro directed MV to complete the following corrective actions, vehicle modifications, and maintenance campaigns to prevent similar issues from occurring and ensure the safety of our equipment for MV staff and our customers:

- Routine Steam Cleaning
- Alternator/Battery Cable
- Battery/Starter Cable
- Hydraulic Lines
- General Cable/Hose Routing Securement

Lastly, Metro's Audit Department will perform an independent audit of our contract with MV, focusing on the following areas:

- Review Maintenance Program
- Review Quality Control Activities
- Review Driver Safety Programs

This independent audit will be completed in the next three to six months and any recommendations to enhance safety or resulting in contract changes will be reviewed for implementation.

Metro Contracted Bus Services Practice & Feasibility of Directly Operating Services

Metro reviewed the practice of contracting bus services. In March 1995, a group of high subsidy lines were approved to be contracted out to various contractors. As a result of that board action, thirty-eight Metro local lines qualified for potential subcontracting or transfer.

Currently, Metro utilizes three private transportation contractors (MV, Transdev and Southland Transit Inc.) to run eighteen bus lines throughout Los Angeles County and provide Dodger Stadium Express Service. The three contractors operate about 500,000 annual revenue service hours (RSH) at a lower

rate compared to utilizing directly operated service. Of this number, MV operates approximately 210,000 annual RSH for Metro; Transdev operates 170,500 annual RSH; and Southland Transit Inc. operates 115,000 annual RSH. Metro's budgeted FY19 fully burdened rate, including fringe benefits, for directly operated service is \$174.97/RSH and the contracted services fully burdened average rate is \$121.29/RSH, a difference of \$53.68/RSH. Details for each contracted bus service provider can be found below:

Provider: MV

5-Year Contract Term: July 2017 through June 2022 (currently in year 2)

Contract Value: \$127,280,617

Total RSH over the Contract Term: 1,050,000

Total Number of Represented Staff (full-time): 226

Union: Teamsters Local 572

Provider: Transdev

5-Year Contract Term: August 2018 through August 2023 (currently in year 1)

Contract Value: \$105,816,969

Total RSH over the Contract Term: 852,500

Total Number of Represented Staff (full-time): 163

Union: Teamsters Local 848

Provider: Southland Transit Inc.

5-Year Contract Term: July 2017 through June 2022 (currently in year 2)

Contract Value: \$65,245,597

Total RSH over the Contract Term: 575,000

Total Number of Represented Staff (part-time & full-time): 108

Union: Amalgamated Transit Union (ATU), AFL-CIO

The three existing contracted services contracts document a process in which termination for convenience may be effected with opportunities for the contractors to potentially submit fees and liability costs to Metro. Specifically, Metro may be exposed to claims, liabilities, and any fees and costs, including but not limited to, work performed, equipment, amortization, depreciation and administrative expenses, and infrastructure investments. This does not address the potential impact to almost 500 operators, mechanics, and supervisors. A rough order of magnitude estimate for terminating the three contracts, including the increase to Metro in operating costs and value of potential claims, can be found below. The annualized cost increase to Metro is an estimated \$38 million (increase in annual operating costs and facility lease expenditures). Therefore, staff does not recommend terminating any contracted services contracts for convenience at this time.

**Annualized Rough Order of Magnitude Estimate
Contract Termination for Convenience**

Operating Costs	
Increase in Annual Operating Cost to Metro	\$ 26,598,440
Operating Cost Total	\$ 26,598,440
Potential Claims	
SBE/DBE Contract Cancellation (15 contracts)	\$ 7,441,446
CNG Station/Facility Construction	\$ 5,590,463
Fare Collection Services	\$ 265,725
Vehicle Insurance, Fuel & Maintenance	\$ 1,517,711
Taxes & Interest	\$ 1,239,732
Potential Claims Total	\$ 16,055,078
Subtotal (Operating Costs + Potential Claims)	\$ 42,653,518
Budgeted Expenditures	
<i>Facility Leases (4 Locations)</i>	\$ 9,901,015
<i>Equipment Leases/Depreciation (Operations and Maintenance Related)</i>	\$ 1,457,062
Budgeted Expenditures Total	\$ 11,358,077
Grand Total	\$ 54,011,595

DETERMINATION OF SAFETY IMPACT

Approval of this item will have a direct impact on the safety of our customers as the Contract Services program strives to deliver service that is safe and reliable.

FINANCIAL IMPACT

All costs relative to Contract Services contract and/or fleet changes, project and programs will be approved during the regular budget process. The Department project manager will be responsible for budgeting all Contract Services projects and programs.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

Approval of this recommendation supports the following Metro Strategic Plan Goal: 2) Deliver outstanding trip experience for all users of the transportation system.

NEXT STEPS

Staff will continue to work closely with MV Transportation to ensure the delivery of service that is safe

and reliable for Metro customers and employees. Also, Metro and MV Transportation will continue to work collaboratively to prevent any issues related to bus fire incidents. Metro and MV will continue to keep safety a top priority and proactively address all bus fleet maintenance issues in a timely manner. Lastly, staff will continue scheduled bus replacement efforts as the new El Dorado CNG buses are delivered and accepted.

ATTACHMENTS

Attachment A - Motion 27- Burning Bus Motion

Attachment B - Code 2 Criteria

Prepared by: Nancy Saravia, Senior Manager, Operations, (213) 922-1217

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



Metro

Board Report

File #: 2018-0729, **File Type:** Motion / Motion Response

Agenda Number: 37.

**OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE
NOVEMBER 15, 2018**

**Motion by:
HAHN, SOLIS, BUTTS & KREKORIAN**

A recent investigative report on KCBS revealed that 52 of Metro's oldest buses run on diesel fuel and operate in the South Bay. The report revealed that seven of these buses have caught on fire in the past several years, one as recently as this past August, and according to the news report, bus drivers reported additional problems. These old buses are operated under a contract with MV Transportation, a private transportation company.

We are concerned about the safety of the drivers and the passengers who travel on these buses regularly. While Metro has indicated they plan to replace these buses by summer of 2019, they should be replaced sooner than that. We also would like a full investigation of the incidents whereby the buses caught fire, an explanation as to why our Board was not informed of them and a full review of Metro's contract with MV Transportation.

SUBJECT: BURNING BUS MOTION

RECOMMENDATION

APPROVE Motion by Hahn, Solis, Butts & Krekorian that the Board direct the CEO to:

- A. Expedite the replacement of all 52 diesel buses operating in the South Bay region ahead of Metro's current schedule, to ensure the safety of drivers and passengers;
- B. Fully investigate the circumstances surrounding the incidents whereby 7 of these buses caught fire, how driver complaints about safety issues were handled and an explanation as to why the Board was not informed of these incidents;
- C. Conduct a full review of Metro's contract with MV Transportation, including maintenance, quality control and driver safety issues; and

- D. Conduct a full review of Metro's practice of contracting bus services out, and advise as to the feasibility of Metro directly providing bus services instead of through contractors.

FURTHER MOVE that the CEO provide a comprehensive report within 30 days that addresses the fore-mentioned directives.

Code 2 Accidents/Incidents Criteria

Board Alerts:

- Any accident or incident resulting in a fatality
- Any accident or incident where news media representatives are present

Executive Staff Alerts:

- Any accident or incident that results in the transport by emergency responders of three or more people to a medical facility
- Any accident or incident involving a Metro vehicle versus a pedestrian or bicyclist that results in the transport of the pedestrian or bicyclist by emergency responders to a medical facility
- Any accident or incident that results in the transport of an individual who uses a wheelchair or other mobility device to a medical facility by emergency responders
- Uncontained fire or explosion on any Metro vehicle, or at any Metro Division, terminal facility or construction site
- Hazardous material or chemical spills of solvents, reactive, flammable or corrosive liquids, or any toxic substance, or uncontrolled release of a compressed gas or hazardous substance
- Bomb threat on a bus or at any Metro facility, where a suspicious item is located and the Bomb Squad is dispatched
- Any criminal activity resulting in an arrest or the transport of an individual to a medical facility by emergency responders
- Any incident that poses a threat to life, safety or security of Metro personnel, property, equipment, or supplies (power or water outages, natural environmental concerns, etc.)

ITEM 27

Contracted Bus Services Motion Response

January 17, 2019

Operations, Safety, and Customer Experience Committee



Metro

Overview

MV Transportation

South Region

Lines: 125, 128, 130, 205, 232,
607 & 625

Fleet Size: 75

5-Year Contract Term: July 2017
through June 2022 (currently in
year 2)

Contract Value: \$127,280,617

Number of Represented Staff
(F/T): 226

Union: Teamsters Local 572

Southland Transit, Inc.

East Region

Lines: 254, 256, 266, 577 &
605

Fleet Size: 56

5-Year Contract Term: July 2017
through June 2022 (currently in
year 2)

Contract Value: \$65,245,597

Number of Represented Staff
(P/T & F/T): 108

Union: Amalgamated Transit
Union (ATU), AFL-CIO

Transdev

North Region

Lines: 96, 167, 177, 218, 501 &
603

Fleet Size: 34

5-Year Contract Term: August
2018 through August 2023
(currently in year 1)

Contract Value: \$105,816,969

Number of Represented Staff
(F/T): 163

Union: Teamsters Local 848

Bus Fire Events & Corrective Actions

Investigation

- 2015 - 2018: A total of seven buses experienced issues which resulted in engine fires
- Of the seven incidents, two occurred while the buses were in-service with passengers however, no injuries were reported

Causes

- Short circuit of a stripped cable caused the ignition of surrounding materials in the area of the gas valve.
- Hydraulic hose failed, spraying hydraulic fluid mist which was ignited by alternator connectors.
- Short circuiting starter motor cable damaged nearby hydraulic fluid hose causing hydraulic fluid to spill and ignite on starter cable.

Corrective Actions

- November 2018: Metro directed MV to correct maintenance deficiencies in cleanliness, maintenance practices, and workmanship
- To date: Vehicle modifications and maintenance campaigns have been completed to prevent similar issues

Expedited Vehicle Replacement

Schedule Update

- **Goal:** Metro will replace a total of 66 diesel vehicles with new El Dorado CNG buses by spring 2019
- **To date:** Metro has replaced a total of 17 Orion buses with 2014 and 2015 model CNG buses that were previously allocated to Dodger Stadium Express (DSE) service and Metro locally operated service
- **February 2019:** New CNG buses will begin to arrive and the delivery schedule will target 8 buses per week



Audits & Quality Assurance Inspections

External Comprehensive Diesel Bus Functional Analysis

- Engineering contract for bus functional hazard inspection and analysis of MV's remaining 35 diesel buses
- Scope includes inspections, failure & fire hazard analysis of diesel bus engines, fuel, and exhaust systems that may lead to combustible material hazards or bus fires
- Completion: 45 Days

Metro Independent Audit: Contracted Services Contracts

- Scope includes:
 - Review Maintenance Program
 - Review Quality Control Activities
 - Review Driver Safety Programs
- Completion: 3-6 Months

Metro Quality Assurance Inspections

- October 2018 – January 2019
- Findings included: hydraulic oil leaks, hydraulic fan chaffing, damaged wiring and cable insulation, and insufficient engine area cleanliness activities
- Corrective Actions & Maintenance Campaigns:
 - Routine Steam Cleaning
 - Alternator/Battery Cable
 - Battery/Starter Cable
 - Hydraulic Lines
 - General Cable/Hose Routing Securement
- Ongoing

Quality Assurance Inspections of Repairs

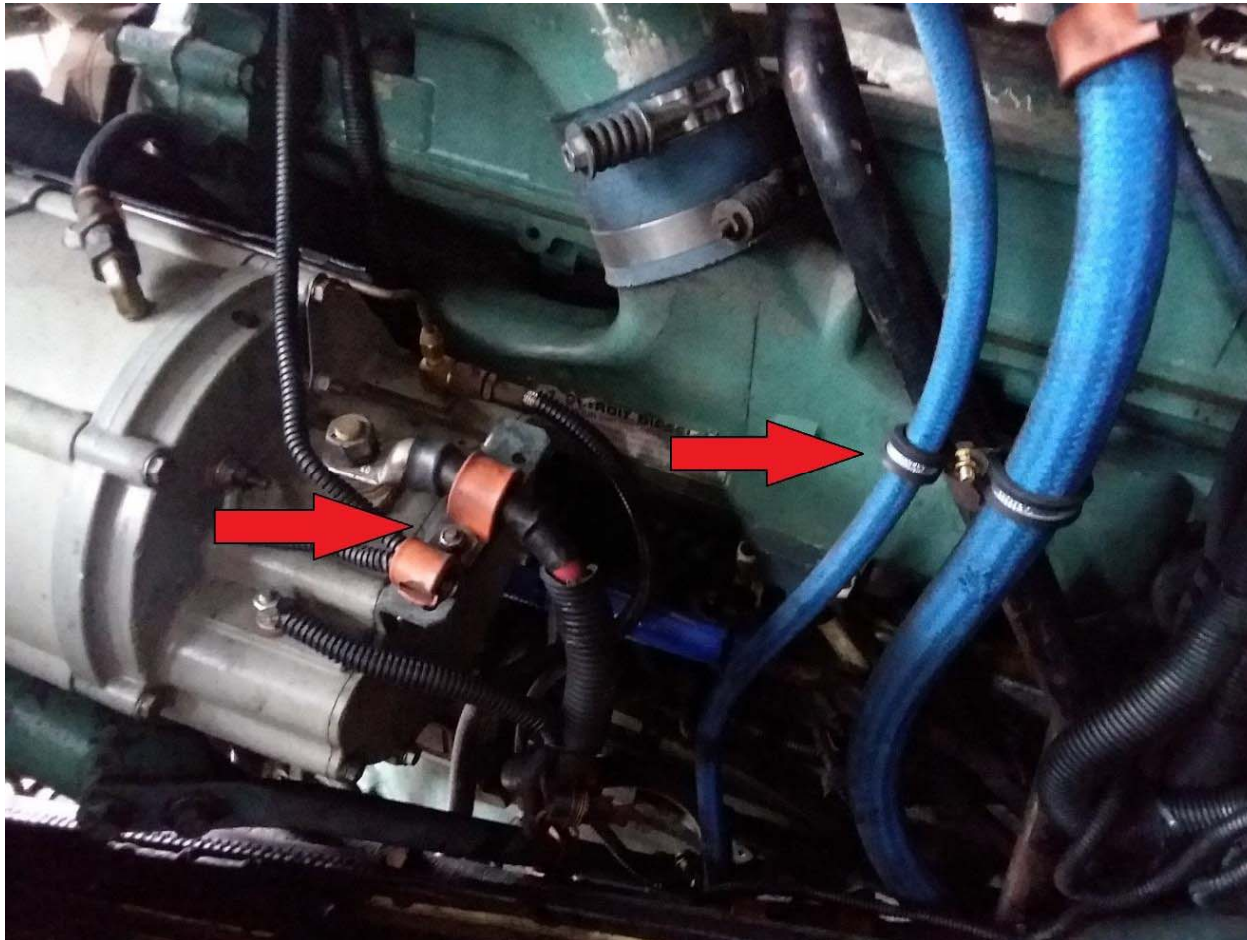


Alternator cable and hydraulic oil line securement



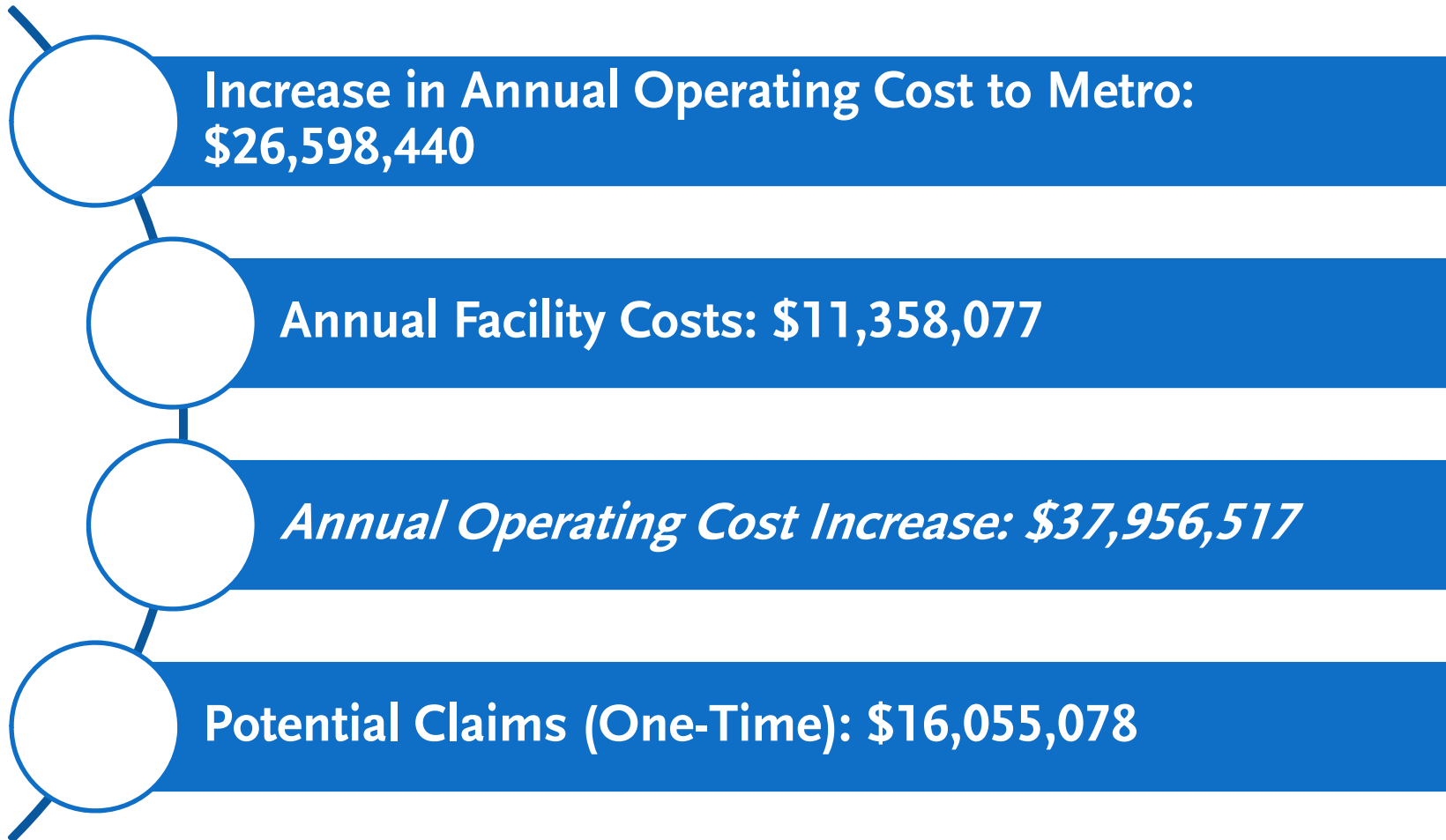
Hydraulic fan oil line securement

Quality Assurance Inspections of Repairs



Alternator cable and hydraulic oil line securement

Annualized Rough Order of Magnitude Estimate – Contract Termination for Convenience





Board Report

File #: 2018-0711, **File Type:** Motion / Motion Response

Agenda Number: 28.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE JANUARY 17, 2019

SUBJECT: MOTION 21.1 CLEANLINESS RESPONSE

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE the motion response regarding Metro system cleanliness activities, including Metro's right-of-way and adjacent property, with full consideration to the customer experience.

ISSUE

During the October 2018 regular board meeting, Motion 21.1 was brought forward by Board Directors Garcia, Hahn, Ridley-Thomas and Bonin requesting an update on Metro cleanliness efforts regarding Metro vehicles, stations and rights-of-way, along with any opportunities for program improvement and internal/external coordination in support of enhancing the customer experience.

BACKGROUND

With the rail system undergoing significant expansion and investments, and considering renewed interest in safety, cleanliness and homeless issues affecting Metro services, it is important that Metro stations, bus terminals, buses and trains, and rights-of-way present a clean and inviting environment to attract and retain our customers. The Motion directed the CEO return to the Board in January 2019 with the following information:

- A. A review of current cleanliness measures and recommendations for possible improvements, with any associated costs if applicable, with full considerations of customer expectations;
- B. Proposed coordinative efforts to help address cleanliness on-non-Metro property, along Metro-owned rights of way and adjacent to Metro bus rapid transit and rail stations, including graffiti abatement and trash pick-up;
- C. Recommendations for improved coordination among Metro departments that are responsible for components of the customer experience at Metro bus rapid transit and rail stations, including cleanliness; and,
- D. Recommendations for improved coordination with other public agencies with oversight over

non-Metro property along Metro owned rights of way and adjacent to Metro bus rapid transit and rail stations.

DISCUSSION

In October 2018, Metro reviewed and provided an update on existing cleanliness program activities. That update resulted in the following findings:

- Regular cleanliness activities exist (daily, weekly, monthly, etc.) on vehicles, along the mainline, at divisions, and along shared areas where Metro operates service.
- Opportunity to strengthen station, terminal and vehicle evaluation tools and quality assurance programs
- Opportunity to collaborate with external and partner agencies in support of a better customer experience in terms of cleanliness throughout Los Angeles County

Cleanliness Program Scope

Metro's cleanliness program includes maintenance activities handled on a continuous basis by several departments in support of a safe revenue operation that is clean and reliable. Responsible departments are involved in this effort, but are not limited to: Rail Fleet Services, Bus Fleet Services, Stops and Zones, Facilities Maintenance/Property Maintenance (including Wayside Systems, Custodial Services, and Contract Administration) and Regional Service Councils (RSC). Security and Law Enforcement provide security support to Metro personnel who perform specific cleanliness and maintenance activities throughout our system. Additional details regarding the responsibilities of departments who play critical roles in Metro's overall cleanliness program at Metro are provided in Attachment B.

Cleanliness Evaluation Program/Quality Assurance

Metro monitors cleanliness activities performed on vehicles, at facilities, stations, terminals, stops, active rights-of-way, and at various park and ride lots through robust Quality Assurance programs and station evaluation programs. These evaluation programs have set criteria and requirements they inspect for and produce reports on so Metro is aware of overall system cleanliness performance and implement changes to cleanliness and maintenance activities accordingly. Bus and rail cleanliness program performance scores for the period of October 2017 through October 2018 can be found in Attachment C.

Cleanliness Enhancement Efforts

Rail Fleet Services Cleanliness Enhancements

In addition to the routine daily cleaning of the rail vehicles prior to revenue service, Rail Fleet Services allocates staff at strategic locations throughout the rail system to ensure that cleanliness activities are also performed efficiently, with the least passenger disturbance, during peak revenue service hours, when the highest amount of customers are riding our system. Staff is currently placed at the following locations: Union Station (Red and Purple Lines), 7th/Metro and Long Beach Transit Mall (Blue Line), Redondo Beach Station (Green Line) and Downtown Santa Monica (Expo). At this

time, additional staff is not placed along the Gold Line mainline as Metro Quality Assurance staff continues to monitor cleanliness activities and scores. This is based on weekly Cleanliness Reports performed by Metro Quality Assurance Department on all lines. Gold Line staff is deployed to perform additional clean-up activities on an as-needed basis.

The Rail fleet Services team is completing A650 Option Vehicles (74) interior overhaul work which includes: replacing all fabric seat inserts with vinyl seat inserts, adding new flooring with ADA and illuminant stripping, refurbishing of interior ceiling, wall and hatch panels, rhino hardening of all seat frames, adding strap hangers and refurbishing of the cab area. To date, Rail fleet Services team has completed six vehicle married pairs and is targeting to complete one married pair every two months. The light rail vehicle fleet, with the exception of the new P3010 vehicles, is also undergoing interior and exterior renovation work. Exterior painting on the P2020 fleet (15 cars) and P2000 fleet (52 cars) has been completed, which includes all 23 Blue Line cars. In addition, Green Line vehicle exterior painting has commenced with 7 out of 29 cars completed to date. The P2550 fleet will be starting interior overhaul similar to the A650 fleet. Staff is finalizing the scope of work to include vinyl seat inserts for all light rail vehicles.

Rail Fleet Services is also piloting a new disinfecting product, Monofoil, on the Red/Purple and Blue Lines. This deodorizer and disinfectant is already being used on a variety of Metro fixed assets and staff is now utilizing it on rail vehicles in an effort to enhance deep cleaning activities and improve the overall customer experience. Staff will monitor customer and employee feedback and test the efficacy of the product via the pilot program.

Station Cleanliness Program Coordination

As of October 2018, RSC staff has been directed to coordinate the overall cleanliness program, provide appropriate reports, creating greater accountability in ensuring that reported issues are addressed by the proper departments. RSC will pursue a contractor to perform station inspections at all bus and rail terminals, and work with Facilities Maintenance staff and ITS to automate the reporting process and facilitate the tracking of incident reports to their completion. It is anticipated that the surveillance bench will be presented to the Board for adoption in the spring of 2019, allowing Metro to engage firms that can field survey teams to perform customer surveys as well as these inspections. In the meantime, the current snapshot inspections covering 36 stations will continue.

Automation of the Inspection Process

Currently, tablet-based computer programs are being field tested to record, and report information collected from these inspections. Metro is working to extend the utility of the program to directly report a summary of the scores of each station as well as a summary of those elements of the inspections needing the greatest amount of work. Further, staff is pursuing the capability of direct creation of incident reports in the current Facilities Maintenance tracking program (M-3) so that progress towards completion of identified issues can be easily tracked and reported.

Partnering with Cities, the County, and Other Entities

Metro staff uses existing avenues and leverages relationships with partner agencies to report and resolve issues that are the responsibility of other external entities. While Metro will ensure that its facilities are maintained in a clean and acceptable condition, maintenance required by other entities will continue to be performed through Memorandums of Understanding (MOU) that apportion

responsibilities and costs. One MOU exists between the City of Los Angeles and Metro for the Chatsworth Station. In that case, both the City and Metro are partial owners of the site. An MOU exists between Metro and Metrolink for maintenance activities performed along the shared right-of-way throughout LA County.

Challenges

Metro recognizes that some issues lie outside of Metro control; specifically, some trash removal activities are performed by other non-Metro entities. For example, the current terminal at the South Bay Galleria (Mall) bus terminal is maintained by Mall staff. RSC staff contact Mall management whenever issues arise that need repair or extra maintenance. Similarly, at the Green Line Long Beach Boulevard Station, Caltrans, Metro, and the City of Lynwood each have different responsibilities that contribute to station's maintenance.

Cleanliness along the Union Pacific Railroad (UPRR) right of way adjacent to the Metro Blue Line must be well-coordinated and continuous to ensure a positive customer experience for customers. Because the UPRR retains its own security to ensure that rights-of-way are clear in support of train movements, Metro and UPRR must maintain constant communication so that any issues can be addressed in a timely and collaborative manner.

In specific cases, Metro must work with private property owners of non-Metro property where Metro facilities are adjacent to in order to address cleanliness issues in a timely manner. Metro maintains relationships with various Cities and entities to ensure that a collaborative approach to cleanliness is being followed, however a formal agreement for continuous support from the various stakeholders and agencies, outlining specific roles, responsibilities, costs, and overall expectations must be considered in order to require governmental entities to maintain their properties according to the same standards.

DETERMINATION OF SAFETY IMPACT

Approval of this item will have a positive impact on the safety of our customers and employees.

FINANCIAL IMPACT

All costs relative to ongoing maintenance activities, an enhanced cleanliness evaluation program, and any necessary additional MOUs will be approved during the regular budget process. The Department project managers will be responsible for budgeting projects and programs relative to cleanliness activities, contracts and necessary agreements with external agencies.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

Recommendation supports the following Metro Strategic Plan Goals: 2) to deliver outstanding trip experiences for all users of the transportation system and 4) Transform Los Angeles County through regional collaboration and national leadership. The evaluation and reporting on the cleanliness and functionality of our stations and terminals is significant in promoting and maintaining customer use of the network.

NEXT STEPS

Staff will continue to review and improve current cleanliness program activities, measures and evaluation activities to ensure that all customers are experiencing quality transit service that is safe, reliable and clean. Also, Metro will continue to improve coordination efforts with partner agencies to help address cleanliness on non-Metro property, along Metro-owned rights of way and adjacent to Metro bus rapid transit and rail stations, including graffiti abatement and trash pick-up. This includes, but is not limited to engaging for direction of appropriate City and County departments to work with Metro to maintain the public's investment in public transit, and to establish maintenance schedules for non-Metro owned public properties that are adjacent or are directly related to Metro facilities.

ATTACHMENTS

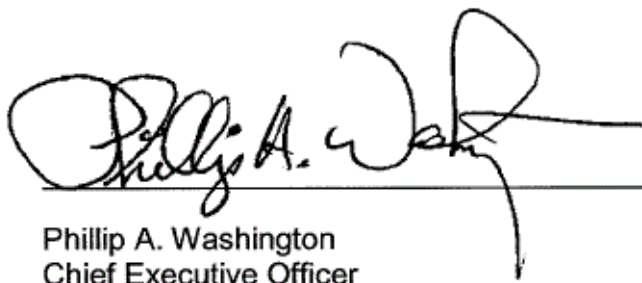
Attachment A - Motion 21.1 Cleanliness

Attachment B - Cleanliness Program Overview

Attachment C - Bus and Rail Cleanliness Program Scores (Oct 2017 - Oct 2018)

Prepared by: Nancy Saravia, Sr. Manager, Transportation Planning (213) 922-1217
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Reviewed by: James T. Gallagher, Chief Operations Officer, (213) 418-3108



Phillip A. Washington
Chief Executive Officer

**Board Report**

File #: 2018-0704, **File Type:** Motion / Motion Response**Agenda Number:** 21.1

**REGULAR BOARD MEETING
OCTOBER 25, 2018****Motion by:****GARCIA, HAHN, RIDLEY-THOMAS AND BONIN**

The Los Angeles County Metropolitan Transportation Authority (Metro) provides transit service along more than 100 miles of rail right-of-way, with a fleet of hundreds of rail cars and thousands of buses, with about 1.4 million passenger boardings per day.

For these passengers, the cleanliness of Metro's buses and rail vehicles, as well as the cleanliness of Metro's right-of-way and adjacent property, is important to the customer experience. How well Metro cleans its vehicles and property signals to its customers the value it places on their experience. As demonstrated in its presentation to the Operations, Safety, and Customer Experience Committee, Metro takes seriously its responsibility to keep its vehicles, stations, and rights-of-way as clean as possible.

It is important that, as the rail system continues to expand, Metro understand, review, and, possibly, refresh its cleanliness measures and policies. This is particularly true given that existing approaches are assumed into future system expansions, even though these approaches may warrant review for their efficacy or effect before being implemented elsewhere.

SUBJECT: CLEANLINESS MOTION**RECOMMENDATION**

APPROVE Motion by Garcia, Hahn, Ridley-Thomas and Bonin to direct the CEO to report back to the Board in January 2019 on the following:

- A. A review of current cleanliness measures and recommendations for possible improvements, with any associated costs if applicable, with full consideration of customer expectations;
- B. Proposed coordinative efforts to help address cleanliness on non-Metro property, along Metro-owned rights-of-way and adjacent to Metro bus rapid transit and rail stations, including graffiti abatement and trash pick-up;

- C. Recommendations for improved coordination among Metro departments that are responsible for components of the customer experience at Metro bus rapid transit and rail stations, including cleanliness; and
- D. Recommendations for improved coordination with other public agencies with oversight over non-Metro property along Metro-owned rights-of-way and adjacent to Metro bus rapid transit and rail stations.

Metro Cleanliness & Support Program Overview

1. **Rail Fleet Services (including Warranty/Quality Assurance)**: This department performs all rail vehicle regular (daily, weekly, monthly, etc.) mainline, division, and special cleanliness/maintenance activities. They also measure the cleanliness of the rail fleet. As a practice, rail cars are sampled at each rail division according to the proportion of a specific fleet represented in the fleet. The results are posted in the Monthly Rail Performance Report. The inspectors measure the cleanliness of the rail cars using 16 criteria for both inside and outside the vehicle. The goal is a KPI of 9.0.
2. **Bus Fleet Services (including Environmental Compliance/Quality Assurance)**: This department performs all bus regular (daily, weekly, monthly, etc.) division and special cleanliness/maintenance activities. They also measure the cleanliness of the bus fleet. As a practice, 10% of buses assigned to a division are selected randomly and are inspected according to 19 criteria for both inside and outside the vehicle. The results are posted in the Monthly Bus Service Performance Report. Buses are measured on a scale of 0-10 with 9.0 being established as the desired KPI goal. These results are also reported to the Regional Service Councils (RSC) on a monthly basis.
3. **Stops and Zones**: This department is responsible for maintaining signage and ensuring that our bus stops are kept clean. They also work with the various cities, Los Angeles County, and municipal representatives to establish and maintain bus stops, bus terminals, freeway busway stations and their restrooms. Lastly, this department managed the Metro Clean Program. This program utilizes City and County Court referred Volunteer Community Service Workers (CSW's) to perform community service work, including the graffiti cleaning and litter removal along our bus stop zones.
4. **Facilities Maintenance/Property Maintenance**: This department provides the staff required to maintain Metro Facilities. Staff completes critical preventive and corrective maintenance for bus facilities throughout Metro. The group responds to service requests to add, repair or modify fixtures and equipment as well as the maintenance of our structures. Janitorial services are provided for bus divisions, terminals, and locations around Los Angeles County with an internal group of custodians. Services include trash removal, sweeping, dusting, mopping, restroom sanitation, floor care including and generally all aspects of cleaning and upkeep.
5. **Rail Facilities Maintenance and Custodial Services**: This department provides staff to clean and maintain stations. The Rail Facilities Maintenance (FM) Department is responsible for buildings and grounds, facilities equipment and custodial maintenance at all rail divisions, rail stations, and the entire Orange Line. The department subdivided into three units, each with distinct

Metro Cleanliness & Support Program Overview

responsibilities: Buildings and Grounds, Property Maintenance, and Custodial Services.

The Buildings and Grounds unit is responsible for the mandated, regulatory and preventive maintenance of equipment such as sewage ejectors, sump pumps, fire suppression systems, emergency hatches, ventilating systems, and control rooms. In addition, the department is responsible for the structural integrity of 18.2 miles of Red Line tunnel and emergency catwalk for north and south directions, totaling 36.4 miles.

The Property Maintenance unit is responsible for the maintenance of train washers, hoists, wheel press machines, wheel truing machines, lighting, and all other electro/mechanical equipment and fixtures for the Rail Divisions, the Rail Operations Control Center and two Maintenance-of-Way facilities (Locations 61 and 66). The electricians in this group have responsibility for lighting along 14 miles of the Orange Line, 14 Park-and-Ride lots, three parking structures, and four UPS systems connected to the electrical system of each parking structure and the Rail Operations Control Center.

The Rail Custodial Services unit is responsible for the general housekeeping, restroom cleaning, stocking, and restorative maintenance including pressure washing, carpet extraction, floor-stripping/waxing for all Stations, Rail Divisions, Rail Operations Control Center, and each of the Maintenance-of-Way facilities. These custodial personnel are daily responsible for the cleanliness of all rail system restrooms, elevators, escalators, artwork, fare-gates, map-cases, ticket vending machines, and bike lockers. Their tasks include auto scrubbing; cleaning with high-temperature, high-pressure washing equipment; and the specialized cleaning of stainless steel panels, high walls, and ceilings.

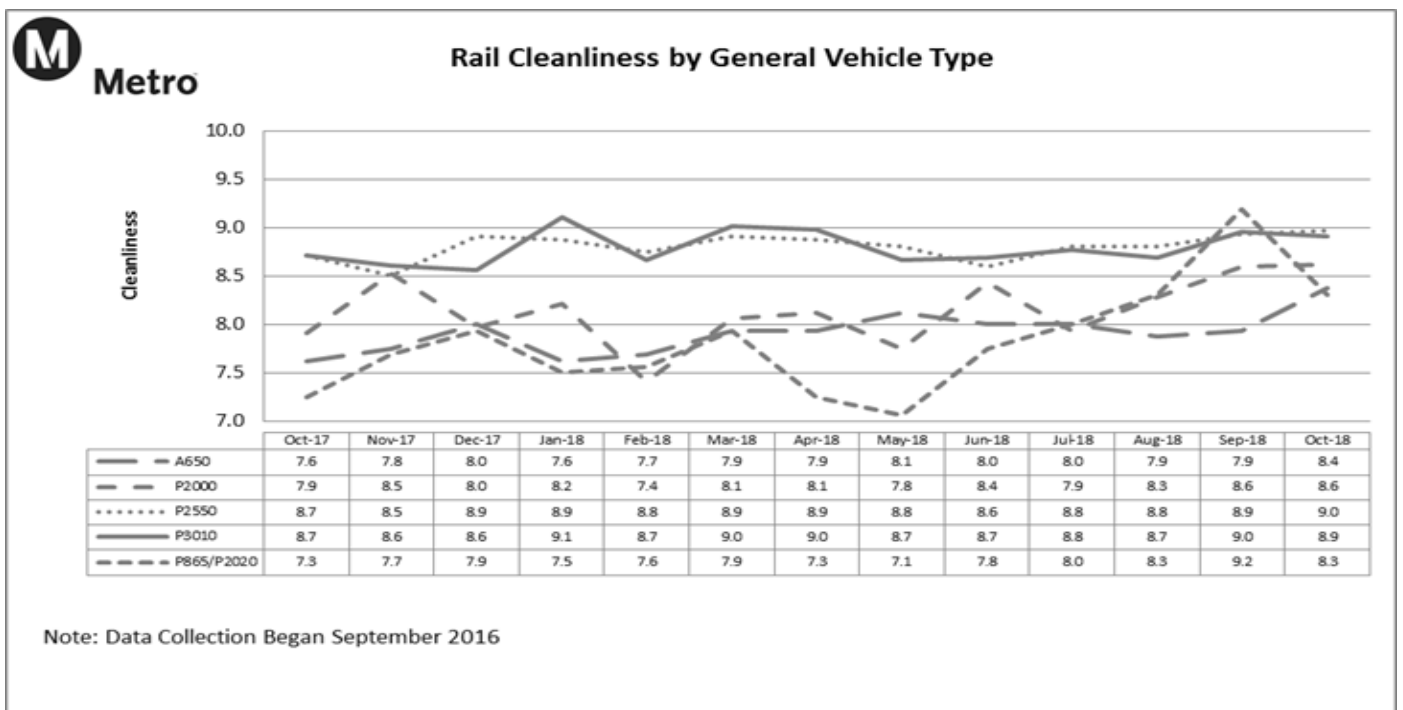
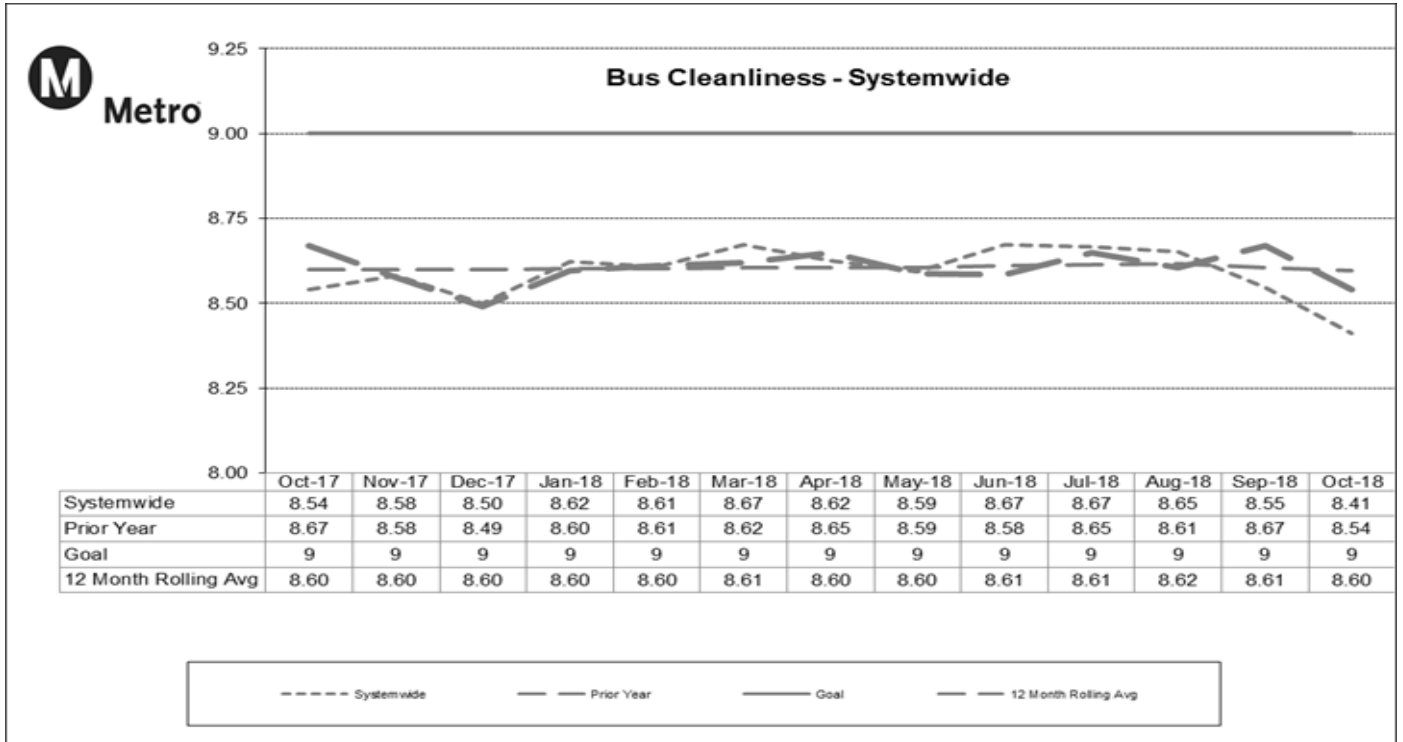
6. **Facilities Maintenance Contracts & Administration**: This department is responsible for providing contracted maintenance services throughout Metro bus and rail facilities within Los County. There are more than 40 multi-year maintenance contracts. Examples of maintenance services include but are not limited to the maintenance of 347 elevators and escalators, fire/life safety equipment testing, repair and certification, graffiti abatement, landscape and irrigation maintenance, trash removal and weed abatement, power sweeping, fencing repairs and waste management services. The span of control is a service area of 180 miles of Metro's active and in-active Rights-Of-Way (ROW), over 300 bus and rail facilities, 42 Caltrans owned Park and Ride (P&R) lots, and more than 5,000 equipment installations system-wide.
7. **Regional Service Councils (RSC)**: This department is charged with completing rail station and bus terminal inspections. Currently, the RSC staff evaluates the cleanliness of 36 stations using 32 criteria. Rail Fleet Services, Warranty/QA

Metro Cleanliness & Support Program Overview

performs 10 inspections and RSC perform 26 station/terminal inspections. The results are reported quarterly to the Regional Service Councils and the Board of Directors. The stations are rated on a scale of 1-10 and the KPI goal is to exceed 8.5 on average. Any rating above 8.0 renders the station in a “good to very good” category. One to two staff members complete the station inspections on a quarterly basis. In the case of the RSC team, temporary personnel are used. Attachment D shows the current ratings for the 36 stations included in the snapshot of station cleanliness.

8. **Security and Law Enforcement**: This department is directly responsible for safe-guarding Metro’s infrastructure, facilities, and stations; ensuring fare compliance; reducing system vulnerability and terrorism; and addressing crime, mental illness and/or homelessness on our system. Metro personnel rely on Security and Law Enforcement’s support and expertise while specific maintenance and cleanliness activities are performed so that all Metro patrons and employees can ride and work safely, without fear 100% of the time.

Bus and Rail Cleanliness Ratings October 2017 – October 2018



ITEM 28

Metro Operations Cleanliness Program Update

January 17, 2019

Operations, Safety & Customer Experience Committee



Metro

Metro Cleanliness Program

Background & Findings

- October 2018: Provided oral report on cleanliness
- Reviewed physical aspects of overall cleanliness program (frequencies & staff deployment)
- Recognized multi-department involvement and level of effort required for cleanliness program effectiveness
- Recognized opportunity to strengthen station, terminal and vehicle cleanliness evaluation tools and procedures for improved program effectiveness
- Realized insufficient attention to “adjacencies” affecting the overall customer experience

Metro Cleanliness Enhancement Efforts

Station Cleanliness Program Update

- Adopted Rail Facilities Tablet Platform for Incident Recording
- Expanding Cleanliness Reporting Program to cover all stations and bus terminals
- Program will also include vehicle inspections at line terminals as well as in yard inspections
- Regional Service Council staff will coordinate all reporting functions & report to the Board quarterly
- Metro IT staff expanding the scope of the computerized process to allow direct recordation of incidents by Facilities Maintenance staff
- July 2019 – Enhanced Program Launch

Partnerships & Path Forward

Partnerships & Collaboration

- Leverage existing relationships with partner agencies and cities to enhance system cleanliness and improve the customer experience at all touch points

Memorandums of Understanding (MOUs)

- Existing MOU with Metrolink for maintenance activities performed along shared rights-of-way
- Existing MOU with the City of Long Beach for maintenance activities performed along the Metro Blue Line south of Willow Station
- Metro will seek MOU's with railroads in joint corridors and continue to enhance information flow to railroads, jurisdictions, etc. for coordination and joint clean-up activity coordination



Board Report

File #: 2018-0790, File Type: Informational Report

Agenda Number: 29.

**OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE
JANUARY 17, 2019**

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 October and November 2018 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 October 2018, crimes against persons decreased by 10.2% system-wide compared to the same period last year.

For the month of November 2018, crimes against persons increased by 9.84% system-wide

compared to the same period last year.

Crimes Against Property

For the month of October 2018, crimes against property decreased by 30.1% system-wide compared to the same period last year.

For the month of November 2018, crimes against property increased by 25% system-wide compared to the same period last year.

Crimes Against Society

For the month of October 2018, crimes against society increased by 225% system-wide compared to the same period last year.

For the month of November 2018, crimes against society increased by 400% system-wide compared to the same period last year.

Bus Operator Assaults:

There were 10 bus operator assaults reported in October, which is 3 more operator assaults compared to the same period last year, resulting in a 43% increase.

There were 12 bus operator assaults reported in November, which is 11 more operator assaults compared to the same period last year, resulting in a 1,100% increase.

Average Emergency Response Times:

Emergency response times averaged 4.46 minutes for the month of October.

Emergency response times averaged 5.74 minutes for the month of November.

Physical Security Improvements:

The Systems Security and Law Enforcement division continues to provide a secure and safe environment for our patrons and employees. Our Metro Facility physical security assessment was completed, and the report was presented to key Metro leaders in Bus and Rail Operations, Information Technology and Facilities. The physical security assessment of Union Station started in August, and will conclude in December 2018.

October: Metro was asked to demonstrate the Thruvision detection at range technology for the Japanese Central Rail executives and a contingent of Senate and House Homeland Security Committee staffs. Our acquisition of this technology has been noticed by these agencies across the world and nation.

November: We are working closely with the Los Angeles Police Department to develop a concept of the operations for the deployment of the Thruvision detection at range technology. We have had several meetings with the LAPD, and we continue to develop the procedures that will protect the public and Metro.

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

underground rail stations. We are planning for the New Blue Line construction and the second Green Line tie-in operation in January 2019.

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 3,506 total unduplicated homeless contacts, 818 of whom have been linked to permanent housing solutions. In FY19 Metro expanded the C3 teams to cover rail, bus and Union Station. As of October 2018, outreach teams are deployed on rail during day and evening hours with deployment on bus and at Union Station beginning in November 2018.

C3 Homeless Outreach October 1, 2018 through November 30, 2018:

Performance Measure	October Number Served	November Number Served	Project Year to date Number Served
Contacts with unduplicated individuals	330	251	3,757
Unduplicated individuals engaged	142	96	2,277
Unduplicated individuals provided services (obtaining vital documents, follow-up activities, transportation, CES packet, clinical assessment, etc.) or successful referral (supportive services, benefits linkage etc.)	125	87	1,403
Unduplicated individuals engaged who are successfully linked to an interim housing resource	59	48	530
Unduplicated individuals engaged who are linked to a permanent housing resource	2	5	83
Unduplicated individuals engaged who are permanently housed	14	6	64

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, 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. For the month of October 2018, nine LAPD referrals were made to the C3 teams for homeless outreach support. Of these referrals:

- Two were placed in shelter
- One was admitted to the hospital.
- One was connected with Section 8 and will be returning to permanent housing.
- Three were assessed but then declined interim placement
- Two declined to speak with staff.

Sheriff Mental Evaluation Team (MET) Contacts September 2 - October 6, 2018

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 below data:

- Transported 10 clients to other homeless outreach connection services.
- TMET assisted Gold Line Team Leader Deputy Carney, conduct a Homeless Outreach Operation from Fillmore Pax to Lake Pax, Gold Line. 10/08/2018 - 10/12/2018.
- 3 teams attended a Mental Health Update and Interactions with the Development Disabled Training Course. 10/10/2018.
- 2 teams attended a 4 hour Light Rail Training at MTA Division 20. 10/20/2018.
- 4 teams attended First Aid/CPR Training course on 10/23/2018. 4 hour course.
- 2 teams attended First Aid/CPR Training course on 10/25/2018. 4 hour course.
- 8 teams attended MILES conference hosted by DMH and Pacific Clinics. 10/25/2018.
- 2 teams conducted homeless encampment assessment under Slauson Pax, Blue Line fly-over. One arrest made 273(a) P.C. 10/29/2018.
- 5 teams attended LACMET training meeting hosted by Montebello P.D. 10/31/2018.
- 5 teams assessed 2 homeless encampments on Metro property at Blue Line Yard, Division 11. A 3rd homeless encampment was not on Metro property. All 3 homeless encampments were located in City of Long Beach jurisdiction. 11/01/2018.

ACTION	LAPD HOPE		LASD MET		LBPB	
	October 2018	November 2018	October 2018	November 2018	October 2018	November 2018
Contacts	220	203	247	660	18	12
Referrals	58	47	102	257	18	12
5150 Holds	2	7	6	15	0	0
Mental Illness	14	26	77	141	9	4
Substance Abuse	8	58	59	111	2	5
Veterans	1	2	3	7	0	6
Shelter	9	13	4	6	5	3
Motel Housing Plan	2	0	0	1	0	0
VA Housing	0	1	0	0	0	1
Return to Family	0	1	1	2	0	0
Transitional Long Term Housing	6	3	0	0	0	0
Detox	0	2	0	2	0	0
Rehab	7	15	0	0	0	0

FY19 Officer Expansion:

Metro's contracted law enforcement specialized in homeless engagement will increase during FY19. LAPD HOPE officers will be increased from 10 part time officers to 10 full time officers, LASD MET deputies will be increased from 6 to 10, and Long Beach PD will hire 2 quality of life officers.

Metro's Encampment Protocol:

LAPD HOPE and Sheriff's MET teams continue to provide enforcement and outreach on city properties abutting Metro. Metro has developed an encampment protocol to be applied to all of Metro properties.

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 will not go past the fare gates and their data, per the county will not be extrapolated for Metro. However, these generalists will work with the C3 teams to provide outreach services.

Mental Health Outreach Workers:

Metro pilot program with the LA county Department of Mental Health will be launched pending County mental health outreach workers becoming available.

Metro Homeless Task Force

Metro hosted its quarterly Homeless Task force on December 12, 2018. Attendees included LA County, LA City, Metro personnel, business interests and elected staff.

2019 LAHSA Homeless Count

For the fourth year, Metro will partner with the Los Angeles Homeless Services Agency (LAHSA) and the United Way for the Greater Los Angeles Homeless Count. The count will assess the number of homeless individuals on Metro's system and provide data to direct homeless resources. The count will occur on Metro on January 23rd, 24th and 25th at 5am. Volunteer opportunities are forthcoming.

ATTACHMENTS

Attachment A - System-Wide Law Enforcement Overview October & November 2018

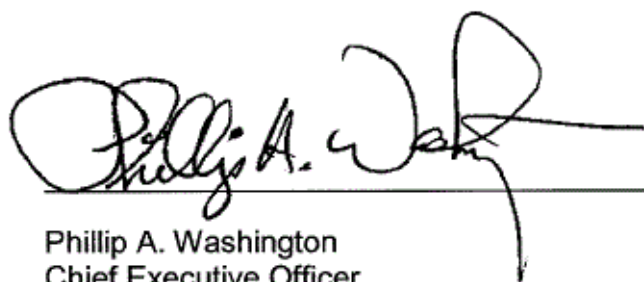
Attachment B - Detail by Rail Line October & November 2018

Attachment C - Key Performance Indicators October & November 2018

Attachment D - Transit Police Summary October & November 2018

Prepared by: Alex Z. Wiggins, Chief, System Security and Law Enforcement,
(213) 922-4433

Reviewed by: Phillip A. Washington, Chief Executive Officer, (213) 922-7555



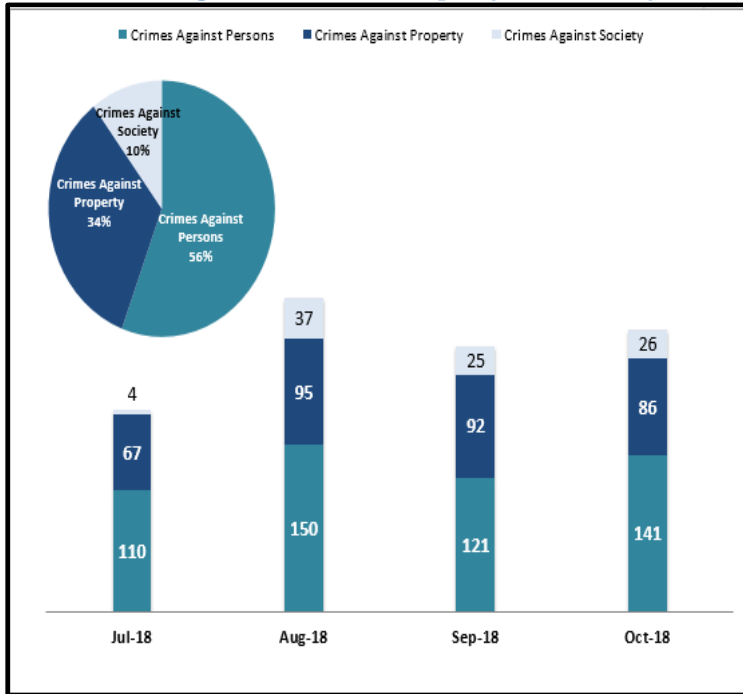
Phillip A. Washington
Chief Executive Officer

SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW

OCTOBER 2018

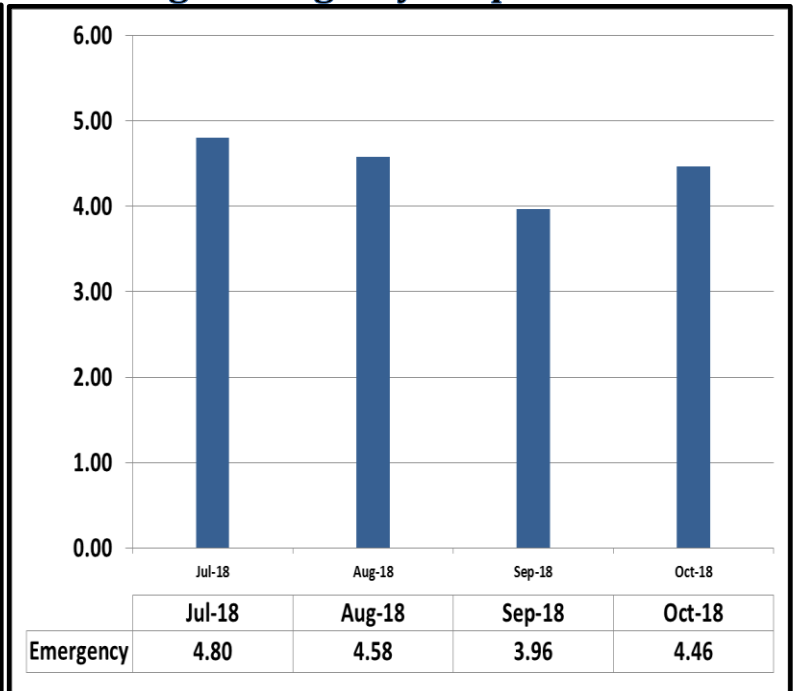
Attachment A

Crimes Against Persons, Property, and Society



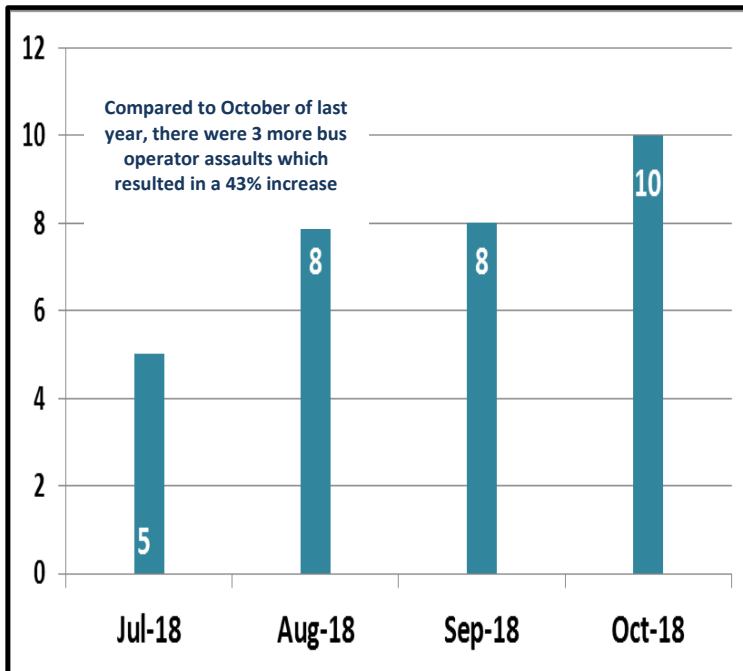
When compared to the same period last year, Crimes Against Persons decreased by 10.2%, Crimes Against Property decreased by 30.1%, and Crimes Against Society increased by 225%.

Average Emergency Response Times



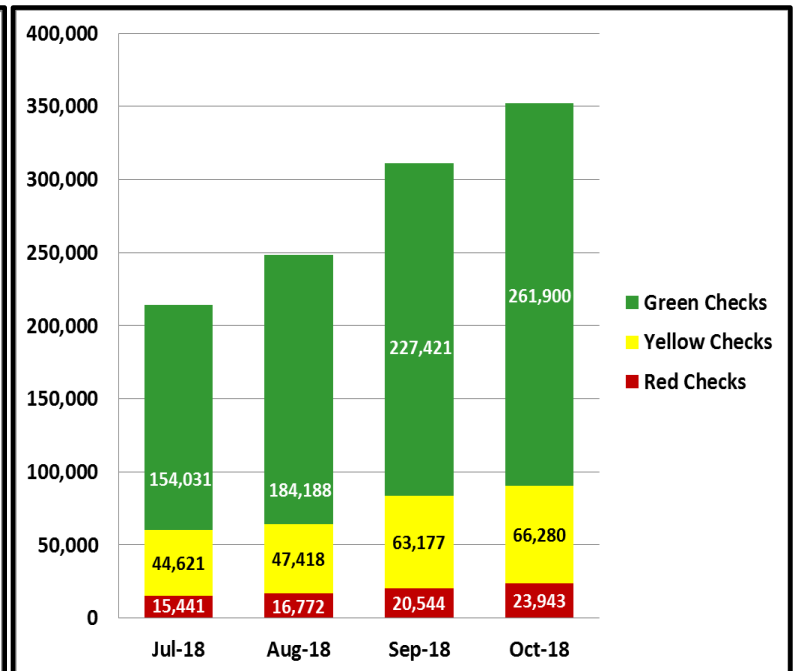
Average emergency response times were 4.46 mins.

Bus Operator Assaults



For the month of October 2018, bus operator assaults increased by 43% compared to the same period last year.

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

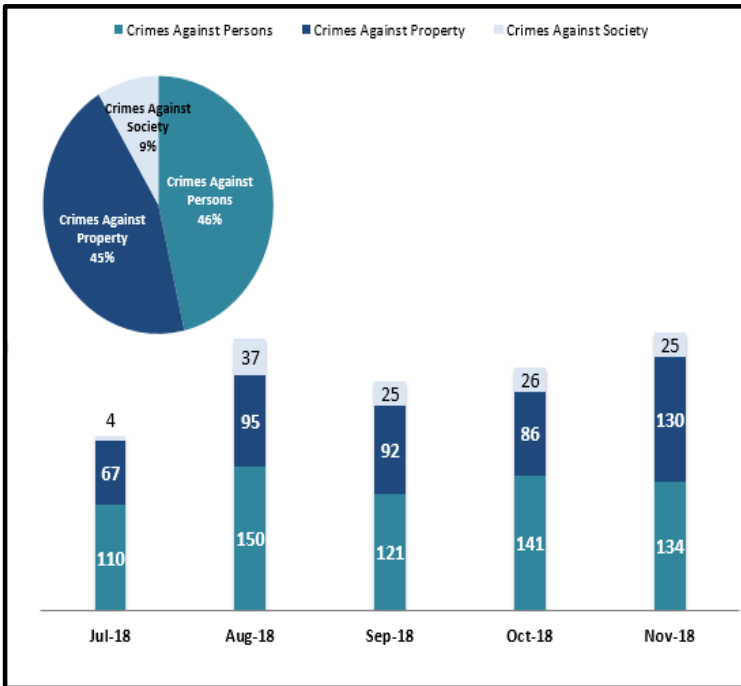
Red Checks- Occurs when a patron has invalid fare

SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW

NOVEMBER 2018

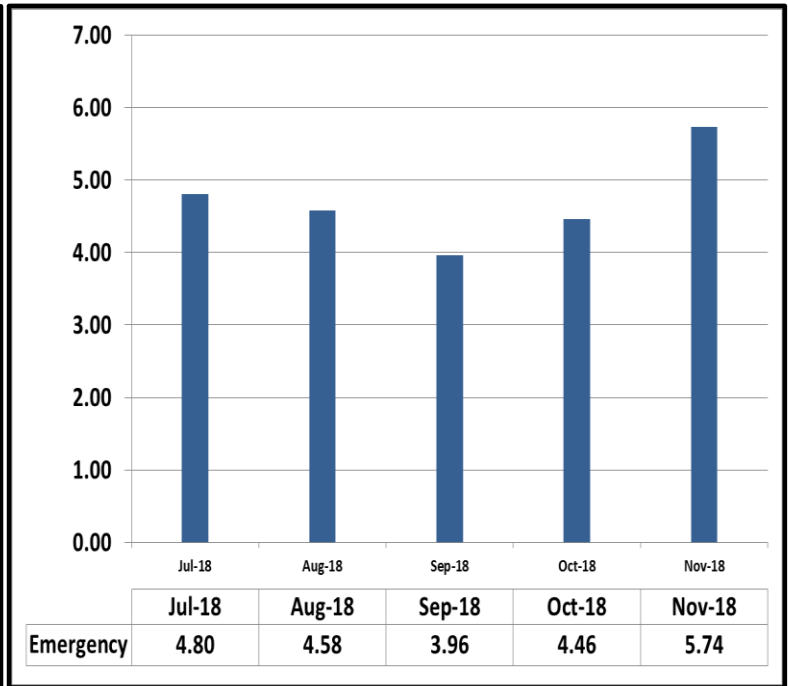
Attachment A

Crimes Against Persons, Property, and Society



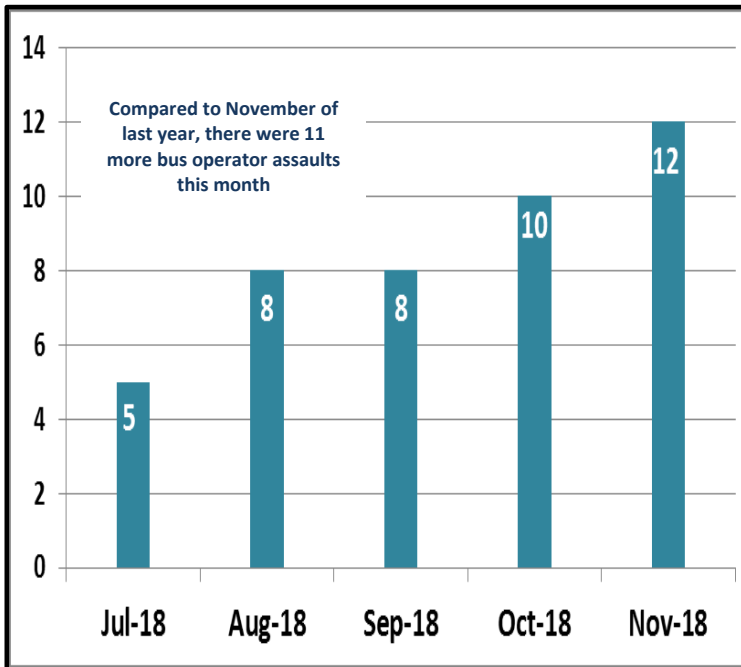
When compared to the same period last year, Crimes Against Persons increased by 9.8%, Crimes Against Property increased by 25%, and Crimes Against Society increased by 400%.

Average Emergency Response Times



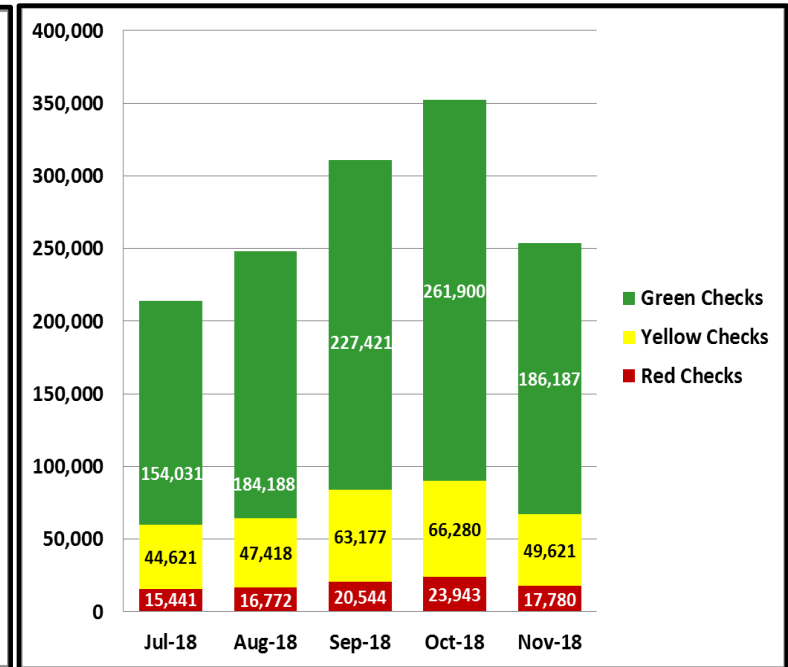
Average emergency response times were 5.74 mins.

Bus Operator Assaults



For the month of November 2018, bus operator assaults increased by 1,100% compared to the same period last year.

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

Attachment B

Detail by Rail Line October & November 2018

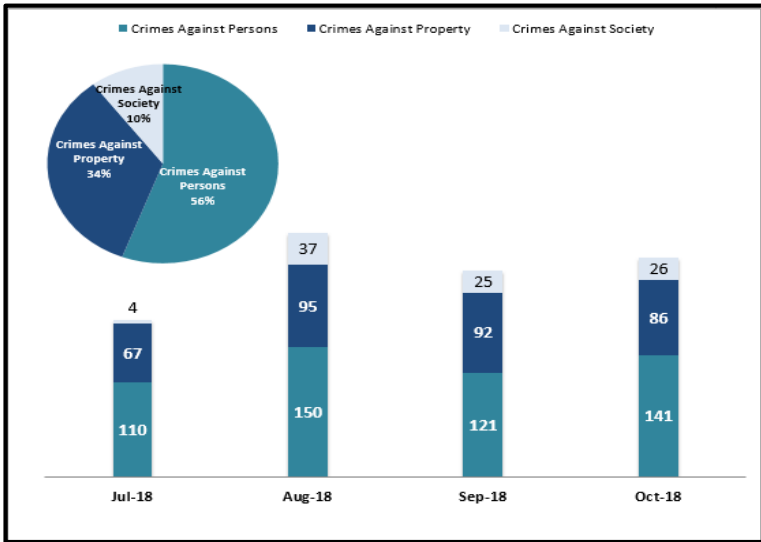
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KEY PERFORMANCE INDICATORS

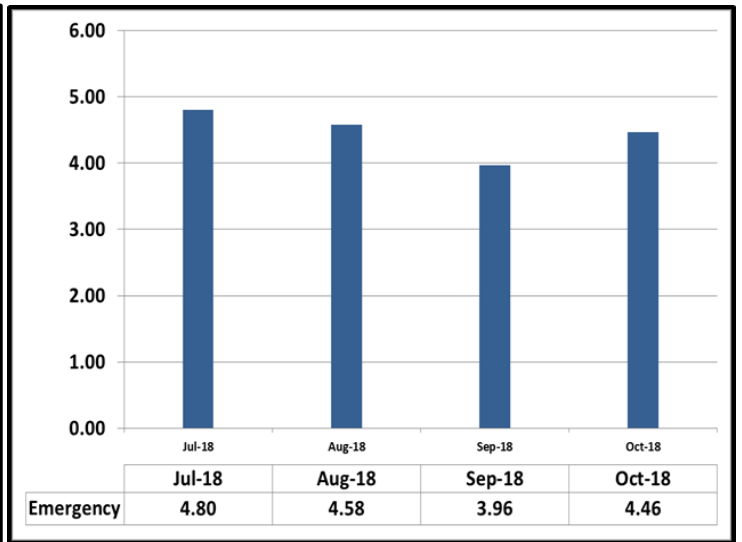
OCTOBER 2018

Attachment C

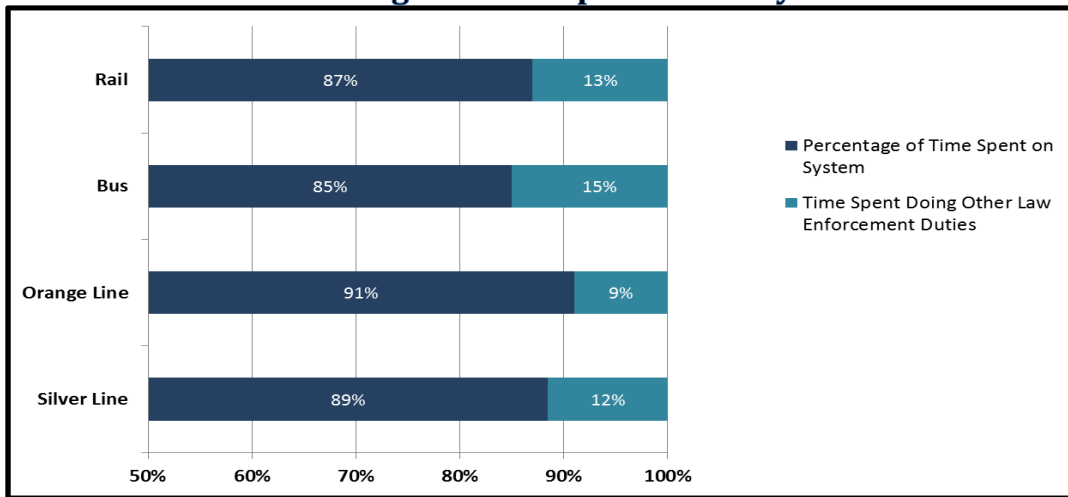
Crimes Against Persons, Property, and Society



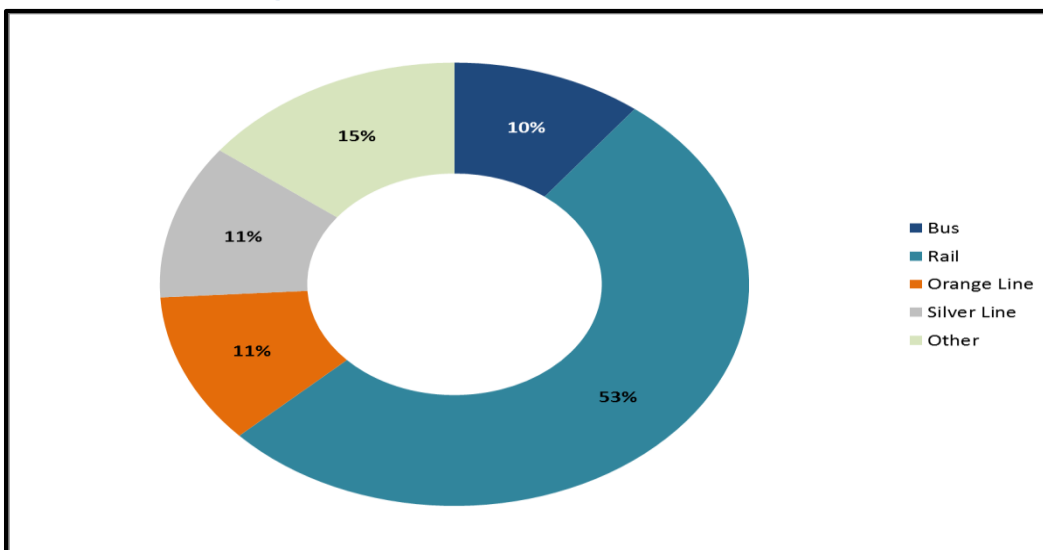
Average Emergency Response Times



Percentage of Time Spent on the System



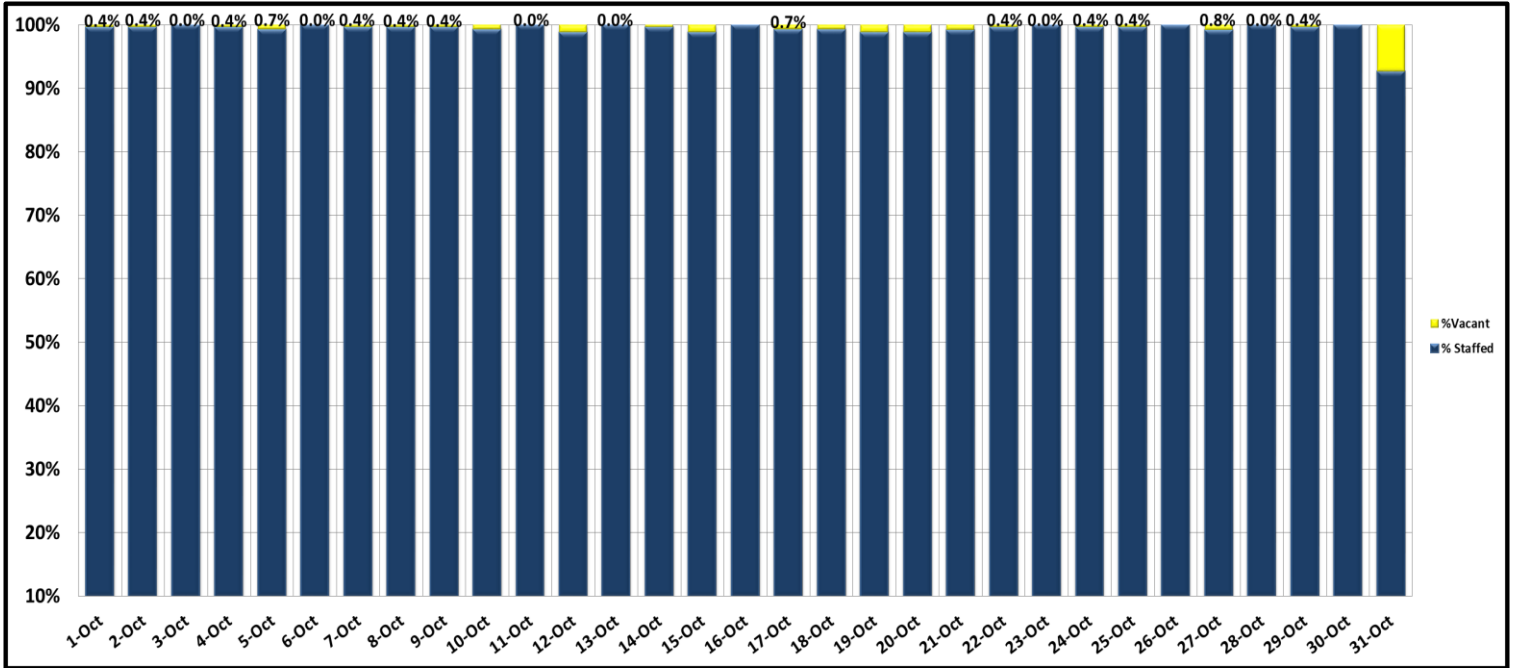
Percentage of Time Spent on the System as a Whole



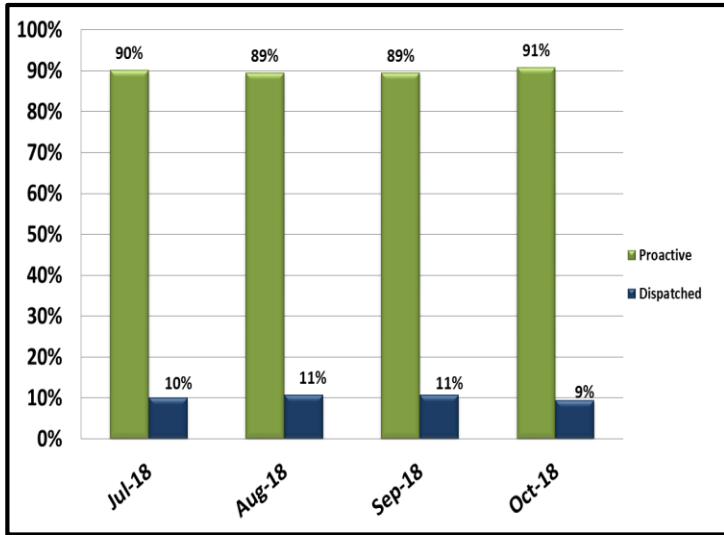
KEY PERFORMANCE INDICATORS

OCTOBER 2018

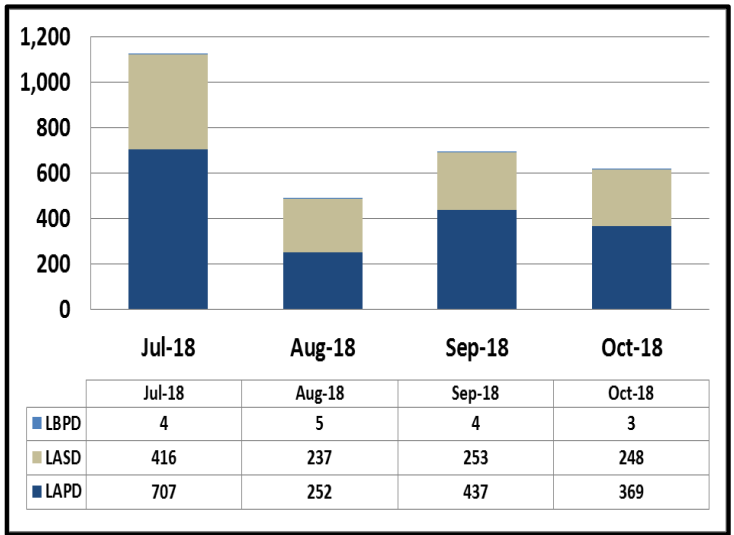
Ratio of Staffing Levels vs Vacant Assignments



Ratio of Proactive vs Dispatched Activity



Grade Crossing Operations



Grade Crossing Operation Locations October:

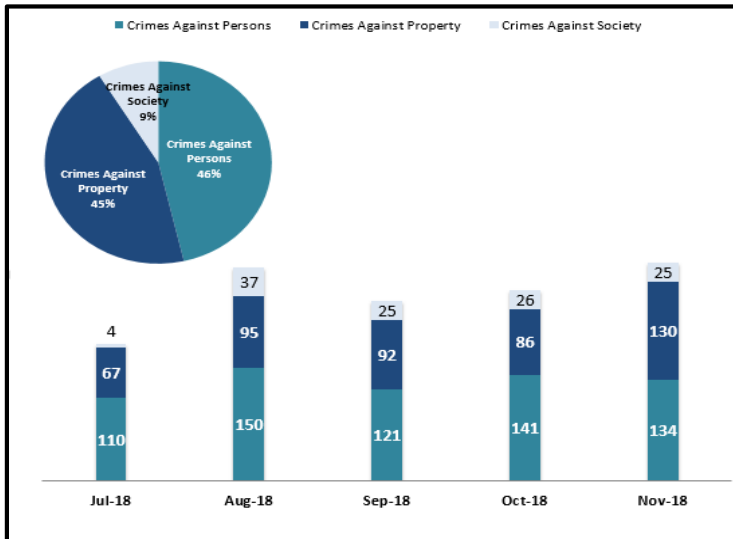
1. Blue Line Stations (160)
2. Expo Line Stations (210)
3. Gold Line Stations (250)

KEY PERFORMANCE INDICATORS

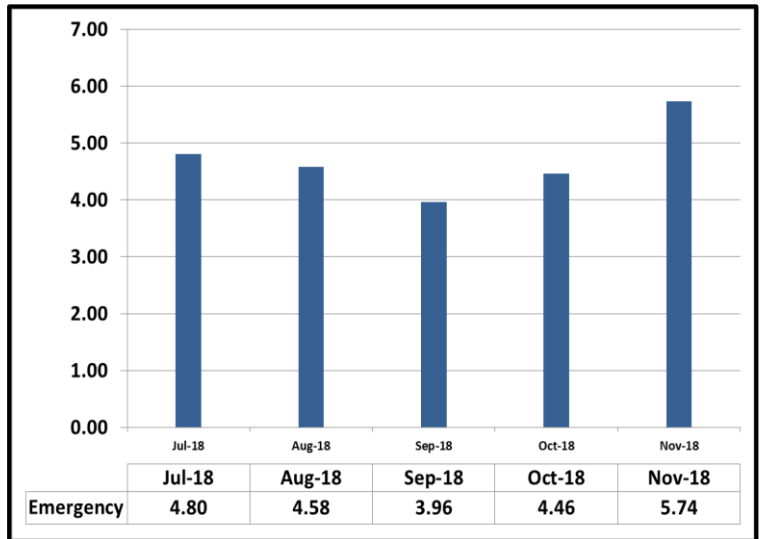
NOVEMBER 2018

Attachment C

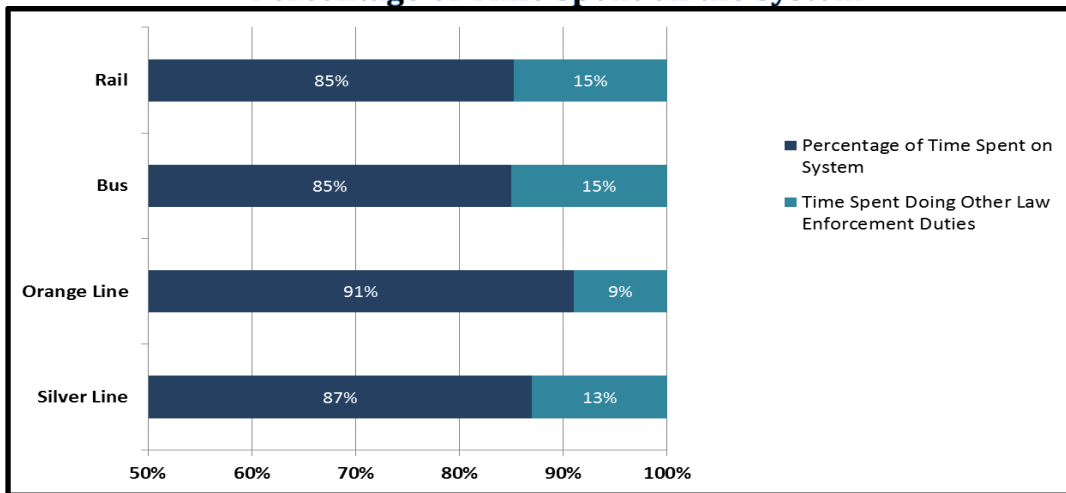
Crimes Against Persons, Property, and Society



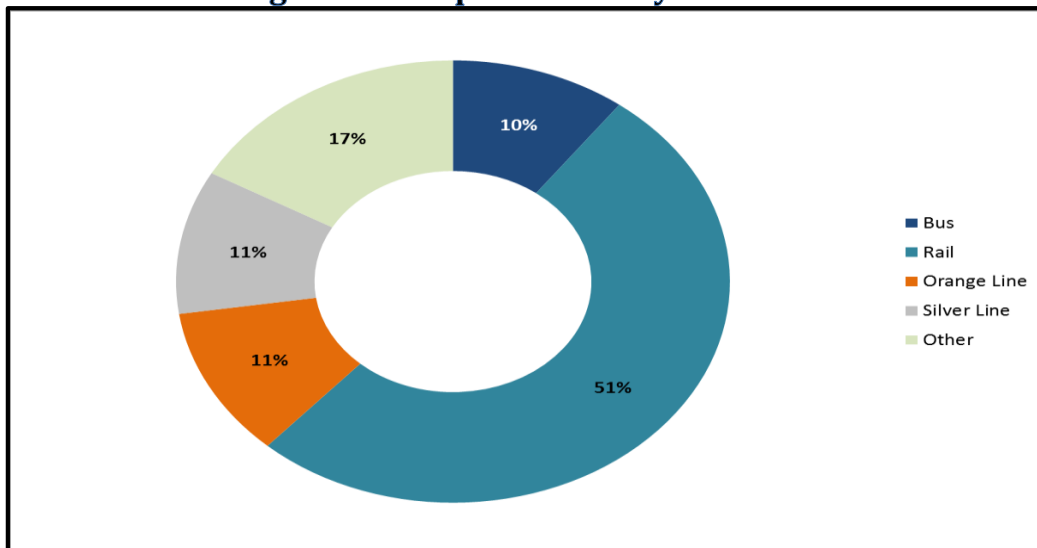
Average Emergency Response Times



Percentage of Time Spent on the System



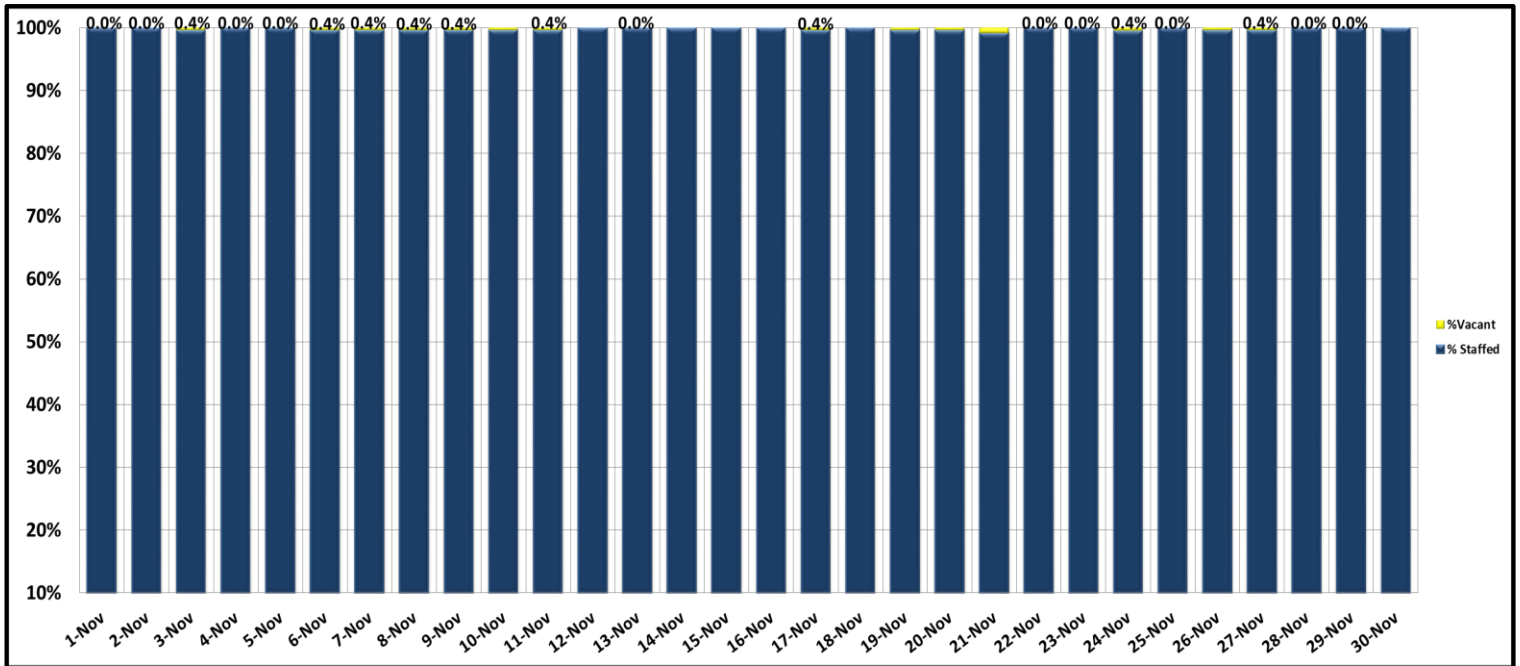
Percentage of Time Spent on the System as a Whole



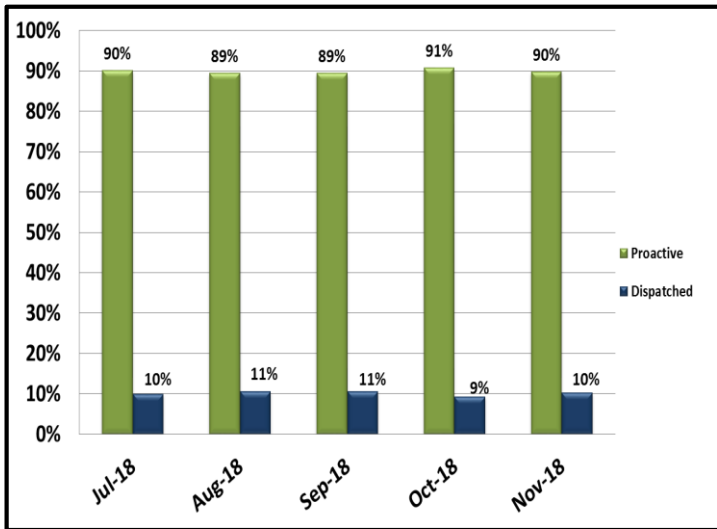
KEY PERFORMANCE INDICATORS

NOVEMBER 2018

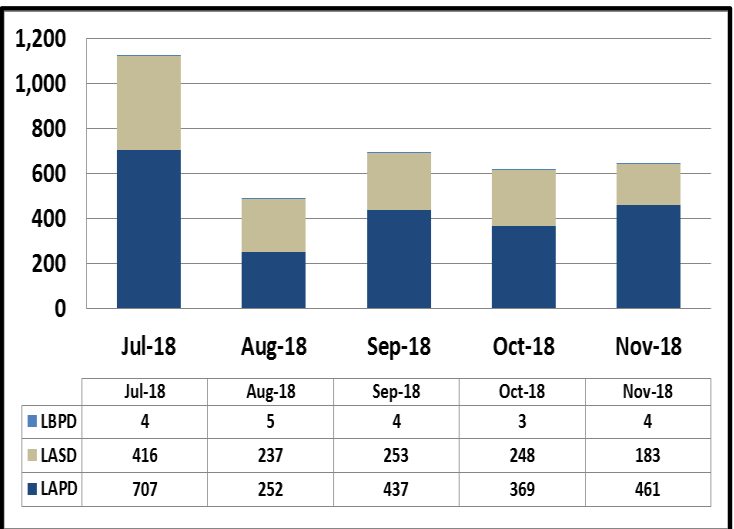
Ratio of Staffing Levels vs Vacant Assignments



Ratio of Proactive vs Dispatched Activity



Grade Crossing Operations



Grade Crossing Operation Locations November:

1. Blue Line Stations (172)
2. Expo Line Stations (295)
3. Gold Line Stations (181)

Transit Police

Monthly Crime Report



Attachment D

	2017	2018
	October	October
CRIMES AGAINST PERSONS		
Homicide	1	0
Rape	2	0
Robbery	42	24
Aggravated Assault	20	24
Aggravated Assault on Operator	1	1
Battery	69	70
Battery Rail Operator	6	9
Sex Offenses	16	13
SUB-TOTAL	157	141
CRIMES AGAINST PROPERTY		
Burglary	0	2
Larceny	92	60
Bike Theft	5	10
Motor Vehicle Theft	4	0
Arson	0	0
Other	0	1
Vandalism	22	13
SUB-TOTAL	123	86
CRIMES AGAINST SOCIETY		
Weapons	0	2
Narcotics	4	18
Trespassing	4	6
SUB-TOTAL	8	26
TOTAL	288	253
ENFORCEMENT EFFORTS		
Arrests	205	230
Citations	1,681	2,021
Fare Checks	394,345	352,123
Calls for Service	1,595	992

Transit Police

Monthly Crime Report



Attachment D

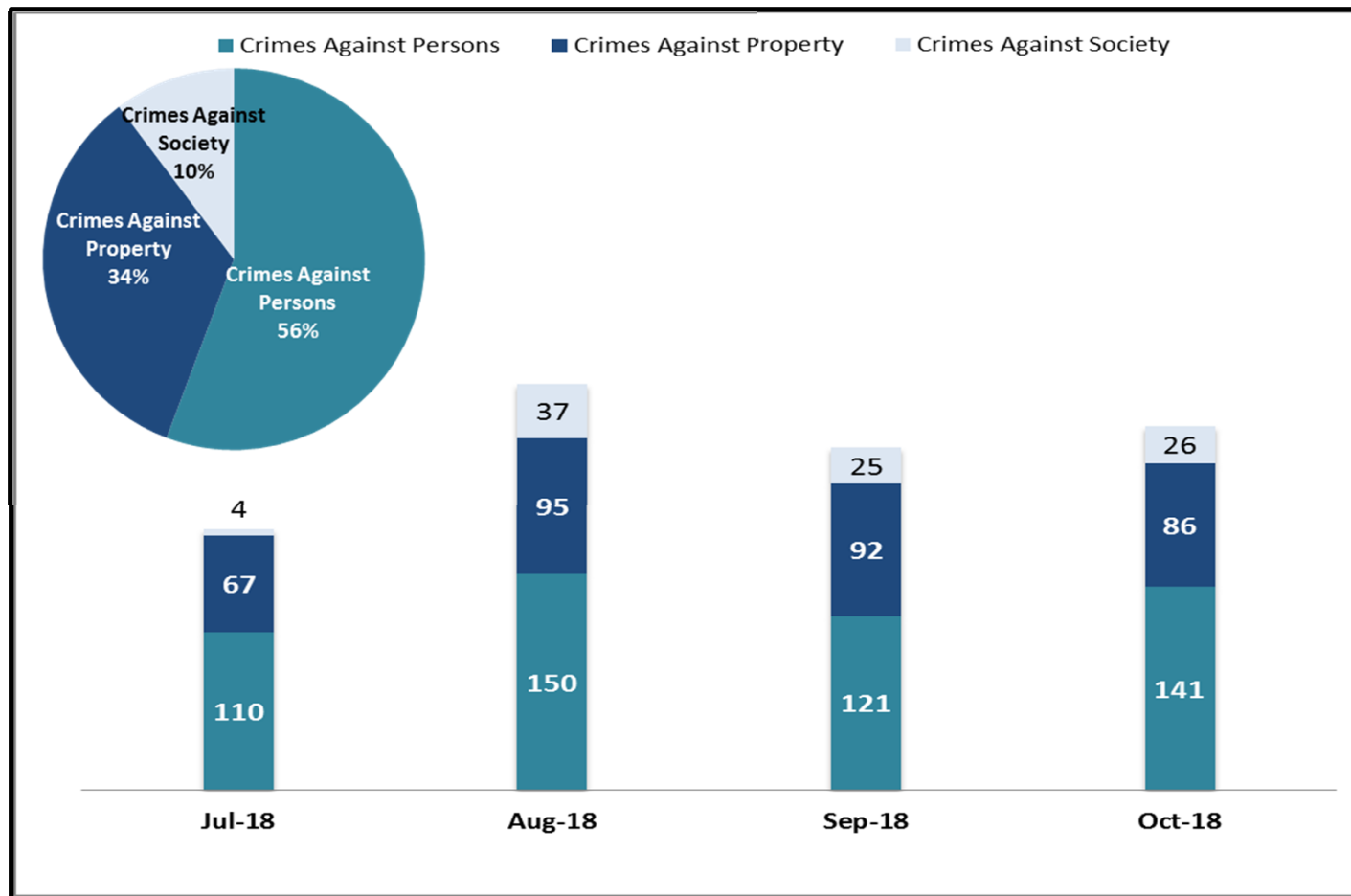
	2017	2018
	November	November
CRIMES AGAINST PERSONS		
Homicide	0	1
Rape	0	0
Robbery	41	30
Aggravated Assault	16	37
Aggravated Assault on Operator	1	2
Battery	49	53
Battery Rail Operator	8	10
Sex Offenses	7	1
SUB-TOTAL	122	134
CRIMES AGAINST PROPERTY		
Burglary	1	2
Larceny	83	107
Bike Theft	3	8
Motor Vehicle Theft	3	1
Arson	0	0
Other	0	2
Vandalism	14	10
SUB-TOTAL	104	130
CRIMES AGAINST SOCIETY		
Weapons	1	4
Narcotics	4	15
Trespassing	0	6
SUB-TOTAL	5	25
TOTAL	231	289
ENFORCEMENT EFFORTS		
Arrests	221	247
Citations	1,495	1,868
Fare Checks	433,419	253,588
Calls for Service	1,478	967

October & November 2018 Transit Policing Performance Summary

**January 10, 2019
Board Staff Briefing**

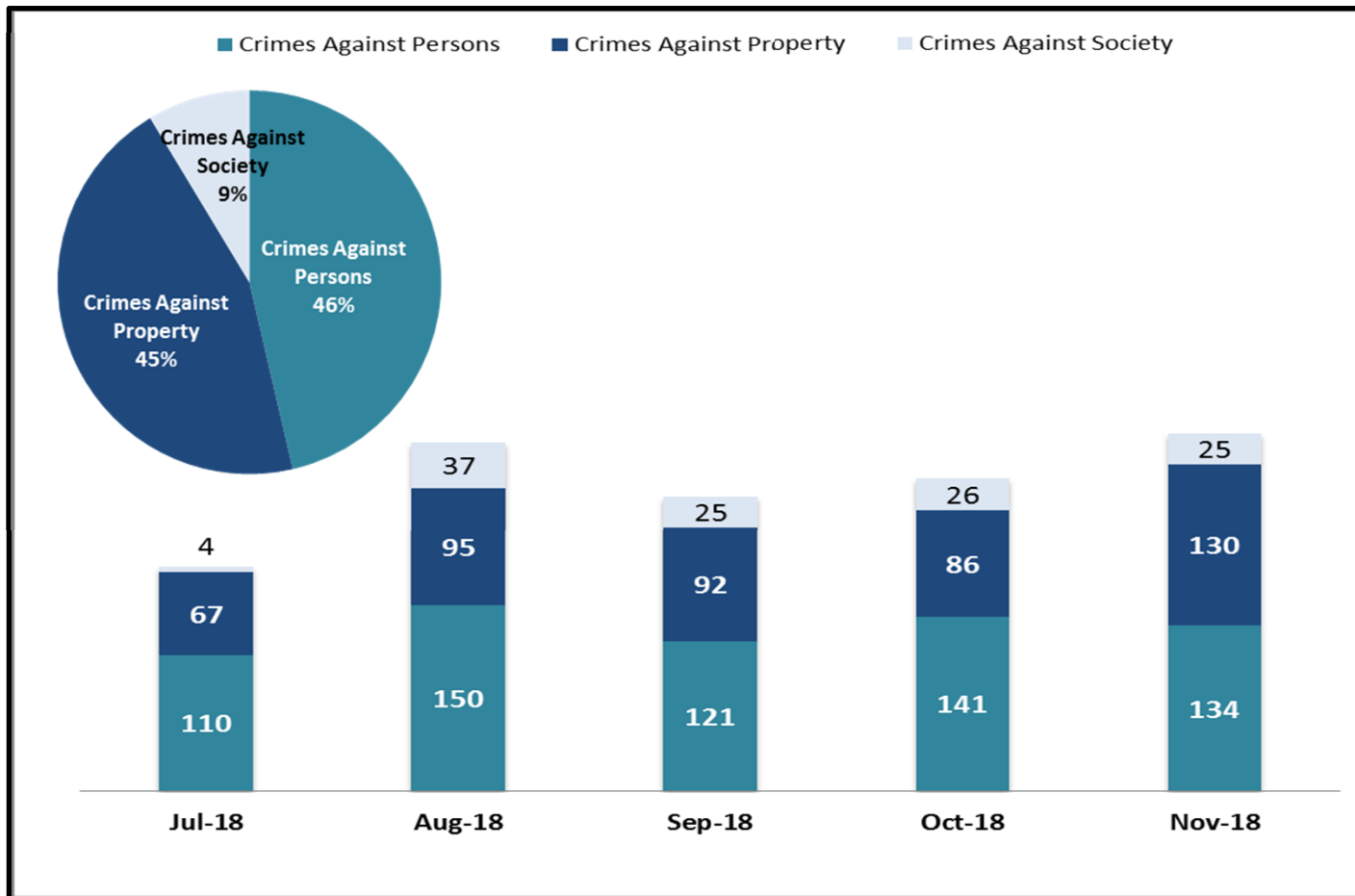
Key Performance Indicators

Crimes Against Persons, Property, and Society – October 2018



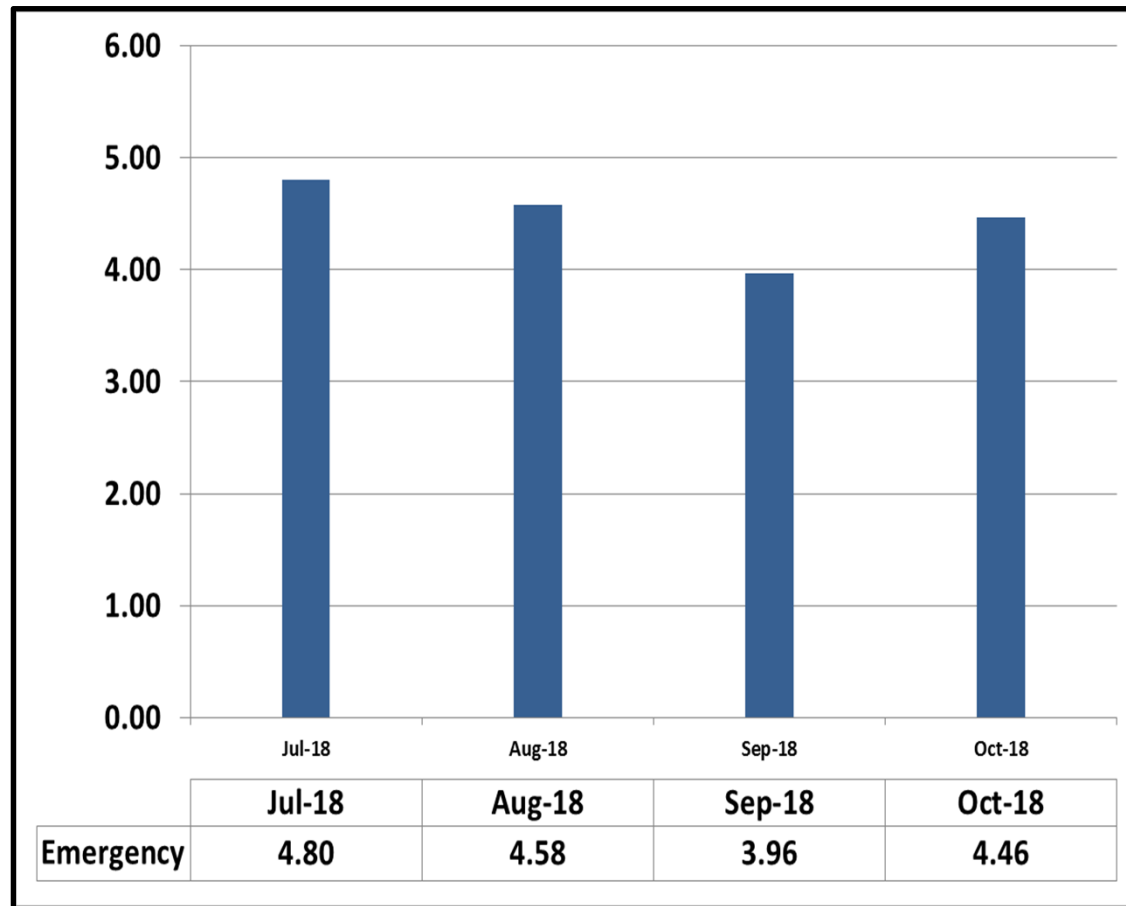
Key Performance Indicators

Crimes Against Persons, Property, and Society – November 2018



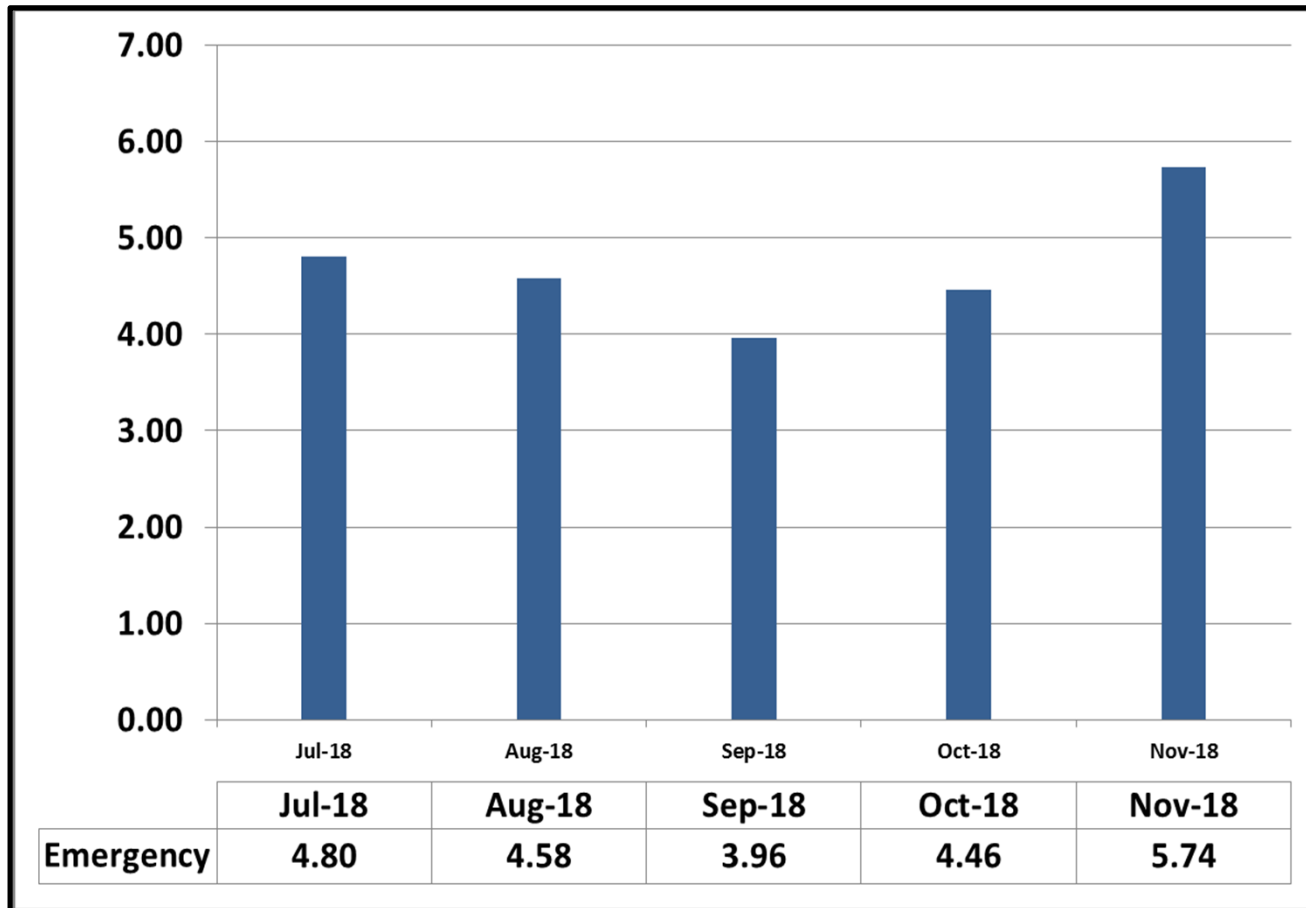
Key Performance Indicators

Average Emergency Response Times – October 2018



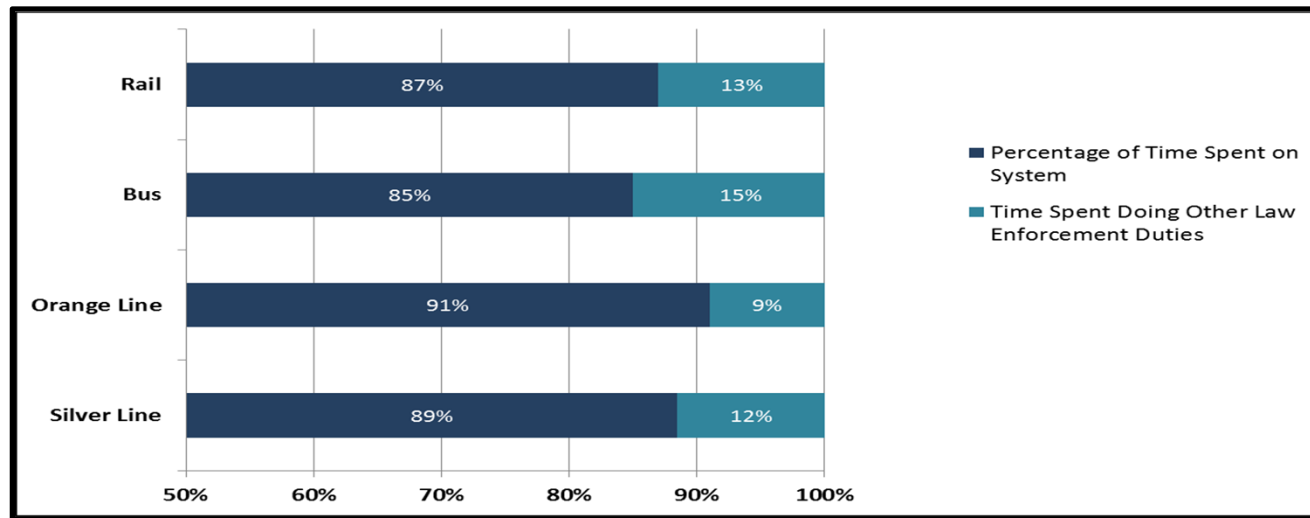
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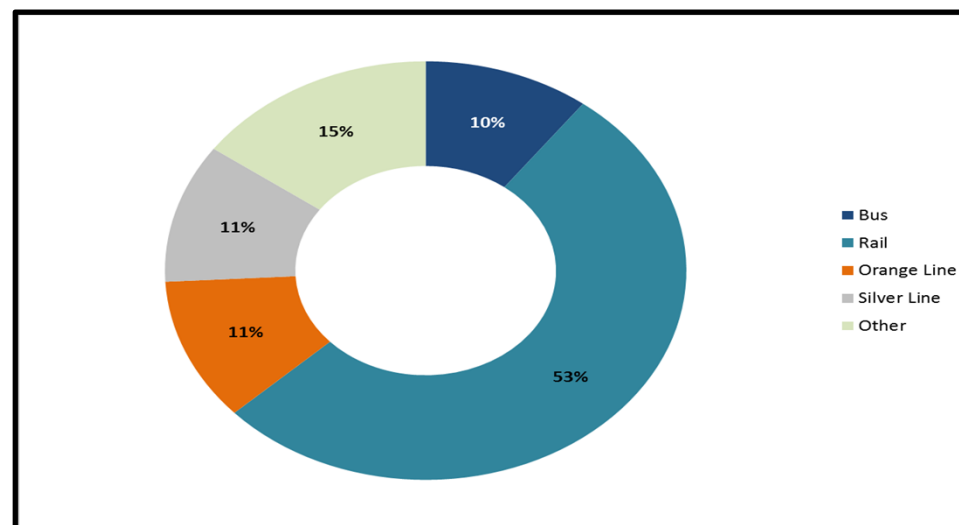


Key Performance Indicators

Percentage of Time Spent on the System - October 2018

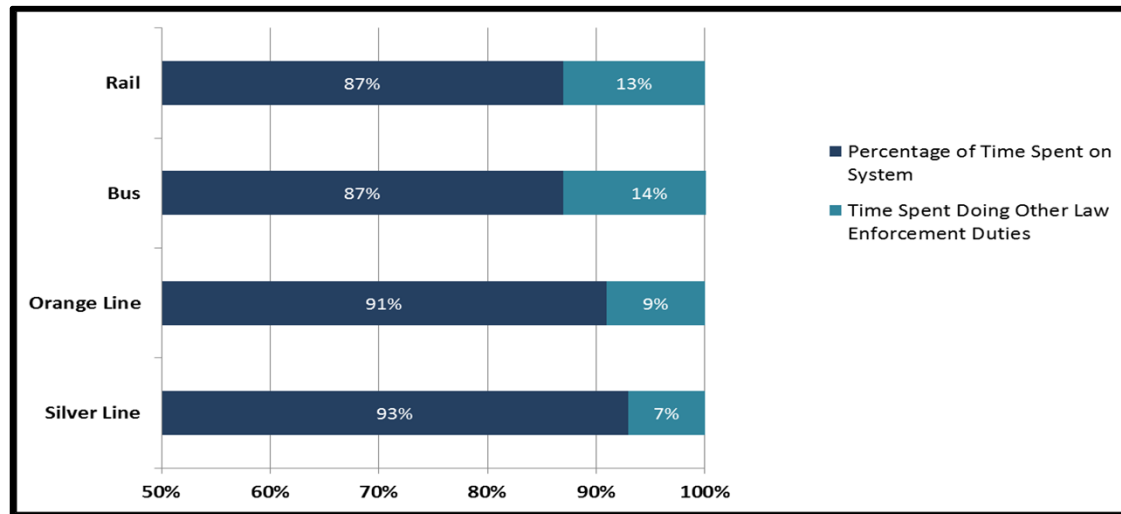


Percentage of Time Spent on the System as a Whole - October 2018

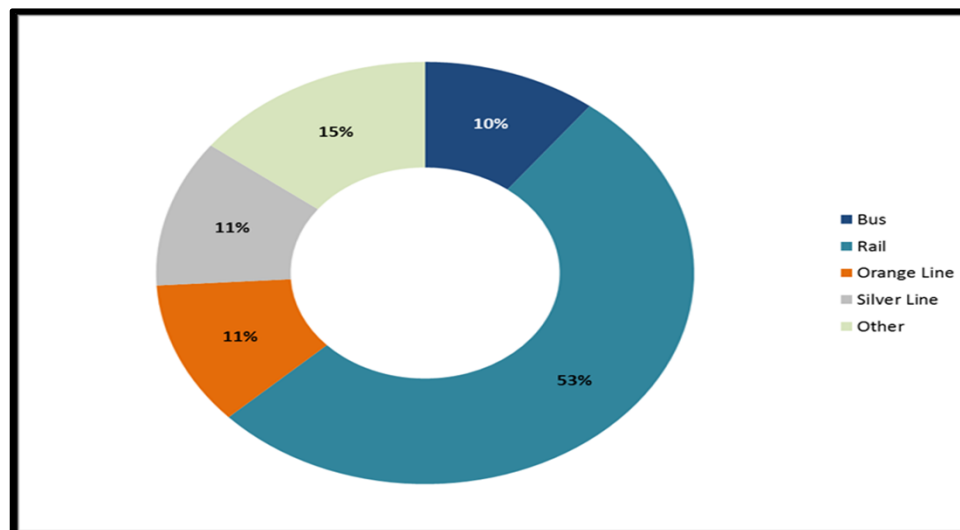


Key Performance Indicators

Percentage of Time Spent on the System – November 2018

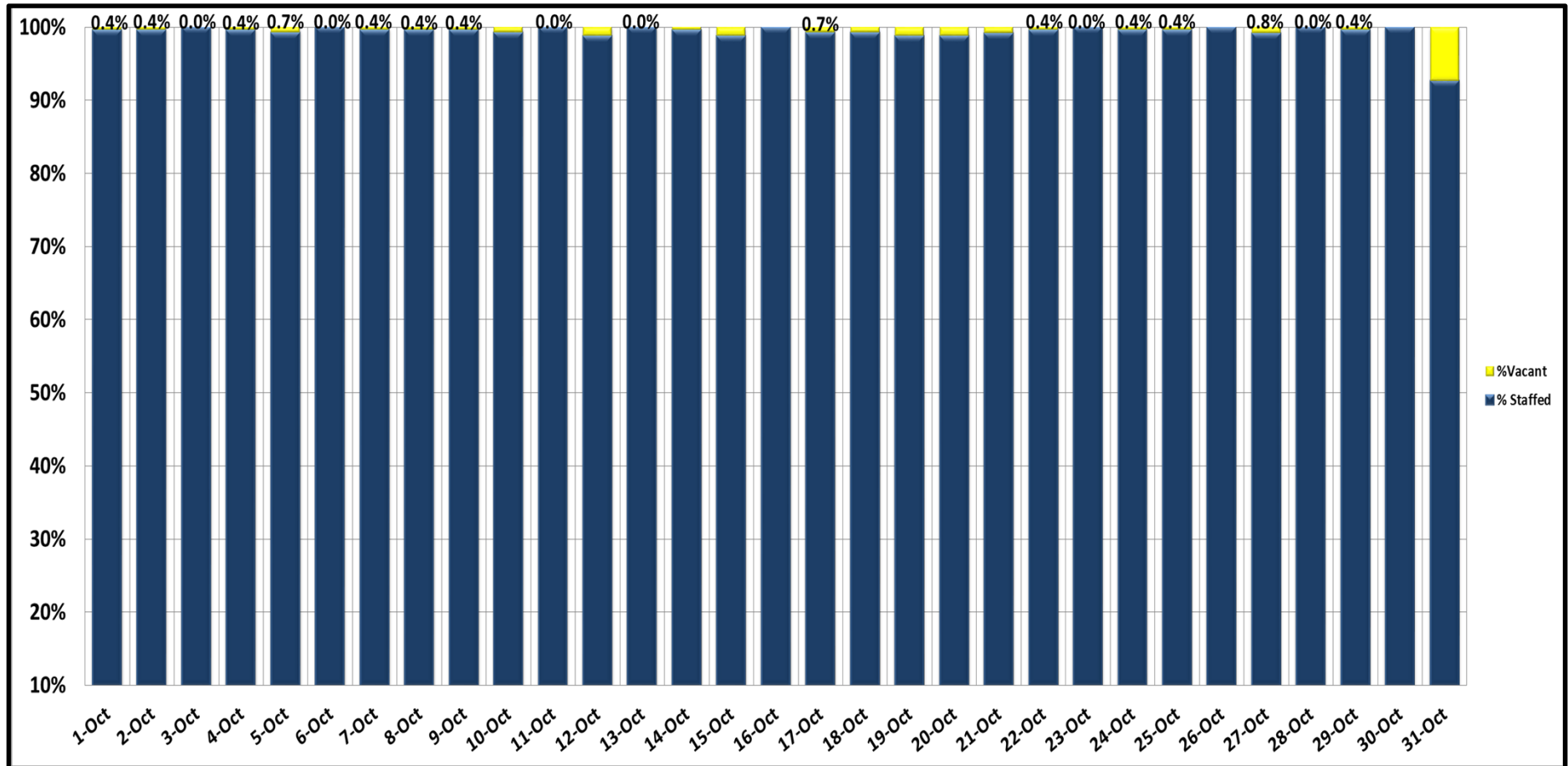


Percentage of Time Spent on the System as a Whole – November 2018



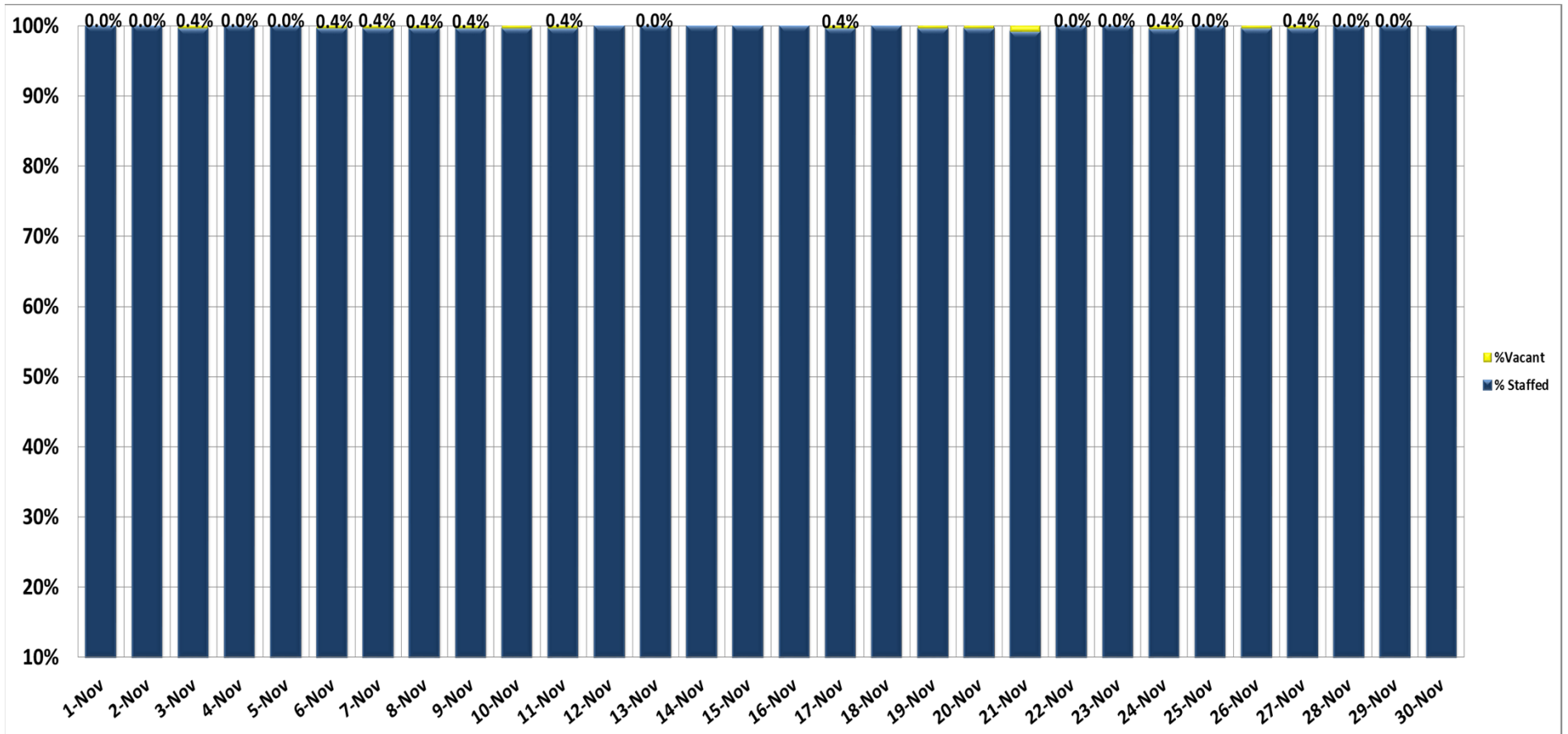
Key Performance Indicators

Ratio of Staffing Levels vs Vacant Assignments – October 2018



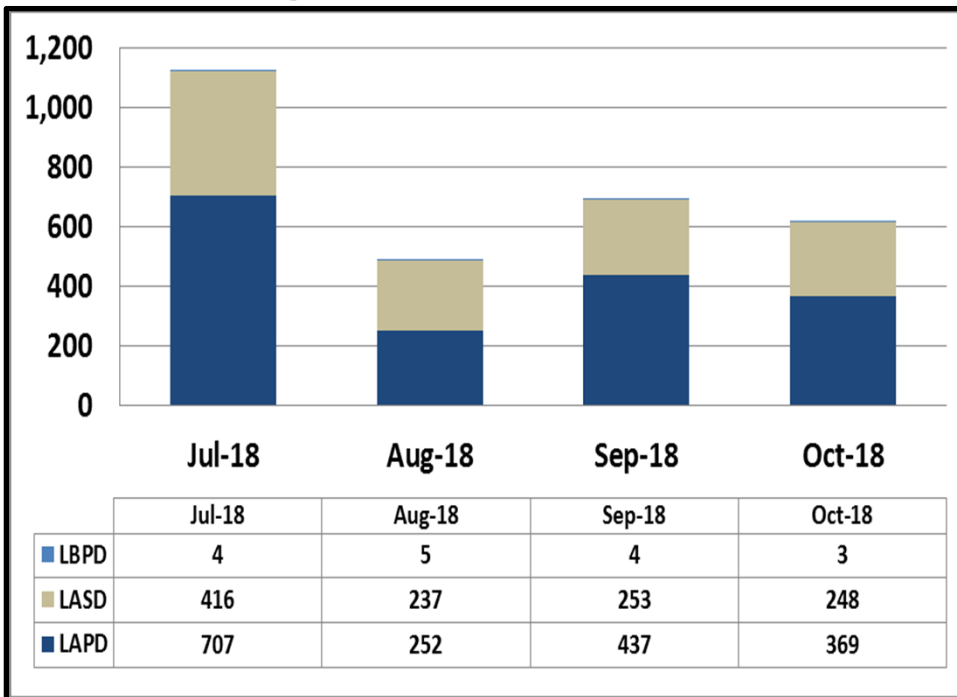
Key Performance Indicators

Ratio of Staffing Levels vs Vacant Assignments – November 2018



Key Performance Indicators

Grade Crossing Operations – October 2018

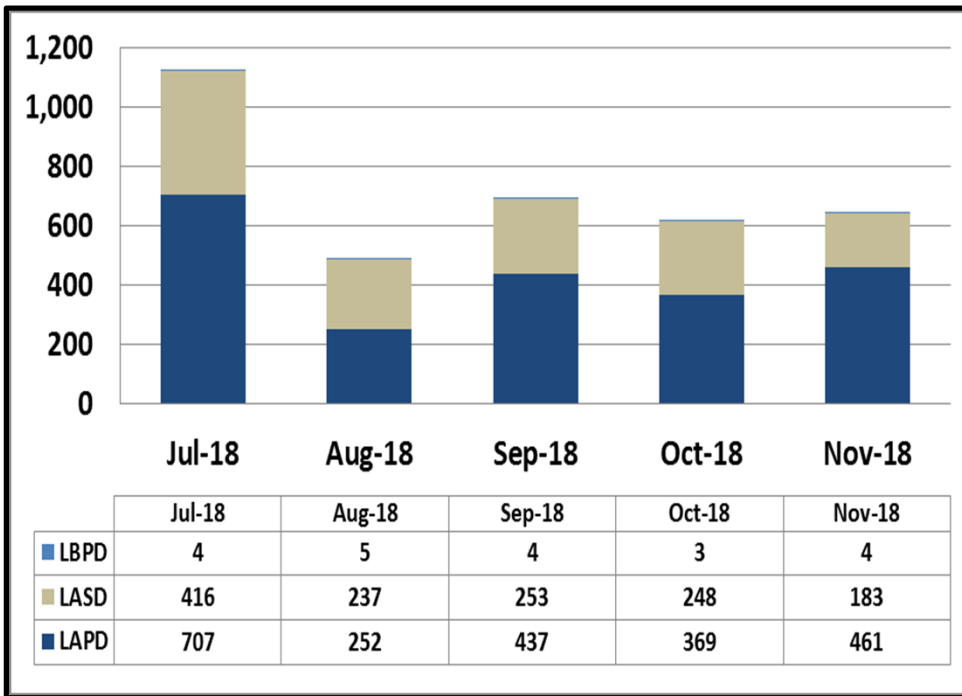


Grade Crossing Operation Locations October:

1. Blue Line Stations (160)
2. Expo Line Stations (210)
3. Gold Line Stations (250)

Key Performance Indicators

Grade Crossing Operations – November 2018

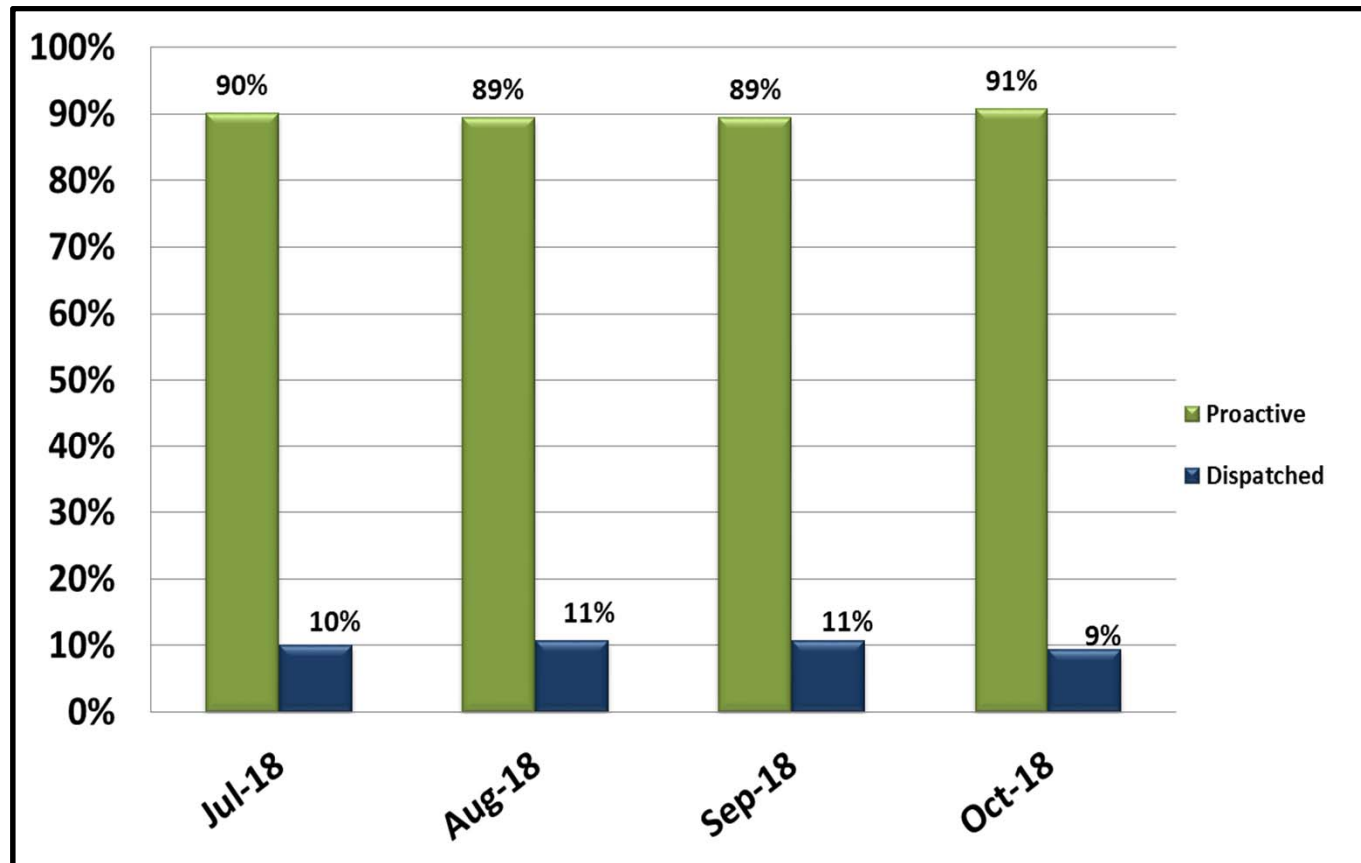


Grade Crossing Operation Locations September:

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3. Gold Line Stations (181)

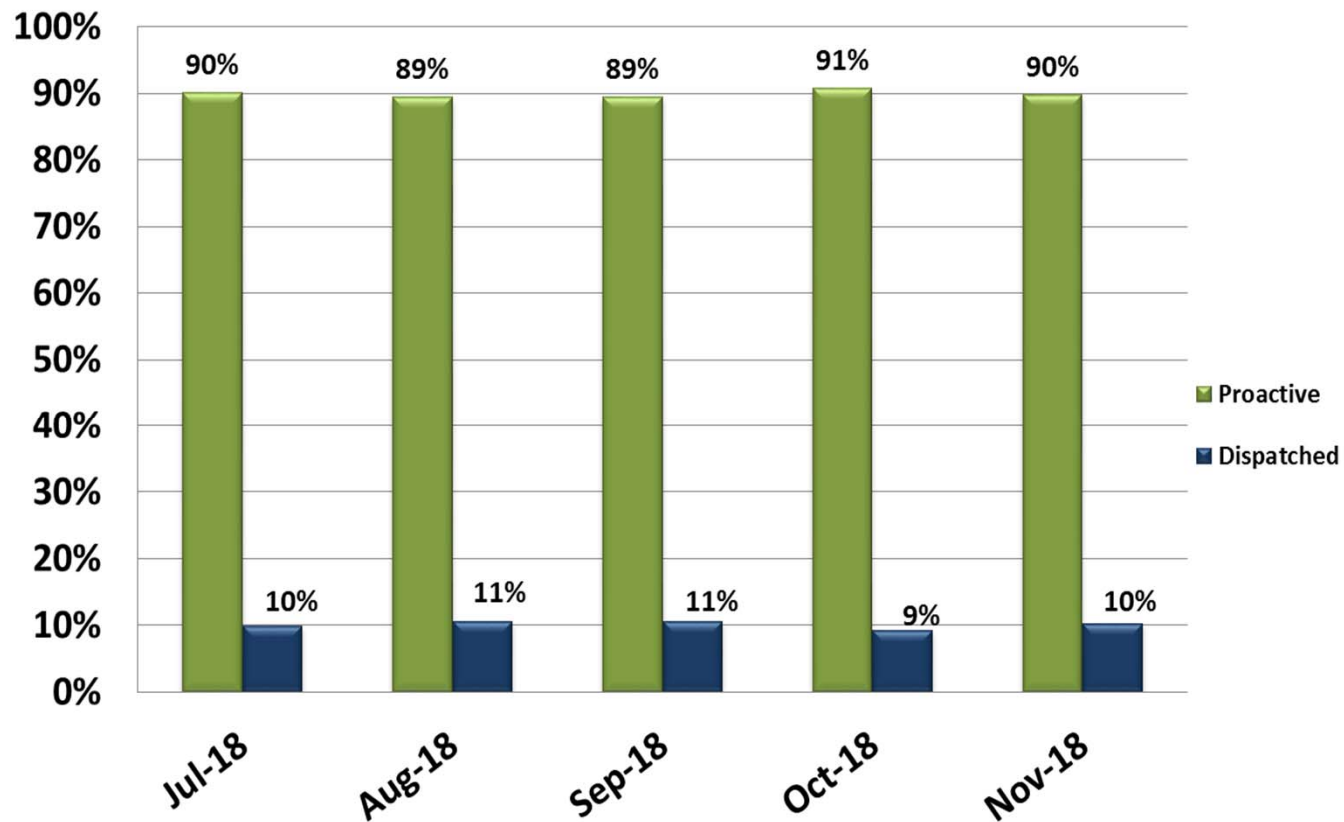
Key Performance Indicators

Ratio of Proactive vs Dispatched Activity - October 2018



Key Performance Indicators

Ratio of Proactive vs Dispatched Activity – November 2018



Winter Surge Enhanced Deployment

- “Winter Surge” was launched in November 2018 and will run through March 2019
- LASD increased deployment by 16.5% from an average of 121 deputies per day to 141
- LAPD increased deployment by 6.5% from an average of 122 officers per day to 130
- Metro Transit Security adjusted its schedule to deploy Fare Compliance Officers earlier at 3 a.m. instead of 5 a.m. to prevent homeless from entering the system
- Metro is also utilizing private security to enhance security on the Green Line tie in and the New Blue



Board Report

File #: 2018-0670, **File Type:** Contract

Agenda Number: 30.

REVISED
OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
JANUARY 17, 2019

SUBJECT: A650-2015, HEAVY RAIL VEHICLE OVERHAUL AND CRITICAL COMPONENT REPLACEMENT PROGRAM

ACTION: APPROVE RECOMMENDATIONS

RECOMMENDATION

CONSIDER:

- A. AUTHORIZING the Chief Executive Officer to increase the Life-of-Project (LOP) budget to Contract No. A650-2015, for the Heavy Rail Vehicle Overhaul and Critical Component Replacement Program (OCCRP), by \$12,399,908 increasing the total Life-of-Project (LOP) budget from \$86,662,000 to \$99,061,908 as funded per attachment C; and
- B. APPROVING Modification No. 3 to Contract A650-2015, with Talgo Inc., for the design and installation of the Train-To-Wayside Communication (TWC) System in the firm-fixed price amount of \$2,044,908.

ISSUE

An on-board, vehicle TWC system is required to permit continued operation through the Division 20 Portal, Turnback and Storage tracks in the event of a TWC system failure at the Rail Operations Center (ROC).

BACKGROUND

The Metro Red Line, which opened in January 1993, was designed to the latest standards available in the 1980's and early 1990's. The design included a Wayside Push Button in lieu of a TWC system. In the event of a system failure at the ROC, the Wayside Push Button is used to permit local routing of the vehicles to and from the mainline.

DISCUSSION

The Purple Line Extensions (Sections 1, 2 and 3) and Division 20 Portal, Turnback, Storage Project

will have a TWC system installed to permit remote routing of trains from the ROC and ensure compliance with the improved headway requirements. In the event of a system failure at the ROC, an on-board, vehicle TWC system is required to permit local routing of the vehicles to and from the mainline.

The HR4000 HRVs will be delivered with a compatible TWC system. To ensure system and operational reliability, it is recommended that the 74 Option A650 HRVs currently undergoing a midlife modernization effort with Talgo, Inc., be equipped with a compatible on-board, vehicle TWC system.

The Diversity and Economic Opportunity Department (DEOD) did not recommend a Disadvantaged Business Enterprise (DBE) goal for this procurement as it is not applicable. This procurement falls under the Federal Transit Administration's (FTA) Transit Vehicle Manufacturer (TVM) goal in accordance with 49 Code of Federal Regulations (CFR) Part 26.49. However, Talgo Inc. has established a 6.51% goal under the FTA TVM goal.

DETERMINATION OF SAFETY IMPACT

The approval of the Contractor recommendation will have a direct, positive impact to system safety, service quality, system reliability, maintainability and overall customer satisfaction.

FINANCIAL IMPACT

The approved LOP budget for CP 206038 - A650 HRV Midlife Overhaul Project is \$86,662,000. This amount includes funds for the HRV Overhaul project. The requested increase of \$12,399,908 will increase the LOP amount to \$99,061,908, and shall be funded by eligible Measure R/Measure M Funds, State, Federal and other Operations eligible funds.

Of the \$12,399,908 requested \$10,355,000 is for the addition of the Fire Mist Suppression System and was previously approved by the Board in September 2018 (File ID: 2018-0486). The remaining \$2,044,908 is needed for the addition of the TWC system.

Since this is a multi-year contract, the cost center Manager, Project Manager, and Senior Executive Officer, Vehicle Engineering & Acquisition will be responsible for ensuring that Project costs are budgeted in future fiscal years.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

Approval of this recommendation supports the following Metro Strategic Plan Goal: Deliver outstanding trip experiences for all users of the transportation system. This project will improve safety, service, and reliability in an effort to provide a world-class transportation system that enhances quality of life for all who live, work, and play within LA County.

ALTERNATIVES CONSIDERED

The Board may choose not to approve these contract modifications. However, this alternative is not recommended. In the event of a failure at the ROC, HRVs will not be able to set the operating route

on the new Purple Line Extensions; thus, directly impacting customer service.

NEXT STEPS

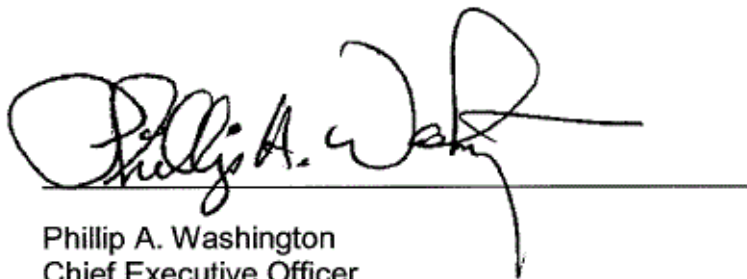
Upon Board approval, the contract modification will be exercised with Talgo, Inc.

ATTACHMENTS

- Attachment A - Procurement Summary
- Attachment B - Contract Modification Log
- Attachment C - Funding & Expenditure Plan
- Attachment D - DEOD Summary

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

PROCUREMENT SUMMARY

A650-2015 HEAVY RAIL VEHICLE OVERHAUL AND CRITICAL COMPONENT REPLACEMENT PROGRAM / CONTRACT NUMBER A650-2015

1.	Contract Number: A650-2015		
2.	Contractor: Talgo, Inc.		
3.	Mod. Work Description: Add Train-to-Wayside Communication (TWC) System		
4.	Contract Work Description: Overhaul A650 Heavy Rail Vehicles		
5.	The following data is current as of: 12.05.18		
6.	Contract Completion Status		Financial Status
	Contract Awarded:	10.5.16	Contract Award Amount: \$54,698,676
	Notice to Proceed (NTP):	01.16.17	Total of Modifications Approved: \$28,626,818
	Original Complete Date:	11.16.19	Pending Modifications (including this action): \$ 2,044,908
	Current Est. Complete Date:	05.16.22	Current Contract Value (with this action): \$85,370,402
7.	Contract Administrator: Wayne Okubo		Telephone Number: (213)922-7466
8.	Project Manager: Andrew Kimani		Telephone Number: (213)922-3221

A. Procurement Background

This Board Action is to approve Contract Modification No. 3 issued in support of the addition of the Train-to-Wayside Communication (TWC) system to the A650 Heavy Rail Vehicle (HRV) as part of the overhaul and critical component replacement program on the Option Buy A650 consisting of 74 vehicles.

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

On September 22, 2016, Metro's Board of Directors approved Board Agenda Item 2016-0538 to Talgo, Inc. in the amount of \$54,698,676 for the overhaul of 38 A650 Heavy Rail Vehicles, with the a contract option to overhaul the remaining 36 vehicles of the newest A650 fleet. On October 26, 2017, Metro's Board of Directors approved Board Agenda Item 2017-0584 for Talgo to overhaul the remaining 36 heavy rail vehicles increasing the contract value to \$72,970,494.

The intent of this overhaul program is to replace vital systems and components and update relevant technology to ensure the continued safety, reliability, availability,

and maintainability of the newest A650 heavy rail fleet for full revenue service and maintain the fleet's State of Good Repair.

This recommended Contract Modification is to add the TWC system to the A650 overhaul program currently underway by Talgo. The addition of the TWC has merit as this system was initially contemplated under the overhaul program but was later removed from the scope of work. The re-inclusion of this updated feature complements the intent of the overhaul program by incorporating current technology on the A650 fleet that is compatible with Metro's expanding heavy rail system.

B. Cost/Price Analysis

The recommended price has been determined to be fair and reasonable based upon cost analysis, an independent cost estimate, technical evaluation, fact finding, and negotiations.

Proposal Amount	Metro ICE	Negotiated Amount
\$2,351.848	\$1,020,535	\$2,044,908

The significant difference between Metro's Independent Cost Estimate (ICE) and the Negotiated Amount is attributed to a number of factors not fully considered in the Metro ICE.

The engineering effort required by the Contractor to add the TWC into the A650 overhaul project is significantly greater than originally estimated. That increase in level of effort is due primarily to a full re-engineering necessary to integrate the TWC with other existing vehicle systems that have already completed modernization design by the overhaul Contractor. Systems such as the Communications system now require a re-engineering and re-designing effort to interface with the TWC.

Another major factor not considered in the Metro ICE is the current A650 overhaul schedule. The integration of the TWC into the A650 overhaul will require a two month extension to the entire project. The overall program costs associated with the schedule extension were not included in the Metro ICE. Other factors such as travel costs, indirect costs, and profit were also not part of the Metro ICE.

CONTRACT MODIFICATION/CHANGE ORDER LOG

NAME OF PROJECT/CONTRACT NUMBER

Mod. no.	Description	Status (approved or pending)	Date	\$ Amount
1	Exercise Option to overhaul 18 additional A650 HRV married pairs	Approved	10.26.17	\$18,271,818
2	Add MFSS to A650 HRV OCCRP	Approved	09.28.18	\$10,355,000
3	Add TWC to A650 HRV OCCRP	Pending	01.24.19	\$ 2,044,908
	Modification Total:			\$30,671,726
	Original Contract:			\$54,698,676
	Total:			\$85,370,402

ATTACHMENT C- Funds Uses and Sources Tables

	From Inception to Date (ITD) thru FY18 Jun	7/1/18 - 6/30/19	7/1/19 - 6/30/20	7/1/20 - 6/30/21	7/1/21 - 6/30/22		
Use of Funds		FY19	FY20	FY21	FY22	Total	% of Project
Overhaul 38 Option-Buy Vehicles	\$9,846,449	\$13,468,252	\$26,706,678	\$3,827,858	\$849,440	\$54,698,676	83.2%
Professional Services	\$2,101,717	\$990,667	\$1,000,667	\$659,645	\$0	\$4,752,695	7.2%
MTA Administration	\$1,300,632	\$475,000	\$542,000	\$310,382	\$0	\$2,628,014	4.0%
Contingency	\$0	\$0	\$0	\$0	\$3,653,754	\$3,653,754	5.6%
38 Option Vehicle Summary	\$13,248,797	\$14,933,918	\$28,249,345	\$4,797,885	\$4,503,194	\$65,733,139	100.0%
	\$0						
Overhaul 36 Option Vehicles	\$4,624,856	\$1,240,633	\$0	\$10,338,548	\$2,067,781	\$18,271,818	87.3%
Professional Services (Increase Requested)	\$0	\$0	\$0	\$498,318	\$98,920	\$597,238	2.9%
MTA Administration (Increase Requested)	\$0	\$0	\$0	\$364,755	\$72,407	\$437,162	2.1%
Contingency (Increase Requested)	\$0	\$0	\$0	\$0	\$1,622,643	\$1,622,643	7.8%
36 Option Vehicle Summary	\$4,624,856	\$1,240,633	\$0	\$11,201,622	\$3,861,750	\$20,928,861	100.0%
Overhaul 74 Option-Buy Vehicles	\$14,471,304	\$14,708,884	\$26,706,678	\$14,166,406	\$2,917,221	\$72,970,494	84%
Professional Services	\$2,101,717	\$990,667	\$1,000,667	\$1,157,963	\$98,920	\$5,349,933	6%
MTA Administration	\$1,300,632	\$475,000	\$542,000	\$675,137	\$72,407	\$3,065,176	4%
Contingency	\$0	\$0	\$0	\$0	\$5,276,397	\$5,276,397	6%
Total Vehicle Summary Total	\$17,873,653	\$16,174,551	\$28,249,345	\$15,999,507	\$8,364,944	\$86,662,000	100.0%
1. Add Fire Mist Suppression System (FMSS)	\$0	\$1,094,013	\$3,003,563	\$3,253,860	\$3,003,563	\$10,355,000	84%
2. Add Train To Wayside Communication (TWC)	\$0	\$221,492	\$591,378	\$640,660	\$591,378	\$2,044,908	16%
Contract Modifications	\$0	\$1,315,505	\$3,594,942	\$3,894,520	\$3,594,941	\$12,399,908	100.0%
Total New Orders Summary Including Contract Modifications	\$17,873,653	\$17,490,056	\$31,844,287	\$19,894,027	\$11,959,886	\$99,061,908	100.0%
Sources of Funds		FY19	FY20	FY21	FY21	Total Sources	%
Measure R 2% (206038)	\$1,367,460	\$0	\$0	\$0	\$0	\$1,367,460	1.4%
PropA 35% Bonds/Cash	\$8,439,925	\$0	\$0	\$0	\$0	\$8,439,925	8.5%
Transportation Development Act Article 4	\$129,601	\$17,490,056 \$10,426,723	\$0	\$0	\$0	\$17,490,056 \$10,556,324	17.8% 10.7%
Federal 5337 Funding	\$7,936,667	\$0 \$7,063,333	\$0	\$0	\$0	\$0 \$15,000,000	-8.0% 15.1%
Cap and Trade: Other State & Federal sources (20	\$0	\$0	\$28,249,345	\$15,999,507	\$8,364,944	\$52,613,796	53.1%
Division 20 Portal, Turnback, and Storage Project	\$0	\$0	\$3,594,942	\$3,894,520	\$3,594,941	\$11,084,403	11.2%
<i>* Future Local, State & Federal Funds to be identified</i>	0	0					
Total Funding Sources	\$17,873,653	\$17,490,056	\$31,844,287	\$19,894,027	\$11,959,886	\$99,061,908	100.0%

* Staff will pursue additional funding sources to supplement Project 206038 budget which may become available through MAP-21 or other federal sources for this project and also utilize other State and Local funding sources as opportunities arise such as Cap and Trade or other new sources.

DEOD SUMMARY

**A650-2015 HEAVY RAIL VEHICLE OVERHAUL AND CRITICAL COMPONENT
REPLACEMENT PROGRAM / CONTRACT NUMBER A650-2015**

A. Small Business Participation

Talgo Inc. is a Transit Vehicle Manufacturer (TVM) and is on the Federal Transit Administration's (FTA) list of eligible TVMs. Talgo Inc. reported that it submitted its overall Disadvantaged Business Enterprise (DBE) goal of 1.65% to FTA for FY19, in compliance with 49 Code of Federal Regulations (CFR) Section 26.49(a)(1). TVMs submit overall DBE goals and report participation directly to FTA annually.

B. Living Wage and Service Contract Worker Retention Policy Applicability

The Living Wage and Service Contract Worker Retention Policy is not applicable to this contract. Rolling stock solicitations are not one of the covered contract types in Metro's Living Wage and Service Contract Worker Retention 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 related value in excess of \$2.5 million.

E. Local Employment Plan Program (LEP)

Local Employment Plan Program is applicable on this contract. Staff will be monitoring progress on all LEP commitments, including the contractual commitments in creating employment opportunities in Los Angeles County and the 10% commitment to hire disadvantaged workers.

Local Employment Plan Commitment:

LEP Commitment for Base + All Options	\$2,212,675
LEP Actuals to Date	\$0.00
Balance of LEP to be attained	\$2,212,675
Disadvantaged Workers attainment	\$0.00

The manufacturer LEP Plan identifies that the LEP achievements and Disadvantaged Worker participation will commence in the assembly stage of the contract.