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**Agenda - Final**

**Thursday, February 18, 2021**

**9:00 AM**

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

**Operations, Safety, and Customer Experience**  
**Committee**

*Holly Mitchell, Chair*

*Mike Bonin, Vice Chair*

*Jacquelyn Dupont-Walker*

*Robert Garcia*

*Sheila Kuehl*

*Tony Tavares, non-voting member*

*Phillip A. Washington, Chief Executive Officer*

## **METROPOLITAN TRANSPORTATION AUTHORITY BOARD RULES**

### **(ALSO APPLIES TO BOARD COMMITTEES)**

#### **PUBLIC INPUT**

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

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

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

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

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

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

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

#### **INFORMATION RELATING TO AGENDAS AND ACTIONS OF THE BOARD**

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

## DISCLOSURE OF CONTRIBUTIONS

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

## ADA REQUIREMENTS

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

## LIMITED ENGLISH PROFICIENCY

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



**323.466.3876**

x2 *Español (Spanish)*

x3 *中文 (Chinese)*

x4 *한국어 (Korean)*

x5 *Tiếng Việt (Vietnamese)*

x6 *日本語 (Japanese)*

x7 *русский (Russian)*

x8 *Հայերէն (Armenian)*

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

Internet Access to Agendas - [www.metro.net](http://www.metro.net)

TDD line (800) 252-9040

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

### **Live Public Comment Instructions:**

Live public comment can only be given by telephone.

The Committee Meeting begins at 9:00 AM Pacific Time on February 18, 2021; you may join the call 5 minutes prior to the start of the meeting.

Dial-in: 888-251-2949 and enter  
English Access Code: 8231160#  
Spanish Access Code: 4544724#

***To give public comment on an item, enter #2 (pound two) when that item is taken up by the Board. Please note that the live video feed lags about 30 seconds behind the actual meeting. There is no lag on the public comment dial-in line.***

### **Instrucciones para comentarios publicos en vivo:**

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

La Reunion de la Junta comienza a las 9:00 AM, hora del Pacifico, el 18 de Febrero de 2021. Puedes unirte a la llamada 5 minutos antes del comienso de la junta.

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

***Para dar un comentario publico sobre un tema, ingrese #2 (Tecla de numero y dos) cuando ese tema mencionado por la Junta. Por favor tenga en cuenta que la transmission de video en vivo tiene un retraso de aproximadante 30 segundos con respecto a la reunión real. No hay retraso en la linea de comentarios publicos.***

### **Written Public Comment Instruction:**

Written public comments must be received by 5PM the day before the meeting.

Email: goinsec@metro.net

Post Office Mail:

Board Secretary's Office

One Gateway Plaza

MS: 99-3-1

Los Angeles, CA 90012

## CALL TO ORDER

## ROLL CALL

## APPROVE Consent Calendar Items: 18, 19, and 20.

**Consent Calendar items are approved by one vote unless held by a Director for discussion and/or separate action.**

### CONSENT CALENDAR

#### **18. SUBJECT: TURBOCHARGERS**

[2020-0840](#)

##### **RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to award a two-year, indefinite delivery/indefinite quantity Contract No. MA72029-2000 to Cummins Inc., the lowest responsive and responsible bidder for Turbocharger Assemblies. The Contract one-year base amount is for \$583,353 inclusive of sales tax, and the one-year option amount is \$594,670, inclusive of sales tax, for a total contract amount of \$1,178,023, subject to resolution of protest(s), if any.

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

#### **19. SUBJECT: EXHAUST GAS RECIRCULATION COOLER KITS**

[2020-0843](#)

##### **RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to award a two-year, indefinite delivery/indefinite quantity Contract No. MA71916-2000 to Cummins Inc., the lowest responsive and responsible bidder for Exhaust Gas Recirculation (EGR) Cooler Kits. The Contract one-year base amount is for \$549,195 inclusive of sales tax, and the one-year option amount is \$562,929, inclusive of sales tax, for a total contract amount of \$1,112,124 subject to resolution of protest(s), if any.

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

#### **20. SUBJECT: COVID-19/BIOHAZARD DISINFECTION SERVICES**

[2020-0865](#)

##### **RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to execute Amendment No. 3 to Contract No. PS134942000 with Marquise, Inc. dba SERVPRO of Hollywood Hills/Los Feliz to continue to provide emergency restoration services, increasing the total authorized not-to-exceed amount by \$2,000,000, from

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\$795,023 to \$2,795,023.

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

NON-CONSENT

21.    **SUBJECT:      OPERATIONS EMPLOYEES OF THE MONTH** [2020-0914](#)

**RECOMMENDATION**

RECOGNIZE Operations Employees of the Month.

Attachments:      [Presentation](#)

22.    **SUBJECT:      ORAL REPORT ON COVID-19 TRANSIT UPDATE** [2020-0915](#)

**RECOMMENDATION**

RECEIVE oral report on COVID-19 Transit Update.

Attachments:      [Presentation](#)

23.    **SUBJECT: MONTHLY UPDATE ON TRANSIT SAFETY AND SECURITY  
                             PERFORMANCE** [2020-0906](#)

**RECOMMENDATION**

RECEIVE AND FILE Transit Safety and Security Report.

Attachments:      [Attachment A - Systemwide Law Enforcement Overview January 2021](#)  
                             [Attachment B - MTA Supporting Data January 2021](#)  
                             [Attachment C - Transit Police Summary January 2021](#)  
                             [Attachment D - Monthly, Bi-Annual, Annual Comparison January 2021](#)  
                             [Attachment E - Sexual Crime Harassment Calls for Service January 2021](#)  
                             [Attachment F - Violent, Prop, and Part 1 Crimes - February 2021 Board Report](#)

24.    **SUBJECT:      CONTRACT MODIFICATION - LA COUNTY DEPARTMENT  
                             OF HEALTH SERVICES C3 HOMELESS OUTREACH  
                             TEAMS** [2020-0911](#)

**RECOMMENDATION**

A. AUTHORIZING the Chief Executive Officer to execute Amendment No. 2 to the Letter of Agreement for Multidisciplinary Street-Based Engagement

Services (Contract No. MO13672900032385), for a four (4) month homeless shelter bed pilot program, in an amount not-to-exceed \$1,500,000, increasing the total cost from \$14,820,000 to \$16,320,000, inclusive of administrative fees; and

B. AUTHORIZING the Chief Executive Officer to execute Amendment No. 3 to the Letter of Agreement for Multidisciplinary Street-Based Engagement Services (Contract No. MO13672900032385), for a two (2) year extension (July 1, 2021 to June 30, 2023), in an amount not-to-exceed \$9,880,000, increasing the total cost from \$16,320,000 to \$26,200,000, inclusive of administrative fees.

**25. SUBJECT: TRANSIT LAW ENFORCEMENT SERVICES**

[2020-0847](#)

**RECOMMENDATION**

A. AUTHORIZE the CEO to execute Contract Modification No. 3 to Contract PS95866000LBPD24750 with the City of Long Beach to continue to provide transit law enforcement services and increase the not-to-exceed contract value by \$6,878,776 from \$30,074,628 to \$36,953,404;

B. AUTHORIZE the CEO to execute Contract Modification No. 2 to Contract PS5862100LAPD24750 with the City of Los Angeles to continue to provide transit law enforcement services and increase the not-to-exceed contract value by \$60,154,998 from \$369,330,499 to \$429,485,497; and

C. AUTHORIZE the CEO to execute Contract Modification No. 2 to Contract PS5863200LASD24750 with the County of Los Angeles to continue to provide transit law enforcement services and increase the not-to-exceed contract value by \$44,168,199 from \$246,270,631 to \$290,438,830.

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

[Attachment B - Procurement Summary](#)

[Attachment C - Contract Modification-Change Order Log](#)

[Attachment D - DEOD Summary](#)

**26. SUBJECT: MOTION 24.1: REGIONAL CONNECTOR OPERATIONS  
UPDATE**

[2020-0887](#)

**RECOMMENDATION**

RECEIVE AND FILE the status report in response to Motion 24.1 entitled Regional Connector Operations (October 2020). This update provides details regarding the work by Metro and its efforts to coordinate with Los Angeles Department of Transportation (LADOT) to develop a work program to improve travel time and reliability in preparation for the opening of Metro's Regional Connector project.

Attachments:      [Attachment A - Motion 24.1](#)

27.    **SUBJECT:**      **FY22 REVENUE SERVICE HOUR (RSH) PROGRAM  
PARAMETERS AND MOTION 11.1 FY21 SERVICE  
INCREASE MOTION UPDATE**      [2020-0934](#)

**RECOMMENDATION**

RECEIVE AND FILE status report on the FY22 revenue service hour parameters and provide an update on Motion 11.1 related to FY21 service increases.

Attachments:      [Attachment A - Motion 11.1](#)

28.    **SUBJECT:**      **ORAL REPORT ON MICROTRANSIT PILOT UPDATE**      [2021-0027](#)

**RECOMMENDATION**

RECEIVE oral report on Microtransit Pilot Update.

Attachments:      [Presentation](#)

29.    **SUBJECT:**      **CONSULTING SERVICES FOR THE P2550 LIGHT RAIL  
VEHICLE (LRV) MIDLIFE MODERNIZATION/OVERHAUL  
PROGRAM, TECHNICAL AND PROGRAM MANAGEMENT  
SUPPORT SERVICES**      [2020-0054](#)

**RECOMMENDATION**

AWARD a cost plus fixed fee contract for Technical and Program Management Support Services under Contract No. PS73193-2550 for P2550 Light Rail Vehicle (LRVs) Midlife Modernization/Overhaul Program Consultant Support Services, to LTK Consulting Services, Inc. in the not-to-exceed amount of \$6,470,848.47 for a period of 60 months from issuance of a Notice-to-Proceed (NTP) for the midlife modernization/overhaul of 50 AnsaldoBreda P2550 LRVs.

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



**SUBJECT: GENERAL PUBLIC COMMENT**

[2021-0019](#)

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 #: 2020-0840, File Type: Contract

Agenda Number: 18.

### OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE FEBRUARY 18, 2021

**SUBJECT: TURBOCHARGERS**

**ACTION: AWARD CONTRACT**

#### **RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to award a two-year, indefinite delivery/indefinite quantity Contract No. MA72029-2000 to Cummins Inc., the lowest responsive and responsible bidder for Turbocharger Assemblies. The Contract one-year base amount is for \$583,353 inclusive of sales tax, and the one-year option amount is \$594,670, inclusive of sales tax, for a total contract amount of \$1,178.023, subject to resolution of protest(s), if any.

#### **ISSUE**

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

#### **BACKGROUND**

Metro's current bus fleet is primarily powered by Cummins natural gas engines that are equipped to turbochargers to meet performance and emissions requirements. The turbochargers are a critical part of the engine operation. Turbocharger problems can significantly impact engine performance. Turbochargers are replaced at the Central Maintenance Shops and bus operating divisions in response to performance problems or engine failures.

#### **DISCUSSION**

The turbocharger is a component that compresses air going into the engine to provide extra power and burn a mixture of fuel in the engine cylinders more efficiently. The turbochargers specified under this procurement are either Original Equipment Manufacturer (OEM) approved or have been tested and qualified by Metro to ensure satisfactory performance for all buses operating in transit service.

The contract to be awarded is a "requirements type" agreement in which we commit to order only from the awardee, up to a specified quantity for a specific duration of time, but there is no obligation or commitment to order all of the turbochargers 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 purchased turbochargers are installed by Metro Mechanics.

Turbochargers will be purchased and maintained in inventory and managed by Material Management. As turbochargers are issued, the appropriate budget project numbers and accounts will be charged.

### **DETERMINATION OF SAFETY IMPACT**

Award of contract will result in a positive impact on safety by ensuring bus operating divisions have an adequate inventory of parts to maintain the bus fleet according to engine manufacturer and Metro Maintenance standards. Ensuring an adequate supply of critical parts ensures the performance and reliability of the bus fleet which will have a beneficial impact on system safety.

### **FINANCIAL IMPACT**

The funding of \$583,353 for these products is included in the FY21 budget under multiple bus operating cost centers in project 306002 Operations Maintenance under Line 50441, Parts - Revenue Vehicle.

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

### **Impact to Budget**

The source of funds for this action is Federal, State, and Local funds including Fares. Allocation of these funds to this effort maximizes their intended use given approved funding guidelines and provisions.

### **IMPLEMENTATION OF STRATEGIC PLAN GOALS**

The procurement of turbochargers for the Cummins natural gas engines supports Strategic Goal 1: Provide high-quality mobility options that enable people to spend less time traveling. The installation of turbochargers 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 turbochargers 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 turbochargers will be fulfilled under the provisions of the contract.

### **ATTACHMENTS**

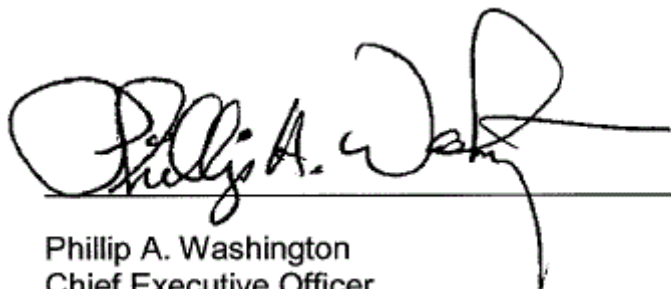
Attachment A - Procurement Summary

Attachment B - DEOD Summary

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

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



Phillip A. Washington  
Chief Executive Officer

**PROCUREMENT SUMMARY**

**TURBOCHARGER ASSEMBLY**

**CONTRACT NO. MA72029-2000**

1.	<b>Contract Number:</b> MA72029-2000	
2.	<b>Recommended Vendor:</b> Cummins Inc., 1939 Deere Avenue, Irvine, CA 92606	
3.	<b>Type of Procurement (check one):</b> <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.	<b>Procurement Dates:</b>	
	<b>A. Issued:</b> 10/21/20	
	<b>B. Advertised/Publicized:</b> 9/18/20	
	<b>C. Pre-proposal/Pre-Bid Conference:</b> N/A	
	<b>D. Proposals/Bids Due:</b> 11/17/20	
	<b>E. Pre-Qualification Completed:</b> 11/23/20	
	<b>F. Conflict of Interest Form Submitted to Ethics:</b> 11/18/20	
	<b>G. Protest Period End Date:</b> 1/22/21	
5.	<b>Solicitations Picked up/Downloaded:</b> 9	<b>Bids/Proposals Received:</b> 4
6.	<b>Contract Administrator:</b> Tanya Allen	<b>Telephone Number:</b> 213/922-1018
7.	<b>Project Manager:</b> Alex DiNuzzo	<b>Telephone Number:</b> 213/922-5860

**A. Procurement Background**

This Board Action is to approve Contract No. MA72029-2000 for the procurement of Turbocharger Assembly. Board approval of contract awards are subject to resolution of any properly submitted protest.

An Invitation of Bid (IFB) No. MA72029-2 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 four (4) bids were received on November 17, 2020:

1. Cummins Inc.
2. Diesel Exhaust & Emission LLC
3. DLR Distributors, Inc.
4. The Aftermarket Parts Co.

## **B. Evaluation of Bids**

This procurement was conducted in accordance and complies with LACMTA's Acquisition Policy for a competitive sealed bid. All four bids received were deemed responsive and responsible to the IFB requirements.

The recommended firm, Cummins Inc., the lowest responsive and responsible bidder was found to be in full compliance in meeting the bid and technical 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, Independent Cost Estimate (ICE), a price savings of \$10,483.00 from historical purchases, and selection of the lowest responsive and responsible bidder.

Low Bidder Name	Bid Amount	Metro ICE
Cummins Inc.	\$1,178,023.12	\$1,187,481.00
Diesel Exhaust & Emission LLC	\$1,220,096.09	
DLR Distributors, Inc.	\$1,246,917.67	
The Aftermarket Parts Co. LLC	\$1,881,952.41	

## **D. Background on Recommended Contractor**

The recommended firm, Cummins Inc. (Cummins) is located in Irvine, CA has been in business for one hundred (100) years. Cummins has provided similar products to Metro, Orange County Transit Authority, San Diego Metropolitan Transit System, and Santa Monica Big Blue Bus and numerous other transit agencies. Cummins has provided satisfactory service and products to Metro on previous purchases.

## DEOD SUMMARY

## TURBOCHARGER ASSEMBLY/CONTRACT NO. MA72029-2000

**A. Small Business Participation**

The Diversity and Economic Opportunity Department (DEOD) established a 2% Disadvantaged Business Enterprise (DBE) goal for this indefinite delivery/indefinite quantity (ID/IQ) solicitation. Cummins, Inc. made a 2% DBE commitment.

<b>Small Business Goal</b>	<b>2% DBE</b>	<b>Small Business Commitment</b>	<b>2% DBE</b>
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	<b>DBE Subcontractors</b>	<b>Ethnicity</b>	<b>% Committed</b>
1.	Say Cargo Express	Hispanic American	2%
	<b>Total Commitment</b>		<b>2%</b>

**B. Living Wage and Service Contract Worker Retention Policy Applicability**

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

**C. Prevailing Wage Applicability**

Prevailing wage is not applicable to this contract.

**D. Project Labor Agreement/Construction Careers Policy**

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



## Board Report

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File #: 2020-0843, File Type: Contract

Agenda Number: 19.

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**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE  
FEBRUARY 18, 2021****SUBJECT: EXHAUST GAS RECIRCULATION COOLER KITS****ACTION: AWARD CONTRACT****RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to award a two-year, indefinite delivery/indefinite quantity Contract No. MA71916-2000 to Cummins Inc., the lowest responsive and responsible bidder for Exhaust Gas Recirculation (EGR) Cooler Kits. The Contract one-year base amount is for \$549,195 inclusive of sales tax, and the one-year option amount is \$562,929, inclusive of sales tax, for a total contract amount of \$1,112,124 subject to resolution of protest(s), if any.

**ISSUE**

This procurement is for the acquisition of EGR cooler kits which are required for maintaining the safe and reliable operation of the bus fleet. Award of this contract will ensure that Metro's Bus Maintenance has adequate inventory to repair and maintain buses according to Metro maintenance standards.

**BACKGROUND**

Metro's current bus fleet is primarily powered by Cummins natural gas engines that are equipped with exhaust gas recirculation systems to route exhaust gas back into the engine combustion chamber to control exhaust emissions. Exhaust gas recirculation systems are a critical component of the engine emissions control systems. Exhaust gas recirculation system problems can significantly impact engine emissions levels and performance. The EGR cooler kits contain the components to repair the exhaust gas recirculation systems. The EGR cooler kits are installed at bus operating divisions in response to engine performance problems.

**DISCUSSION**

The EGR system is responsible for re-circulating metered exhaust gases back into the combustion chamber, which lowers the combustion chamber temperature by introducing inert gas. Nitric Oxide (NOx) emissions are formed when engine chamber temperatures rise above 2500°F and maintaining the engine combustion chamber at more controlled temperatures reduces NOx emissions. The EGR cooler circulates engine coolant through the EGR system as a heat exchange medium and cools the exhaust gas before being recirculated into the engine intake manifold to reduce combustion chamber



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temperature. The EGR cooler kits specified in this procurement are either Original Equipment Manufacturer (OEM) approved or have been tested and qualified by Metro to ensure satisfactory performance for all buses operating in transit service.

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 to order all of the EGR cooler kits 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 purchased EGR cooler kits are installed by Metro Mechanics.

EGR cooler kits will be purchased and maintained in inventory and managed by Material Management. As EGR cooler kits are issued, the appropriate budget project numbers and accounts will be charged.

### **DETERMINATION OF SAFETY IMPACT**

Award of contract will result in a positive impact on safety by ensuring bus operating divisions have an adequate inventory of parts to maintain the bus fleet according to engine manufacturer and Metro Maintenance standards. Ensuring an adequate supply of critical parts ensures the performance and reliability of the bus fleet which will have a beneficial impact on system safety.

### **FINANCIAL IMPACT**

The funding of \$549,195 for these products is included in the FY21 budget under multiple bus operating cost centers in project 306002 Operations Maintenance under Line 50441, Parts - Revenue Vehicle.

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

#### **Impact to Budget**

The current source of funds for this action are federal, state, and local sales tax including fares. Allocation of these funds to this effort maximizes their intended use given approved funding guidelines and provisions.

### **IMPLEMENTATION OF STRATEGIC PLAN GOALS**

The procurement of EGR cooler kits for the Cummins natural gas engines supports Strategic Goal 1: Provide high-quality mobility options that enable people to spend less time traveling. The installation of EGR cooler kits 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.

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**ALTERNATIVES CONSIDERED**

The alternative is to not award the contract and procure EGR cooler kits 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 EGR cooler kits will be fulfilled under the provisions of the contract.

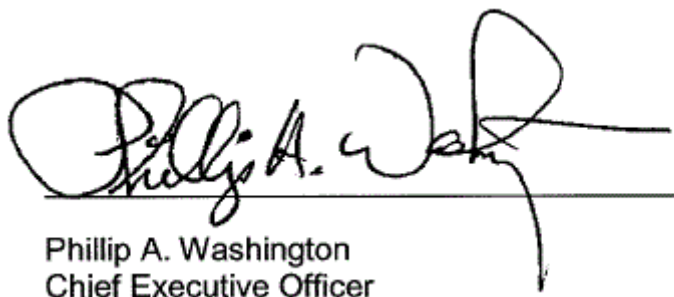
**ATTACHMENTS**

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 (213) 418-3051  
James T. Gallagher, Chief Operations Officer (213) 418-3108



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Phillip A. Washington  
Chief Executive Officer

**PROCUREMENT SUMMARY**

**PURCHASE OF EGR COOLER KITS**

**CONTRACT NO. MA71916-2000**

1.	<b>Contract Number:</b> MA71916-2000	
2.	<b>Recommended Vendor:</b> Cummins Inc., 1939 Deere Avenue, Irvine, CA 92606	
3.	<b>Type of Procurement (check one):</b> <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.	<b>Procurement Dates:</b>	
	<b>A. Issued:</b> 10/21/20	
	<b>B. Advertised/Publicized:</b> 9/18/20	
	<b>C. Pre-proposal/Pre-Bid Conference:</b> N/A	
	<b>D. Proposals/Bids Due:</b> 11/17/20	
	<b>E. Pre-Qualification Completed:</b> 11/23/20	
	<b>F. Conflict of Interest Form Submitted to Ethics:</b> 11/18/20	
	<b>G. Protest Period End Date:</b> 1/22/21	
5.	<b>Solicitations Picked up/Downloaded:</b> 10	<b>Bids/Proposals Received:</b> 5
6.	<b>Contract Administrator:</b> Tanya Allen	<b>Telephone Number:</b> 213/922-1018
7.	<b>Project Manager:</b> Alex DiNuzzo	<b>Telephone Number:</b> 213/922-5860

**A. Procurement Background**

This Board Action is to approve Contract No. MA71916-2000 for the procurement of EGR Cooler Kits. Board approval of contract awards are subject to resolution of any properly submitted protest.

An Invitation for Bid (IFB) No. MA71916-2 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 five (5) bids were received on November 17, 2020:

1. Cummins Inc.
2. Muncie Transit Supply
3. Diesel Exhaust & Emission LLC
4. The Aftermarket Parts Co.
5. DLR Distributors, Inc.

## **B. Evaluation of Bids**

This procurement was conducted in accordance and complies with LACMTA's Acquisition Policy for a competitive sealed bid. There were five bids that were deemed responsive and responsible to the IFB requirements

The recommended firm, Cummins Inc., the lowest responsive and responsible bidder was found to be in full compliance in meeting the bid and technical 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, Independent Cost Estimate (ICE), historical purchases and selection of the lowest responsive and responsible bidder.

Bidder's Name	Total Bid Amount	Metro ICE
Cummins Inc.	\$1,112,123.61	\$998,612.00
Muncie Transit Supply.	\$1,140,774.39	
Diesel Exhaust & Emission LLC	\$1,252,200.38	
The Aftermarket Parts Co. LLC	\$1,265,562.68	
DLR Distributors, Inc.	\$1,306,542.39	

## **D. Background on Recommended Contractor**

The recommended firm, Cummins Inc. (Cummins) is located in Irvine, CA has been in business for one hundred (100) years. Cummins has provided similar products to Metro and other agencies including Orange County Transit Authority, San Diego Metropolitan Transit System, and Santa Monica Big Blue Bus and numerous other transit agencies. Cummins has provided satisfactory service and products to Metro on previous purchases.

## DEOD SUMMARY

## PURCHASE OF EGR COOLER KITS/CONTRACT NO. MA71916-2000

**A. Small Business Participation**

The Diversity and Economic Opportunity Department (DEOD) established a 2% Disadvantaged Business Enterprise (DBE) goal for this indefinite delivery/indefinite quantity (ID/IQ) solicitation. Cummins, Inc. made a 2% DBE commitment.

<b>Small Business Goal</b>	<b>2% DBE</b>	<b>Small Business Commitment</b>	<b>2% DBE</b>
----------------------------	---------------	----------------------------------	---------------

	<b>DBE Subcontractors</b>	<b>Ethnicity</b>	<b>% Committed</b>
1.	Say Cargo Express	Hispanic American	2%
	<b>Total Commitment</b>		<b>2%</b>

**B. Living Wage and Service Contract Worker Retention Policy Applicability**

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

**C. Prevailing Wage Applicability**

Prevailing wage is not applicable to this contract.

**D. Project Labor Agreement/Construction Careers Policy**

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



## Board Report

**File #:** 2020-0865, **File Type:** Contract

**Agenda Number:** 20.

### **OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE FEBRUARY 18, 2021**

**SUBJECT: COVID-19/BIOHAZARD DISINFECTION SERVICES**

**ACTION: APPROVE CONTRACT MODIFICATION**

#### **RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to execute Amendment No. 3 to Contract No. PS134942000 with Marquise, Inc. dba SERVPRO of Hollywood Hills/Los Feliz to continue to provide emergency restoration services, increasing the total authorized not-to-exceed amount by \$2,000,000, from \$795,023 to \$2,795,023.

#### **ISSUE**

Since the onset of the Coronavirus 2019 (COVID-19) pandemic, Metro has experienced a rise in exposure to the virus necessitating a more frequent emergency cleaning and disinfecting of affected Metro work locations and public spaces. In compliance with California State safety and health regulations during this pandemic, to reduce risk exposure and prevent the spread of COVID-19, Metro currently implements an enhanced emergency cleaning protocol aimed to keep a healthy and safe environment.

During this pandemic, Metro is committed to continue to provide critical and state mandated emergency clean up and disinfecting services of affected areas. Therefore, additional contract value of \$2,000,000 is necessary for this effort.

#### **BACKGROUND**

On July 15, 2019 Metro awarded a five-year Contract No. PS134942000 to Marquise, Inc. dba ServPro of Hollywood Hills/Los Feliz (SERVPRO) to provide emergency and restoration services. Services include but are not limited to:

- Mildew/mold remediation, including dry wall demolition and disposal;
- Water damage
- Fire and smoke damage
- Biohazard clean-up and decontamination
- Contents cleaning and restoration (furniture, upholstery); and
- Consulting and advisory services.

## **DISCUSSION**

The recommendation will allow Metro to continue to immediately address emergency requests for disinfecting and sanitation of contaminated work locations and public spaces during this pandemic.

## **DETERMINATION OF SAFETY IMPACT**

Mitigation and Restoration Services have been an essential part of maintaining operations in a safe, clean environment.

## **FINANCIAL IMPACT**

Funding of \$139,000 for these services (non-Covid) is included in the FY21 Budget in cost center 6430 (General Services) under project 100090 (Gateway Building Cost).

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

### **Impact to Budget**

Adoption of Contract Modification No. 3 is an eligible expense identified in Federal COVID-19 transit support and will be funded through the recently approved Coronavirus Response and Relief Supplemental Appropriations Act (CRSSAA).

## **IMPLEMENTATION OF STRATEGIC PLAN GOALS**

Recommendation supports strategic plan goal # 5 (Provide responsive, accountable, and trustworthy governance within the Metro organization), Initiative 5.6. Metro will foster and maintain a strong safety culture. Furthermore, the recommendation supports Metro's Public Health and Pandemic Plan for infectious and communicable diseases.

## **ALTERNATIVES CONSIDERED**

The Board of Directors may choose not to authorize this Contract Modification. This alternative is not recommended because Metro does not have sufficient capacity to perform this emergency response disinfecting work in addition to the substantially enhanced disinfection procedures for high-touch surfaces and common spaces and on-going daily cleaning.

## **NEXT STEPS**

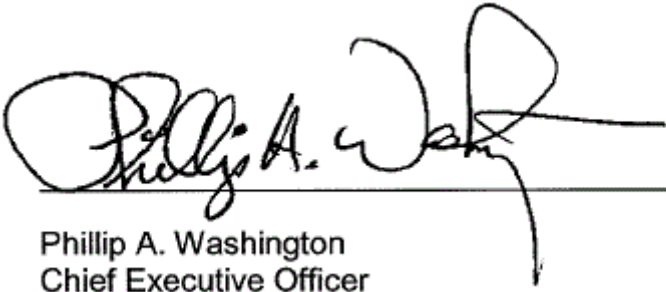
Upon approval by the Board, staff will execute Contract Modification No. 3 with SERVPRO to continue to provide as needed restoration services.

**ATTACHMENTS**

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

Prepared by: John Flores, Facilities Maintenance Supervisor  
(213) 922-2770  
Steve Jaffe, Deputy Executive Officer, General Services  
(213) 922-6284

Reviewed by: Joanne Peterson, Chief Human Capital & Development Officer (213) 418-3088  
Debra Avila, Chief Vendor Contract Management Officer  
(213) 418-3051



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Phillip A. Washington  
Chief Executive Officer



**PROCUREMENT SUMMARY**  
**RESTORATION SERVICES/PS134942000**

1.	<b>Contract Number:</b> PS134942000			
2.	<b>Contractor:</b> Marquise, Inc. DBA SERVEPRO of Hollywood Hills/Los Feliz			
3.	<b>Mod. Work Description:</b> Increase contract authority (e.g. COVID-19)			
4.	<b>Contract Work Description</b> Emergency restoration service			
5.	<b>The following data is current as of:</b> 1/11/21			
6.	<b>Contract Completion Status</b>		<b>Financial Status</b>	
	<b>Contract Awarded:</b>	7/15/19	<b>Contract Award Amount:</b>	\$695,023
	<b>Notice to Proceed (NTP):</b>	N/A	<b>Total of Modification Approved:</b>	\$100,000
	<b>Original Complete Date:</b>	7/15/24	<b>Pending Modification (including this action):</b>	\$2,000,000
	<b>Current Est. Complete Date:</b>	7/15/24	<b>Current Contract Value (with this action):</b>	\$2,795,023
7.	<b>Contract Administrator:</b> Rommel Hilario		<b>Telephone Number:</b> (213) 922-4654	
8.	<b>Project Manager:</b> John Flores		<b>Telephone Number:</b> (213) 922-2770	

**A. Procurement Background**

This Board Action is to approve Modification No. 3 in support of General Services to provide emergency restoration services at Metro Headquarters, parking garage, East Portal Passenger Concourse and other Metro facilities and vehicles.

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

In July 2019, Metro awarded a five-year contract to Marquise Inc. dba SERVEPRO of Hollywood Hills/Los Feliz, the lowest responsive and responsible bidder, to provide restoration services at Metro Headquarters, parking garage and East Portal Passenger Concourse.

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

**B. Cost/Price Analysis**

The recommended price has been determined to be fair and reasonable based on rates that were evaluated as part of the competitive contract awarded in 2019 and price analysis. Rates remain unchanged

<b>Proposed Amount</b>	<b>Metro ICE</b>	<b>Award Amount</b>
\$2,000,000	\$2,000,000	\$2,000,000

## CONTRACT MODIFICATION/CHANGE ORDER LOG

## RESTORATION SERVICES/PS134942000

Mod. No.	Description	Date	Amount
1.	Modify statement of work to add other Metro facilities and vehicles.	4/15/20	\$ 0
2	Increase contract value due to increased cleaning efforts for COVID-19 pandemic.	12/1/20	\$ 100,000
3	Increase contract value to continue to provide emergency restoration services.	<b>PENDING</b>	<b>\$2,000,000</b>
	<b>Modification Total:</b>		<b>\$2,100,000</b>
	<b>Original Contract:</b>	<b>7/15/19</b>	<b>\$ 695,023</b>
	<b>Total Contract Value:</b>		<b>\$2,795,023</b>

**DEOD SUMMARY****RESTORATION SERVICES/PS134942000****A. Small Business Participation**

Marquise Inc. dba SERVPRO of Hollywood Hills/Los Feliz, a Small Business Prime (Set-Aside), made a 97.04% SBE commitment. Based on payments, the contract is 44% complete and current SBE participation is 100%.

<b>Small Business Commitment</b>	<b>SBE 97.04%</b>	<b>Small Business Participation</b>	<b>SBE 100%</b>
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	<b>SBE Contractors</b>	<b>% Committed</b>	<b>Current Participation<sup>1</sup></b>
1.	Marquise Inc. DBA SERVPRO (SBE Prime)	97.04%	100%
	<b>Total</b>	<b>97.04%</b>	<b>100%</b>

<sup>1</sup>Current Participation = Total Actual amount Paid-to-Date to SBE firms ÷ Total Actual Amount Paid-to-date to Prime.

**B. Living Wage and Service Contract Worker Retention Policy Applicability**

A review of the current service contract indicates that the Living Wage and Service Contract Worker Retention Policy (LW/SCWRP) was not applicable at the time of award. Therefore, the LW/SCWRP is not applicable to this modification.

**C. Prevailing Wage Applicability**

Prevailing Wage requirements are applicable to this project. DEOD will continue to monitor contractors' compliance with the State of California Department of Industrial Relations (DIR), California Labor Code, and, if federally funded, the U S Department of Labor (DOL) Davis Bacon and Related Acts (DBRA).

**D. Project Labor Agreement/Construction Careers Policy**

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



## Board Report

**File #:** 2020-0865, **File Type:** Contract

**Agenda Number:**

### OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE FEBRUARY 18, 2021

**SUBJECT: COVID-19/BIOHAZARD DISINFECTION SERVICES**

**ACTION: APPROVE CONTRACT MODIFICATION**

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## **DISCUSSION**

The recommendation will allow Metro to continue to immediately address emergency requests for disinfecting and sanitation of contaminated work locations and public spaces during this pandemic.

## **DETERMINATION OF SAFETY IMPACT**

Mitigation and Restoration Services have been an essential part of maintaining operations in a safe, clean environment.

## **FINANCIAL IMPACT**

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### **Impact to Budget**

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## **IMPLEMENTATION OF STRATEGIC PLAN GOALS**

Recommendation supports strategic plan goal # 5 (Provide responsive, accountable, and trustworthy governance within the Metro organization), Initiative 5.6. Metro will foster and maintain a strong safety culture. Furthermore, the recommendation supports Metro's Public Health and Pandemic Plan for infectious and communicable diseases.

## **ALTERNATIVES CONSIDERED**

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## **NEXT STEPS**

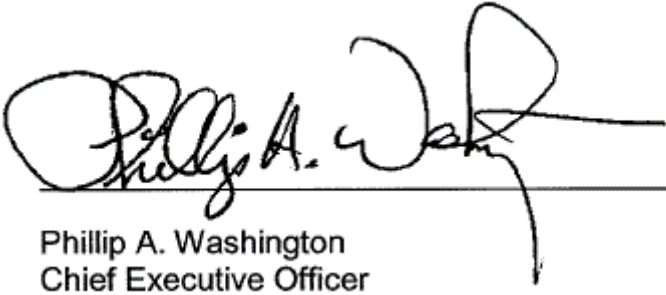
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Phillip A. Washington  
Chief Executive Officer



Metro

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

## Board Report

File #: 2020-0914, File Type: Oral Report / Presentation

Agenda Number: 21.

### OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE FEBRUARY 18, 2021

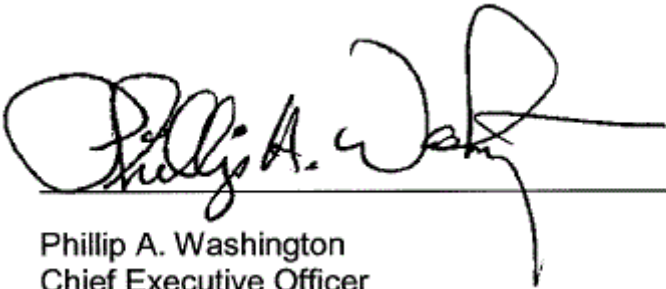
SUBJECT: OPERATIONS EMPLOYEES OF THE MONTH

#### RECOMMENDATION

RECOGNIZE 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.



Phillip A. Washington  
Chief Executive Officer



# February Employees of the Month

# Employees of the Month



## Transportation

### Bus Operator

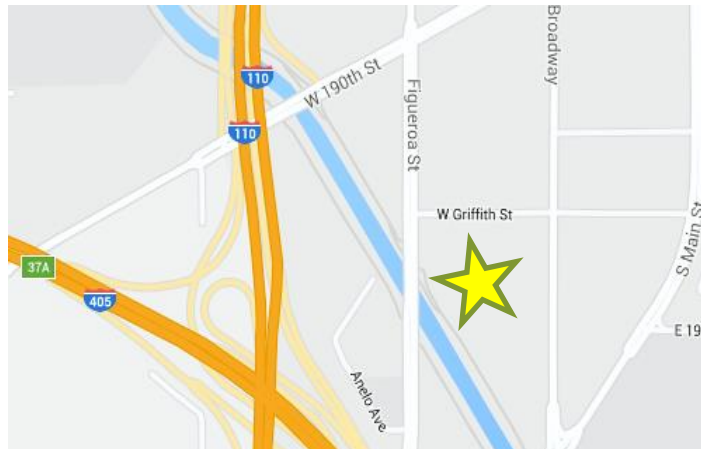
Rachelle Roberson



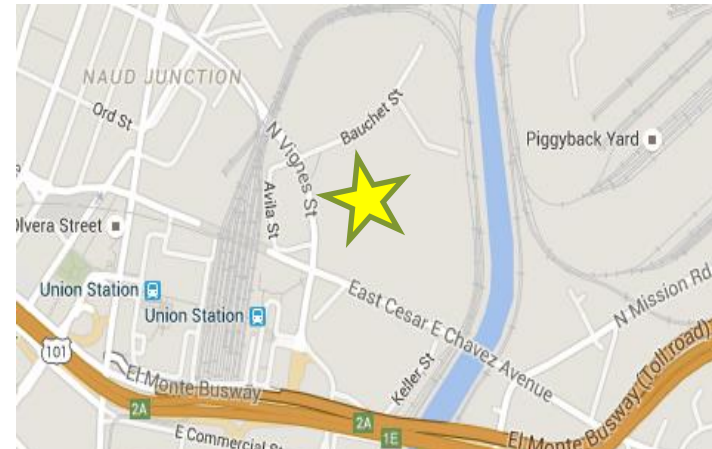
## Maintenance

### Lead Plumber

Russell Oshiro



Division 18 – Carson



Central Maintenance Facility – LA



**Board Report**

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**File #:** 2020-0915, **File Type:** Oral Report / Presentation

**Agenda Number:** 22.

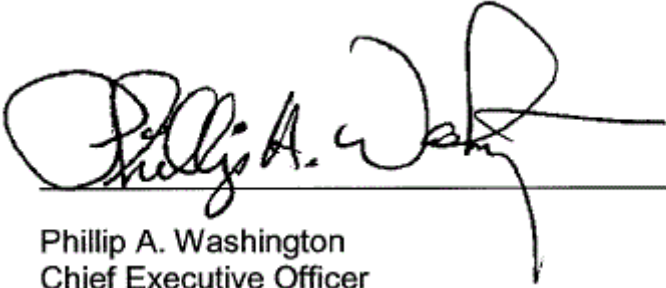
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**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE  
FEBRUARY 18, 2021**

**SUBJECT: ORAL REPORT ON COVID-19 TRANSIT UPDATE**

**RECOMMENDATION**

RECEIVE oral report on COVID-19 Transit Update.

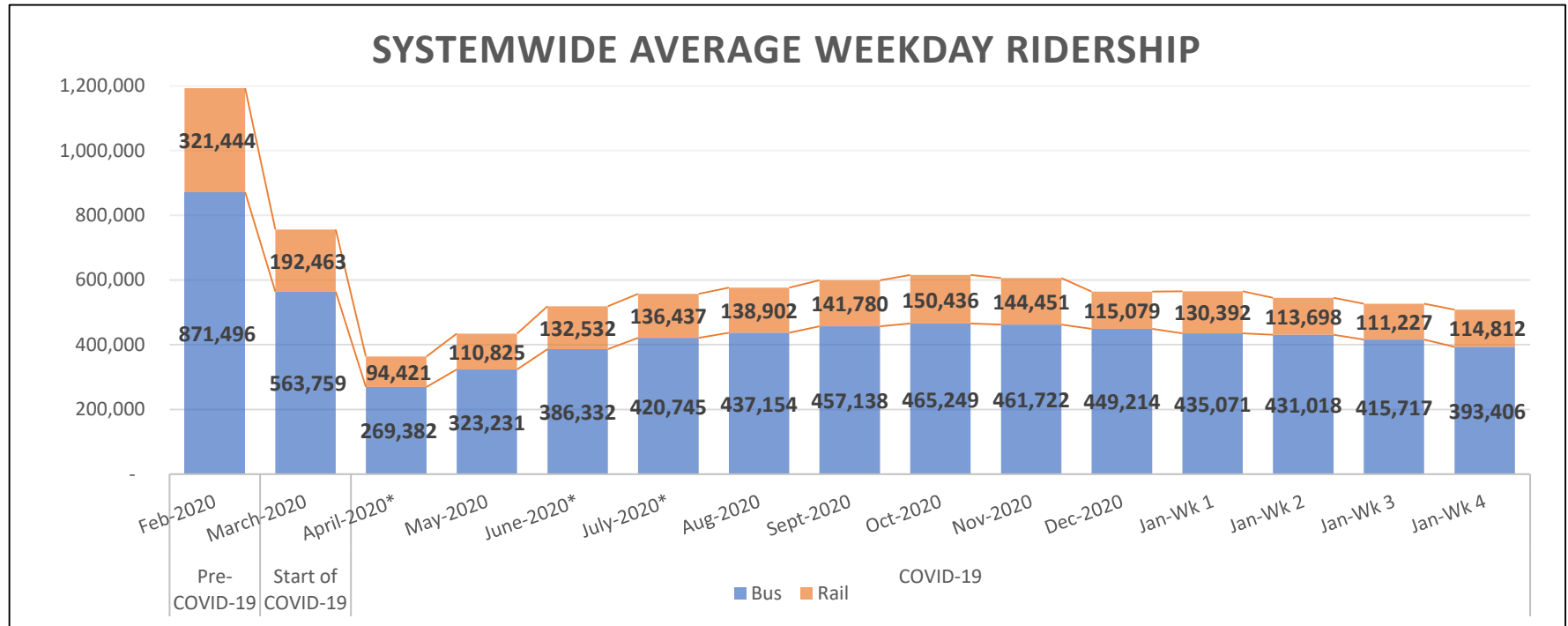


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Phillip A. Washington  
Chief Executive Officer

# **COO Oral Report COVID-19 – Operations Update**

# Weekly Ridership Update



	Pre- COVID- 19	Start of COVID- 19														
Ridership	Feb-20	Mar-20	April-20	May-20	June-20	July-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	1/3-1/9	1/10- 1/16	1/17- 1/23	1/24- 1/30	
TOTAL	1,192,940	756,222	363,803	434,056	518,864	557,182	576,056	598,918	615,685	606,173	564,293	565,463	544,716	526,944	508,218	

## Notes

**3/19/20 - Safer at Home Order Issued**

**11/30/20 – Targeted Safer at Home Order Issued**

# 2020 – 2021 Frontline Worker Update

## COVID Return-to-Work (RTW) & Hiring

### RTW

- Continue to follow mandatory/directed quarantines related to COVID cases (exposures & positives) for LA County
- Continue to process return-to-work cases with a Strike Force team of about twelve seconded staff
- The current backlog is about 1,300 cases
- The Strike Force and HCD's efforts have been able to help reduce the weekly number of cancelled assignments in February by about 25% (roughly 1,900 average work hours cancelled in Jan. weekdays to about 1,450 so far in Feb.)

### Hiring

- Bus Operator hiring activities continued in February, with ongoing monthly hiring plans
- Current target is to graduate 25-30 operators every month
- Ramp up to 45 operators every month in August 2021 to meet planned revenue service
- Operations will continue to adjust hiring and training schedules in support of planned revenue service, and ongoing promotions or attrition



Board Report

File #: 2020-0906, File Type: Informational Report

Agenda Number: 23.

OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE  
FEBRUARY 18, 2021

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 January 2021 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). In addition, the report highlights initiatives from the System Security and Law Enforcement department and its efforts to create a safer environment for Metro employees and a safer experience for Metro customers.

**BACKGROUND**

The System Security and Law Enforcement (SSLE) department entered into a multi-agency policing partnership in 2017 to increase the number of police on the Metro system to provide a greater, more visible "felt presence" of police to help deter criminal activity on Metro buses and trains.

**DISCUSSION**

**LAW ENFORCEMENT CONTRACT COMPLIANCE**

The SSLE compliance group continues to use reports generated by the Axiom, Mobile Device Manager (MDM) system and comparing the data with the submitted law enforcement daily deployment schedules to validate which Officers/Deputies logged into the MPV application, at what time, for what location, and at which point they logged off. The sample size encompasses twenty-one (21) days and one shift. The MPV Application's virtual field audit, resulted in the following compliance percentages by agency.

<b><u>21-Day Audit</u></b>			
<b>Audit Period</b>	<b>11/22/20 - 12/12/20</b>	<b>12/13/20 - 01/02/21</b>	<b>*01/03/21 - 01/23/21</b>

LAPD	90%	93%	89%
LASD	1%	10%	45%
LBPB	55%	72%	75%

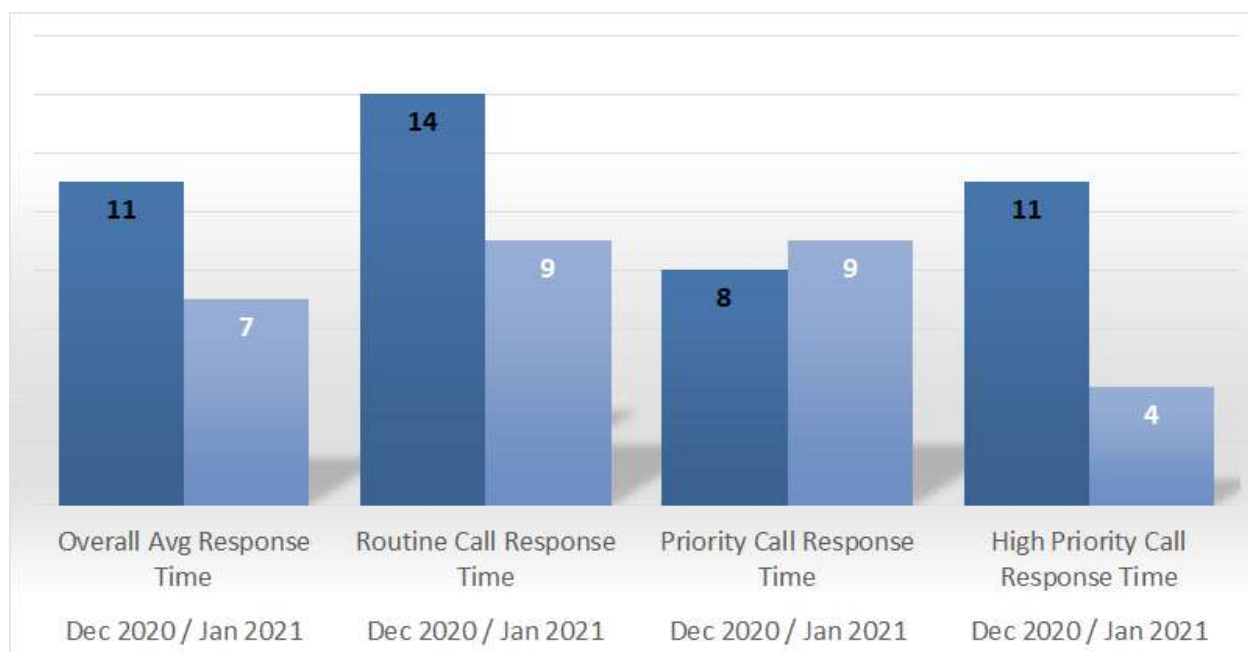
\*To establish a fair audit, we consider external occurrences such as network outages, device shortages, and MDM system maintenance. In this audit period, LASD had a shortage of MPV devices due to a large-scale wipe of data, resulting the devices to revert to factory settings and thus be non-operational for line purposes. This was caused by long instances of inactivity causing the built-in security fail-safe to trigger. In total, eighty-eight (88) devices out of 113 issued, were returned to SSLE for appraisal.

We utilized a random sample, and the methodology was consistent throughout. The only variation was the deployment documentation that varies by agency, and it is not indicative of how many Officers/Deputies across the system are logging in. The audit methodology is available upon request.

All agencies continue to work with SSLE Compliance Unit to achieve full compliance.

## METRO TRANSIT SECURITY

### Calls for Service Response Times in Minutes



For the month of January, Transit Security received 229 calls for service. The following is a breakdown of the call categories and response times.

- **Routine:** Transit Security received 122 calls and responded to 91 of them with an average response time of 9 minutes. The remaining calls were either assigned to law enforcement, contract security, or other entity such as maintenance, Rail Operations Control, Bus Operations Control, local fire department, or Mitsubishi.



- Priority: Transit Security received 101 calls and responded to 76 of them with an average response time of 9 minutes. The remaining calls were either assigned to law enforcement, contract security, or other entity such as maintenance, Rail Operations Control, Bus Operations Control, local fire department, or Mitsubishi.
- High Priority: Transit Security received 6 calls and responded to 3 of them with an average response time of 4 minutes. The remaining calls were either assigned to law enforcement, contract security, or other entity such as maintenance, Rail Operations Control, Bus Operations Control, local fire department, or Mitsubishi.

### BUS OPERATIONS SECURITY

In January, there were a total of (6) assaults on bus operators, with (4) assaults occurring in LAPD's jurisdiction and (2) assaults occurring in LASD's jurisdiction. Three assaults occurred on the bus system on different lines and (3) assaults occurred on the L (Gold) Line.

In January, there were a total of 13,872 bus boardings by LAPD officers and a total of 11,289 bus boardings by LASD deputies on various routes throughout the county. Between December and January, LAPD saw an increase in bus boardings of 5,380 and LASD saw an increase in bus boardings of 1,157.

### MOTION #35 UPDATES

Metro's Transit Security draft Use of Force (UOF) policy was sent to County Counsel, Office of Inspector General, Chief Policy Officer, Chief Civil Rights Programs Officer, and Executive Officer of Equity and Race for review. LASD and LBPD have completed their Use of Force policy review. LASD is currently working on the last two "Eight Can't Wait" recommendations and will provide SSLE management with an update in mid-February on the remaining two recommendations.

LBPD is convening a Community Advisory Group in late January to seek community input on their Use of Force Policy. They will have no further policy updates until the Advisory Group review is complete. SSLE received and is reviewing RMI's sub-contractor security companies revised draft Use of Force policies for compliance with "Eight Can't Wait." We will report back at the March Board meeting with an update.

### HOMELESS OUTREACH SERVICES

OPERATION "SHELTER THE UNSHELTERED"	
LAW ENFORCEMENT (LAPD, LASD, and LBPD)	
ACTIONS TAKEN	JANUARY
# OF LEVEL 1 (CONTACTS)	407
# OF LEVEL 2 (REFERRALS)	11
# OF LEVEL 3 (HOUSING PLACEMENTS)	4

<b>TOTAL # OF INDIVIDUALS HOUSED YEAR</b>	<b>62</b>
<b>PATH</b>	
<b>ACTIONS TAKEN</b>	<b>JANUARY</b>
<b># TO SHELTERS TO INCLUDE PERMANENT</b>	<b>19</b>
<b>TOTAL # OF INDIVIDUALS HOUSED YEAR</b>	<b>613</b>
<b>DREAM CENTER</b>	
<b>ACTIONS TAKEN</b>	<b>JANUARY</b>
<b># OF CONTACTS</b>	<b>0*</b>
<b>TOTAL # OF INDIVIDUALS CONTACTED</b>	<b>1,036</b>
<b>LA DOOR</b>	
<b>ACTIONS TAKEN</b>	<b>JANUARY</b>
<b># OF CONTACTS</b>	<b>449</b>
<b>TOTAL # OF INDIVIDUALS CONTACTED</b>	<b>1,981</b>

\*Staff under quarantine since the week of December 7<sup>th</sup>

#### FY21 Q3 SYSTEMWIDE HOMELESS COUNT

On January 27, 2021, SSLE in coordination with its Law Enforcement partners and Metro Operations conducted a quarterly systemwide homeless count. The rail count was conducted by Law Enforcement Officers on board trains and on rail station platforms at 7:00am and 7:00pm. The bus count was conducted by Bus Operators utilizing the fare box to collect data at 12:00am, 2:00am, 6:00am, and 6:00pm. Below are the results of the FY21 Q3 Systemwide Homeless Count:

#### Rail Count:

<b>7:00AM</b>	<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>L</b>	<b>TOTAL</b>
<b>ON TRAIN:</b>	200	197	17	175	268	51	<b>908</b>
<b>PLATFORM:</b>	30	106	8	66	17	23	<b>250</b>
<b>LINE TOTAL:</b>	230	303	25	241	285	74	<b>1,158</b>
<b>7:00PM</b>	<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>L</b>	<b>TOTAL</b>
<b>ON TRAIN:</b>	130	314	75	65	69	103	<b>756</b>
<b>PLATFORM:</b>	80	217	35	0	37	42	<b>411</b>
<b>LINE TOTAL:</b>	210	531	110	65	106	145	<b>1,167</b>
<b>LINE TOTAL COMBINED:</b>	<b>440</b>	<b>834</b>	<b>135</b>	<b>306</b>	<b>391</b>	<b>219</b>	<b>GRAND TOTAL: 2,325</b>

#### Bus Count:

<b>12:00am</b>	<b>2:00am</b>	<b>6:00am</b>	<b>6:00pm</b>	<b>TOTAL</b>
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402	523	490	1,208	2,623
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## SEXUAL HARASSMENT

### Peace Over Violence Performance Metrics

Performance Measure	January 2021 Numbers Served
Total Sexual Harassment Cases Contacting POV	2
Total Cases of Metro Located Sexual Harassment Contacting POV	0
Total Number of Metro Riders Requesting Counseling Services	0
Total Number of Police Reports Filed or Intended to File	1
Total Number of Active Cases	3

### NEXT STEPS

Staff will continue to monitor our law enforcement partners, private security, and Transit Security performance, monitor crime stats, and adjust deployment as necessary.

### ATTACHMENTS

Attachment A - Systemwide Law Enforcement Overview January 2021

Attachment B - MTA Supporting Data January 2021

Attachment C - Transit Police Summary January 2021

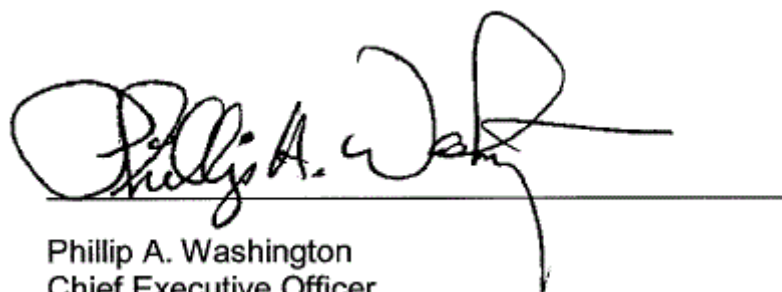
Attachment D - Monthly, Bi-Annual, Annual Comparison January 2021

Attachment E - Sexual Crime\_Harassment Calls for Service\_January 2021

Attachment F - Violent, Prop, and Part 1 Crimes - February 2021 Board Report

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

Reviewed by: Bob Green, Chief System Security and Law Enforcement Officer, (213) 922-4811



Phillip A. Washington  
Chief Executive Officer

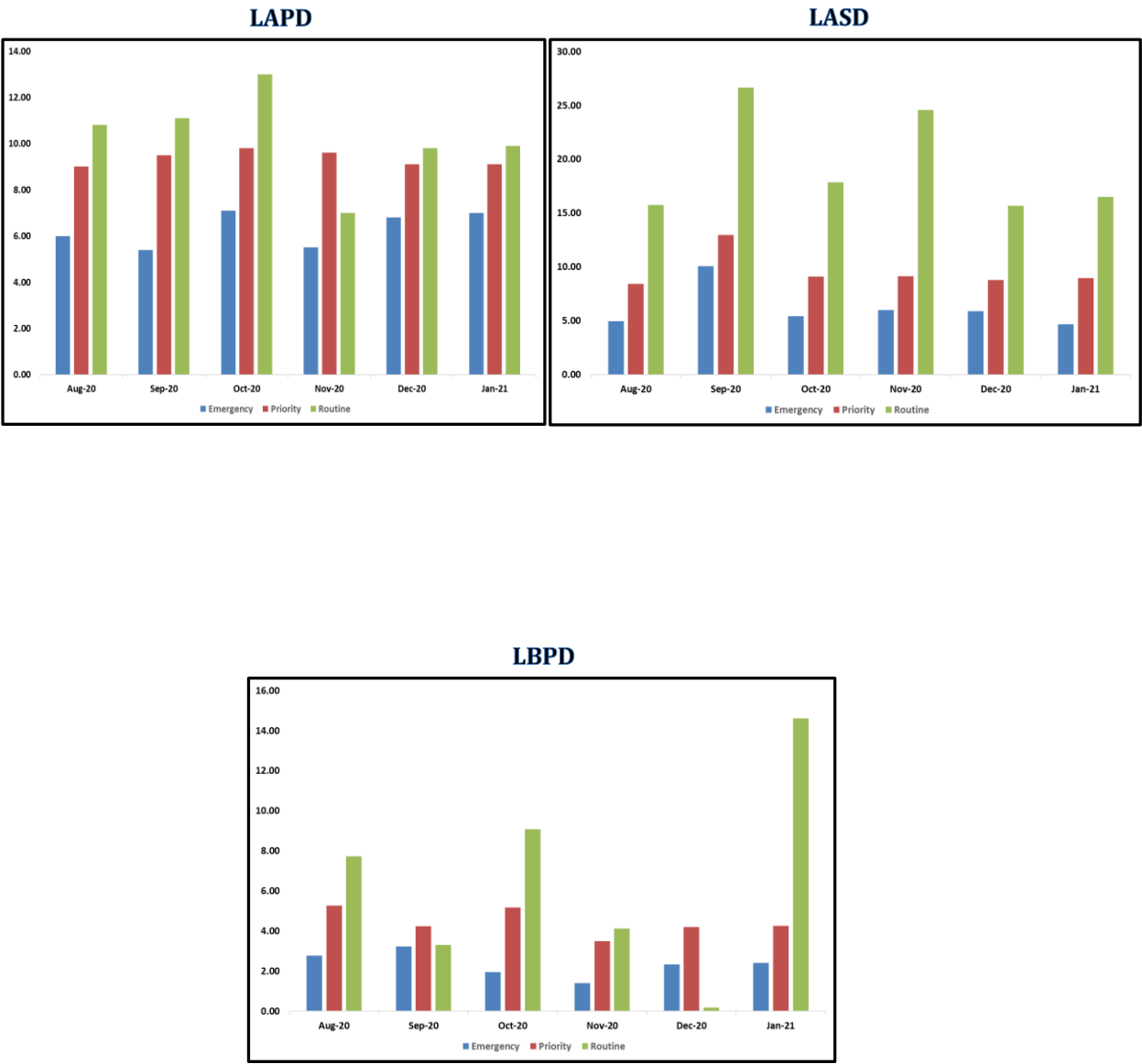


# SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW

## JANUARY 2021

Attachment A

### Average Incident Response Times

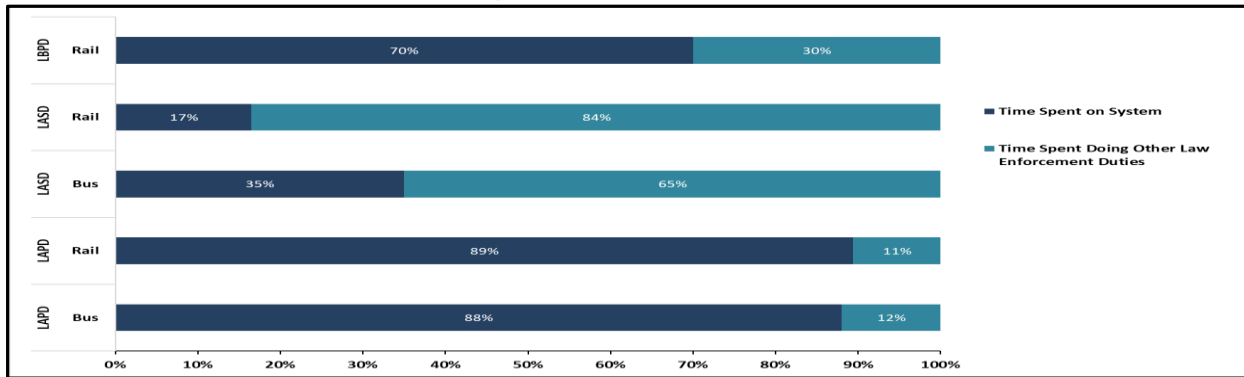


# SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW

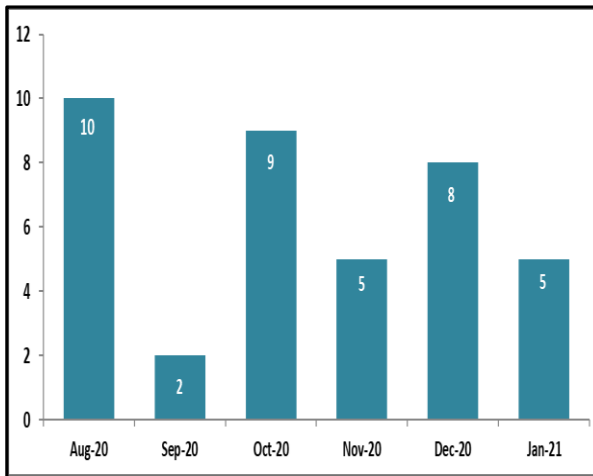
JANUARY 2021

Attachment A

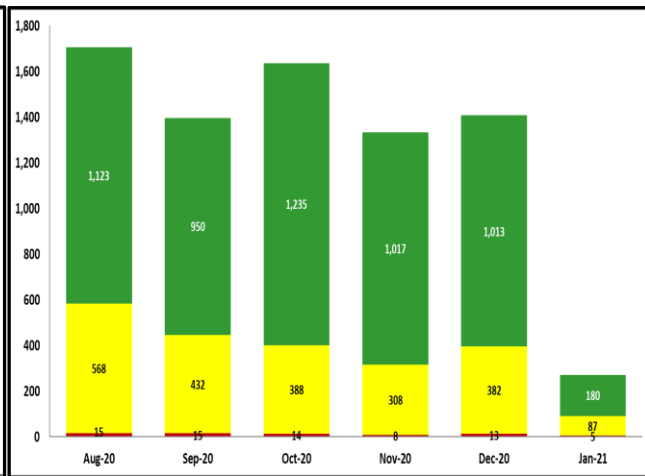
## Percentage of Time Spent on the System



## Bus Operator Assaults



## Fare Compliance



**Green Checks**- Occurs when a patron has valid fare

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

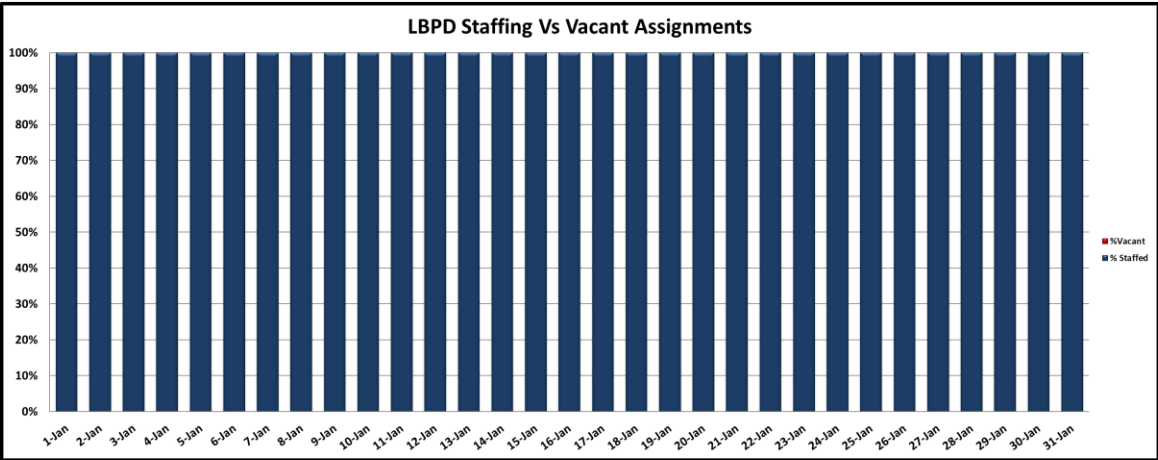
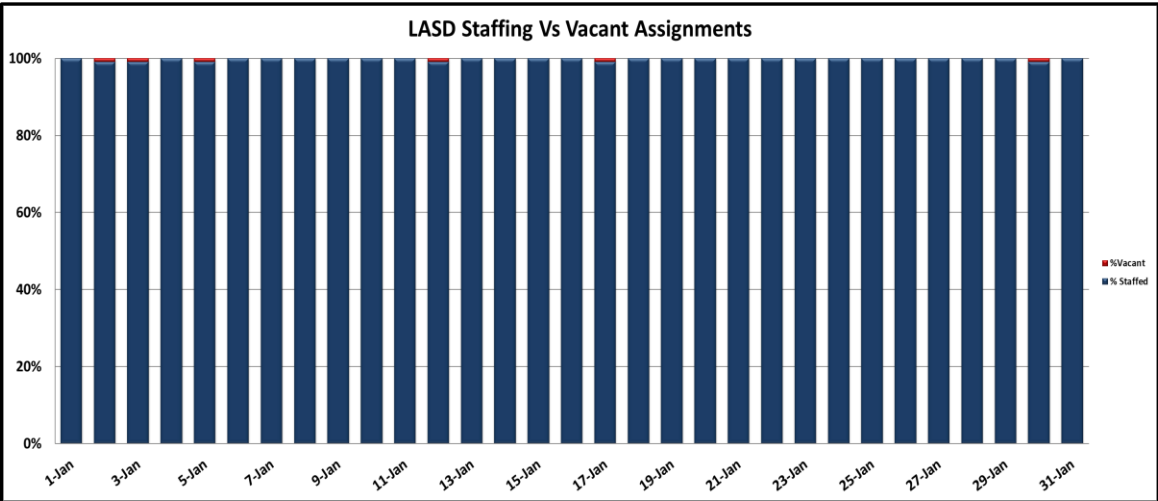
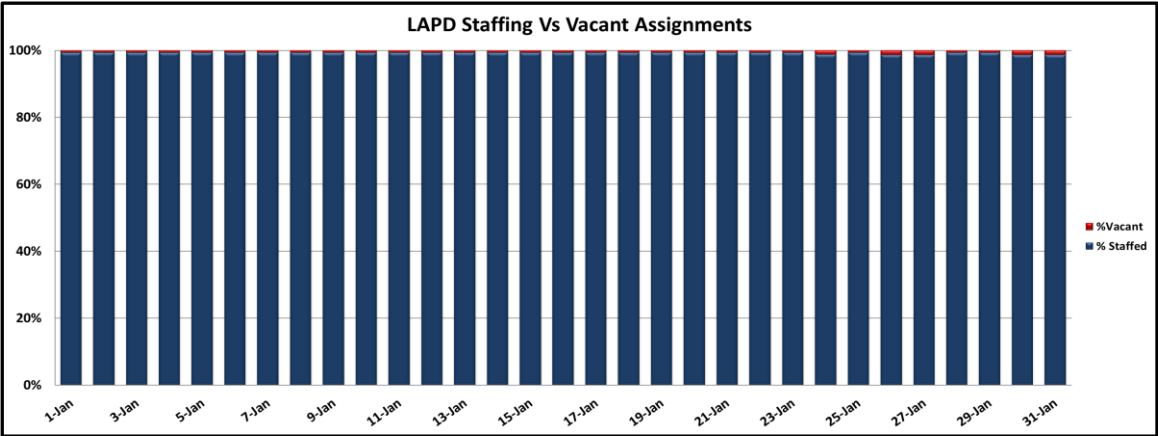
**Red Checks**- Occurs when a patron has invalid fare

# SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW

JANUARY 2021

Attachment A

## Ratio of Staffing Levels vs Vacant Assignments



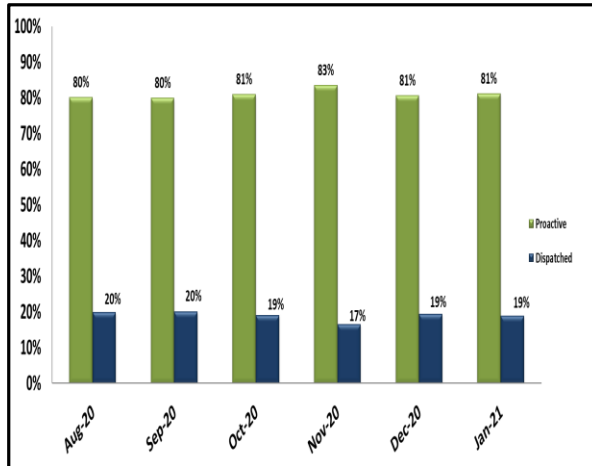
# SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW

JANUARY 2021

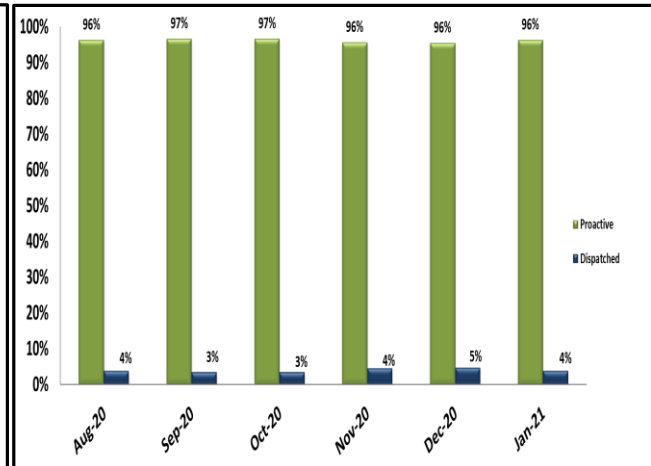
Attachment A

## Ratio of Proactive vs Dispatched Activity

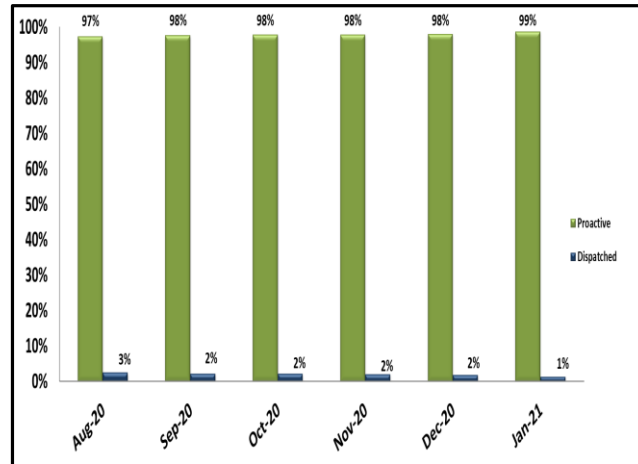
### LAPD



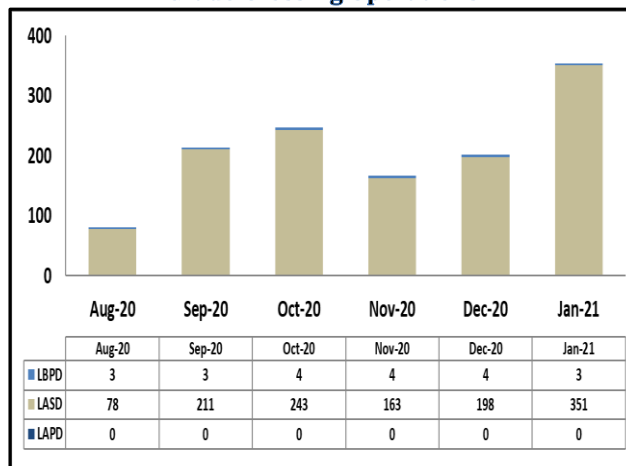
### LASD



### LAPD



## Grade Crossing Operations



### Grade Crossing Operation Locations January:

1. Blue Line Stations (131)
2. Expo Line Stations (55)
3. Gold Line Stations (168)



MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JANUARY 2021

REPORTED CRIME				
CRIMES AGAINST PERSONS	LAPD	LASD	LBPD	FYTD
Homicide	0	0	0	1
Rape	0	0	0	1
Robbery	0	1	1	25
Aggravated Assault	1	1	0	20
Aggravated Assault on Operator	0	0	0	0
Battery	2	2	0	35
Battery Rail Operator	0	0	0	0
Sex Offenses	0	1	0	7
SUB-TOTAL	3	5	1	89
CRIMES AGAINST PROPERTY	LAPD	LASD	LBPD	FYTD
Burglary	0	0	0	2
Larceny	0	2	0	15
Bike Theft	0	0	0	1
Motor Vehicle Theft	0	1	0	4
Arson	0	0	0	0
Vandalism	0	3	1	21
SUB-TOTAL	0	6	1	43
CRIMES AGAINST SOCIETY	LAPD	LASD	LBPD	FYTD
Weapons	0	1	0	4
Narcotics	0	0	0	10
Trespassing	0	1	0	3
SUB-TOTAL	0	2	0	17
TOTAL	3	13	2	149

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
7th St/Metro Ctr	0	0	0	8
Pico	0	0	0	3
Grand/LATTC	0	0	0	5
San Pedro St	0	0	0	2
Washington	0	0	0	6
Vernon	1	0	0	5
Slauson	1	0	0	11
Florence	0	2	0	13
Firestone	0	0	0	7
103rd St/Watts Towers	2	0	0	8
Willowbrook/Rosa Parks	3	2	2	31
Compton	0	0	0	15
Artesia	0	1	0	14
Del Amo	1	1	0	6
Wardlow	1	0	0	4
Willow St	0	0	0	2
PCH	0	0	0	3
Anaheim St	0	0	0	1
5th St	0	0	0	0
1st St	0	0	0	1
Downtown Long Beach	0	0	0	3
Pacific Av	0	0	0	0
Blue Line Rail Yard	0	1	0	1
Total	9	7	2	149

ARRESTS				
AGENCY	LAPD	LASD	LBPD	FYTD
Felony	2	4	2	59
Misdemeanor	1	16	1	97
TOTAL	3	20	3	156

CITATIONS				
AGENCY	LAPD	LASD	LBPD	FYTD
Other Citations	0	10	2	369
Vehicle Code Citations	0	5	28	638
TOTAL	0	15	30	1,007

CALLS FOR SERVICE				
AGENCY	LAPD	LASD	LBPD	FYTD
Routine	5	64	2	491
Priority	15	74	22	924
Emergency	4	6	11	196
TOTAL	24	144	35	1,611

DISPATCHED VS. PROACTIVE			
AGENCY	LAPD	LASD	LBPD
Dispatched	18%	2%	1%
Proactive	82%	98%	99%
TOTAL	100%	100%	100%

PERCENTAGE OF TIME ON THE RAIL SYSTEM	
Blue Line-LAPD	89%
Blue Line-LASD	15%
Blue Line-LBPD	70%

GRADE CROSSING OPERATIONS				
LOCATION	LAPD	LASD	LBPD	FYTD
Washington St	0	0	0	0
Flower St	0	0	0	0
103rd St	0	0	0	0
Wardlow Rd	0	0	3	25
Pacific Ave.	0	0	0	0
Willowbrook	0	36	0	184
Slauson	0	3	0	11
Firestone	0	7	0	25
Florence	0	9	0	34
Compton	0	28	0	101
Artesia	0	30	0	91
Del Amo	0	15	0	47
Long Beach Blvd	0	0	0	0
TOTAL	0	128	3	518

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

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JANUARY 2021

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	0	2	11
Aggravated Assault	1	0	13
Aggravated Assault on Operator	0	0	0
Battery	0	5	20
Battery Rail Operator	0	0	1
Sex Offenses	0	0	5
SUB-TOTAL	1	7	50
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	1	0	17
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	3
Arson	0	0	0
Vandalism	0	1	10
SUB-TOTAL	1	1	30
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	3
Narcotics	0	1	8
Trespassing	0	0	4
SUB-TOTAL	0	1	15
TOTAL	2	9	95

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Redondo Beach	0	1	0	11
Douglas	0	0	0	0
El Segundo	0	0	1	8
Mariposa	2	0	0	2
Aviation/LAX	0	0	0	2
Hawthorne/Lennox	0	0	0	8
Crenshaw	0	0	0	11
Vermont/Athens	1	0	0	10
Harbor Fwy	0	0	0	8
Avalon	1	1	0	6
Willowbrook/Rosa Parks	4	0	0	12
Long Beach BI	0	0	0	4
Lakewood BI	0	0	0	2
Norwalk	0	0	0	11
Total	8	2	1	95

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	3	22
Misdemeanor	0	7	39
TOTAL	0	10	61

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	0	5	98
Vehicle Code Citations	0	2	181
TOTAL	0	7	279

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	1	95	681
Priority	2	61	485
Emergency	1	3	51
TOTAL	4	159	1,217

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	16%	5%
Proactive	84%	95%
TOTAL	100%	100%

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Green Line-LAPD	91%
Green Line-LASD	20%

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

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JANUARY 2021

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	0	1	15
Aggravated Assault	0	0	11
Aggravated Assault on Operator	0	0	0
Battery	5	0	25
Battery Rail Operator	0	0	1
Sex Offenses	0	0	1
SUB-TOTAL	5	1	53
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	0	1	10
Bike Theft	0	0	3
Motor Vehicle Theft	0	0	0
Arson	0	0	0
Vandalism	0	0	6
SUB-TOTAL	0	1	19
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	1
Narcotics	0	0	3
Trespassing	1	0	3
SUB-TOTAL	1	0	7
TOTAL	6	2	79

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
7th St/Metro Ctr	0	0	0	5
Pico	0	0	0	4
LATTC/Ortho Institute	0	0	0	4
Jefferson/USC	1	0	0	2
Expo Park/USC	0	0	1	6
Expo/Vermont	0	0	0	6
Expo/Western	3	0	0	9
Expo/Crenshaw	1	0	0	7
Farmdale	0	0	0	0
Expo/La Brea	0	0	0	1
La Cienega/Jefferson	0	0	0	3
Culver City	0	1	0	2
Palms	0	0	0	4
Westwood/Rancho Park	0	0	0	0
Expo/Sepulveda	0	0	0	1
Expo/Bundy	0	0	0	1
26th St/Bergamot	0	0	0	2
17th St/SMC	0	0	0	2
Downtown Santa Monica	1	0	0	20
Expo Line Rail Yard	0	0	0	0
Total	6	1	1	79

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	1	1	13
Misdemeanor	1	2	26
TOTAL	2	3	39

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	0	2	58
Vehicle Code Citations	0	0	19
TOTAL	0	2	77

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	11	61	481
Priority	24	20	373
Emergency	2	2	41
TOTAL	37	83	895

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	15%	7%
Proactive	85%	93%
TOTAL	100%	100%

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Expo Line-LAPD	90%
Expo Line-LASD	9%

GRADE CROSSING OPERATIONS			
LOCATION	LAPD	LASD	FYTD
Exposition Blvd	0	0	0
Santa Monica	N/A	51	259
Culver City	N/A	4	42
TOTAL	0	55	301

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

### MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JANUARY 2021

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	1
Rape	0	2
Robbery	4	24
Aggravated Assault	7	47
Aggravated Assault on Operator	0	0
Battery	8	69
Battery Rail Operator	0	1
Sex Offenses	1	12
<b>SUB-TOTAL</b>	<b>20</b>	<b>156</b>
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	7	43
Bike Theft	0	1
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	6	22
<b>SUB-TOTAL</b>	<b>13</b>	<b>66</b>
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	0
Narcotics	0	0
Trespassing	4	12
<b>SUB-TOTAL</b>	<b>4</b>	<b>12</b>
<b>TOTAL</b>	<b>37</b>	<b>234</b>

ARRESTS		
AGENCY	LAPD	FYTD
Felony	9	30
Misdemeanor	5	35
<b>TOTAL</b>	<b>14</b>	<b>65</b>

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	4	106
Vehicle Code Citations	0	22
<b>TOTAL</b>	<b>4</b>	<b>128</b>

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	40	226
Priority	131	861
Emergency	5	53
<b>TOTAL</b>	<b>176</b>	<b>1140</b>

DISPATCHED VS. PROACTIVE	
AGENCY	LAPD
Dispatched	20%
Proactive	80%
<b>TOTAL</b>	<b>100%</b>

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Union Station	1	3	0	22
Civic Center/Grand Park	0	0	0	4
Pershing Square	0	0	0	14
7th St/Metro Ctr	2	0	0	26
Westlake/MacArthur Park	1	1	1	28
Wilshire/Vermont	5	0	0	24
Wilshire/Normandie	1	0	0	5
Vermont/Beverly	1	0	0	11
Wilshire/Western	1	1	0	10
Vermont/Santa Monica	2	0	0	8
Vermont/Sunset	3	0	0	10
Hollywood/Western	1	0	1	12
Hollywood/Vine	1	0	0	8
Hollywood/Highland	1	2	1	17
Universal City/Studio City	1	1	0	8
North Hollywood	1	3	1	27
Red Line Rail Yard	0	0	0	0
<b>Total</b>	<b>22</b>	<b>11</b>	<b>4</b>	<b>234</b>

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Red Line- LAPD	89%

LEGEND	
Los Angeles Police Department	

### MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JANUARY 2021

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	1
Rape	0	0	1
Robbery	1	0	10
Aggravated Assault	0	2	15
Aggravated Assault on Operator	1	1	2
Battery	4	0	23
Battery Rail Operator	0	0	0
Sex Offenses	0	1	5
<b>SUB-TOTAL</b>	<b>6</b>	<b>4</b>	<b>57</b>
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	2
Larceny	1	0	16
Bike Theft	0	0	4
Motor Vehicle Theft	0	0	2
Arson	0	0	1
Vandalism	1	2	12
<b>SUB-TOTAL</b>	<b>2</b>	<b>2</b>	<b>37</b>
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	1	4
Narcotics	0	1	2
Trespassing	0	0	1
<b>SUB-TOTAL</b>	<b>0</b>	<b>2</b>	<b>7</b>
<b>TOTAL</b>	<b>8</b>	<b>8</b>	<b>101</b>

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	2	16
Misdemeanor	0	6	31
<b>TOTAL</b>	<b>0</b>	<b>8</b>	<b>47</b>

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	0	7	47
Vehicle Code Citations	1	0	19
<b>TOTAL</b>	<b>1</b>	<b>7</b>	<b>66</b>

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	5	125	815
Priority	16	79	803
Emergency	2	8	79
<b>TOTAL</b>	<b>23</b>	<b>212</b>	<b>1,697</b>

DISPATCHED VS. PROACTIVE			
AGENCY	LAPD	LASD	
Dispatched	19%	6%	
Proactive	81%	94%	
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
APU/Citrus College	0	0	0	11
Azusa Downtown	0	0	0	4
Irwindale	0	1	0	5
Duarte/City of Hope	1	0	0	2
Monrovia	0	0	1	9
Arcadia	0	0	0	6
Sierra Madre Villa	0	1	0	7
Allen	0	0	0	1
Lake	0	0	0	4
Memorial Park	0	0	0	0
Del Mar	0	0	0	1
Fillmore	0	0	1	4
South Pasadena	1	0	0	6
Highland Park	1	0	0	5
Southwest Museum	0	0	0	1
Heritage Square	0	0	0	2
Lincoln/Cypress	0	0	0	1
Chinatown	1	1	0	3
Union Station	2	0	0	4
Little Tokyo/Arts Dist	0	0	0	2
Pico/Aliso	1	0	0	3
Mariachi Plaza	1	0	0	5
Soto	0	1	0	4
Indiana (both LAPD & LASD)	1	0	0	5
Maravilla	0	0	0	2
East LA Civic Ctr	0	0	0	0
Atlantic	1	0	0	4
<b>Total</b>	<b>10</b>	<b>4</b>	<b>2</b>	<b>101</b>

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Gold Line-LAPD	88%
Gold Line-LASD	22%

GRADE CROSSING OPERATIONS			
LOCATION	LAPD	LASD	FYTD
Marmion Way	0	0	0
Arcadia Station	0	17	51
Irwindale	0	9	38
Monrovia	0	22	57
City of Pasadena	0	21	117
Magnolia Ave	0	0	5
Duarte Station	0	11	25
City Of Azusa	0	38	122
South Pasadena	0	10	40
City Of East LA	0	40	122
Figuerroa St	0	0	0
<b>TOTAL GOAL= 10</b>	<b>0</b>	<b>168</b>	<b>577</b>

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

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JANUARY 2021

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	0
Robbery	0	3
Aggravated Assault	2	9
Aggravated Assault on Operator	0	0
Battery	1	12
Battery Bus Operator	0	0
Sex Offenses	0	1
SUB-TOTAL	3	25
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	0	3
Bike Theft	0	2
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	2	8
SUB-TOTAL	2	13
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	0
Narcotics	0	0
Trespassing	0	0
SUB-TOTAL	0	0
TOTAL	5	38

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
North Hollywood	1	1	0	5
Laurel Canyon	0	0	0	2
Valley College	0	0	0	0
Woodman	0	1	0	4
Van Nuys	0	0	0	3
Sepulveda	0	0	0	3
Woodley	0	0	0	5
Balboa	0	0	0	3
Reseda	1	0	0	2
Tampa	0	0	0	1
Pierce College	0	0	0	1
De Soto	1	0	0	1
Canoga	0	0	0	3
Warner Center	0	0	0	0
Sherman Way	0	0	0	3
Roscoe	0	0	0	0
Nordhoff	0	0	0	0
Chatsworth	0	0	0	2
Total	3	2	0	38

ARRESTS		
AGENCY	LAPD	FYTD
Felony	2	4
Misdemeanor	0	2
TOTAL	2	6

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	0	12
Vehicle Code Citations	0	23
TOTAL	0	35

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	3	9
Priority	33	87
Emergency	4	6
TOTAL	40	102

DISPATCHED VS. PROACTIVE	
AGENCY	LAPD
Dispatched	24%
Proactive	76%
TOTAL	100%

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
Orange Line- LAPD	85%

LEGEND
Los Angeles Police Department

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JANUARY 2021

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	0	0	2
Aggravated Assault	1	0	3
Aggravated Assault on Operator	0	0	0
Battery	0	0	3
Battery Bus Operator	0	0	0
Sex Offenses	0	0	0
SUB-TOTAL	1	0	8
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	0	0	0
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	0
Arson	0	0	0
Vandalism	0	0	1
SUB-TOTAL	0	0	1
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	0
Narcotics	0	0	1
Trespassing	0	0	0
SUB-TOTAL	0	0	1
TOTAL	1	0	10

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
El Monte	0	0	0	1
Cal State LA	0	0	0	0
LAC/USC Medical Ctr	0	0	0	0
Alameda	0	0	0	0
Downtown	0	0	0	1
37th St/USC	0	0	0	1
Slauson	0	0	0	0
Manchester	0	0	0	0
Harbor Fwy	0	0	0	1
Rosecrans	0	0	0	0
Harbor Gateway Transit Ctr	1	0	0	3
Carson	0	0	0	2
PCH	0	0	0	1
San Pedro/Beacon	0	0	0	0
Total	1	0	0	10

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	1	3
Misdemeanor	0	2	21
TOTAL	0	3	24

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	0	0	117
Vehicle Code Citations	0	0	525
TOTAL	0	0	642

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	1	0	19
Priority	1	0	30
Emergency	0	0	1
TOTAL	2	0	50

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	0%	0%
Proactive	0%	100%
TOTAL	0%	100%

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM*	
Silver Line- LAPD	0%
Silver Line- LASD	0%

Los Angeles Police Department
Los Angeles County Sheriff's Department

\*in Apri 2020, all motor operations were temporarily halted

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JANUARY 2021

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	2	1	23
Aggravated Assault	2	0	42
Aggravated Assault on Operator	0	0	9
Battery	4	3	111
Battery Bus Operator	3	0	29
Sex Offenses	0	0	13
SUB-TOTAL	11	4	227
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	1
Larceny	3	2	41
Bike Theft	0	1	9
Motor Vehicle Theft	0	0	1
Arson	0	0	0
Vandalism	0	3	49
SUB-TOTAL	3	6	101
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	8
Narcotics	0	7	38
Trespassing	0	0	7
SUB-TOTAL	0	7	53
TOTAL	14	17	381

LASD's Crimes per Sector		
Sector		FYTD
Westside	1	21
San Fernando	0	5
San Gabriel Valley	7	56
Gateway Cities	6	61
South Bay	3	33
Total	17	176

LAPD's Crimes per Sector		
Sector		FYTD
Valley Bureau		
Van Nuys	0	4
West Valley	0	4
North Hollywood	0	4
Foothill	0	3
Devonshire	0	3
Mission	0	8
Topanga	0	4
Central Bureau		
Central	5	35
Rampart	3	20
Hollenbeck	0	4
Northeast	0	8
Newton	1	10
West Bureau		
Hollywood	1	10
Wilshire	2	11
West LA	0	8
Pacific	0	5
Olympic	1	18
Southwest Bureau		
Southwest	0	19
Harbor	0	4
77th Street	1	19
Southeast	0	5
Total	14	206

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	4	9	53
Misdemeanor	0	29	210
TOTAL	4	38	263

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	3	52	300
Vehicle Code Citations	0	20	135
TOTAL	3	72	435

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	8	155	920
Priority	17	111	1,170
Emergency	0	12	104
TOTAL	25	278	2,194

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	20%	2%
Proactive	80%	98%
TOTAL	100%	100%

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
LAPD BUS	88%
LASD BUS	35%

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



# UNION STATION

## ATTACHMENT B

### MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JANUARY 2021

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	1	1
Rape	1	1
Robbery	2	4
Aggravated Assault	0	2
Aggravated Assault on Operator	0	0
Battery	5	45
Battery Rail Operator	0	0
Sex Offenses	0	1
<b>SUB-TOTAL</b>	<b>9</b>	<b>54</b>
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	1
Larceny	5	24
Bike Theft	0	4
Motor Vehicle Theft	0	1
Arson	0	0
Vandalism	4	13
<b>SUB-TOTAL</b>	<b>9</b>	<b>43</b>
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	0
Narcotics	0	0
Trespassing	2	10
<b>SUB-TOTAL</b>	<b>2</b>	<b>10</b>
<b>TOTAL</b>	<b>20</b>	<b>107</b>

ARRESTS		
AGENCY	LAPD	FYTD
Felony	5	32
Misdemeanor	4	35
<b>TOTAL</b>	<b>9</b>	<b>67</b>

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	1	28
Vehicle Code Citations	0	28
<b>TOTAL</b>	<b>1</b>	<b>56</b>

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	6	55
Priority	16	160
Emergency	3	18
<b>TOTAL</b>	<b>25</b>	<b>233</b>

DISPATCHED VS. PROACTIVE	
AGENCY	LAPD
Dispatched	22%
Proactive	78%
<b>TOTAL</b>	<b>100%</b>

PERCENTAGE OF TIME SPENT AT UNION STATION	
LOCATION	LAPD
Union Station	89%

LEGEND	
Los Angeles Police Department	

# Transit Police

## Monthly Crime Report



Attachment C

	2020	2021
	January	January
<b>CRIMES AGAINST PERSONS</b>		
Homicide	0	1
Rape	4	1
Robbery	23	15
Aggravated Assault	23	17
Aggravated Assault on Operator	0	2
Battery	78	39
Battery on Operator	6	3
Sex Offenses	8	3
<b>SUB-TOTAL</b>	<b>142</b>	<b>81</b>
<b>CRIMES AGAINST PROPERTY</b>		
Burglary	1	0
Larceny	45	22
Bike Theft	7	1
Motor Vehicle Theft	3	1
Arson	2	0
Vandalism	13	23
<b>SUB-TOTAL</b>	<b>71</b>	<b>47</b>
<b>CRIMES AGAINST SOCIETY</b>		
Weapons	3	2
Narcotics	8	9
Trespassing	8	8
<b>SUB-TOTAL</b>	<b>19</b>	<b>19</b>
<b>TOTAL</b>	<b>232</b>	<b>147</b>
<b>ENFORCEMENT EFFORTS</b>		
Arrests	380	119
Citations	3,359	142
Fare Checks	28,209	272
Calls for Service	1,374	1,267

MONTHLY, BI-ANNUAL, ANNUAL COMPARISON

JANUARY 2021

Attachment D

Crimes

Monthly	System-Wide	Jan-20	Jan-21	% Change
	Crimes Against Persons	142	89	-37.32%
	Crimes Against Property	71	54	-23.94%
	Crimes Against Society	19	16	-15.79%
	Total	232	159	-31.47%
Six Months	System-Wide	Aug-19-Jan-20	Aug-20-Jan-21	% Change
	Crimes Against Persons	766	616	-19.58%
	Crimes Against Property	439	299	-31.89%
	Crimes Against Society	231	114	-50.65%
	Total	1,436	1,029	-28.34%
Annual	System-Wide	Feb-19-Jan-20	Feb-20-Jan-21	% Change
	Crimes Against Persons	1,613	1,235	-23.43%
	Crimes Against Property	971	655	-32.54%
	Crimes Against Society	385	199	-48.31%
	Total	2,969	2,089	-29.64%

Average Emergency Response Times (in minutes)

Monthly	Jan-20	Jan-21	Change in Seconds	% Change
	4:01	4:42	41	17.01%
Six Months	Aug-19-Jan-20	Aug-20-Jan-21	Change in Seconds	% Change
	4:34	4:56	22	8.03%
Annual	Feb-19-Jan-20	Feb-20-Jan-21	Change in Seconds	% Change
	4:55	4:42	-13	-4.41%

\*time calculations and variations are based in seconds

Bus Operator Assaults

Monthly	Jan-20	Jan-21	% Change
	6	6	0.00%
Six Months	Aug-19-Jan-20	Aug-20-Jan-21	% Change
	41	40	-2.44%
Annual	Feb-19-Jan-20	Feb-20-Jan-21	% Change
	92	77	-16.30%

Fare Compliance

Monthly		Jan-20	Jan-21	% Change
	Green Checks	20,422	180	-99.12%
	Yellow Checks	3,957	87	-97.80%
	Red Checks	3,830	5	-99.87%
	Total	28,209	272	-99.04%
Six Months		Aug-19-Jan-20	Aug-20-Jan-21	% Change
	Green Checks	127,680	5,518	-95.68%
	Yellow Checks	55,863	2,165	-96.12%
	Red Checks	34,564	70	-99.80%
	Total	218,107	7,753	-96.45%
Annual		Feb-19-Jan-20	Feb-20-Jan-21	% Change
	Green Checks	450,588	59,783	-86.73%
	Yellow Checks	139,640	16,325	-88.31%
	Red Checks	80,194	9,532	-88.11%
	Total	670,422	85,640	-87.23%

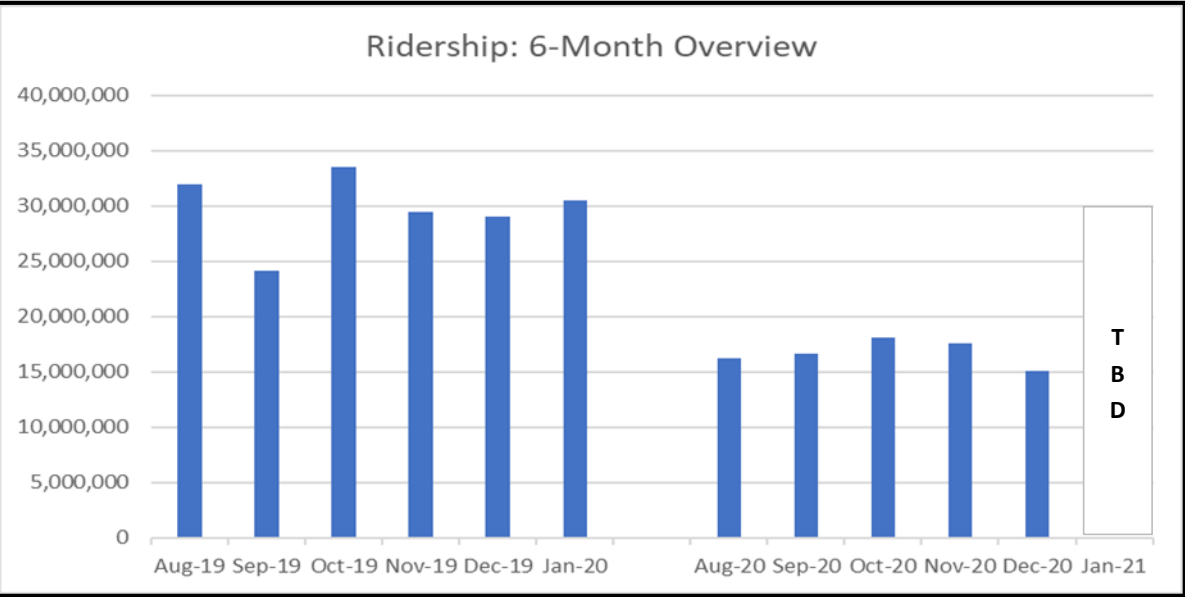
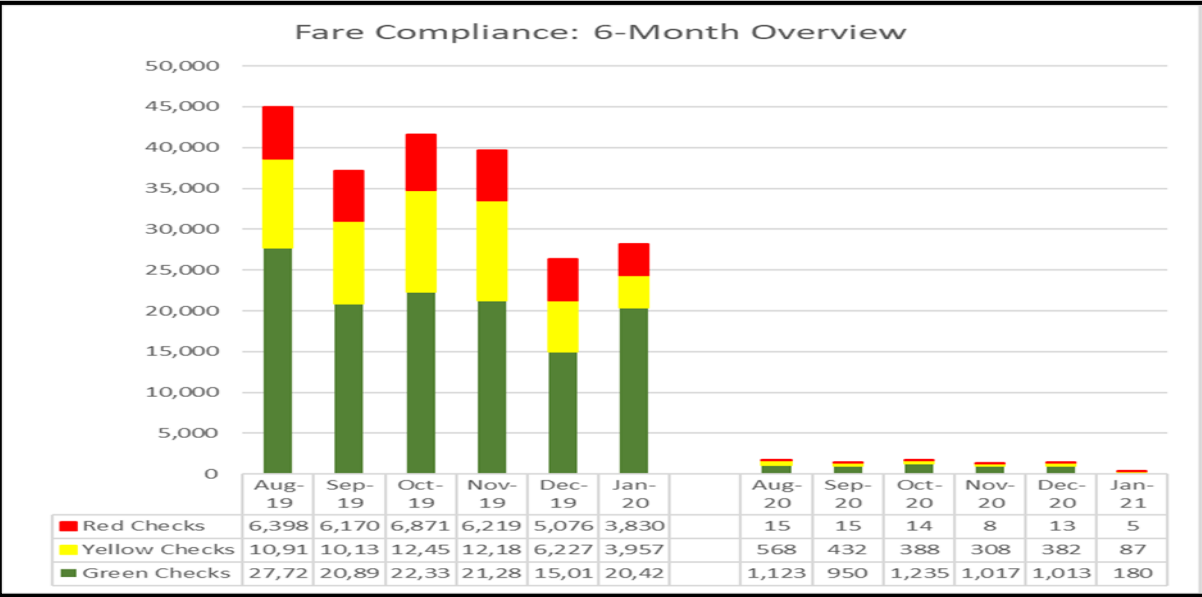
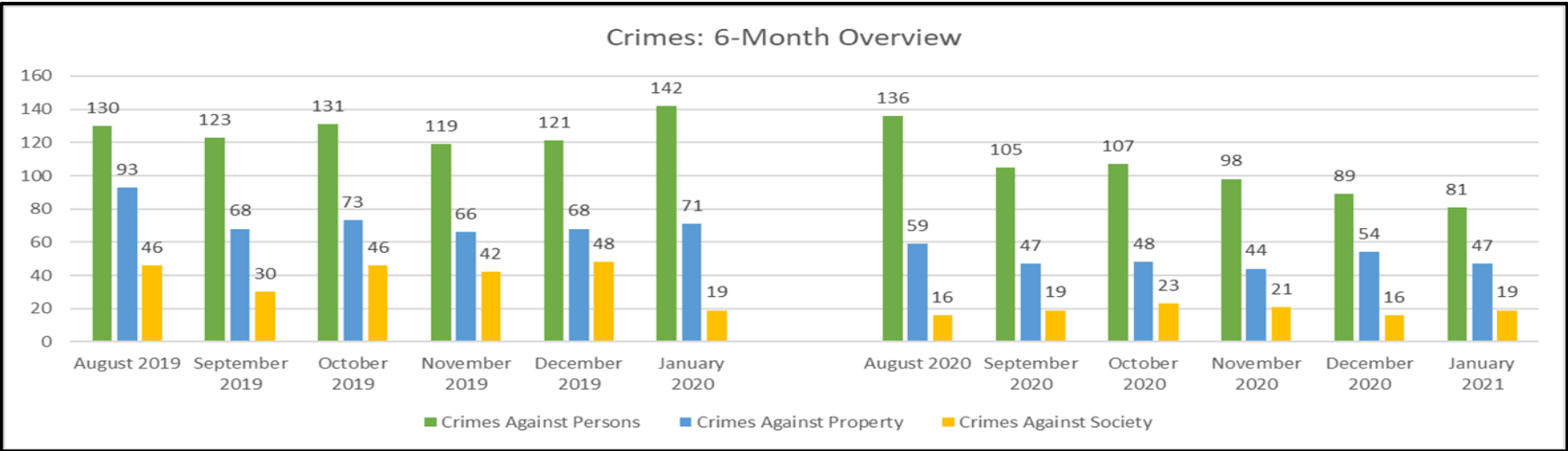
Ridership

Monthly	Jan-20	Jan-21	% Change
	30,497,681	TBD	N/A
Six Months	Aug-19-Jan-20	Aug-20-Jan-21	% Change
	178,513,843	83,583,523	-53.18%
Annual	Feb-19-Jan-20	Feb-20-Jan-21	% Change
	363,517,294	186,602,133	-48.67%

# MONTHLY, BI-ANNUAL, ANNUAL COMPARISON

JANUARY 2021

Attachment D



## Sexual Crime/Harassment Calls for Service January 2021

Incident Type & Totals					
	LAPD	LASD	LBPD	MTS	SSLE
Sexual Harassment	0	0	0	0	0
Sexual Battery	0	1	0	0	1
Lewd Conduct	1	1	0	1	3
Indecent Exposure	3	0	0	3	6
Rape	0	0	0	0	0
<b>TOTAL</b>	<b>4</b>	<b>2</b>	<b>0</b>	<b>4</b>	<b>10</b>

POV Information Provided	
YES	0
NO*	10
Gone On Arrival	2
Did Not Have Info	0
Telephonic Report	1
Not Offered	7
<b>TOTAL</b>	<b>10</b>

\*In many cases, cards were not offered as there was no victim other than officers when there were incidences of indecent exposure. LASD requested additional cards which they will be provided by the SSLE Dept.

DEPT. AVERAGE INCIDENT RESPONSE TIME SEX CRIME/HARASSMENT MEASURED IN MINUTES			
Agency	Time Tracking: Incident Rpt to Call Created	Time Tracking: Call Generated to On Scene	Time Tracking: Incident Rpt to On Scene
LAPD	1	3	3
LASD	1	1	2
LBPD	N/A	N/A	N/A
MTS	0	2	2
AVERAGE	0	2	2

<b>VIOLENT CRIMES</b>	<b>1/01/2021 TO 1/31/2021</b>	<b>12/01/2020 TO 12/31/2020</b>	<b>% Change</b>	<b>12/01/2020 TO 12/31/2020</b>	<b>11/01/2020 TO 11/30/2020</b>	<b>% Change</b>	<b>YTD 2021</b>	<b>YTD 2020</b>	<b>% Change</b>	<b>YTD 2021</b>	<b>YTD 2019</b>	<b>% Change</b>
Homicide	1	0	#DIV/0!	0	0	0.0%	1	0	#DIV/0!	1	0	#DIV/0!
Rape	1	1	0.0%	1	1	0.0%	1	4	-75.0%	1	1	0.0%
Robbery	15	20	-25.0%	20	11	81.8%	15	23	-34.8%	15	29	-48.3%
Agg Assault	19	21	-9.5%	21	26	-19.2%	19	23	-17.4%	19	25	-24.0%
<b>TOTAL VIOLENT</b>	<b>36</b>	<b>42</b>	<b>-14.3%</b>	<b>42</b>	<b>38</b>	<b>10.5%</b>	<b>36</b>	<b>50</b>	<b>-28.0%</b>	<b>36</b>	<b>55</b>	<b>-34.5%</b>
<b>PROPERTY CRIMES</b>	<b>1/01/2021 TO 1/31/2021</b>	<b>12/01/2020 TO 12/31/2020</b>	<b>% Change</b>	<b>12/01/2020 TO 12/31/2020</b>	<b>11/01/2020 TO 11/30/2020</b>	<b>% Change</b>	<b>YTD 2021</b>	<b>YTD 2019</b>	<b>% Change</b>	<b>YTD 2021</b>	<b>YTD 2019</b>	<b>% Change</b>
Burglary	0	1	-100.0%	1	3	-66.7%	0	1	-100.0%	0	1	-100.0%
Larceny	22	25	-12.0%	25	21	19.0%	22	45	-51.1%	22	77	-71.4%
Bike Theft	1	4	-75.0%	4	1	300.0%	1	7	-85.7%	1	5	-80.0%
Motor Vehicle Theft	1	2	-50.0%	2	4	-50.0%	1	3	-66.7%	1	3	-66.7%
<b>TOTAL PROPERTY</b>	<b>24</b>	<b>32</b>	<b>-25.0%</b>	<b>32</b>	<b>29</b>	<b>10.3%</b>	<b>24</b>	<b>56</b>	<b>-57.1%</b>	<b>24</b>	<b>86</b>	<b>-72.1%</b>
<b>TOTAL PART 1</b>	<b>60</b>	<b>74</b>	<b>-18.9%</b>	<b>74</b>	<b>67</b>	<b>10.4%</b>	<b>60</b>	<b>106</b>	<b>-43.4%</b>	<b>60</b>	<b>141</b>	<b>-57.4%</b>



## Board Report

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File #: 2020-0847, File Type: Contract

Agenda Number: 25.

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**OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE  
FEBRUARY 18, 2021**

**SUBJECT: TRANSIT LAW ENFORCEMENT SERVICES**

**ACTION: APPROVE CONTRACT MODIFICATIONS**

**RECOMMENDATION**

- A. AUTHORIZE the CEO to execute Contract Modification No. 3 to Contract PS95866000LBPD24750 with the City of Long Beach to continue to provide transit law enforcement services and increase the not-to-exceed contract value by \$6,878,776 from \$30,074,628 to \$36,953,404;
- B. AUTHORIZE the CEO to execute Contract Modification No. 2 to Contract PS5862100LAPD24750 with the City of Los Angeles to continue to provide transit law enforcement services and increase the not-to-exceed contract value by \$60,154,998 from \$369,330,499 to \$429,485,497; and
- C. AUTHORIZE the CEO to execute Contract Modification No. 2 to Contract PS5863200LASD24750 with the County of Los Angeles to continue to provide transit law enforcement services and increase the not-to-exceed contract value by \$44,168,199 from \$246,270,631 to \$290,438,830.

**ISSUE**

In order to maintain a consistent and reliable law enforcement presence and to ensure a safe and secure transit system for Metro patrons and employees, the multi-agency law enforcement services contracts need to be modified.

Additional contract authority is being requested to cover significant costs incurred to (1) augment outreach services to the unhoused population, address crime trends, sexual harassment; and (2) enhanced deployments to cover special events, employee, and customer complaints, or other unforeseen circumstances.

Total additional resources requested by Metro from each of our transit law enforcement partners have resulted in a 16.9% shortfall for the first three years of the contracts' combined approved contract authority. Based on current deployment levels, staff anticipates shortfalls to continue up to the end of the contract term, estimated at 14.5% for FY21 (Year 4) and 20.7% for FY 22 (Year 5), for an overall



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average shortfall of 17.2%, increasing the combined total contract price from \$645,675,758 to \$756,877,731. A Funding/Expenditure Plan indicating these variances is shown in Attachment A.

## **BACKGROUND**

On February 23, 2017, the Metro Board of Directors approved the award of three individual five-year, firm-fixed unit rate contracts to the City of Long Beach, City of Los Angeles and County of Los Angeles for multi-agency law enforcement services to support bus and rail operations throughout the entire Metro transit system. The total five-year contract amount for multi-agency law enforcement services is \$645,675,758.

In order to effectively and efficiently meet Metro's changing safety and security requirements and to better address ridership safety and security concerns, Metro evaluates and adjusts policing strategies and realigns deployment methodologies. Since contract inception, Metro has requested all three law enforcement agencies to deploy additional resources to meet these changing needs. These deployment adjustments, have, among other things, resulted in fewer copper thefts, making it possible to reopen the New Blue Line on schedule; a decreased crime rate; and improved supportive services for the unhoused population through an increased number of homeless contacts, referrals to social services and housing placements.

The following additional resources and cost adjustments have been incurred to date:

### **City of Long Beach**

In December 2018, Metro requested the City of Long Beach to provide two (2) full-time Metro Quality of Life officers for homeless outreach along the A (Blue) Line, one (1) detective and one (1) vehicle. Metro staff estimates that these adjustments will increase the total five-year contract price by \$6,878,776 from \$30,074,628 to \$36,953,404.

### **City of Los Angeles**

In July 2018, Metro authorized the City of Los Angeles to implement the following contract adjustments:

- Augment the "Billing and Inspection Unit";
- Increase Crime Analyst Personnel;
- Reclassify the Sick/IOD/Subpoena Control Coordinator from Police Officer III to Management Analyst;
- Convert HOPE Detail from overtime positions to full-time positions;
- Convert Bomb/K9 Unit from as needed to full-time positions; and
- Enhance "Watch 3" staffing (overtime coverage) to facilitate station closures;
- Increase the training budget for additional law enforcement personnel;
- Increase "Reserve Overtime" for new positions;
- Include "Premium Holiday Pay" in accordance with the respective labor agreements;
- Include provisions for community outreach activities; and

- Increase budget for office supplies.

Since October 2017, the City of Los Angeles has deployed resources to support 184 additional activities such as the following: Metro Real Estate Agreements with Council District 1, Westlake/MacArthur Station Park Community Market, Metrolink Union Station Platforms, A (Blue) Line Closure, New Blue Copper Theft Mitigation, and Metro Rail Operation's calendar of special events, among other enhance deployments.

Metro staff also anticipates staffing level increases will be required to support the Offloading and Flexible Dispatching operations, and the opening of the new Crenshaw/LAX Line. Once the opening date of the new Crenshaw/LAX Line is established, Metro staff will return to the Board of Directors to request approval for additional contract modification authority.

Overall, the above adjustments, including future staffing level increases to support only the Offloading and Flexible Dispatching operations are projected to increase the five-year contract price by \$60,154,998 from \$369,330,499 to \$429,485,497.

#### County of Los Angeles

Since contract inception, the County of Los Angeles has augmented budgeted personnel to support 59 additional activities such as: Metro's Red-Light Photo Enforcement (RLPE) program, Metro Real Estate Agreements with East San Gabriel Valley Coalition (ESGVCH), Annual Homeless Winter Shelter Program, and Metro Rail Operation's special events and enhance deployments. These additional resources are estimated to increase the total five-year contract price by \$44,168,199 from \$246,270,631 to \$290,438,830.

Metro staff anticipates staffing level increases will be required to support the opening of the new Crenshaw/LAX Line. Once the opening date of the new Crenshaw/LAX Line is established, Metro staff will return to the Board of Directors to request approval for additional contract modification authority.

#### **DISCUSSION**

Through the multi-agency law enforcement services contracts, Metro is able to provide a consistent and reliable law enforcement presence, improve response times, increase law enforcement staffing over each 24-hour operating period, support bus and rail operations throughout the entire Metro transit system and provide additional law enforcement services on an as-needed basis for special events and/or other exigent circumstances.

#### **DETERMINATION OF SAFETY IMPACT**

The authorization of the contract modifications to each of the law enforcement contracts, will ensure continued safety and security of patrons and employees, improvement of Metro's ability to safeguard critical transportation infrastructures, and outreach to the unsheltered.

#### **FINANCIAL IMPACT**

The funding increase of \$111,201,973 will be added to the total contract value of the three five-year multi-agency law enforcement contracts. The FY21 budget requirement is \$43,350,000 and will be reflected in Cost Center 2610 - System Security and Law Enforcement, Account 50320 - Contract Services, in multiple projects. It will be funded with projected FY21 year-end budget availability.

Since this is a multi-year service contract, the Chief System Security and Law Enforcement Officer and the Project Manager will be responsible for budgeting costs for this multi-year service contract.

#### Impact to Budget

The source of funds for this effort will be local operating funds including fares, sales tax Proposition A, C, TDA, and Measure R. Using these funding sources maximizes the allowable project funding designations given approved funding use provisions and guidelines.

#### **IMPLEMENTATION OF STRATEGIC PLAN GOALS**

The recommendation supports strategic plan goal 2.1 of committing to improving security. To achieve this goal, Metro will rely on a multi-layered, integrated security program that comprises of technology, people, and partnerships.

#### **ALTERNATIVES CONSIDERED**

The Board may decline to approve the contract modifications. This alternative is not recommended as it will result in: 1) inadequate law enforcement staff to support current and future bus and rail operations throughout the entire Metro transit system, 2) increase in crime rate making it unsafe for patrons and employees to use the Metro system, and 3) surge of the homeless population seeking shelter on the Metro System.

#### **NEXT STEPS**

Upon Board approval, staff will execute contract modifications to each of the law enforcement contracts to continue to provide law enforcement services.

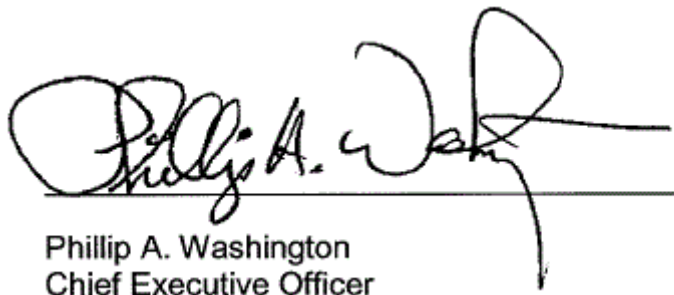
#### **ATTACHMENTS**

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

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Reviewed by: Robert Green, Chief System Security & Law Enforcement Officer

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Phillip A. Washington  
Chief Executive Officer

## Funding Expenditure Plan

Transit Law Enforcement Services		LBPD Period of Performance 3/2017 - 6/2022			LASD Period of Performance 9/2017 - 6/2022			LAPD Period of Performance 3/2017 - 6/2022			Combined Org. Budget		
Contract Year	Fiscal Year Description	Org. Contract Budget	Current Invoice	Amt. Remaining	Org. Contract Budget	Current Invoice	Amt. Remaining	Org. Contract Budget	Current Invoice	Amt. Remaining	Total Org. Contract Budget	Authorized Adjustments	Total Current Invoice
0	Fiscal Year 0: (3/2017-6/2017)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
1	Fiscal Year 1: (7/2017-6/2018)	\$ 5,459,271.00	\$ 6,344,849.00	\$ (885,578.00)	\$ 41,586,561.00	\$ 41,114,094.00	\$ 472,467.00	\$ 70,098,520.00	\$ 78,291,243.16	\$ (8,192,723.16)	\$ 117,144,352.00	\$ -	\$ 125,750,186.16
2	Fiscal Year 2: (7/2018-6/2019)	\$ 5,517,674.00	\$ 6,999,269.00	\$ (1,481,595.00)	\$ 51,171,017.00	\$ 57,572,094.00	\$ (6,401,077.00)	\$ 69,495,306.00	\$ 84,723,931.00	\$ (15,228,625.00)	\$ 126,183,997.00	\$ 77,352,499.44	\$ 149,295,294.00
3	Fiscal Year 3: (7/2019-6/2020)	\$ 5,959,087.00	\$ 6,761,851.74	\$ (802,764.74)	\$ 51,171,017.00	\$ 60,405,468.00	\$ (9,234,451.00)	\$ 73,652,923.00	\$ 94,573,123.92	\$ (20,920,200.92)	\$ 130,783,027.00	\$ 83,140,603.13	\$ 161,740,443.66
4	Fiscal Year 4: (7/2020-6/2021)	\$ 6,316,633.00	\$ -	\$ 6,316,633.00	\$ 51,171,018.00	\$ 21,195,415.43	\$ 29,975,602.57	\$ 76,531,010.00	\$ 12,864,890.46	\$ 63,666,119.54	\$ 134,018,661.00	\$ 105,095,536.38	\$ 34,060,305.89
5	Fiscal Year 5: (7/2021-6/2022)	\$ 6,821,963.00	\$ -	\$ 6,821,963.00	\$ 51,171,018.00	\$ -	\$ 51,171,018.00	\$ 79,552,740.00	\$ -	\$ 79,552,740.00	\$ 137,545,721.00	\$ 109,000,292.53	\$ -
SUBTOTAL		\$ 30,074,628.00	\$ 20,105,969.74	\$ 9,968,658.26	\$ 246,270,631.00	\$ 180,287,071.43	\$ 65,983,559.57	\$ 369,330,499.00	\$ 270,453,188.54	\$ 98,877,310.46	\$ 645,675,758.00	\$ 374,588,931.48	\$ 470,846,229.71

## PROCUREMENT SUMMARY

**TRANSIT LAW ENFORCEMENT SERVICES/PS5862100LAPD24750/  
PS5863200LASD24750 and PS95866000LBPD24750**

1.	<b>Contract Number:</b> (1) PS5862100LAPD24750, (2) PS5863200LASD24750 and (3) PS95866000LBPD24750			
2.	<b>Contractor:</b> (1) City of Long Beach (2) City of Los Angeles (3) County of Los Angeles			
3.	<b>Mod. Work Description:</b> Increase contract authority			
4.	<b>Contract Work Description:</b> Transit Law Enforcement Services			
5.	<b>The following data is current as of:</b> December 1, 2020			
6.	<b>Contract Completion Status</b>		<b>Financial Status</b>	
	<b>Contract Awarded:</b>	LAPD: 2/23/17 LBPD: 2/23/17 LASD: 2/23/17	<b>Contract Award Amount:</b>	LAPD: \$369,330,499 LASD: \$246,270,631 LBPD: \$ 30,074,628
	<b>Notice to Proceed (NTP):</b>	N/A	<b>Total of Modifications Approved:</b>	LAPD: \$0 LASD: \$0 LBPD: \$0
	<b>Original Complete Date:</b>	6/30/22	<b>Pending Modifications (including this action):</b>	LAPD: \$60,154,998 LASD: \$44,168,199 LBPD: \$6,878,776
	<b>Current Est. Complete Date:</b>	6/30/22	<b>Current Contract Value (with this action):</b>	LAPD: \$429,485,497 LASD: \$290,438,830 LBPD: \$36,953,404
7.	<b>Contract Administrator:</b> Aielyn Dumaau		<b>Telephone Number:</b> (213) 922-7320	
8.	<b>Project Manager:</b> Aston Greene		<b>Telephone Number:</b> (213) 922-2599	

**A. Procurement Background**

This Board Action is to approve modifications to Contract No. PS95866000LBPD24750 with the City of Long Beach, Contract No. PS5862100LAPD24750 with the City of Los Angeles, and Contract No. PS5863200LASD24750 with the County of Los Angeles to continue to provide law enforcement services to support bus and rail operations throughout the entire Metro transit system.

These modifications are being requested to cover significant costs incurred to (1) augment outreach services to the unhoused population, address increasing crime trends, and sexual harassment; and (2) increase deployment to cover special

events, intensified threat levels, increased crime suppression or other exigent circumstances, necessitating the deployment of additional contractor resources above and beyond the original budgeted personnel. Contract modifications will be processed in accordance with Metro's Acquisition Policy and the contract type is a firm fixed unit rate.

On February 23, 2017, the Board approved the award of contracts to the City of Long Beach, City of Los Angeles and County of Los Angeles to provide transit law enforcement services for a period of five years.

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

## **B. Price Analysis**

The recommended price has been determined to be fair and reasonable based on price analysis. Labor rates are subject to each law enforcement agencies' collective respective bargaining agreement.

<b>Contractor</b>	<b>Modification Amount</b>	<b>Metro ICE</b>	<b>Negotiated Amount</b>
City of Long Beach	\$ 6,878,776	\$ 6,878,776	\$ 6,878,776
City of Los Angeles	\$ 60,154,998	\$ 60,154,998	\$ 60,154,998
County of Los Angeles	\$ 44,168,199	\$ 44,168,199	\$ 44,168,199

**ATTACHMENT C**

**CONTRACT MODIFICATION/CHANGE ORDER LOG**

**TRANSIT LAW ENFORCEMENT SERVICES/PS95866000LBPD24750**

<b>Mod. No.</b>	<b>Description</b>	<b>Status (approved or pending)</b>	<b>Date</b>	<b>\$ Amount</b>
<b>1</b>	Revised Contract No. to PS95866000LBPD24750	Approved	1/8/18	\$ 0
<b>2</b>	Revised Exhibit B – Memorandum of Cost	Approved	10/1/19	\$ 0
<b>3</b>	Increase in contract authority	<b>Pending</b>	<b>Pending</b>	<b>\$ 6,878,776</b>
	<b>Modification Total:</b>			<b>\$ 6,878,776</b>
	<b>Original Contract:</b>			<b>\$30,074,628</b>
	<b>Total:</b>			<b>\$36,953,404</b>

**TRANSIT LAW ENFORCEMENT SERVICES/PS5862100LAPD24750**

<b>Mod. No.</b>	<b>Description</b>	<b>Status (approved or pending)</b>	<b>Date</b>	<b>\$ Amount</b>
<b>1</b>	Revised provisions of GC14-Termination	Approved	7/1/18	\$ 0
<b>2</b>	Increase in contract authority	<b>Pending</b>	<b>Pending</b>	<b>\$ 60,154,998</b>
	<b>Modification Total:</b>			<b>\$ 60,154,998</b>
	<b>Original Contract:</b>			<b>\$369,330,499</b>
	<b>Total:</b>			<b>\$429,485,497</b>



**TRANSIT LAW ENFORCEMENT SERVICES/PS5863200LASD24750**

<b>Mod. No.</b>	<b>Description</b>	<b>Status (approved or pending)</b>	<b>Date</b>	<b>\$ Amount</b>
<b>1</b>	Revised Exhibit A - Statement of work and updated Exhibit B – SH-AD 575	Approved	7/1/20	\$ 0
<b>2</b>	Increase in contract authority	<b>Pending</b>	<b>Pending</b>	<b>\$ 44,168,199</b>
	<b>Modification Total:</b>			<b>\$ 44,168,199</b>
	<b>Original Contract:</b>			<b>\$246,270,631</b>
	<b>Total:</b>			<b>\$290,438,830</b>

**DEOD SUMMARY**

**TRANSIT LAW ENFORCEMENT SERVICES/PS5862100LAPD24750/  
PS5863200LASD24750 and PS95866000LBPD24750**

**A. Small Business Participation**

The Diversity and Economic Opportunity Department (DEOD) did not recommend a Disadvantaged Business Enterprise (DBE) goal for this solicitation due to a lack of subcontracting opportunities. As confirmed by the Project Manager, these services are performed with the law enforcement departments own workforces.

**B. Living Wage and Service Contract Worker Retention Policy Applicability**

A review of the current service contract indicates that the Living Wage and Service Contract Worker Retention Policy (LW/SCWRP) was not applicable at the time of award. Therefore, the LW/SCWRP is not applicable to this modification.

**C. Prevailing Wage Applicability**

Prevailing wage is not applicable to this modification.

**D. Project Labor Agreement/Construction Careers Policy**

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

# Transit Law Enforcement Services

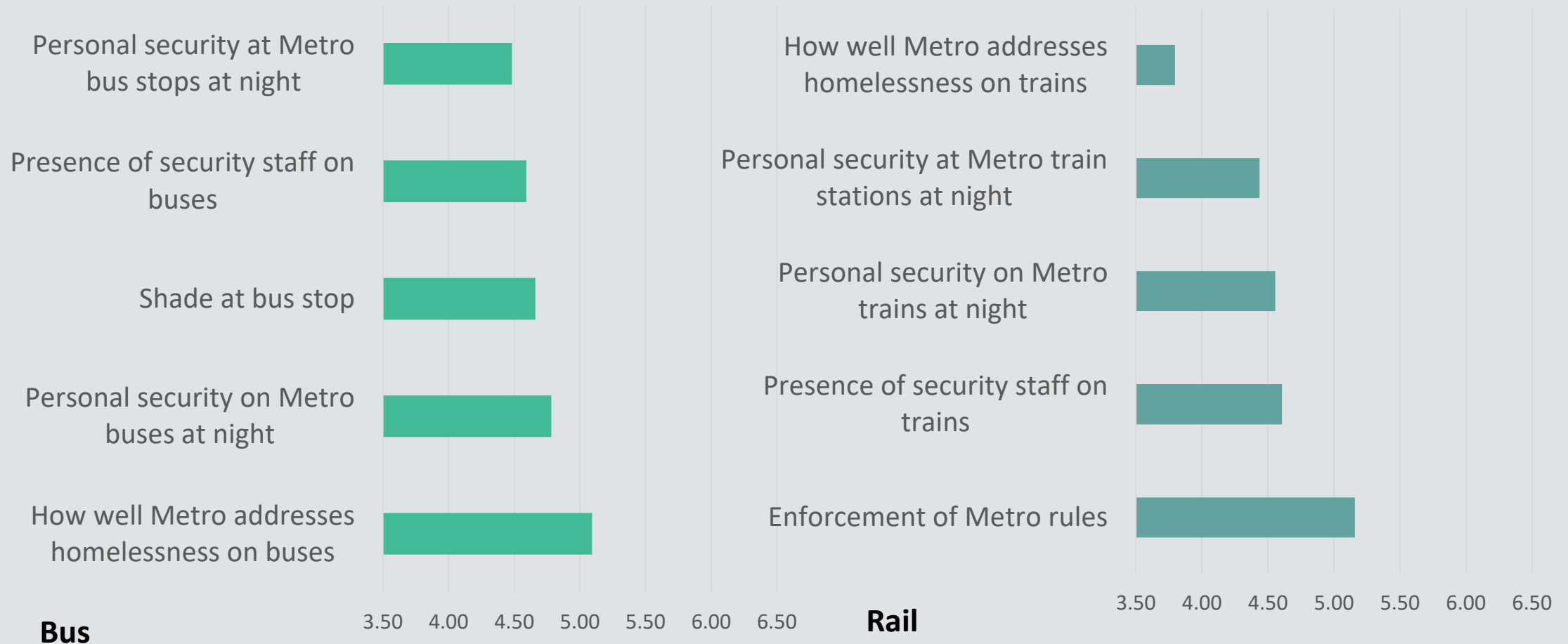
OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE  
FEBRUARY 18, 2021

# Current Conditions

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- Continued challenges with addressing quality of life issues on the system (i.e., hygiene, sanitation) and violent behaviors from riders under the influence or suffering from mental illness
- Continued employee demand for uniformed presence across Metro stations
- Per Board Motions 37 and 37.1, Metro is to convene a Public Safety Advisory Committee (PSAC) to provide recommendations on how we can reimagine public safety on our system, which includes receiving input on our next multi-agency policing contract
  - To ensure PSAC members have the knowledge and time to provide input, Metro staff may need to consider extending the existing contract by 6-months, an approximate increase of **\$84M** (not included in the amendment request)
- Law enforcement resources to support the Crenshaw Line are anticipated at an additional **\$15M** (not included in amendment request)

# Bottom 5 Aspects of Customer Experience



# Contract Achievements

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- In collaboration with Metro's Transit Security and PATH, launched *Operation Shelter the Unsheltered* in April 2020, which has helped to connect over **650** individuals to shelters
- Expanded the HOPE, MET, and Quality of Life homeless outreach teams
- Improved contract compliance, and reduced data reporting from 60 days to 30 days
- Improved Metro's Sexual Harassment Program by having law enforcement respond to incidents as priority calls with tracked response time
- Provided additional resources during construction of the "New Blue Line" to mitigate copper theft, resulting in meeting the project's opening date
- Enhanced deployment of uniform presence at:
  - Westlake /MacArthur Park Community Market, Expo Line, Union Station, Blue Line Closure Traffic, Red Line and Pershing Square

# Contract Amendment Requests

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1

LBPD: Increase contract value by \$6,878,776 (23%) from \$30,074,628 to \$36,953,404

2

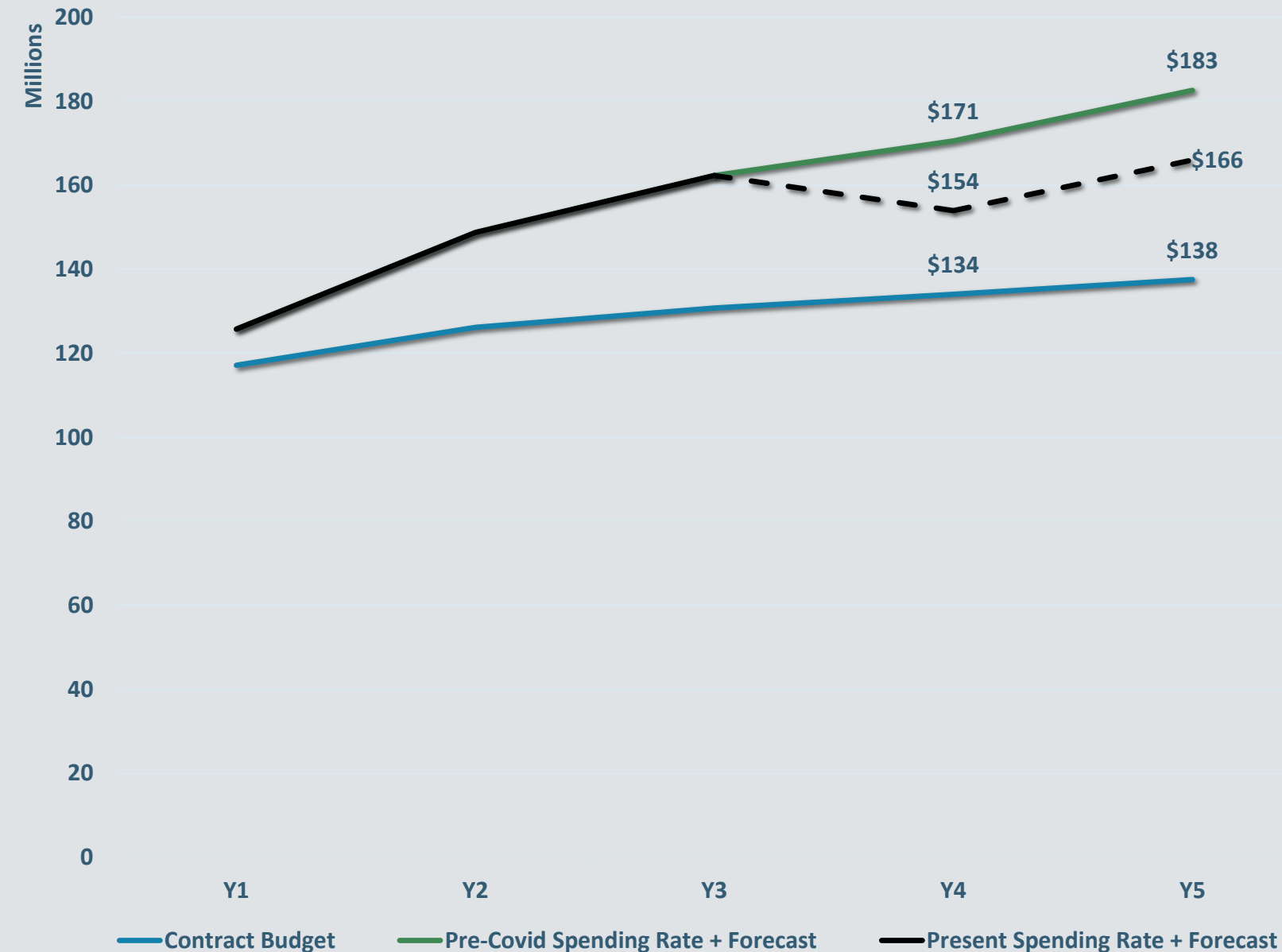
LAPD: Increase contract value by \$60,154,998 (16%) from \$369,330,499 to \$429,485,497

3

LASD: Increase contract value by \$44,168,199 (18%) from \$246,270,631 to \$290,438,830

A total of \$111,201,973, a **17.2%** increase from \$645,675,758 to \$756,877,731.

## Total Invoiced vs Contract Budget



## Cost Savings

As a result of agencywide mandates for cost reduction, we eliminated additional resources for Special Events and Enhancements, which resulted in a savings of approximately **\$33.14M**.

Additionally, a detailed review of the contract budget resulted in repurposing funds to cover additional resources such as Training, and a successful negotiation of reducing the current CAP Rate by an average of 9.85%. An overall savings of approximately **\$16M**.

**TOTAL SAVINGS: \$49M**

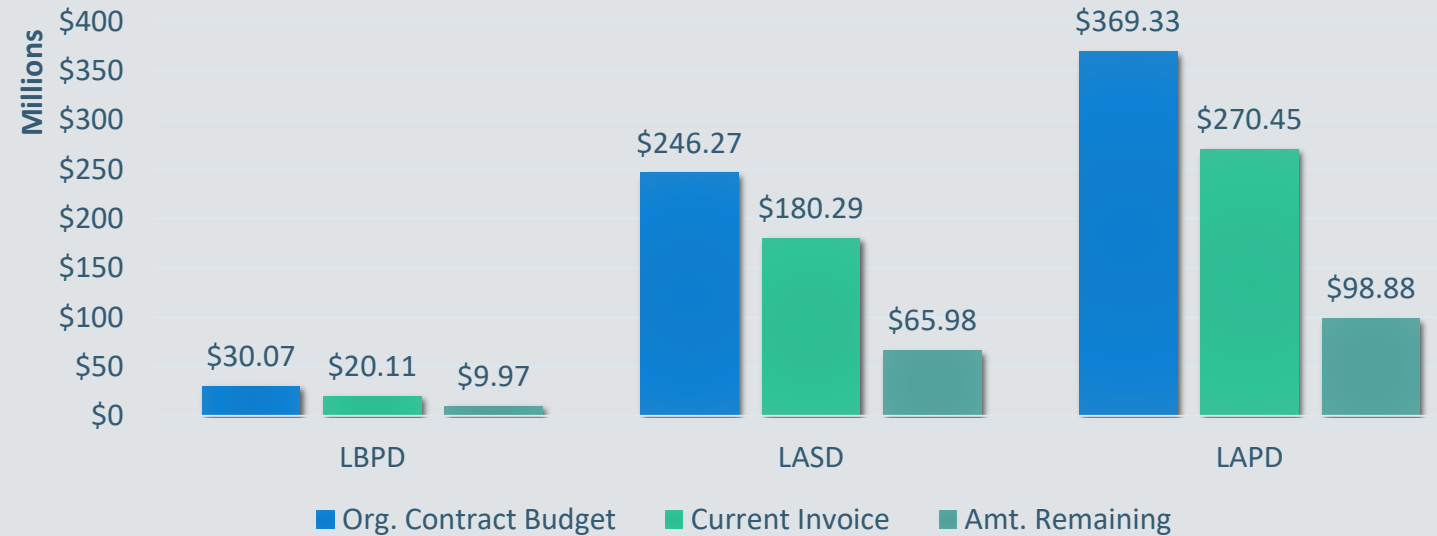


# Contract Award to Present

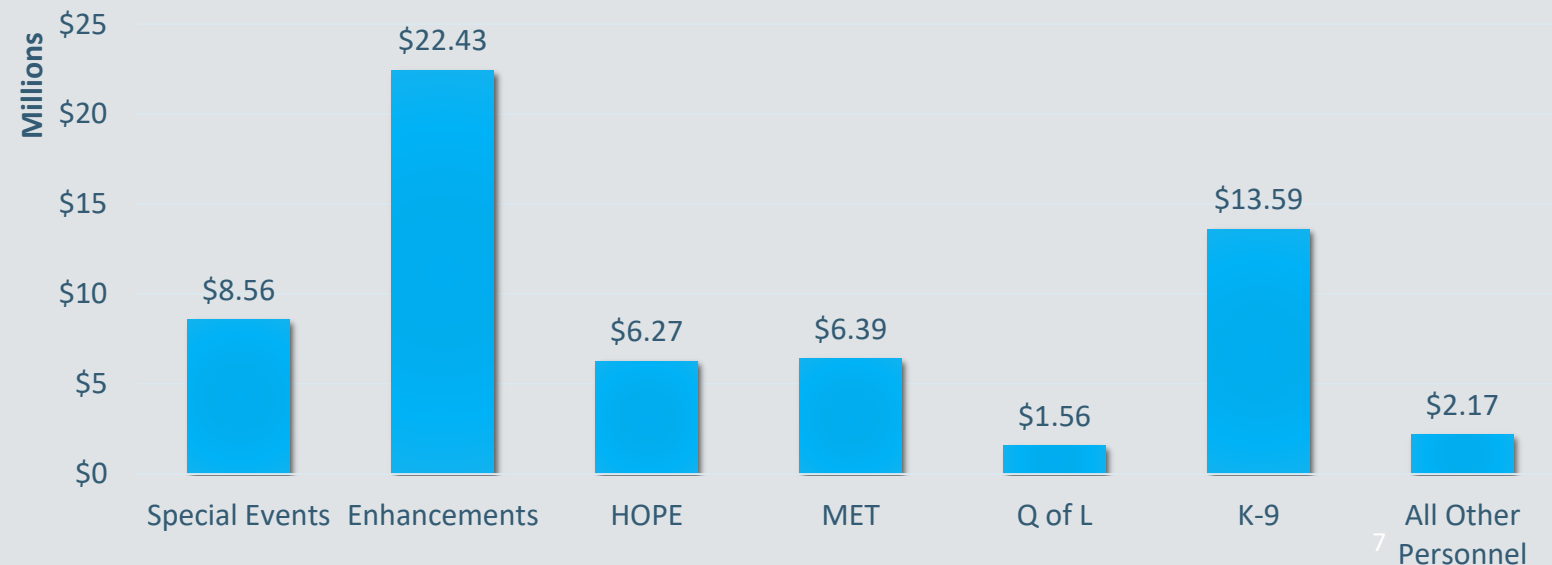
In 2017, Metro awarded a **\$645,675,758** multi-agency contract to LAPD, LBPD, and LASD. This amount did not include additional resources requested by Metro, which have resulted in a 16.9% shortfall during the first 3 years of the contract.

## Contract Years 1- 3

### Budget vs Invoiced



### Unanticipated Costs



# Accountability Measures

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- Assessed systemwide deployment model and redistributed resources
- Implemented the monitoring of sexual harassment Calls for Service response time
- Revamped the tracking and auditing of CCATS and LESRs to be addressed by law enforcement agencies within 7 business days
- Require partners to report crime data and trends at weekly meetings
- Reestablished regional law enforcement network to ensure Metro partners are responsive to the security and quality of life needs of our surrounding communities
- Audits of invoiced law enforcement deployments; increased from 10% to 50%
- Audits of payroll to confirm compliance with contract approved personnel; increased from 0% to 100%
- Performance of MPV audits have resulted in an overall average of a 51% compliance
- Closed-out a total of (34) aging OIG audit findings/recommendations



## Board Report

**File #:** 2020-0887, **File Type:** Informational Report

**Agenda Number:** 26.

### **OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE FEBRUARY 18, 2021**

**SUBJECT: MOTION 24.1: REGIONAL CONNECTOR OPERATIONS UPDATE**

**ACTION: RECEIVE AND FILE**

#### **RECOMMENDATION**

RECEIVE AND FILE the status report in response to Motion 24.1 entitled Regional Connector Operations (October 2020). This update provides details regarding the work by Metro and its efforts to coordinate with Los Angeles Department of Transportation (LADOT) to develop a work program to improve travel time and reliability in preparation for the opening of Metro's Regional Connector project.

#### **ISSUE**

In October 2020, the Board approved Motion 24.1 entitled Regional Connector Operations as part of the anticipated opening of the Regional Connector in 2022. This motion requests the following:

- A. Evaluate all three lines A (Blue), E (Expo), and L (Gold) - for locations that most frequently cause delays and/or require schedule padding because of reliability issues; and identify mechanisms to mitigate the identified challenges, including estimates;
- B. Expand the work of the E Line (Expo) collaboration with LADOT to include the A Line (Blue) street-running segments in the City of Los Angeles to achieve at least an average of 90% intersection rate;
- C. Further evaluate and provide preliminary cost estimates for the three alternatives, as discussed in the July 2017 receive and file report, to address delays at the Washington/Flower Wye;
- D. Identify additional measures that can be undertaken to further reduce the travel time on the A Line (Blue) between Downtown Long Beach Station and 7<sup>th</sup> Street/Metro Center, in order to achieve the 10-minute reduction commitment;
- E. Identify up to \$30 million in funds eligible for the proposed improvements identified in the above four items, including outreach and engineering for project development; and
- F. Report back on all of the above-identified items by January 2021.

This report provides a status update on the response to Motion 24.1.

#### **BACKGROUND**

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In February 2017, the Board adopted Motion 37, which directed Metro's CEO to provide an update in July 2017 regarding the evaluation of short-term and long-term Metro Blue Line (MBL) improvement.

Recommendations from the Motion 37 response (2017-0407) were implemented thereafter, including:

- Staffing of rail operations and security staff at 7<sup>th</sup> Street/Metro Center during peak periods to ensure on-time terminal departures for both A/E Lines (Blue/Expo)
- Installation of left-turn safety gate at Flower/18<sup>th</sup> Streets to I-10 East On-Ramp to improve safety and reduce train delays attributed to former positive (safety) stop
- Qualify train operators to work both lines in the event of service changes so that trains could be quickly re-routed onto other lines as necessary to avoid train congestion at 7<sup>th</sup> Street/Metro Center
- Deployed additional security to monitor and reduce customer experience issues and reduce attributable delays such as illegal vending, soliciting and holding of train doors
- New, Kinkisharyo P3010 railcars delivered to both lines to improve service reliability

In 2018, Metro staff engaged in a collaboration with Los Angeles Department of Transportation (LADOT) staff to improve travel speeds and consistency along the E Line. Among several promising ideas, this collaboration has yielded concepts to improve reliability on the Washington Blvd segment of the A Line (Blue).

In October 2020, the Board approved Item 24 (2020-0613), entitled Regional Connector Service Plan, which recommended Alternative A (Long Beach-APU/Citrus College and Santa Monica-Atlantic) as the opening day service plan for Regional Connector. However, the street running delays currently incurred on the A Line (Blue) and E Line (Expo) as it approaches the Washington/Flower junction spread to the L Line (Gold). During peak periods, train travel times are projected to worsen up to 17% without making any improvements. To ensure trains are properly spaced and sequenced going through the Regional Connector, faster trains must be slowed down to meet the travel time of slower trains, or slower trains must be sped up to meet the travel times of faster trains. The former can be accomplished by adding in-line schedule recovery at stations near the junction. This would require faster trains to wait between one and two minutes at stations approaching the junction. The latter would require improvements to LADOT traffic signal systems to provide more transit signal priority for the A Line (Blue) and E Line (Expo) in the LA street running segments of the lines.

As a result, the Board subsequently adopted Motion 24.1 which seeks to address these challenges before the opening of Regional Connector.

## **DISCUSSION**

### **A. Evaluate A (Blue), E (Expo), and L (Gold) Lines for locations that most frequently cause delays and/or require schedule padding because of reliability issues; and identify mechanisms to mitigate the identified challenges, including estimates**

Previous studies have attributed most delays to the street running segments of A Line (Blue) and E Line (Expo) within City of Los Angeles territory. In 2018, travel time data revealed trains on Flower Street operating between 10 to 13 MPH and Washington Boulevard between 22 to 26 MPH, well below the designed street running speed of 33 MPH.

Metro is working to collect more granular data to identify which segments and intersections within City of Los Angeles cause the greatest delay to trains. This will include equipping selected trains with GPS units to determine red light delays, station dwell times and trip times. Metro expects to complete this speed and delay analysis report by Summer 2021. Subsequently, Metro will work with LADOT to identify potential solutions to improve train reliability and reduce the need for schedule padding in Fall 2021.

While traffic volumes are considered in tradeoffs with transit signal priority, another challenge to providing consistency in service relates to the wide street geometry of Exposition Boulevard, Washington Boulevard and Flower Street, which requires substantial minimum pedestrian clearance time at intersecting crosswalks. For example, the street width crossing E Line (Expo) at Vermont Ave in Los Angeles is about 43 feet greater than at Lincoln Boulevard in Santa Monica, which translates to at least 12 additional seconds of time assigned that cannot be allocated to train movement.

**B. Expand the work of the E Line (Expo) collaboration with LADOT to include the A Line (Blue) street-running segments in the City of Los Angeles to achieve at least an average of 90% intersection rate**

Building on the success of the E Line (Expo) collaboration, which brought a significant improvement to successfully crossing Exposition/Normandie without stopping, Metro is expanding its partnership with LADOT to identify more transit priority signaling techniques that are compatible with LADOT's current traffic signal system to improve train travel time and reliability on both E Line (Expo) and A Line (Blue) street running segments.

Metro and LADOT plan to jointly plan and analyze these improvements in Spring 2021, with the goal of implementing pilot transit signal phasing improvements along both E Line (Expo) and A Line (Blue) in Fall 2021. If successfully evaluated, this implementation would serve as a model to expand to more LADOT intersections where Metro trains operate.

**C. Further evaluate and provide preliminary cost estimates for the three alternatives, as discussed in the July 2017 receive and file report, to address delays at the Washington/Flower Wye**

Metro staff will conduct a more detailed evaluation of the three alternatives discussed in the July 2017 report (2017-0407). The three alternatives for further evaluation are as follows:

- WP1 Aerial NB Expo and Pico Station - \$330M estimated cost
- WP2 Underground Expo and stacked platform Pico Station - \$680M estimated cost
- WP3 Double level fully grade separated junction and stacked platform Pico Station - \$840M estimated cost

As these estimated costs are substantially high without any dedicated funding, Metro will also explore lower-cost and less disruptive alternatives with LADOT such as restricting certain traffic approaches that conflict with the Washington/Flower Wye, where alternate routes are available with sufficient capacity.

**D. Identify additional measures that can be undertaken to further reduce the travel time on the A Line (Blue) between Downtown Long Beach Station and 7<sup>th</sup> Street/Metro Center, in order to achieve the 10-minute reduction commitment**

Outside of the street-running segments that must yield to traffic signals, Metro will explore opportunities to safely increase speeds along cab signal territory. Currently, the top speed of A Line (Blue), E Line (Expo) and L Line (Gold) is 55 MPH. However, Metro's light rail vehicles are capable of a top speed of 70 MPH. As a comparison, the C Line (Green) operates with a top speed of 65 MPH. Increasing a top speed from 55 MPH to 65 MPH can save 10 seconds per mile and 14 seconds per mile at 70 MPH. Cumulatively, this can lead to substantial travel time savings where Metro operates nearly 100 miles of track. However, this work could require re-engineering of track circuits, onboard equipment and consume more traction power. Further evaluation is needed to determine whether this is a feasible recommendation.

**E. Identify up to \$30 million in funds eligible for the proposed improvements identified in the above four items, including outreach and engineering for project development**

It is important to first determine the scope of improvements and associated cost estimates, which will then be used to help identify funding necessary to complete these improvements. As COVID-19 continues to dampen ridership, particularly during peak commute periods, recommended improvements from pre-pandemic may be adjusted to reflect post-COVID travel patterns. This could be a shift of transit trips from peak period to off peak periods, similar to what has been observed in general traffic patterns, which would help spread transit trips over the entire day rather than focused on peak periods. Metro will work to identify funding after determining the appropriate scope of improvements.

## **IMPLEMENTATION OF STRATEGIC PLAN GOALS**

Recommendations support strategic plans:

**Goal #1:** Provide high quality mobility options that enable people to spend less time traveling. Improving the speed and reliability of the bus network will reduce transit travel times, as well as improve competitiveness with other transportation options.

**Goal #2:** Deliver outstanding trip experiences for all users of the transportation system. These initiatives help to move more people within the same street capacity, where currently transit users suffer service delays and reliability issues because of single occupant drivers.

**Goal #3:** Enhance communities and lives through mobility and access to opportunity. With faster transit service and improved reliability, residents have increased access to education and employment, with greater confidence that they will reach their destination on time.

**Goal #4:** Transform Los Angeles County through regional collaboration and national leadership. Because Metro does not have jurisdiction over local streets and arterials, collaboration with other partner agencies such as LADOT, City and County of Los Angeles are necessary to ensure these speed and reliability improvements are successfully implemented.

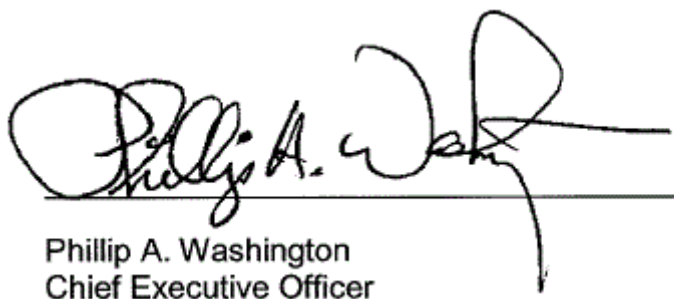
**NEXT STEPS**

In coordination with LADOT, Metro is already underway in evaluation of all directives above and committed to providing more detailed results and recommendations in the future. Staff would like to provide a subsequent update of these findings 6 months from this report, in July 2021.

**ATTACHMENTS**

Attachment A - Motion 24.1

Prepared by: Stephen Tu, Director, Service Planning, (213) 418-3005  
Conan Cheung, SEO Service Development, (213) 418-3034  
Reviewed by: James T. Gallagher, Chief Operations Officer, (213) 418-3108



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Phillip A. Washington  
Chief Executive Officer



Metro

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

## Board Report

**File #:** 2020-0707, **File Type:** Motion / Motion Response

**Agenda Number:** 24.1.

### OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE OCTOBER 15, 2020

#### Motion by:

**DIRECTORS GARCIA, GARCETTI, SOLIS, HAHN, RIDLEY-THOMAS, AND BONIN**

Related to Item 24: Regional Connector Service Plan

#### Regional Connector Operations

The Regional Connector, which is scheduled to open in 2022, will provide single-seat rides through downtown Los Angeles between different regions throughout the county. The connectivity it promises will be transformative for tens of thousands of Metro light rail riders who today have to transfer 1-2 times each way to complete a single trip, adding significant time and variability to their travel.

The Metro A Line (Blue), E Line (Expo), and L Line (Gold) currently serve tens of thousands of riders daily, in the midst of a pandemic that has significantly reduced overall ridership.

In response to Board Motion 37 (February 2017) Metro committed to a 10-minute end-to-end travel time reduction along the A Line, between Downtown Long Beach and 7th Street/Metro Center. Some of that commitment has been achieved through a Long Beach signal prioritization project, that has shaved 3-5 minutes off the travel time in each direction.

Further in response to Board Motion 37 (July 2017), Metro staff recognized the Washington/Flower Wye junction as a source of significant delays for both the A and E Lines. Staff identified three alternatives for further evaluation and the project was included in the 28 by '28 initiative, although no funding sources were identified to proceed with any of them.

In 2018, Metro staff engaged in a collaboration with Los Angeles Department of Transportation (LADOT) staff in order to improve travel speeds and consistency along the E Line. Among several promising ideas, this collaboration has yielded concepts to improve reliability on the Washington Blvd segment of the A Line.

As part of the Regional Connector Operating Plan, Metro staff estimate the need for additional one-way travel delays of up to (a) one minute along the inbound L Line, (b) three minutes along the inbound E Line, and (c) five minutes along the inbound A Line. The inclusion of these delays is



estimated to cost nearly \$30 million in additional annual operating costs for the lines when the Regional Connector is fully operational.

**SUBJECT: REGIONAL CONNECTOR OPERATIONS**

**RECOMMENDATION**

APPROVE Motion by Directors Garcia, Garcetti, Solis, Hahn, Ridley-Thomas, and Bonin that the Chief Executive Officer direct Metro staff to do the following:

- A. EVALUATE all three lines A, E, and L - for locations that most frequently cause delays and/or require schedule padding because of reliability issues; and IDENTIFY mechanisms to mitigate the identified challenges, including estimates;
- B. EXPAND the work of the E Line collaboration with LADOT to include the A Line street-running segments in the City of Los Angeles to achieve at least an average of 90% intersection clearance rate;
- C. FURTHER EVALUATE and provide preliminary cost estimates for the three alternatives, as discussed in the July 2017 receive and file report, to address delays at the Washington/Flower Wye;
- D. IDENTIFY additional measures that can be undertaken to further reduce the travel time on the A Line between Downtown Long Beach Station and 7th Street/Metro Center, in order to achieve the 10-minute reduction commitment;
- E. IDENTIFY up to \$30 million in funds eligible for the proposed improvements identified in the above four items, including outreach and engineering for project development;
- F. Report back on all of the above-identified items by January 2021.

**Board Report**

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**File #:** 2020-0934, **File Type:** Program**Agenda Number:** 27.

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**OPERATIONS, SAFETY & CUSTOMER EXPERIENCE COMMITTEE  
FEBRUARY 18, 2021****SUBJECT: FY22 REVENUE SERVICE HOUR (RSH) PROGRAM PARAMETERS AND MOTION  
11.1 FY21 SERVICE INCREASE MOTION UPDATE****ACTION: RECEIVE AND FILE****RECOMMENDATION**

RECEIVE AND FILE status report on the FY22 revenue service hour parameters and provide an update on Motion 11.1 related to FY21 service increases.

**ISSUE**

At the September 2019 System Safety, Security and Operations Committee Meeting, the Board requested staff to report back on details regarding levels of scheduled revenue service hours along with adjustments necessary for initiatives such as NextGen and other board-mandated services to reflect actual “on-street” deployment. Staff reported the FY21 revenue service hour parameters at the February 2020 System Safety, Security and Operations Committee Meeting. This report will provide an update on FY22 revenue service hour parameters given COVID-19 and the various effects it has had on Operations. This report will also provide an update on Motion 11.1 relative to FY21 service increase planning and preparations.

**BACKGROUND**

Every year, Metro staff plans and prepares the annual budget which includes the needs for the agency to continue with regular transit service, multi-year programs, and any new plans, programs and initiatives. The budget process is comprehensive, year-round, and includes but is not limited to analysis of performance, programs, rate of milestone delivery, and available resources necessary for successful delivery or program completion. The budget process involves all departments working in collaboration towards fiscally responsible program budget planning and development to ensure alignment with agency goals. Ultimately, staff produces an annual budget plan within approved funding targets that is reviewed and approved by the CEO. After in-depth internal analysis and discussion, the budget progress report is provided to the board at the January Finance Budget and Audit Committee meeting, with service parameters and RSH discussed the following month, and State-of-Good Repair, subsidy funding, public hearing, board adoption and public outreach thereafter. The final agency budget is then presented at the May Finance Budget and Audit Committee meeting for board approval.

## **DISCUSSION**

The Board approved Motion 11.1 in January 2021 directing staff to reallocate a minimum of \$24.3M in the FY21 mid-year budget adjustment for the restoration of transit service and immediately begin preparing to restore service no later than end of FY21 to increase the agency's capacity to run 7.0 million annual bus revenue service hours (RSH). FY22 service parameters will comply with the directives of Motion 11.1.

### ***FY21 RSH Review***

The board approved a FY21 RSH plan that accounted for adjusted service levels systemwide; which required multiple modifications throughout the fiscal year that addressed pandemic ridership levels due to Safer at Home restrictions and the implementation of NextGen service plan phase 1 in December 2020 coupled with the introduction of MicroTransit service across two service zones (LAX and Watts/Willowbrook). Rail service was also adjusted to 12-min headways throughout the day on most rail lines which is in line with the demand on rail service for FY21. Metro recognizes that Motion 11.1 aimed, by July 2021, to prepare the agency to operate at pre-COVID levels. After careful analysis, staff have determined the following logistical challenges, risks, and considerations associated with service planning and hiring, by July 2021, bus operators needed to run 7.0 million RSH:

### **Challenges**

- The significant network changes involved with NextGen are being implemented across three shake ups (December 2020, June 2021, and December 2021). Full restoration of 7.0 million RSH will be best implemented by phasing in service level increases as the NextGen network changes are completed. Service increases on a hybrid (partial NextGen and partial pre-COVID network) system will create confusion and frustration for customers when the final NextGen network changes are implemented in December 2021. Therefore, restoring 7.0 million RSH in December 2021 will be more prudent as the changes would directly align with the NextGen phasing plan.
- To operate at 7.0 million RSH, Metro would need to recruit and train about 760 bus operators in the next 3 months. The recruitment process includes: application screenings, at least 2-person interview panels, Bus Operator Candidate Assessment Test (BOCAT), and verification/fingerprints/background checks. It takes approximately 2,000 applications to result in 760 operators joining the ranks. Metro does not currently have the capacity to process the 2,000 applications. New operator training typically takes 6 to 8 weeks. Also, due to room occupancy requirements from the CDC and LACDHS, Metro would need to identify additional instruction classrooms to accommodate this many trainees in a short time period.
- To train so many new operators, Metro would also need to hire approximately 150 instructors for a 6-week training program. These instructors would pull from the existing bus operator ranks, increasing the number of new operators needed.
- In addition to operators, Metro would need to recruit additional maintenance personnel, requiring 180 applications, application screening and testing, 3-person interviews, fingerprints/background checks, physicals for a 5-week instruction program taught by existing

staff.

### Risks

- A rewrite of operator & service work programs within a limited 8 weeks may lead to network inefficiencies resulting in higher operator costs, as well as customer complaints and service corrections. Scheduling bus and operator assignments is an iterative process to ensure that trip times are appropriate, timed transfers are maintained, and bus and operator usage is maximized by reducing unproductive layovers. Without proper vetting and iterations, scheduled will likely not be efficient, leading to extra bus and operator requirements for the same service plan.
- Hiring a large volume of frontline staff with variable space, class size, accelerated background checks with inadequate planning could compromise the recruitment process results. Accelerating parts of the recruitment process in order to hire a large volume of frontline staff may lead to inaccuracies in various parts of the process, such as interviewer fatigue. Additionally, staff cannot ensure expediency on items like background checks and drug testing that require third-parties to execute.

### Immediate Actions in Preparation for an Enhanced FY22 Service Plan

By maximizing the use of current resources, Operations can immediately deliver the following plan which begins in FY21 and continues through FY22 to restore service and fulfill the intent of Motion 11.1. This service plan will be coordinated with NextGen planning activities. Operations will immediately accelerate bus operator graduates from about 25-30 per month in February and March 2021 to 100 per month in April 2021; and continue with this monthly enhanced hiring plan until sufficient operators are onboarded to support our FY22 RSH plan. In addition, staff will continue to work closely with Human Capital & Development to return as many existing operators out on leaves as soon as possible.

Operations proposes the FY22 RSH Plan described below to incrementally raise the service levels over three shake-ups to reflect the annualized 7.0 million RSH by December 2021, allowing for adjustments and resource optimization based on customer demand. During this time, staff will continue hiring bus operators and maintenance personnel on an enhanced schedule in line with planned gradual service increases and load adjustments. This incremental approach also reflects the principals of the NextGen bus plan adopted by the Board in 2020.

### *FY22 RSH Plan*

For FY22, staff is finalizing a comprehensive RSH plan, which complies with Motion 11.1, that will continue to deliver bus and rail service levels at approved budgeted levels, consistent with staffing level increases.

### Bus

- July 2021 - FY22 is anticipated to begin with a base schedule of 6.0 million annualized RSH which includes 5.62 million from the December 2020 service change plus 380K in annualized

service increase. In addition, a significant amount of network changes based on NextGen will be implemented which would allow us to redeploy underutilized service to more frequency on Tier 1 and 2 lines, focusing on high ridership lines serving disadvantaged communities.

- Sept 2021 - Includes additional service enhancements to a total of 6.5 million annualized RSH to accommodate for schools fully reopening or partially in support of hybrid learning and a significant roll out of vaccinations. As such, our plan will be flexible to meet these demands.
- December 2021 - With full distribution of the vaccine anticipated in Fall 2021, staff expect another increase in demand as more businesses open and the economy recovers. Therefore, staff expect to fully restore the 7.0 million RSH in conjunction with full implementation of the NextGen network changes.

#### Rail

- Multiple service plans inclusive of a scenario to continue running 12-minute headways and building in additional scenarios for 10-min, 8-min, and 6-min peak based on demand have been developed, which can be easily changed as necessary during any of the planned bus service change periods.

### **FINANCIAL IMPACT**

Staffing and all other resources required to run the service described in this report will be included in the FY22 budget request submitted to the Board for approval in May 2021.

### **IMPLEMENTATION OF STRATEGIC PLAN GOALS**

This report supports strategic plan goals: 1) Provide high quality mobility options and 2) Provide outstanding trip experiences for all.

### **NEXT STEPS**

Staff will return to the board in May with a proposed FY22 budget plan that will include final bus and rail funding necessary to deliver the service described in this report.

### **ATTACHMENTS**

Motion 11.1 - Fiscal Year 2021 (FY21) Mid-Year Budget

Prepared by: Nancy Saravia, Director, Finance & Admin, (213) 922-1217  
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Conan Cheung, Sr. Executive Officer, (213) 418-3034

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



Phillip A. Washington  
Chief Executive Officer



Metro

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

## Board Report

**File #:** 2021-0010, **File Type:** Motion / Motion Response

**Agenda Number:** 11.1.

### REGULAR BOARD MEETING JANUARY 28, 2021

#### Motion by:

#### **DIRECTORS GARCETTI, BONIN, SOLIS, HAHN, AND GARCIA**

Related to Item 11: Fiscal Year 2021 (FY21) Mid-Year Budget

Metro's budget must stay flexible to ensure the agency can deploy enough service to meet transit demand through the end of Fiscal Year 2021 (FY21).

In September 2020, the Board approved Motion 10.1, directing staff to create an FY21 Operations Recovery Plan to restore full bus service as soon as practicable based on on-street conditions, projected demand, and NextGen performance standards. As stated in the motion, "maintaining current service levels for the remainder of the fiscal year is not acceptable for riders nor is it consistent with the agency's strategic priorities, including NextGen. At a time when COVID-19 has exposed all of the region's underlying inequities, Metro must plan for and facilitate an equitable recovery that prioritizes the mobility needs of our county's most vulnerable populations, who disproportionately rely on bus service."

The FY21 Operations Recovery Plan was to prepare Metro for an anticipated restoration of service as soon as could be supported by public health measures, economic conditions, and the agency's financial status. This month's mid-year budget amendment includes an unanticipated net \$58.6 million in additional transit operations-eligible funding. This funding could allow Metro to reverse some painful cuts made in the original FY21 budget adopted in September.

Additionally, in December, Congress passed the Coronavirus Response and Relief Supplemental Appropriations (CRRSA) Act, which included an additional \$14 billion in nationwide relief funding for transit service above what was previously provided in the CARES Act. The Board is expected to allocate this funding in February 2021, at the next Board meeting. The Board should ensure that this funding is prioritized for transit service in FY21 and FY22.

Earlier this week, Governor Newsom ended the statewide Stay At Home Order, returning Los Angeles County to a tier that allows for a limited reopening of some economic sectors much sooner than had been expected. With L.A. County moving to reopen and vaccination well underway, Metro should reserve funding to restore transit service and ensure enough funding is budgeted to both

anticipate and respond to evolving service demands. If additional transit service is required before the next regular bus service shakeup, Metro must be able to put it on the street.

There is a minimum of \$24.3 million in State of Good Repair expenses recommended in the FY21 Mid-Year budget to be funded from operations-eligible sources. These expenses may instead be funded from capital sources, preserving operations funding for transit service expansion. Shifting the funding source for these expenses can help ensure Metro is able to meet evolving ridership demand between now and the beginning of FY22.

**SUBJECT: AMENDMENT TO FISCAL YEAR 2021 (FY21) MID-YEAR BUDGET**

**RECOMMENDATION**

APPROVE Motion by Directors Garcetti, Bonin, Solis, Hahn, and Garcia that the Board adopt as policy that any additional operations-eligible funding received in FY21 and FY22 shall be prioritized for the restoration of transit service, including but not limited to federal CRRSA funding, any future federal operations-eligible COVID-19 relief funding, and any additional unanticipated eligible sales tax revenues.

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

- A) Within the recommended Operations expenses of the FY21 Mid-Year Budget, reallocate a minimum of \$24.3 million in capital funding-eligible expenses from the “Capital State of Good Repair” and “Other Operational Needs” categories, and budget this funding for the restoration of transit service with priority for high-ridership lines and an emphasis on disadvantaged communities;
- B) Identify a minimum of \$24.3 million in reciprocal non-operations-eligible funding for projects de-budgeted under directive A, or shift these expenses to the FY22 budget as appropriate;
- C) Immediately begin preparing to restore service no later than the end of the fiscal year, including the hiring, maintenance, and procurement activities needed to restore the agency’s capacity to run 7 million annual bus revenue service hours;
- D) Coordinate with the County of Los Angeles and State of California to support vaccination of Metro’s workforce as soon as possible, including vaccination drives at Metro’s bus and rail divisions, if feasible;
- E) Continue to prioritize the safe return to work of operators and maintenance personnel, and continue to ensure industry-standard protective measures are in place to minimize virus transmission in the workplace; and
- F) Immediately explore collaborating with the County of Los Angeles to provide transportation assistance to seniors and other individuals to help them get to their vaccination appointments, including by providing pre-loaded TAP cards.





Metro

## Board Report

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**File #:** 2021-0027, **File Type:** Oral Report / Presentation

**Agenda Number:** 28.

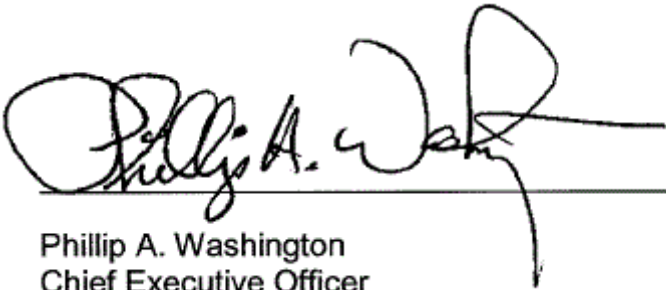
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**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE  
FEBRUARY 18, 2021**

**SUBJECT: ORAL REPORT ON MICROTRANSIT PILOT UPDATE**

**RECOMMENDATION**

RECEIVE oral **report on Microtransit Pilot Update.**



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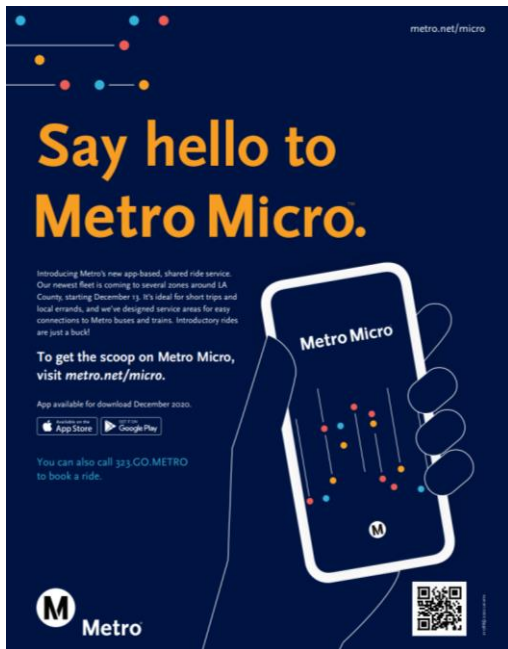
Phillip A. Washington  
Chief Executive Officer

# MicroTransit Pilot Update

# Metro Micro<sup>TM</sup>



# Essential Trip Service Model



Private sector technology meets public sector operations

- Industry's first for Pre-Development Agreement (PDA-P3)
- Designed within the agency's systemwide bus restructure
- Uses an employee workforce for drivers (under SMART-TD)
- Can flex to grow into new neighborhoods in real-time
- Fleet size is 100+ when fully operational
- Integrated payment for TAP card, debit, credit, online accounts
- Initial cost per trip is \$1 for customers
- Trips to be reported in NTD as 5307 paratransit
- 3 year pilot, fully scaled will be largest deployment in U.S.

# Launch Schedule

December 2020:

- ✓ Zone 1: Watts/Willowbrook
- ✓ Zone 2: LAX/Inglewood

January 2021:

- ✓ Zone 3: El Monte
- ✓ Zone 4: North Hollywood/Burbank
- ✓ Zone 5: Compton/Artesia

June 2021:

- ✓ Zone 6: Northwest San Fernando Valley
- ✓ Zone 7: Highland Park/Eagle Rock/Glendale
- ✓ Zone 8: Altadena/Pasadena/Sierra Madre

September 2021:

- ✓ Zone 9: UCLA/Westwood/Century City



# Initial KPIs and Data Collection Methods

Customer Experience	Essential Travel	Cost
Ride rating (out of 5-stars) % of late pick-ups or drop-offs	# of trips by essential workers % of trips for a health care use case	# of customers per vehicle revenue hour # of new Metro customers
Vision 2028 Strategic Plan	Connectivity	Congestion Reduction
Average wait time Average walk/roll distance to stop	% of rides to a transit hub / rail / bus # of linked trips to local, regional transit services	% of shared rides # of quick board trips (*when implemented*)

Surveys and Interviews	Focus Groups
Equity Safety	Workforce Investment Technical Innovation



## Board Report

**File #:** 2020-0054, **File Type:** Contract

**Agenda Number:** 29.

### **OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE FEBRUARY 18, 2021**

**SUBJECT: CONSULTING SERVICES FOR THE P2550 LIGHT RAIL VEHICLE (LRV) MIDLIFE MODERNIZATION/OVERHAUL PROGRAM, TECHNICAL AND PROGRAM MANAGEMENT SUPPORT SERVICES**

**ACTION: APPROVE PROFESSIONAL SERVICES RECOMMENDATION**

#### **RECOMMENDATION**

AWARD a cost plus fixed fee contract for Technical and Program Management Support Services under Contract No. PS73193-2550 for P2550 Light Rail Vehicle (LRVs) Midlife Modernization/Overhaul Program Consultant Support Services, to LTK Consulting Services, Inc. in the not-to-exceed amount of \$6,470,848.47 for a period of 60 months from issuance of a Notice-to-Proceed (NTP) for the midlife modernization/overhaul of 50 AnsaldoBreda P2550 LRVs.

#### **ISSUE**

Metro will require Technical and Program Management Support Services to provide oversight of the Rail Vehicle Contractor in order to facilitate the timely modernization/overhaul and delivery of the P2550 LRVs and associated deliverables.

In May 2019, the Board authorized staff to issue a federally funded solicitation for a Best Value Request for Proposals (RFPs) as competitive negotiations pursuant to PCC § 20217 and Metro's procurement policies and procedures for the Midlife Modernization/Overhaul Program.

#### **DISCUSSION**

Currently, Metro operates 50 AnsaldoBreda P2550 LRVs on the Gold Line Foothill Extension; operating from Azusa to East Los Angeles, via Union Station (29.7 miles, each direction). The LRVs are on average 10 years old from date of acceptance and have an average mileage of approximately 720,000 revenue service miles. A few of the critical systems and components on these P2550 LRV fleet are experiencing parts obsolescence issues, lack of vendor support and outdated technology. These deficiencies diminish the performance and maintainability of the fleet. By modernizing/overhauling and replacing these critical systems and components, this midlife Modernization Program will maintain the fleet's State of Good Repair (SGR) and ensure the continued safety, reliability, availability, and maintainability of the fleet for revenue service.

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The Consultant shall provide Metro with expert professional engineering, technical oversight, and program management support services as directed and required by Metro's staff to ensure the Rail Vehicle Contractor's performance is consistent with the delivery requirements of the Contract. Subject to Metro's direction, the Consultant shall apply appropriate engineering, technical and program management resources to ensure the timely overhaul and delivery of the overhauled vehicles and associated deliverables.

The scope of services shall include, but not be limited to reviewing and preparation of correspondence in response to technical submissions; provide oversight of the project status; identify any variances from schedule and deliverable requirements and recommend corrective action; assess and report on project performance; support of Project Reviews; document control; oversight of the Rail Vehicle Contractor's supply chain process; review Change Order requests; test and inspection activity oversight; and other technical and program management support services as directed by Metro.

Using a single consultant to provide support for both Technical Oversight and Program Management was adopted as a streamlined approach because the scope of a midlife overhaul is not as complex as a new vehicle procurement which requires a depth and breadth of consultant support that justifies splitting the two disciplines across separate consultant contracts. In addition, it is much easier to manage one consulting firm than two as there is potentially integration and coordination issues among two consulting firms.

The Diversity & Economic Opportunity Department (DEOD) has completed its initial evaluation of the Proposer's commitment to meet the twenty percent (20%) Race Conscious Disadvantage Business Enterprise (RC DBE) goal established for this project. LTK Consulting Services, Inc. exceeded the goal by making a 25.49% DBE commitment and is deemed responsive to the DBE requirements.

### **DETERMINATION OF SAFETY IMPACT**

The approval of this Contract award will have a direct and positive impact to system safety, service quality, system reliability, maintainability and overall customer satisfaction. The P2550 Light Rail Vehicle Midlife Modernization/Overhaul Program will permit Metro to maintain the SGR on the LRV fleet.

### **FINANCIAL IMPACT**

The planned expenditure of \$4,500,000 is included in the FY21 budget in cost center 3043, Rail Vehicle Acquisition, Account 50316. This amount includes both Contractor cost and Professional and Technical Services, under project number CP214003, P2550 Light Rail Vehicle Midlife Modernization/Overhaul Program.

Since this is a multi-year contract, the cost center manager will be responsible for dispersing the cost for subsequent years, including any options exercised.

#### **Impact to Budget**



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The current sources of funds for the overhaul program and Consulting Services are TDA Article 4 and Proposition A 35%. Staff will pursue additional Federal, State, and Local funds as they become available to maximize the allowable funding allocations given approved guidelines and provisions.

### **ALTERNATIVES CONSIDERED**

Staff considered the following alternatives: using in-house Metro resources to perform this work. This approach is not recommended as Metro does not have sufficient resources and Subject Matter Experts available to perform this work. This approach is not recommended for the lack of staff capabilities listed above.

The Board of Directors may choose not to authorize the Contract award for this project; however, this alternative is not recommended by Metro staff because the Midlife Modernization/Overhaul Program is critical to maintaining a SGR on the 50 AnsaldoBreda P2550 LRVs and to enable the Maintenance department to effectively plan and schedule its work.

### **NEXT STEPS**

Upon Board approval, a contract will be awarded and a Notice-to-Proceed will be issued to LTK Consulting Services, Inc. Metro and LTK Consulting Services, Inc. will mobilize required resources and SMEs to ensure timely completion of deliverables by the Rail Vehicle Contractor.

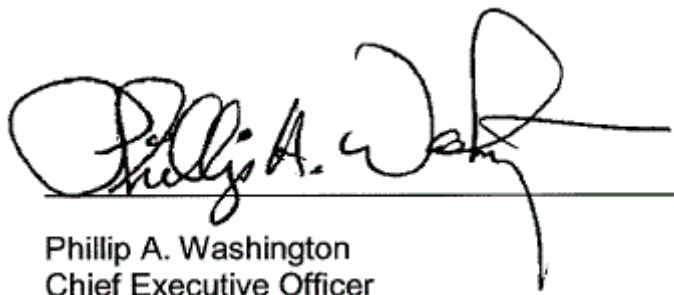
### **ATTACHMENTS**

Attachment A - Procurement Summary

Attachment B - DEOD Summary

Prepared by: Annie Yang, Sr. Director, Rail Vehicle Acquisition, (213) 922-3254  
Quintin Sumabat, DEO, Vehicle Engineering & Acquisition, (213) 922-4922

Reviewed by: James T. Gallagher, Chief Operations Officer, (213) 922-4424  
Debra Avila, Chief Vendor/Contract Management Officer, (213) 418-3051



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Phillip A. Washington  
Chief Executive Officer

## PROCUREMENT SUMMARY

**P2550 MIDLIFE MODERNIZATION CONSULTANT SUPPORT  
SERVICES/CONTRACT NUMBER PS73193000**

1.	<b>Contract Number:</b> PS73193000	
2.	<b>Recommended Vendor:</b> LTK Consulting Services, Inc.	
3.	<b>Type of Procurement (check one):</b> <input type="checkbox"/> IFB <input checked="" type="checkbox"/> RFP <input type="checkbox"/> RFP-A&E <input type="checkbox"/> Non-Competitive <input type="checkbox"/> Modification <input type="checkbox"/> Task Order	
4.	<b>Procurement Dates:</b>	
	<b>A. Issued :</b> 11/06/20	
	<b>B. Advertised/Publicized:</b> 11/06/20	
	<b>C. Pre-Proposal Conference:</b> 11/18/20	
	<b>D. Proposals Due:</b> 12/08/20	
	<b>E. Pre-Qualification Completed:</b> Pending	
	<b>F. Conflict of Interest Form Submitted to Ethics:</b> 01/14/21	
	<b>G. Protest Period End Date:</b> 02/03/21	
5.	<b>Solicitations Picked up/Downloaded:</b> 02	<b>Bids/Proposals Received:</b> 02
6.	<b>Contract Administrator:</b> Nicole Banayan	<b>Telephone Number:</b> 213-922-7438
7.	<b>Project Manager:</b> Annie Yang	<b>Telephone Number:</b> 213-922-3254

**A. Procurement Background**

This Board Action is to approve Contract No. PS73193 for technical consulting services in support of the P2550 Light Rail Vehicle Midlife Modernization Program. The consultant shall provide Metro with technical oversight and program management support of the Transit Vehicle Manufacturer (TVM) selected to perform the midlife modernization. The recommended consultant will provide technical assistance to Metro staff to ensure the successful modernization of the P2550 Light Rail Vehicles. The services will include engineering and administrative resources to support Metro's Project Manager in the technical and program management of the project. Board approval of contract awards are subject to resolution of any properly submitted protest.

The RFP was issued in accordance with Metro's Acquisition Policy and the contract type is a cost-plus fixed fee.

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

- Amendment No. 1, issued on November 18, 2020 revised Exhibit A entitled, "Scope of Services", Exhibit B entitled, "Advanced Memorandum of Costs" and added Corporate Safety's requirements.

A total of two (2) proposals were received on December 08, 2020.

## **B. Evaluation of Proposals**

A Proposal Evaluation Team (PET) consisting of staff from Administrative and Financial Services, Rail Vehicle Engineering, and Rail Vehicle Acquisition was convened and conducted a comprehensive technical evaluation of the proposals received.

Proposals were first evaluated to determine each firm's ability to meet the following minimum qualifications on a pass/fail basis:

- Experience providing administrative and technical consulting services during the post award, design, production and delivery periods for a large public transit agency acquiring new rail vehicles; or overhauling existing rail vehicles.
- Demonstrated industry experience performing similar work on at least one (1) rail vehicle acquisition or rail vehicle overhaul project of similar size and scope within the last five (5) years.
- The following defines the minimum core competencies required of the Proposer's proposed staff:

1) Senior Program Manager

Education: BA/BS in Business, Engineering or related discipline, MS or MBA preferred. Five years of lead management role experience in the rail vehicle design, procurement, and/or commissioning strongly preferred.

2) Systems Integrator Engineer

Education: BS in Electrical Engineering, Master's Electrical Engineering preferred. Minimally five years of experience with rail vehicle system integration design, procurement, testing, and/or commissioning required.

3) Senior Systems Engineers / Commissioning Test Engineers

Education: BS in Electrical Engineering, Master's Electrical Engineering preferred. Minimally five years of experience with rail vehicle systems design, testing, and commissioning required.

4) Senior Schedule Analyst

Education: Bachelor's degree in related field. Master's degree and Project Management Professional (PMP) or Certified Associate in Project Management (CAPM) Certification preferred. Professional fluency in MS Project and Primavera (P6, P3) software required. Experience in review schedule of rail vehicle related projects preferred.

5) Quality Assurance Engineer

Education: BA/BS in Business, Engineering or related discipline,

MS or MBA preferred. Experience with rail vehicle procurement project strongly preferred.

6) Contract Administrator

Education: Associate of Arts degree in related field. Four-year degree and understanding of Metro's Procurement Processes preferred.

7) Inspectors (Contractor's Site)

Education: Associate of Arts degree in electrical, mechanical, electronics and/or equivalent trade from an accredited trade or vocational school. Five (5) years of experience as a rail Vehicle inspector may be substituted for educational requirement. Experience shall be specific to rail vehicle manufacturing, assembly and/or vehicle commissioning.

8) Inspector (Commissioning/Acceptance Site)

Education: Associate of Arts degree in electrical, mechanical, electronics and/or equivalent trade from an accredited trade or vocational school. Five (5) years of experience as a rail Vehicle inspector may be substituted for educational requirement. Experience shall be specific to rail vehicle manufacturing, assembly and/or vehicle commissioning required.

9) Administrative Staff/Document Control

Education: Administrative Staff shall have an Associate of Arts degree or equivalent

After reviewing each proposal, staff determined that both proposers met the minimum qualifications,

Proposals were then evaluated based on the following evaluation criteria and weights:

- |  |            |
|--|------------|
| • The Team's Degree of Skill and Experience                                | 30 percent |
| • Staff Quality and Technical Expertise                                    | 20 percent |
| • Understanding of Work and Appropriateness of Approach for Implementation | 20 percent |
| • Cost Proposal  | 30 percent |

The evaluation criteria are appropriate and consistent with criteria developed for other, similar consultant support services procurement. Several factors were considered when developing these weights, giving the greatest importance to the team's degree of skill and experience and price.

Of the two (2) proposals received, both were determined to be within the competitive range. The two firms within the competitive range are listed below in alphabetical order:

1. LTK Consulting Services (LTK)
2. STV, Inc. (STV)

On December 11, 2020, Metro conducted oral presentations with both firms to evaluate the firm's degree of skill and experience, proposed staff's qualifications and technical expertise and how well each firm understood the work and its approach to project implementation. At the conclusion of oral presentations, Request for Clarifications (RFC) were issued to both firms for the purpose of clarifying proposed staff's education and experience. Both firms provided satisfactory responses to Metro's clarification requests.

On December 29, 2020, Metro conducted negotiations to advise each proposer of its relative strengths and weaknesses based on Metro's first iteration of scoring. At the conclusion of negotiations, Metro issued a Best and Final Offer (BAFO) request to both firms. BAFO proposals were received on January 11, 2021. The PET conducted its final evaluation with the scoring distribution shown in the table below.

### **Qualifications Summary of Firms within the Competitive Range:**

#### **LTK Consulting Services, Inc.**

LTK provided technical oversight consultant services during the original design and construction of the P2550 LRVs as well as assessed the P2550 fleet condition in 2016. Recently, LTK provided consultant support services to upgrade the P2550 propulsion controls and auxiliary power units. In addition, LTK is currently providing consultant support services to Metro's, HR4000 Heavy Rail Vehicle (HRV) Contract and the A650 HRV and P2550 LRV Overhaul Contracts.

#### **STV, Inc.**

STV provided technical and program support during the solicitation phase of the P2550 LRV Midlife Modernization specification development. STV assisted Metro in developing the current P2550 LRV Midlife Modernization and HR4000 HRV Technical Specifications and also provides subcontracted program support to Metro for the HR4000 Contract. STV recently provided similar consultant work under the General Engineering Contract to Maryland Department of Transportation Maryland Transit Administration (MTA) for 53 light rail vehicles. STV also provided fleet assessment on the Orange Line Vehicles for Massachusetts Bay Transportation Authority.

<b>1</b>	<b>Firm</b>	<b>Average Score</b>	<b>Factor Weight</b>	<b>Weighted Average Score</b>	<b>Rank</b>
<b>2</b>	<b>Firm 1- LTK</b>				
<b>3</b>	The team's degree of skills and experience	9.33	30.00%	28.00	
<b>4</b>	Staff Quality and Technical Expertise	9.33	20.00%	18.67	
<b>5</b>	Understanding of Work and Appropriateness of Approach for Implementation	9.33	20.00%	18.67	
<b>6</b>	Cost	N/A	30.00%	30.00	
<b>7</b>	<b>Total</b>		<b>100.00%</b>	<b>95.34</b>	<b>1</b>
<b>8</b>	<b>Firm 2 -STV</b>				
<b>9</b>	The team's degree of skills and experience	8.50	30.00%	25.50	
<b>10</b>	Staff Quality and Technical Expertise	8.08	20.00%	16.17	
<b>11</b>	Understanding of Work and Appropriateness of Approach for Implementation	8.83	20.00%	15.27	
<b>12</b>	Cost	N/A	30.00%	28.98	
<b>13</b>	<b>Total</b>		<b>100.00%</b>	<b>85.91</b>	<b>2</b>

### **C. Cost Analysis**

The recommended price has been determined to be fair and reasonable based upon audit findings, an independent cost estimate, and negotiations.

	<b>Proposer Name</b>	<b>Proposal Amount</b>	<b>Metro ICE</b>	<b>Negotiated or NTE amount</b>
1.	LTK	\$6,622,110.70	\$7,344,929.00	\$6,470,848.47
2.	STV	\$6,768,004.85	\$7,344,929.00	\$6,698,672.76

### **D. Background on Recommended Contractor**

The recommended firm, LTK Consulting Services, Inc., located in Ambler, PA, has been in business since 1921 and is a leader in providing consultant support services to the infrastructure, energy and mining and metals sectors. In November 2020, Hatch merged with LTK. The merger between Hatch and LTK was to create a powerhouse global service provider focused on the unique needs of their clients in the infrastructure, energy, and metals market sectors. Within the infrastructure sector, LTK brings 100 years of exceptional service and technical expertise to their clients in the rail industry, which will complement Hatch's existing capabilities in transportation and logistics, urban solutions, and water. LTK engineering expertise include areas such as rail vehicle engineering, rail systems engineering, revenue systems and technology, zero-emissions transportation, operations planning and simulations, systems assurance, intercity and high-speed rail, rail corridor development and transit advisory services. LTK has offices in 27 cities across the U.S. LTK's most recent rail vehicle support services Contracts include consulting services for Metro's P3010 New LRV procurement and HR4000 New Heavy Rail Vehicle procurement.

## DEOD SUMMARY

**P2550 MIDLIFE MODERNIZATION CONSULTANT SUPPORT  
SERVICES/CONTRACT NUMBER PS73193000**

**A. Small Business Participation**

The Diversity and Economic Opportunity Department (DEOD) established a 20% Disadvantaged Business Enterprise (DBE) goal for this solicitation. LTK Consulting Services exceeded the goal by making a 25.49% DBE commitment.

<b>Small Business Goal</b>	<b>20% DBE</b>	<b>Small Business Commitment</b>	<b>25.49% DBE</b>
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	<b>DBE Subcontractors</b>	<b>Ethnicity</b>	<b>% Committed</b>
1.	Ramos Consulting Services, Inc.	Hispanic American	10.99%
2.	Virginkar & Associates, Inc.	Asian Pacific American	14.50%
<b>Total DBE Commitment</b>			<b>25.49%</b>

**B. Living Wage and Service Contract Worker Retention Policy Applicability**

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

**C. Prevailing Wage Applicability**

Prevailing wage 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. PLA/CCP is applicable only to construction contracts that have a construction related value in excess of \$2.5 million.