

# **Metro**

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



## **Agenda - Final**

**Wednesday, February 14, 2018**

**11:00 AM**

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

### **Ad Hoc Congestion, Highway and Roads Committee**

*Janice Hahn, Chair*

*John Fasana, Vice Chair*

*Kathryn Barger*

*Jacquelyn Dupont-Walker*

*Ara Najarian*

*Carrie Bowen, non-voting member*

*Phillip A. Washington, Chief Executive Officer*

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

**PUBLIC INPUT**

A member of the public may address the Board on agenda items, before or during the Board or Committee's consideration of the item for one (1) minute per item, or at the discretion of the Chair. A request to address the Board should be submitted in person at the meeting to the Board Secretary. Individuals requesting to speak on more than three (3) agenda items will be allowed to speak up to a maximum of three (3) minutes per meeting. For individuals requiring translation service, time allowed will be doubled.

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

The public may also address the Board on non-agenda items within the subject matter jurisdiction of the Board during the public comment period, which will be held at the beginning and/or end of each meeting. Each person will be allowed to speak for up to three (3) minutes per meeting and may speak no more than once during the Public Comment period. Speakers will be called according to the order in which the speaker request forms are received. Elected officials, not their staff or deputies, may be called out of order and prior to the Board's consideration of the relevant item.

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

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

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

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

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## DISCLOSURE OF CONTRIBUTIONS

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

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

5. **SUBJECT: I-710 SOUTH EIR/EIS PROJECT** [2017-0849](#)

**RECOMMENDATION**

ADOPT Alternative 5C as the Locally Preferred Alternative (LPA) for the I-710 South Corridor Project to advance into the Final Environmental Document.

**Attachments:** [Attachment A Project Description.pdf](#)  
[Attachment B - Alternatives Evaluation.pdf](#)  
[Attachment C - Community Participation Framework](#)  
[Attachment D Programmatic Elements of the Build Alternatives.pdf](#)

**(ALSO ON PLANNING AND PROGRAMMING COMMITTEE)**

6. **SUBJECT: COLLECTION AGENCY FOR METRO EXPRESSLANES** [2017-0806](#)

**RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to award a three year revenue generating Contract No. PS44600000 to Professional Account Management, LLC (subsidiary of Duncan Solutions, Inc.) for the ExpressLanes program collection services. Compensation shall be provided on a contingency basis based on a percentage of outstanding debt recovered on behalf of Metro ExpressLanes with a fourteen percent (14%) deduction. The period of performance for this Contract will be three years with two one-year options for a total of five years, subject to resolution of protest(s), if any.

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

7. **SUBJECT: I-5 NORTH CAPACITY ENHANCEMENTS FROM SR-134 TO SR-118** [2017-0862](#)

**RECOMMENDATION**

AUTHORIZE Contract Modification No. 160 (CCO 160) by California Department of Transportation (Caltrans) for the construction contract of Segment 3 of the I-5 North Capacity Enhancements Project between SR-134 and SR-118 (Project) under Funding Agreement No. MOU.P0008355/8501A/A6, in the amount of \$1,803,400.00 within the LOP budget.

**Adjournment**

## **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.



**Board Report**

**File #:** 2017-0849, **File Type:** Program

**Agenda Number:** 5.

**AD HOC CONGESTION, HIGHWAY AND ROADS COMMITTEE  
PLANNING AND PROGRAMMING COMMITTEE  
FEBRUARY 14, 2018**

**SUBJECT: I-710 SOUTH EIR/EIS PROJECT**

**ACTION: ADOPT LOCALLY PREFERRED ALTERNATIVE**

**RECOMMENDATION**

ADOPT Alternative 5C as the Locally Preferred Alternative (LPA) for the I-710 South Corridor Project to advance into the Final Environmental Document.

**BONIN AMENDMENT** that Staff returns to the Board for approval of a list of the green-lighted early action projects with a corresponding analysis of:

- a) Safety benefits;
- b) Mobility enhancements;
- c) Air quality improvements; and
- d) Displacement avoidance strategy commitments.

**KUEHL AMENDMENT:** would like to see a program that uses Metro’s Local Hire and Project Labor Agreement

**FASANA AMENDMENT:** need ExpressLanes on the 710 and report back on how to dedicate more lanes to Zero Emission vehicles.

**ISSUE**

The Draft Environmental Document (DED) for the I-710 South Corridor Project was re-circulated for public review on June 21, 2017. The Project alternatives (illustrated in Attachment A) evaluated in the Recirculated Draft Environmental Report/Supplemental Draft Environmental Statement (RDEIR/SDEIS) were revised to reflect community and agency input received during the first circulation of the DED in 2012 and Metro Board Motion 22.1 (2015), which added primarily non-freeway improvements to the Project and several mitigation and policy considerations. The RDEIR/SDEIS was circulated for 90 days and received close to 2,300 comments (188 individual entries). Based on public input and a performance evaluation of the two build Project alternatives (Attachment B), including benefits and financial feasibility, it is the recommendation of staff to proceed with Alternative 5C as the Locally Preferred Alternative (LPA) to advance to the Final

Environmental Document.

## **DISCUSSION**

### **Background**

The environmental studies for the I-710 South Corridor Project started in 2008 to address significant traffic congestion and safety issues resulting from increasing traffic volumes and infrastructure deficiencies. Metro, in partnership with Caltrans, Gateway Cities Council of Governments (GCCOG), Port of Los Angeles, Port of Long Beach, Southern California Association of Governments and the I-5 Joint Powers Authority (collectively, the Funding Partners) completed project scoping, alternatives analysis and other technical work in early 2011, leading to the preparation of the environmental document and preliminary engineering for the I-710 Corridor Project. The development of the DED was guided by a public outreach framework (see Attachment C), focused on series of advisory committees formed to allow for significant public input at every step of the technical analysis process.

A Draft EIR/EIS circulated on June 28, 2012 evaluated four build alternatives, three of which included a grade-separated freight corridor. Close to 3,000 comments were received as part of this initial circulation.

In early 2013, the Project Team, consisting of Metro, Caltrans and the GCCOG, decided that re-evaluation of the Project Alternatives and re-circulation of the Draft EIR/EIS were necessary to address: 1) changes in the Port's growth forecast scenarios and initial assumptions made about the future distribution of truck trips in Southern California; 2) significant right of way requirements, for the original design, identified in the DED that could potentially make the project infeasible; and 3) a proposal by the Coalition for Environmental Health and Justice (CEHAJ) for consideration of a new alternative to be added to those considered in the DED.

In early 2014, the Project Team began working with the various I-710 advisory committees to present the work accomplished to date (traffic forecasting and alternatives development) and to further refine the preliminary build alternatives and geometric concepts. By mid-2014, the following two build alternatives were presented to the I-710 advisory committees for inclusion in the RDEIR/SDEIS (Attachment A):

*Alternative 5C* - widen I-710 to 5 mixed flow lanes in each direction plus improvements at I-710/I-405 (including truck by-pass lanes), I-710/SR-91, I-710/I-5 and every local interchange between Ocean Blvd. and SR-60. The cost of Alternative 5C is estimated at \$6 billion. This alternative includes provisions for encouraging use of clean technology trucks.

*Alternative 7* - two dedicated lanes (in each direction) for clean technology trucks from Ocean Blvd. in Long Beach to the intermodal railroad yards in Commerce/Vernon, plus improvements at I-710/I-405, I-710/SR-91, I-710/I-5 and every local interchange between Ocean Blvd. and SR-60. The cost of Alternative 7 is estimated at \$10 billion.

Both Project alternatives include programs to address issues not directly related to the freeway. These include: Near Zero/Zero Emission Truck Technology Deployment Program, Community

Benefits Grant Program, Congestion Relief Program and a Transit Enhancements Program. Detailed descriptions of these programs are provided in Attachment D.

In October 2015, and after extensive coordination and collaboration with a variety of stakeholders, the Board approved Motion 22.1. This Motion directed staff to evaluate additional scope elements under Alternatives 5C and 7 in the Project EIR/EIS. This work was completed in mid-2016 and the Project Team began the preparation of the Recirculated Draft EIR/Supplemental DEIS (RDEIR/SDEIS).

The RDEIR/SDEIS was released for public review on June 21, 2017. The review period was extended to 90 days. Three public hearings were held in Long Beach, Commerce, and Paramount for comprehensive coverage of the entire 19 mile corridor. Two additional community meetings were held in East Los Angeles and Long Beach during the circulation period at the request of local jurisdictions. Approximately, 2,300 comments including written comments, formal letters, emails, speaker/comment cards, verbal testimonies, and online submittals were received on the RDEIR/SDEIS by Caltrans prior to the close of the public comment period on October 23, 2017. The two most cited concerns in the comments were the need for zero emissions trucks and the need to reduce/eliminate right of way impacts. All comments received during the public comment period will be addressed in the I-710 South Final EIR/EIS.

During the environmental process, the Project Team held more than 350 meetings and/or briefings with the I-710 advisory committees (see Attachment C), community groups/organizations, members of the public and elected officials.

### Considerations

In developing a recommendation for a Locally Preferred Alternative, the Project Team considered: 1) input gathered from public comments and I-710 advisory committees; 2) how well each alternative addresses the purpose and need of the Project; 3) the technical and financial feasibility (affordability); 4) environmental impacts and; 5) ability to deliver community benefits in the short term.

### Findings

A detailed performance evaluation of the two build Project alternatives has been completed. A summary of the results of this evaluation is provided in Attachment B. Based on this evaluation, the Project Team identified Alternative 5C as the recommended Locally Preferred Alternative because it would clearly accomplish the purpose and need of the project, offers a significant number of benefits, and has significantly less impacts than Alternative 7. Even though full funding for Alternative 5C is not currently available, Metro and Caltrans have adequate funding to support accelerated implementation of initial stages (early action projects) while additional funding becomes available. Alternative 5C can be easily constructed in stages that have independent utility, whereas the majority of the benefits of Alternative 7 are associated with a proposed Freight Corridor that cannot be constructed in stages that would have independent utility.

The Locally Preferred Alternative recommendation was vetted through the various I-710 advisory



committees between December 2017 and January 2018. The I-710 Technical Advisory Committee (TAC) voted to recommend Alternative 5C as the Locally Preferred Alternative, with a note that Metro will work with the corridor cities regarding viable design refinements and to maximize the air quality benefits including the I-710 NZE/ZE Truck Program. The I-710 Corridor Advisory Committee (CAC) did not have consensus on one particular alternative; instead they approved two separate recommendations: 1) Support moving forward with Alternative 5C as the Locally Preferred Alternative and 2) Not moving forward with the selection of a Locally Preferred Alternative until all elements of Motion 22.1 are completed and incorporated into the EIR/EIS analysis. The Project Development Team presented documentation supporting satisfaction of all requirements of Motion 22.1 applicable to the environmental process. Some Motion 22.1 requirements, by their own nature, will need to be addressed in future phases of project development. For example, a requirement for a Project Labor Agreement will be addressed in the construction phase. The I-710 Project Committee (PC) received a presentation on the Project Development Team's recommendation as well as the recommendations from the TAC and CAC. The PC voted to receive and file the reports and did not make a recommendation on a Locally Preferred Alternative. A meeting of the I-710 Executive Committee was planned in early February but was cancelled due to lack of quorum. Following the structure for review process defined at the outset of the environmental phase of this project, the recommendation for the Locally Preferred Alternative is being presented to the Board for adoption.

Caltrans is the lead agency responsible for compliance with the National Environmental Policy Act (NEPA) and the California Environmental Quality Act (CEQA). Under CEQA, Caltrans will certify that the I-710 South Project complies with the requirements of CEQA, prepare Facts and Findings, and if necessary, prepare a Statement of Overriding Considerations (SOC) for impacts that cannot be mitigated below a level of significance; and certify that the Findings and SOC have been considered prior to project approval. Caltrans will then file a CEQA Notice of Determination (NOD) with the State Clearinghouse that will identify whether the I-710 South will have significant impacts, if mitigation measures were included as conditions of project approval, findings were made, and an SOC was adopted.

Under NEPA assignment, Caltrans, as lead agency, will document and explain its decision regarding the selected Preferred Alternative, the project impacts, and mitigation measures in a Record of Decision (ROD).

In Spring of 2018, the Project Team will work with the cities along the I-710 Corridor to identify initial construction stages ("early action projects") based on independent utility, benefits, costs and impacts as well as to define integrated (roadway improvements and program elements) packages based on funding availability. A Final EIR/EIS is expected by summer 2018.

### **DETERMINATION OF SAFETY IMPACT**

The recommended Locally Preferred Alternative for the I-710 South Corridor EIR/EIS will have no impact on the safety of Metro's patrons or employees or the general public.

### **FINANCIAL IMPACT**

For FY18, \$7,925,000 has been budgeted in Highway Program Cost Center 4720, Project 462316, (I-

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710 South EIR/EIS), Task 5.2.100, Account 50316 (Services Professional/Technical). Since this is a multi-year project, the Project Manager, the Cost Center Manager and the Senior Executive Officer, Program Management - Highway Program will be responsible for budgeting the remaining costs in future fiscal years.

#### Impact to Budget

The source of funds for this project is Measure R Highway Capital (20%) Funds from the I-710 South and/or Early Action Projects. These funds are not eligible for bus and rail operating and capital expenditures.

#### **ALTERNATIVES CONSIDERED**

The Board may elect not to adopt a Locally Preferred Alternative and/or proceed with completing the environmental document for the Project. This alternative is not recommended as it would be contrary to prior Board directions and Metro's intent to proceed with implementation of much needed improvements along the I-710 Corridor.

#### **NEXT STEPS**

The Locally Preferred Alternative will be forwarded to Caltrans for consideration and adoption as the Preferred Alternative. Upon adoption of the Preferred Alternative by Caltrans, the Project Team will:

- 1) Secure additional funds to complete the Final EIR/EIS. Staff is working to finalize the scope of work and cost estimate to complete this work and will request Board authorization in April 2018 to amend the existing professional services contracts supporting this project.
- 2) Coordinate with regional partners and local and State air agencies to refine and enhance the I-710 Zero and Near Zero Emissions Truck Program.
- 3) Identify initial construction stages ("early action projects") based on independent utility, benefits, costs and impacts and defining integrated packages (Roadway Improvements, and Programmatic Features) based on funding availability
- 4) Prepare a Final EIR/EIS to address all comments received during the public review process in accordance with NEPA and CEQA guidelines and mandates. It is anticipated the Final EIR/EIS will be signed by summer 2018 and that Caltrans will certify the project by filing the NOD and ROD.
- 5) Prepare scope of work and estimates for the release of Request for Proposals for Final Design on selected early action projects.

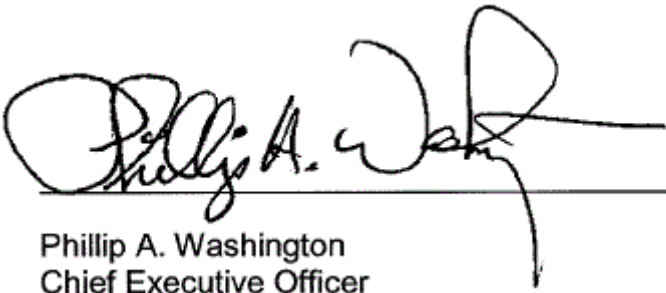
Staff will report back to the Metro Board of Directors in September 2018 to adopt the final environmental document.

#### **ATTACHMENTS**

Attachment A - Project Alternatives  
Attachment B - Alternatives Evaluation Matrix  
Attachment C - Community Participation Framework  
Attachment D - Program Descriptions

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Reviewed by: Richard Clarke, Chief Program Management Officer, (213) 922-7557



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Phillip A. Washington  
Chief Executive Officer

# I-710 South Corridor Project Alternatives

**Alternative 1:** Conditions without the Project  
**(No Build)**

**Alternative 5C:** Modernizes and Widens the I-710  
Freeway

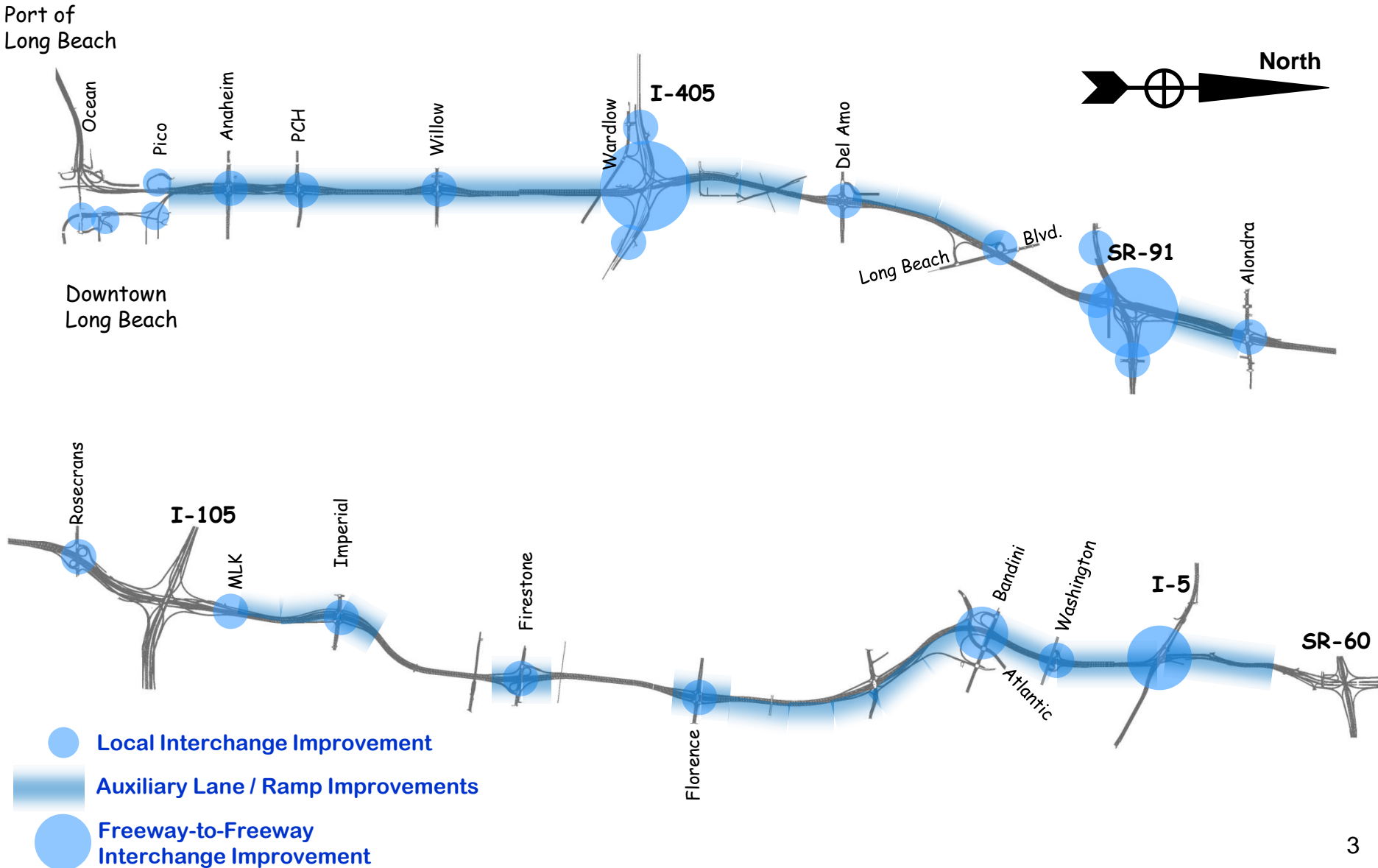
**Alternative 7:** Modernizes I-710 and Adds “Clean  
Emissions” Freight Corridor

# I-710 South Build Alternatives

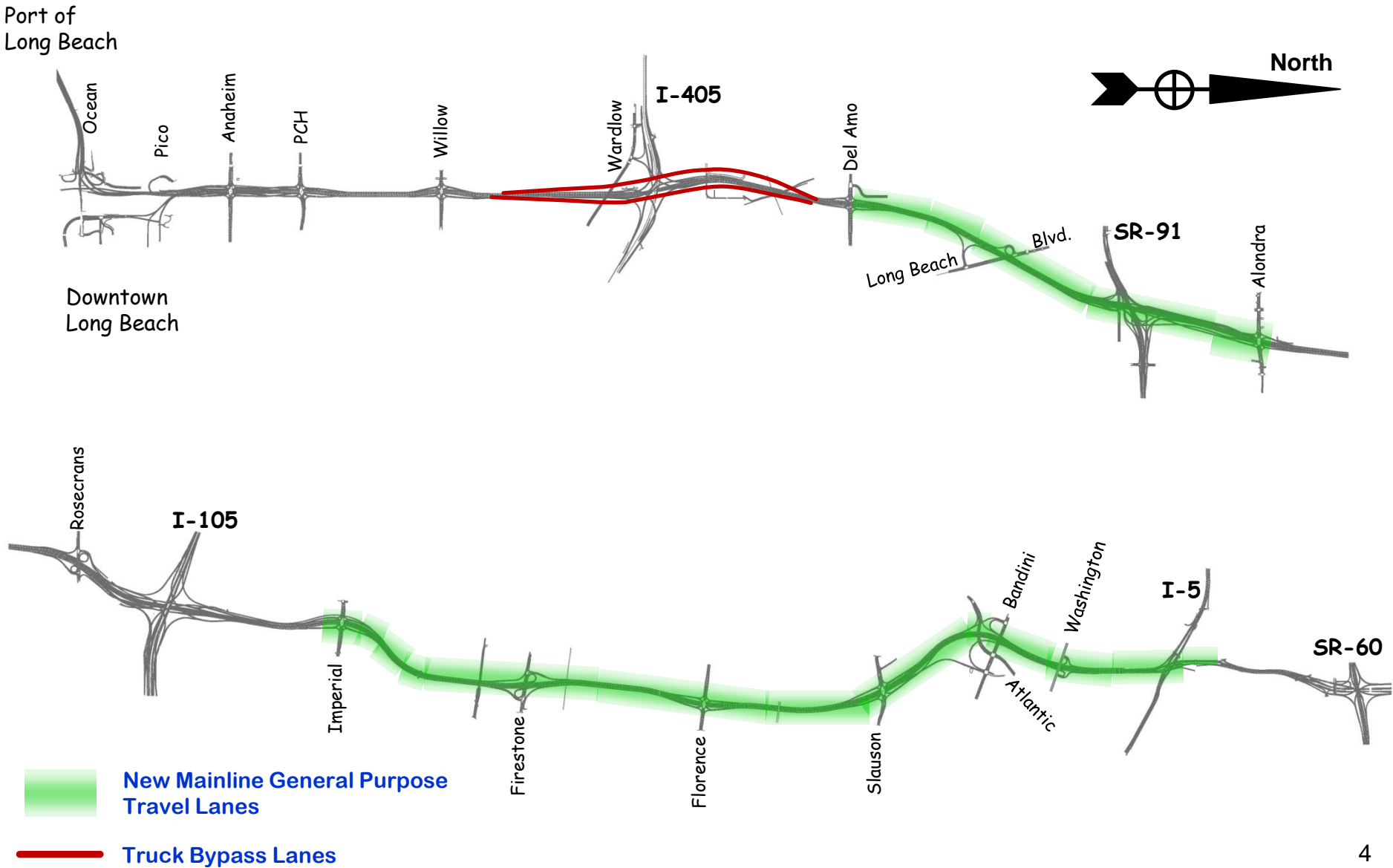
## ***Both Alternative 5C and Alternative 7 include:***

- Maximum Goods Movement by Rail
- TSM/TDM/ITS Improvements
- Transit Improvements
- Active Transportation Improvements (Bike / Ped. Connections)
- Consideration of a Public-Private Partnership (PPP) for Financing, Delivery, and Operation
- I-710 Zero-/Near Zero- Emissions Truck Deployment Program
- I-710 Community Health & Benefit Program

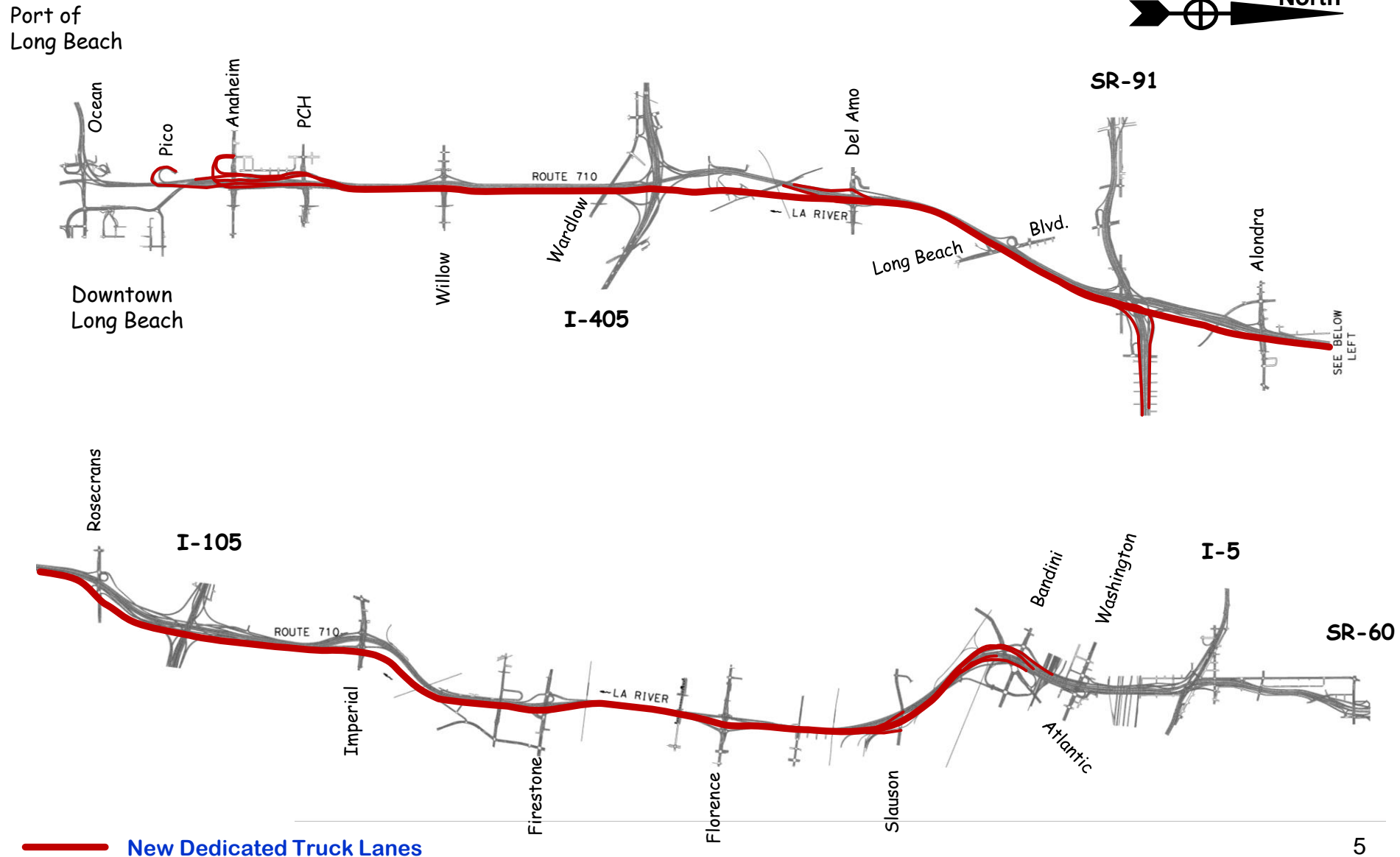
# Alt 5C & 7: Improve I-710 Geometrics



# Alt 5C: Widens I-710 in Some Areas

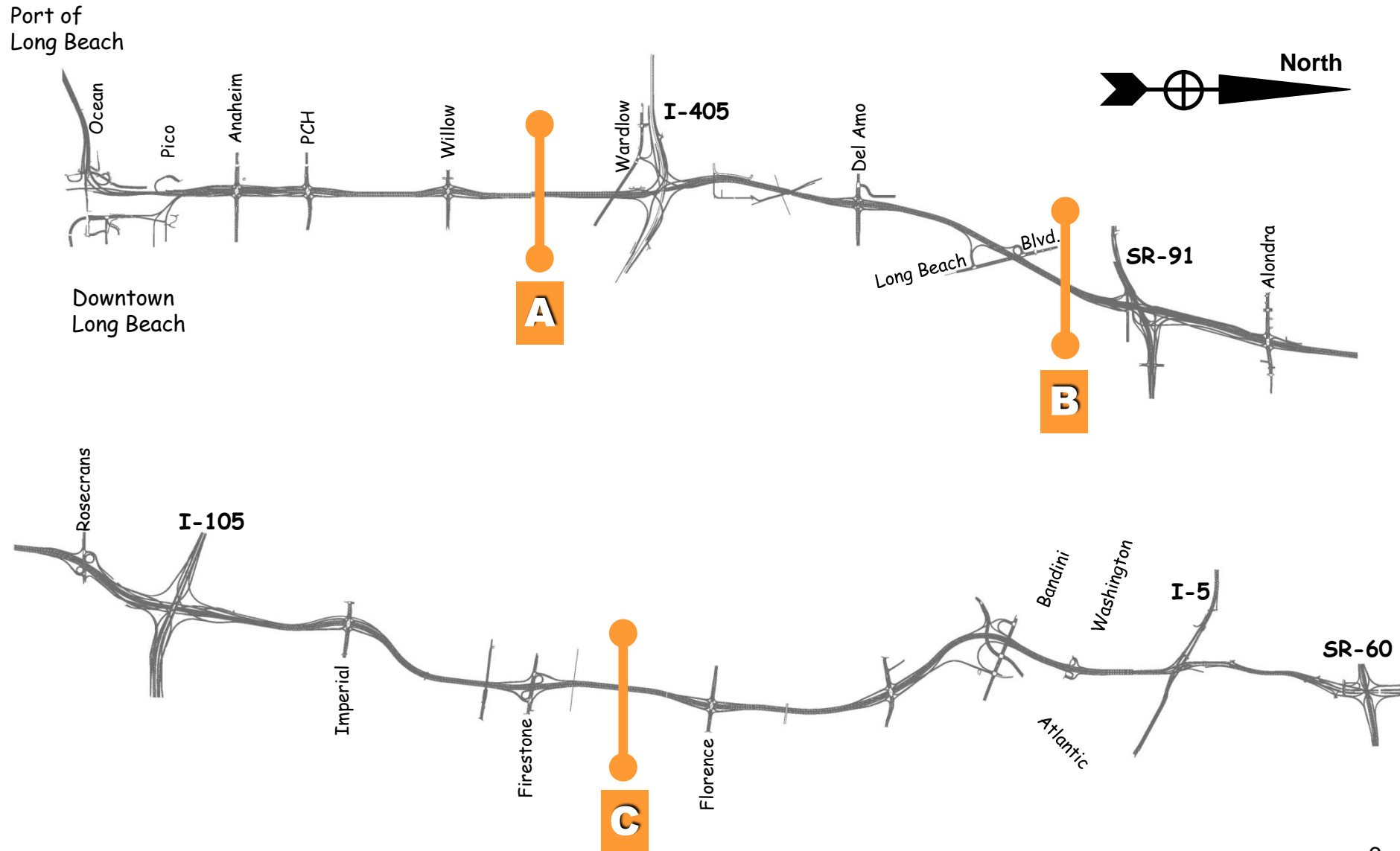


# Alt 7: Includes Freight Corridor

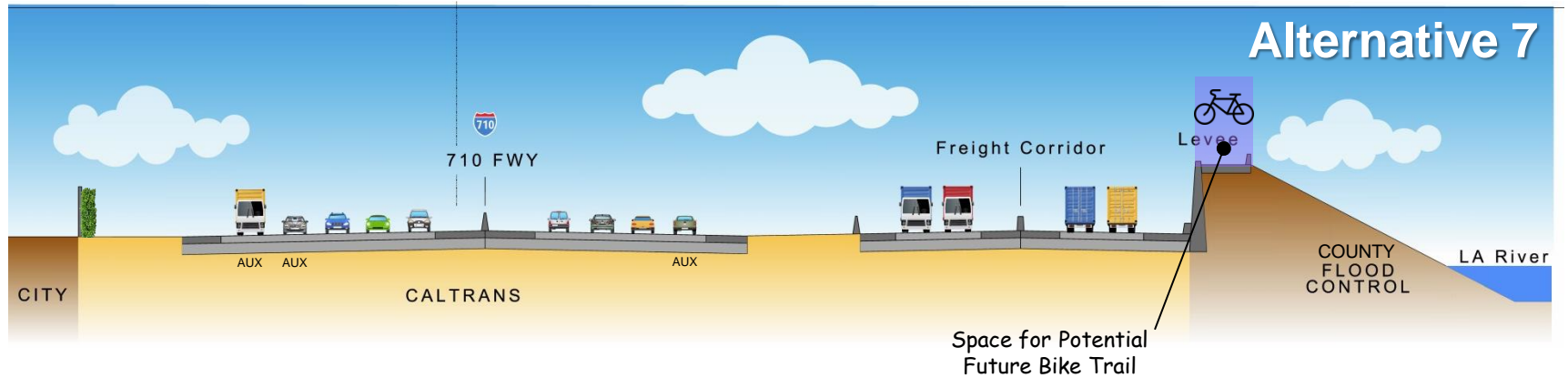
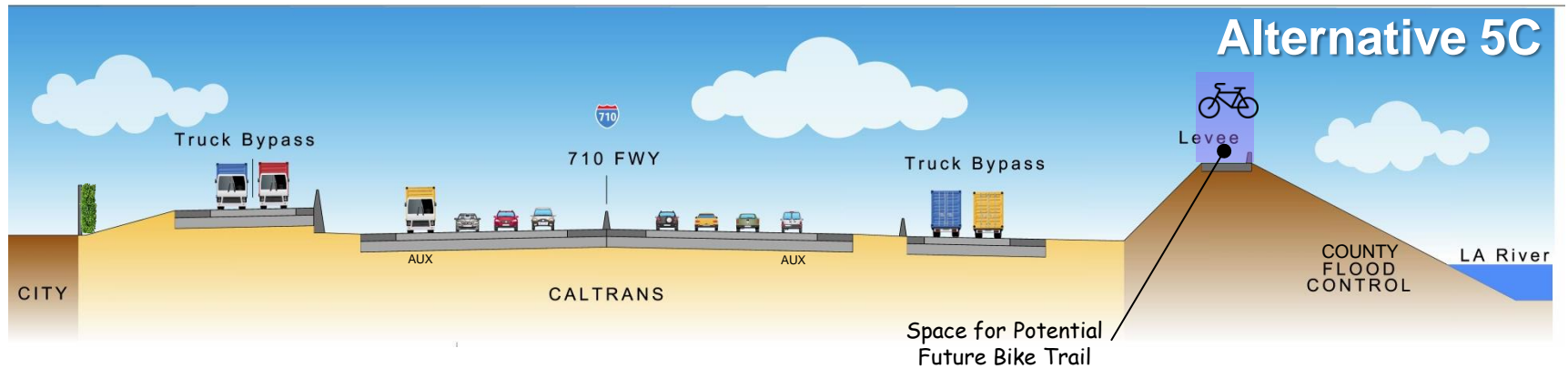
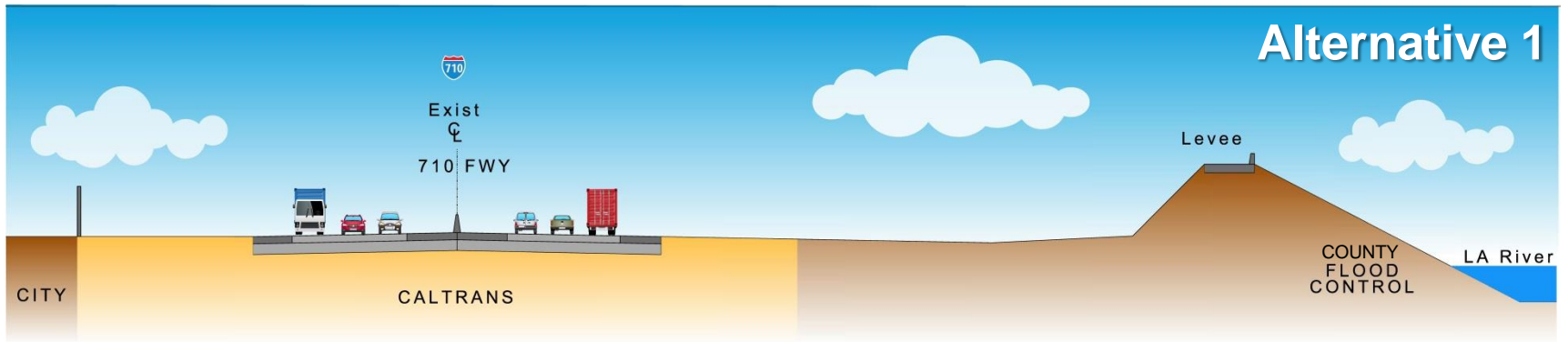




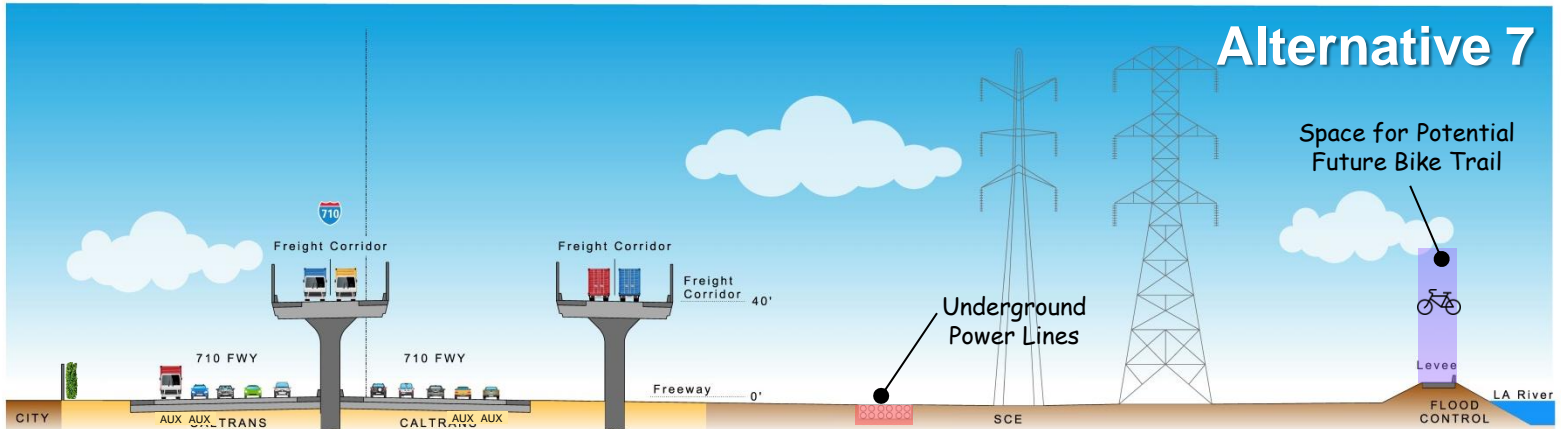
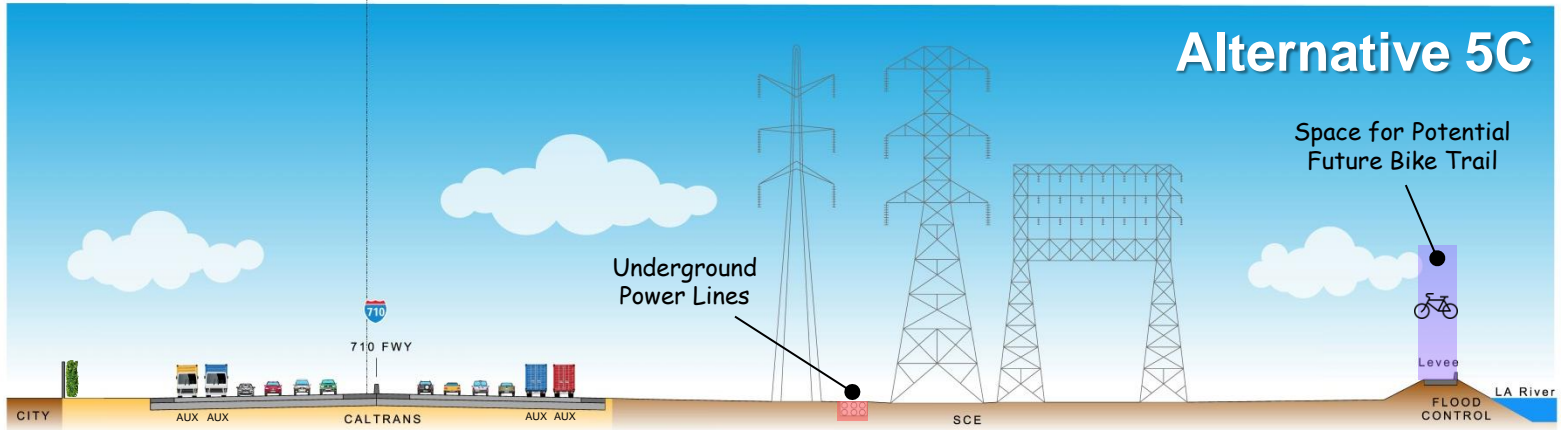
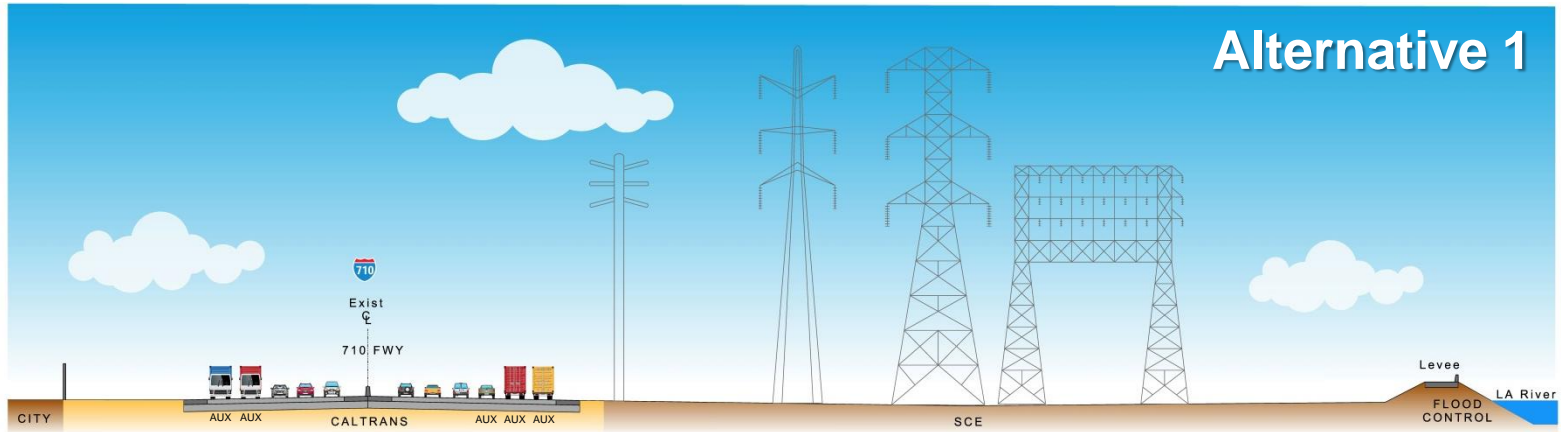
# Cross Section Locations



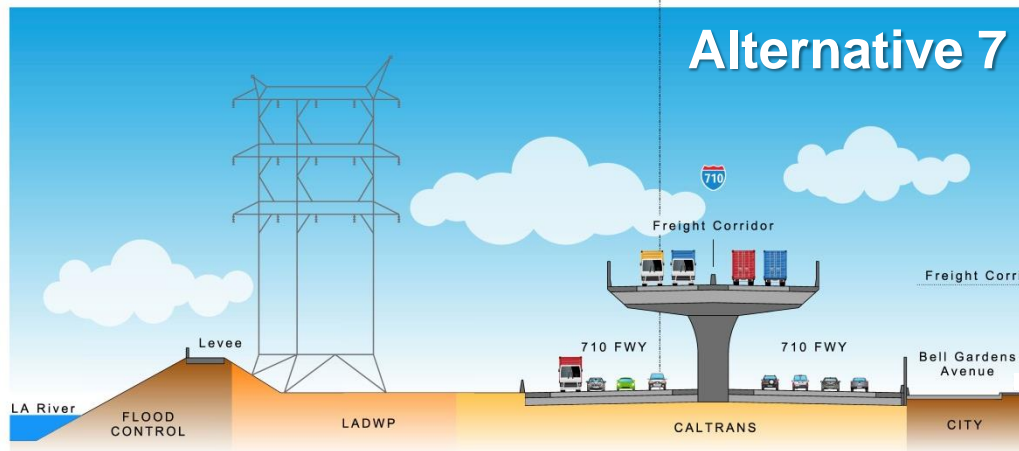
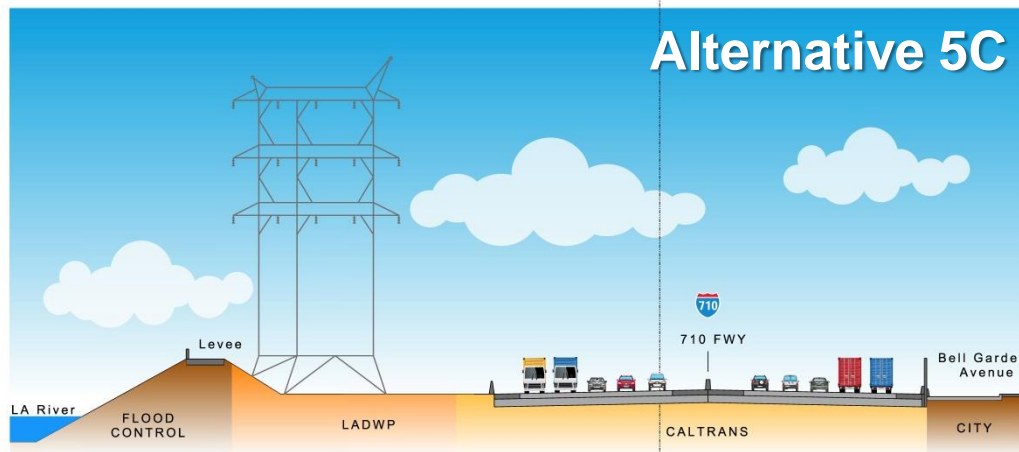
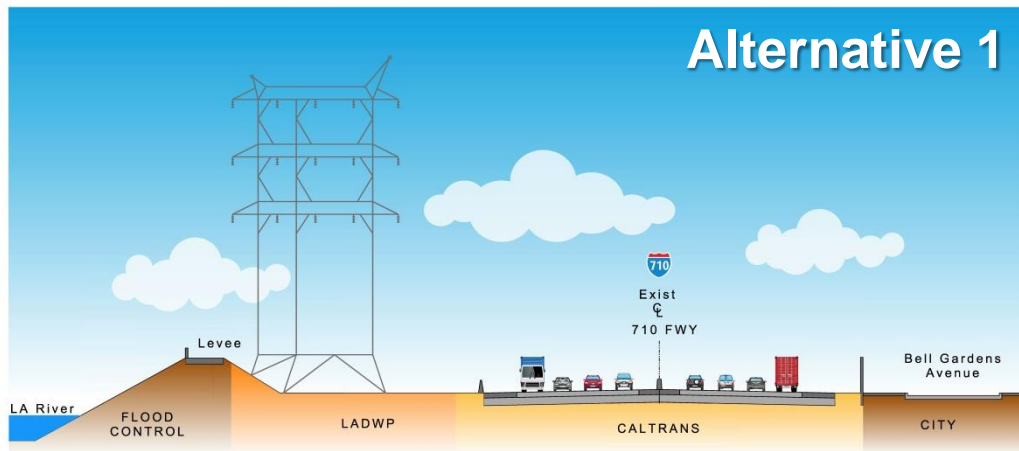
# A Between Willow St. and I-405



# B Between Long Beach Blvd. and SR-91



Between  
Firestone Blvd.  
and Florence  
Ave.



# I-710 South Alternatives Evaluation Matrix

Evaluation Factor	Measure	Alternative 5C	Alternative 7
Mobility Benefits	Reduction in Vehicle Hours of Delay		
Congestion Relief	Improvement in I-710 Level of Service (LOS)		
Travel Time Improvements	I-710 Auto / Trucks		
	Freight Corridor - Trucks		
Safety Benefits	Removes Operational Conflicts		
	Separates Cars & Trucks		
Air Quality	Diesel Particulate Matter / Cancer Risk		*
	Nitrogen Oxides (NOx)		*
	Least Amount of PM 2.5		
	Greenhouse Gases		

- Benefits
- Costs
- Impacts

\* Assumes incentive funding for 18,350 ZE/NZE Trucks to use the Freight Corridor (compared to 4,000 ZE/NZE Trucks under Alt. 5C). Incentive funding would be pursued under either alternative, but it's subject to availability.

Best

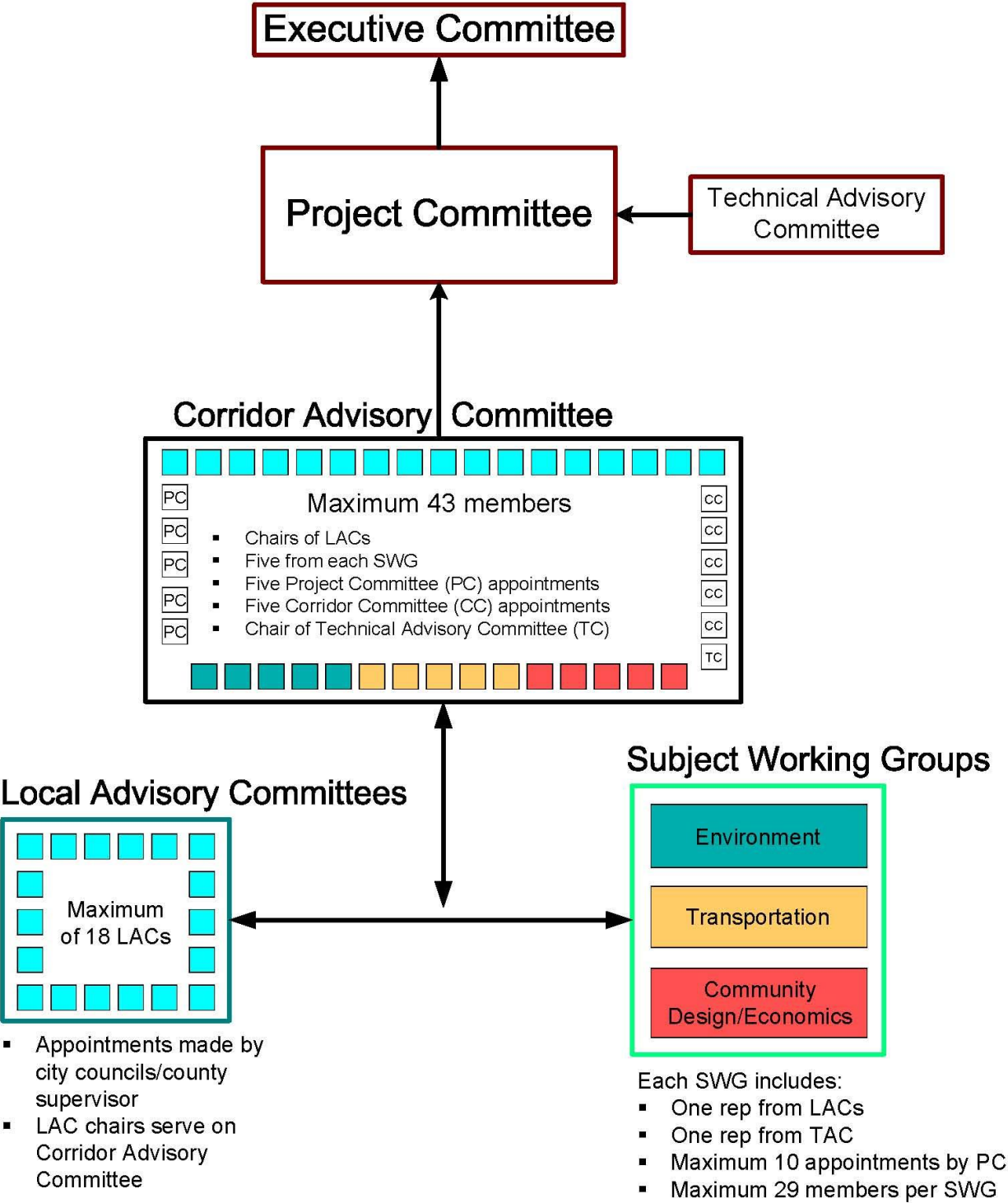
## I-710 South Alternatives Evaluation Matrix, cont.

Evaluation Factor	Measures	Alternative 5C	Alternative 7
Parks, rec. areas, refuges, and historic sites	Partial Impacts		
	Full Impacts		
EJ Impacts	Least Adverse Effect to EJ Populations		
Visual Impacts	Fewest Visual Impacts		
ROW Impacts	Residential Displacements		
	Business Displacements		
	Sensitive Facilities Displacements		
Air Quality Cost Benefit	\$ per lbs. Diesel Particulate Matter Reduced		
	\$ per lbs. NOx Reduced		
Cost / Affordability	Total Project Cost		
	Affordability	*	
Constructability	Possible phasing and implementation of Early Action Projects		

Benefits
Costs
Impacts

\* Based on implementation of Early Action Projects

# Community Participation Framework for the I-710 EIR/EIS



## PROGRAM DESCRIPTIONS

Programmatic elements are included in both build alternatives that help the corridor achieve improvements in congestion, air quality and overall community health. These include the I-710 Corridor Project Zero Emission/Near Zero Emission Truck Technology Deployment Program, the I-710 Corridor Community Health Benefit Program, and the I-710 Corridor Project ITS/TSM/Congestion Relief Program. If a build alternative is selected, these programmatic elements may be scaled consistent with a phased construction strategy (e.g., if the first phase of the project would construct 25 percent of the improvements, a commensurate 25 percent of the programmatic funding would be made available at that time). These programmatic elements would not be implemented by Caltrans as the Lead Agency under CEQA and NEPA and as the owner/operator of the I-710 freeway, but instead would be implemented by Metro or other public agencies with jurisdiction over a particular element.

**ZERO EMISSION/NEAR ZERO EMISSION TRUCK TECHNOLOGY DEPLOYMENT PROGRAM.** The I-710 Corridor Project Zero Emission/Near Zero Emission Truck Technology Deployment Program is a programmatic component of the build alternatives and would provide funding to individual owner-operators and privately owned truck fleets to subsidize the purchase of heavy-duty (Class 8) ZE/NZE trucks for use within the I-710 corridor. Funding would also be made available to construct up to 20 electric charging stations and up to ten hydrogen refueling stations within the Study Area, in the amounts of \$2 million and \$15 million, respectively. The recharging/refueling stations would be targeted to locations served by heavy-duty vehicles such as intermodal terminals at the Ports and rail yards, warehouses, and distribution centers. Funding preferences will be given to locations near or routes leading directly to I-710. Funding would be provided at different levels for each build alternative. Implementation of Alternative 5C would provide funding for this program in the amount of \$100 million. Implementation of Alternative 7 would provide funding for this program in the amount of \$460 million. Under Design Option 7ZE, this program would be funded in the amount of \$1.050 billion towards only fully zero-emission trucks.

Program details, including eligibility requirements, management and administration will be developed in cooperation with partner agencies. The project funding partners will work in partnership with other agencies that may have special expertise and/or previous similar experience in order to identify funding sources and administration responsibilities.

**COMMUNITY HEALTH BENEFIT PROGRAM:** This is a grant program structured to provide corridor communities the opportunity to implement projects or outreach activities that would improve air quality and public health related to I-710 travel and goods movement. The project funding partners will work in partnership with other agencies that may have special expertise and/or previous similar experience in order to identify funding sources and administration responsibilities.

The grant program would provide funding directly to approved applicants, rather than reimburse approved projects after the original expenditure. This will allow for a broader range of organizations to participate without requiring an initial capital outlay by the recipient. The guidelines of the program would identify categories of eligible grant recipients, including (but not limited to) corridor cities, the County, school districts, day care centers, community health providers, senior centers, and non-profit organizations geared towards air quality or public health issues.



Proposed projects would be screened for eligibility and reviewed by an Advisory Committee consisting of area experts, members of the funding partner agencies, and community representatives. Recommendations of funding awards would be provided in accordance with detailed ranking criteria for each of the three categories of projects, as developed by Metro and the Gateway Cities COG.

Projects falling into three broad categories would be eligible and considered for funding under the program: (1) air quality improvement and/or noise reduction measures at local schools and other sensitive receptors or related sites, (2) air quality improvements at hospitals, medical centers, and senior facilities, as well as health education, outreach, and screening, and (3) greenhouse gas (GHG) reduction through projects such as renewable power, energy efficiency, and tree-planting, etc. More specific criteria for eligible projects would be developed by the I-710 Funding Partner agencies.

Funding criteria would also include defined geographic zones within the I-710 Corridor area that would help determine the most eligible grant recipients.

**ITS/TSM/CONGESTION RELIEF PROGRAM:** The I-710 Corridor Project ITS/TSM/Congestion Relief Program intends to help address the I-710 Corridor Project goals of improving traffic safety, accommodating projected traffic volumes, and addressing increased traffic volumes resulting from projected growth in population, employment, and economic activities related to goods movement. It is a programmatic component of the build alternatives that would provide funding to local governments to implement projects within the I-710 Corridor Project Study Area that would improve operations at congested intersection locations on the local roadway network. Congested intersections are those intersections in the I-710 Study Area projected to operate at poor levels of service (LOS E or worse) in the future under the 2035 No Build Alternative (Alternative 1). Through the future No Build analysis conducted for the I-710 project, approximately 78 intersections in the Study Area meet these criteria.

The types of projects eligible for funding under the program include: traffic signal upgrade, timing, or synchronization; traffic surveillance; traffic signal coordination; safety improvements that reduce incident delay; restriping to add additional turning lanes or storage at the intersection; spot-widening at the intersection to add additional turning lanes or storage; channelization, shoulder work, addition of turn-outs, and installation of two-way turn lanes; curve correction; alignment improvements; and traffic calming measures including signing, striping, access management, or other traffic control measures. Any proposed improvements must account for the safe movement of bicycles and pedestrians and be consistent with “Complete Streets” principles.

The I-710 ITS/TSM/Congestion Relief Program will be administered by Metro in partnership with the I-710 Corridor Project partner agencies. Eligible recipients for funding provided through the program are the Cities and County of Los Angeles (unincorporated areas) that have local jurisdiction over the arterials and intersections within the I-710 Study Area. While any proposed travel systems management (TSM), intelligent transportation systems (ITS), travel demand management (TDM), and intersection improvements must meet criteria and eligibility requirements for funding as defined by Metro; project initiation, project development and project implementation will be subject to local planning and approval processes of the local jurisdictions. In this case, the local jurisdictions will be responsible for obtaining project-level environmental clearance for those projects undertaken under the I-710 ITS/TSM/Congestion Relief Program. These local, project-level environmental approvals would be achieved

following their own processes separate from the I-710 Corridor Project EIR/EIS evaluation process.

The first funding contributions would be provided within twelve months after programming/allocation of construction funding, and implementation of the program would occur no sooner than the start of construction.

**ARTERIAL PARKING RESTRICTION PROGRAM.** Parking restrictions during peak periods are recommended on four arterial roadways if the local jurisdictions agree to their implementation. These on-street parking restrictions would be enforced during peak periods (e.g., 6:00 a.m. to 9:00 a.m. and 4:00 p.m. to 7:00 p.m.) to increase traffic capacity by one additional through-lane in each direction at the following locations:

- Atlantic Blvd. between Pacific Coast Hwy. and SR-60
- Cherry Ave./Garfield Ave. between Pacific Coast Hwy. and SR-60
- Eastern Ave. between Cherry Ave. and Atlantic Blvd.
- Long Beach Blvd. between San Antonio Dr. and Firestone Blvd.

**TRANSIT PROGRAM.** A series of transit improvements were considered and evaluated as part of the I-710 Corridor Project which could potentially increase service on all Metro Rail and Rapid routes and Local Bus routes in the Study Area. Specific transit improvements are listed in the following paragraphs. It is important to note that the proposed transit capacity and operational improvements included in the build alternatives would be phased in incrementally based on available funding as well as transit demand. The following ideas would be transmitted to Metro Transit Operations for consideration in the upcoming re-structuration study:

- Creation of three new high-frequency Express Bus and Rapid transit routes serving the I-710 Corridor
- Increased service on all Metro Rapid route and Local Bus routes in the Study Area

**LOS ANGELES/GATEWAY FREIGHT TECHNOLOGY PROGRAM.** Selected components from the Los Angeles/Gateway Freight Technology Program that are specific to the I-710 Corridor are proposed as programmatic elements. These include freeway smart corridor strategies that would deploy dedicated short-range communication roadside units alongside I-710 to manage and control traffic in real time as well as applying operational strategies such as queue warning systems, variable speed limits/speed harmonization, and dynamic corridor ramp metering on I-710. The purpose of these technology applications for the I-710 Corridor is to manage and control traffic in real time based on prevailing conditions and to make informed, performance-driven decisions regarding traffic management. These strategies are structured to address both recurrent congestion (i.e., morning and evening peak travel hours), as well as non-recurrent congestion due to vehicle breakdowns, lane closures, or traffic incidents in order to reduce delay and improve travel time reliability.

*Mobility. Environment. Community. Economy. Technology*



I-710 Corridor Project EIR/EIS

*metro.net*

# I-710 South Corridor Project

## Locally Preferred Alternative Recommendation

Metro Board Meeting

March 1, 2018

Item 5



**Metro**<sup>®</sup>



**THE PORT OF LOS ANGELES** LA

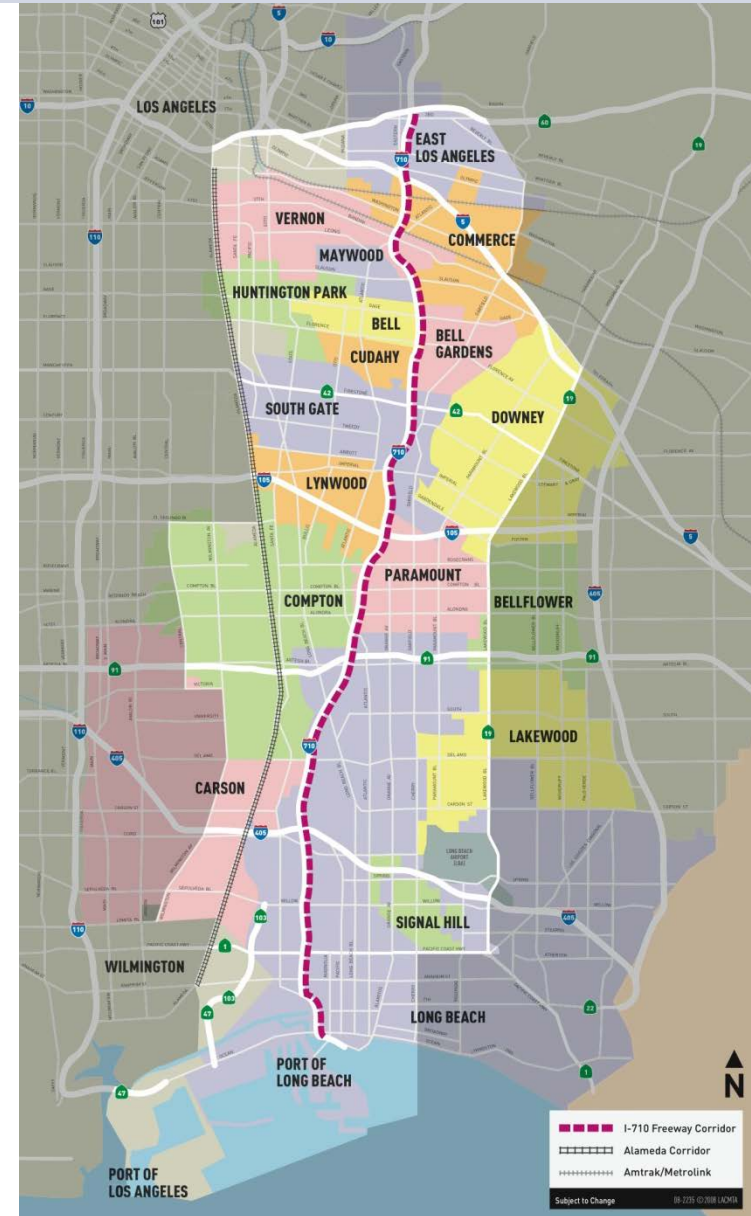


# I-710 South Background

- EIR/EIS initiated in 2008
- 19 miles - 16 Cities / Communities
- Multi-Agency Partnership
- Community-Driven Process
  - More than 350 meetings held during env. process
- Focus on Green Technology
- Context-Sensitive Design
- Funding Sources
  - Measure R - \$590 Million
  - Measure M - \$500 Million
- \$65 M spent to date

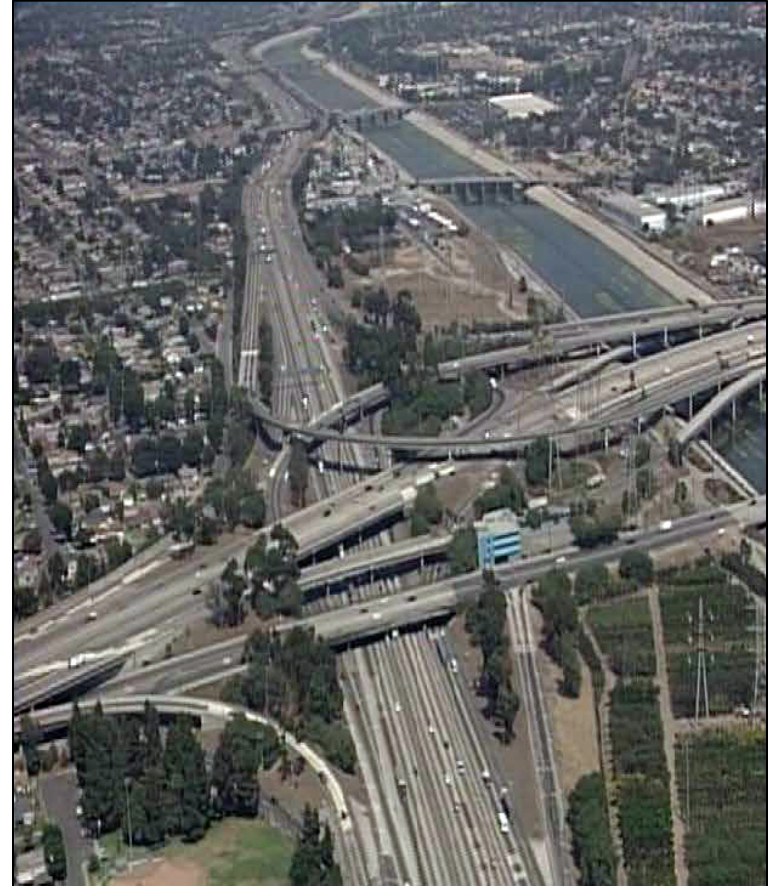


**Metro**



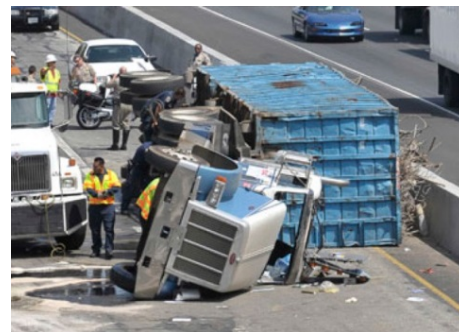
# Purpose

- Address escalating demand due to growth in population, employment and economic activity related to goods movement
- Address design deficiencies
- Improve traffic safety
- Improve air quality and public health



# Corridor Issues

- Need for Modernization - Freeway built in 1950s/60s
- Recurring congestion during peak times due to operational issues and insufficient freeway capacity
- I-710 is the Commerce Gateway Corridor - San Pedro Bay Ports handle 40% of all nation's imported goods
- Daily Truck Trips expected to increase from 36,000 today to approx. 55,000 by 2035
- More than half of the interchange ramps in the Corridor report higher than average accident rates
- High diesel emissions/significant air quality issues
- Freeway traffic spillage into communities
- Compromised and diminishing quality of life





# I-710 South Milestones

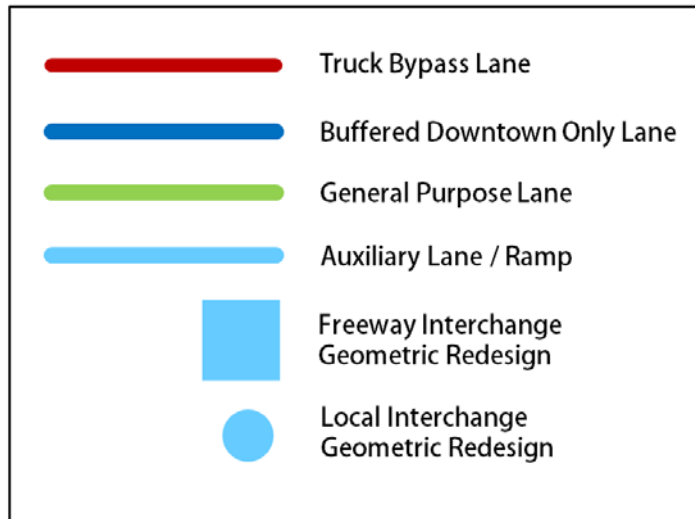
- 99-05 Major Corridor Study
- 2008 Scoping
- 2012 Draft EIR/EIS Circulation
- 2013 Re-Circulation Decision
- 2015 Finalized Conceptual Design of Revised Alternatives
- 2016 Completed Board Motion 22.1 evaluation /incorporation
- 2017 Re-circulation of Draft EIR/EIS
- 2017 Review public comments/alternatives evaluation – 710 Advisory Committee Meetings



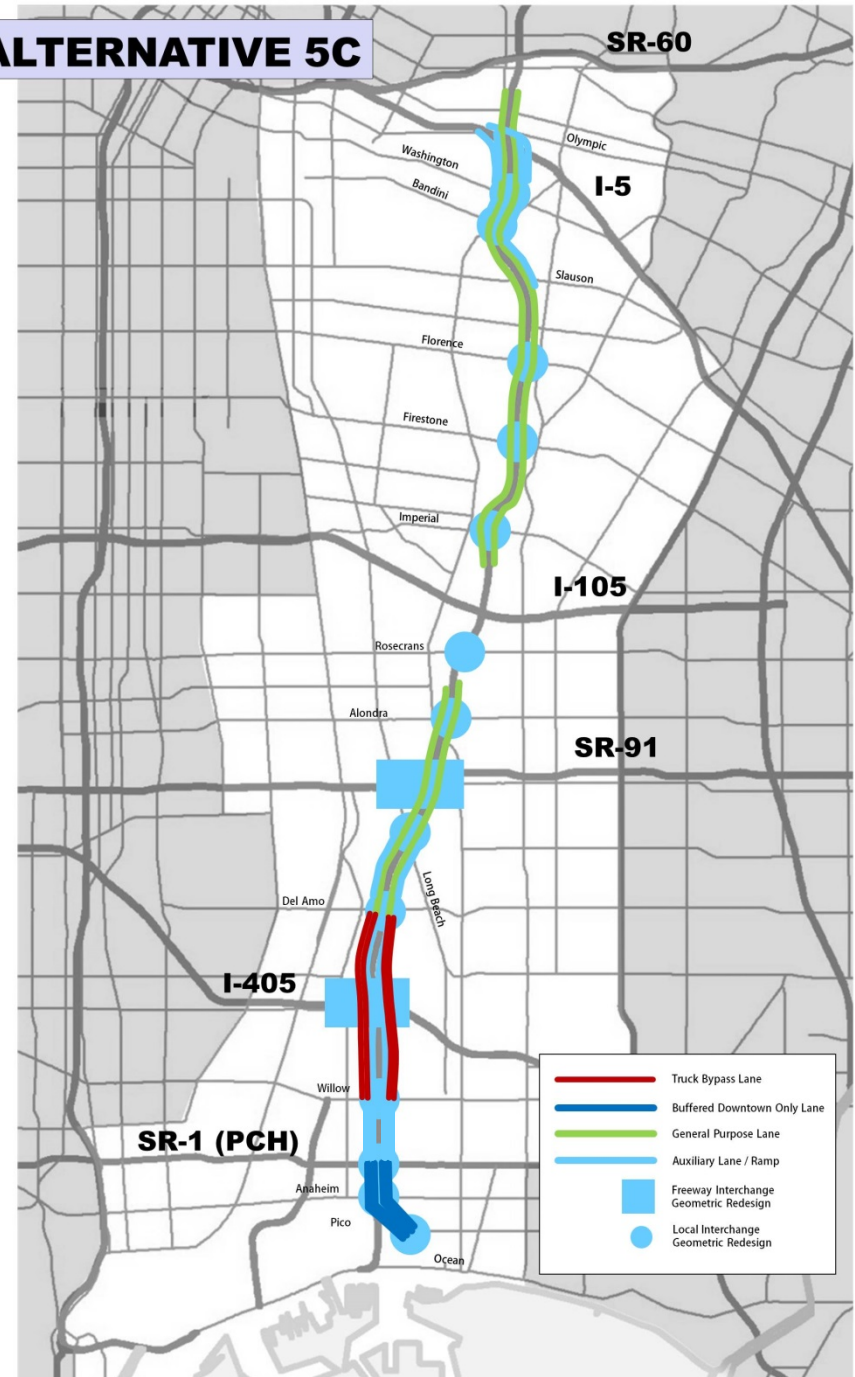
**Metro**<sup>™</sup>

# Alternative 5C

- Modernizes the freeway
  - Enhances safety
  - Improves capacity, and
  - Improves air quality
- (\$6 Billion)**



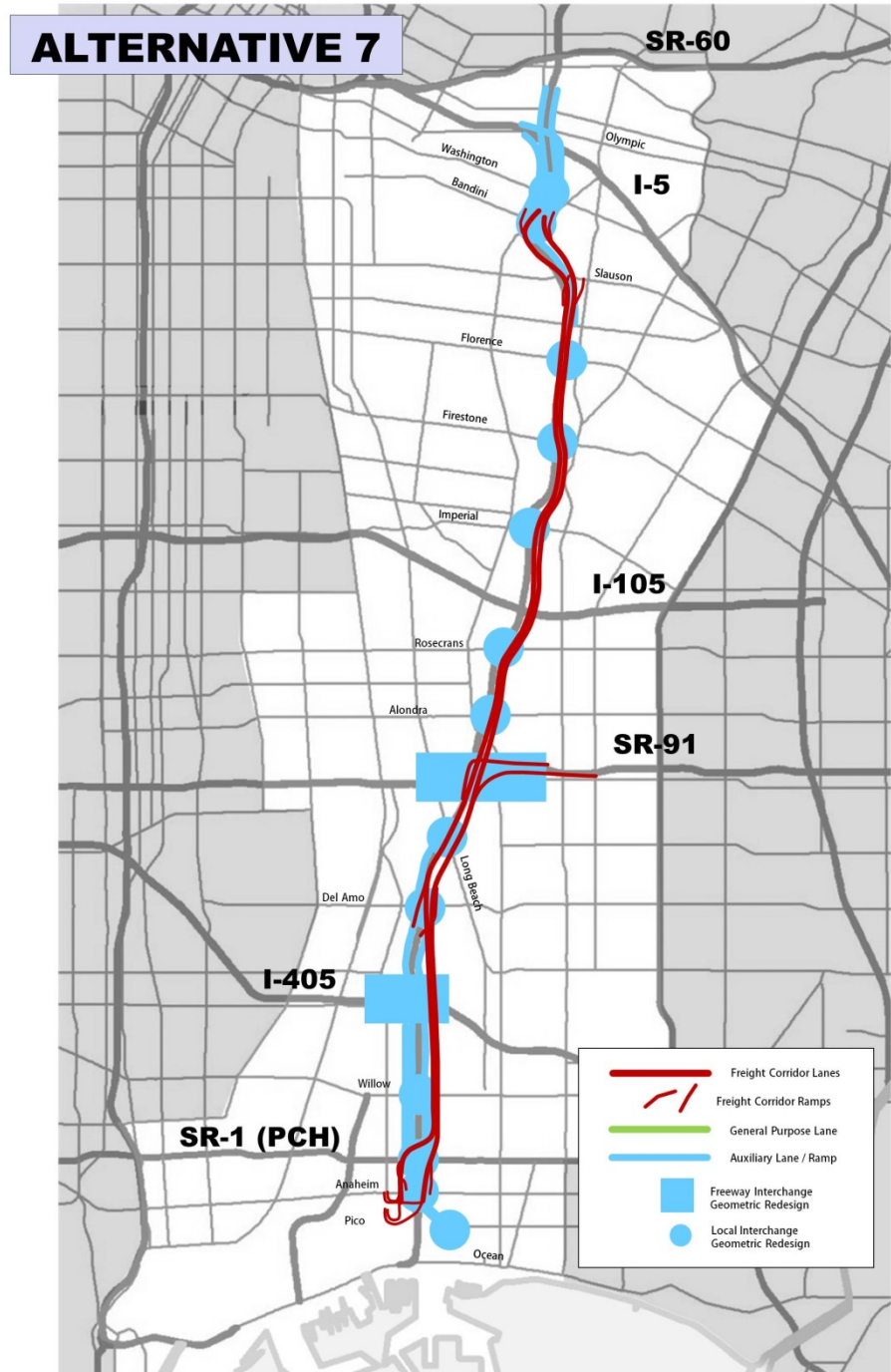
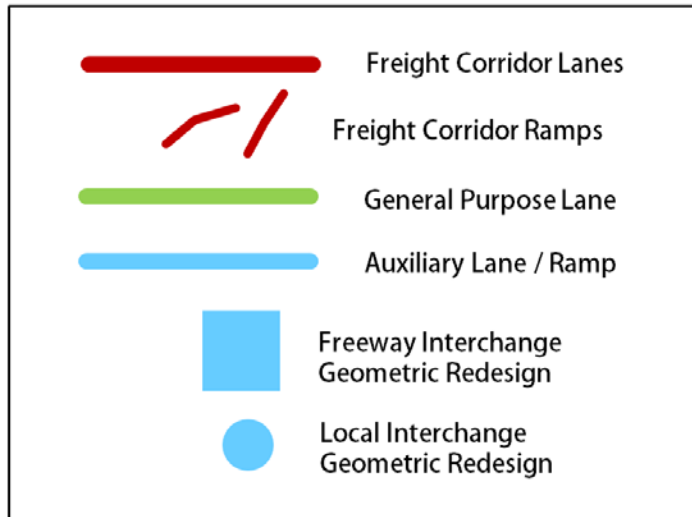
## ALTERNATIVE 5C





# Alternative 7

- Modernizes the I-710 freeway
- Adds Freight Corridor
- Improves air quality  
**(\$10 Billion)**



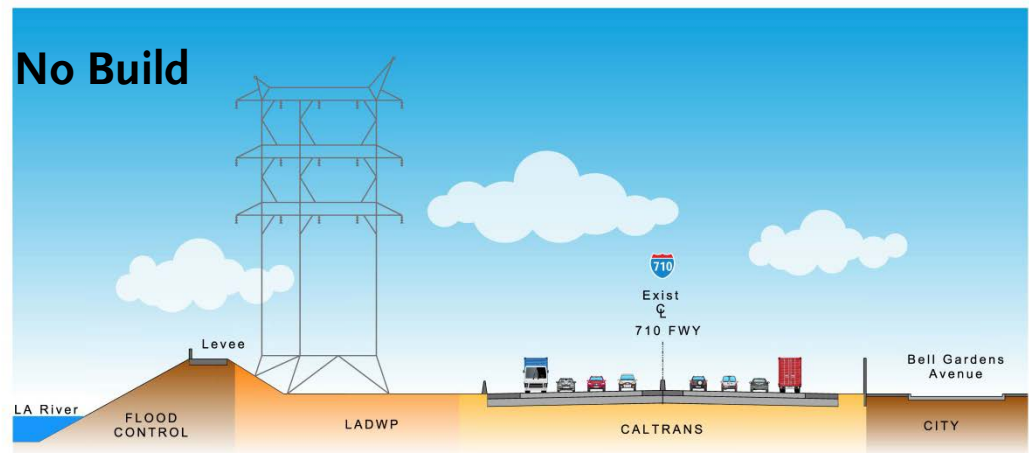
# Sample Sections

Between Firestone Blvd. and Florence Ave.

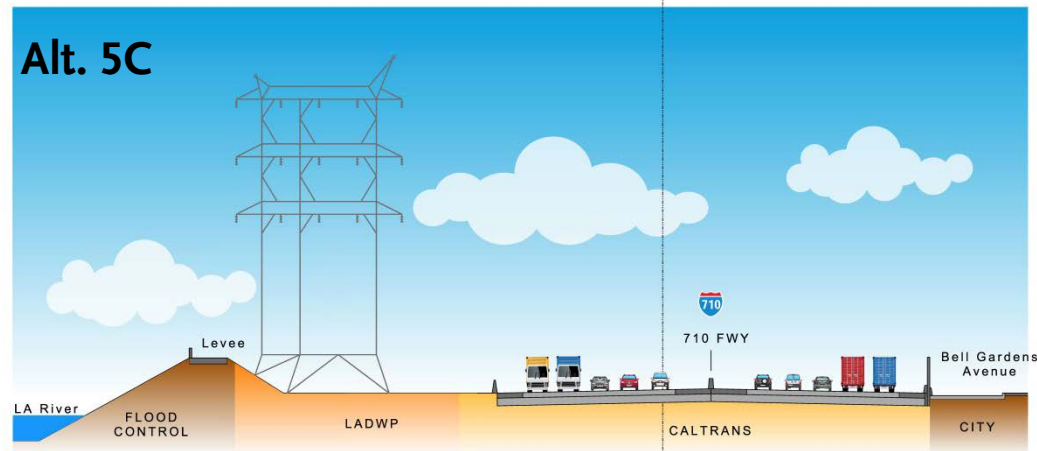
For illustrative purposes

Configuration varies throughout the corridor

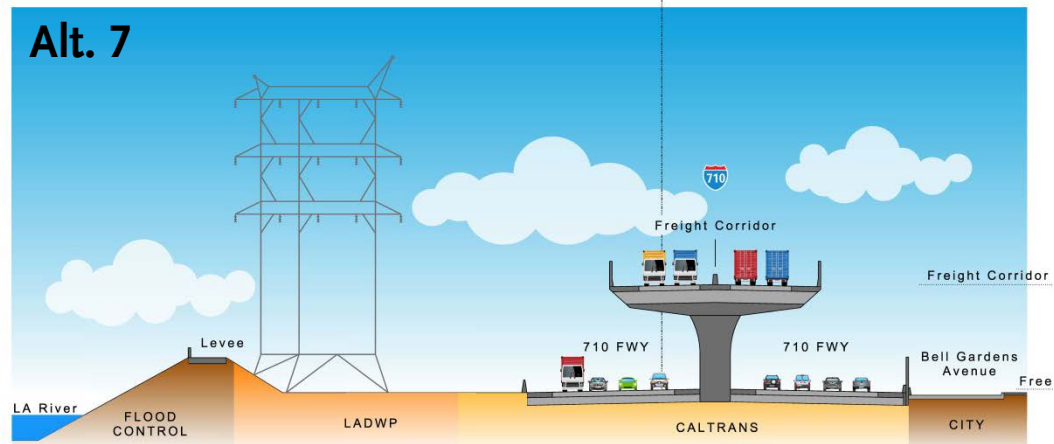
No Build



Alt. 5C



Alt. 7



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# I-710 Build Alternatives

## **Both Alternatives 5C and Alternative 7 include:**

- Zero-/Near Zero- Emissions truck deployment program
  - Pursuit of funds for purchase of ZE/NZE trucks and removal of the older non-conforming trucks
  - The program will run parallel to construction of the freeway
- Community health & benefit programs
- TSM/TDM/ITS improvements
- Transit improvement recommendations
- Active transportation improvements (bike / ped. facilities)
- Pursuit of Public-Private Partnership (PPP) for financing, delivery, and operation of infrastructure improvements
- Pursuit of grants to support various improvements programs and allow for accelerated implementation



# I-710 Community Health & Benefit Program

## Objective

- Makes funding available to implement projects and outreach activities to improve air quality / public health

## Examples of Eligible Projects

- HEPA filters in schools, day care facilities, senior centers, clinics and hospitals
- School bus or senior transport vehicle retrofit/replacement
- Community health testing, education, and outreach, mobile asthma clinics
- Greenhouse gas reduction projects: renewable power, energy efficiency upgrades, tree-planting



## Eligible Grant Recipients

Communities close to I-710:

- Cities / Unincorporated LA County
- Day Care Centers / Senior Centers
- Community Health Providers
- Non-Profit Organizations (with an air quality or public health mandate)

# Motion 22.1 – Items Integrated Into Project Alternatives

## Completed and Integrated

- ✓ Evaluated right-of-way avoidance designs (Alternative 7)
  - Reduced impacts where feasible; documented where infeasible
- ✓ Considered ZE Truck–Only option for freight corridor (Alternative 7)
- ✓ Evaluated high frequency express bus transit along I-710
  - Continuing coordination with Metro Transit Ops for further evaluation
- ✓ Evaluated separate bike path projects within the Study Area
  - Env. Clearance proceeding with LA County support
- ✓ Integrated five new pedestrian/bike bridges
- ✓ Verified application of Complete Streets treatments
- ✓ Considered other elements to maximize mobility and minimize impacts within study area

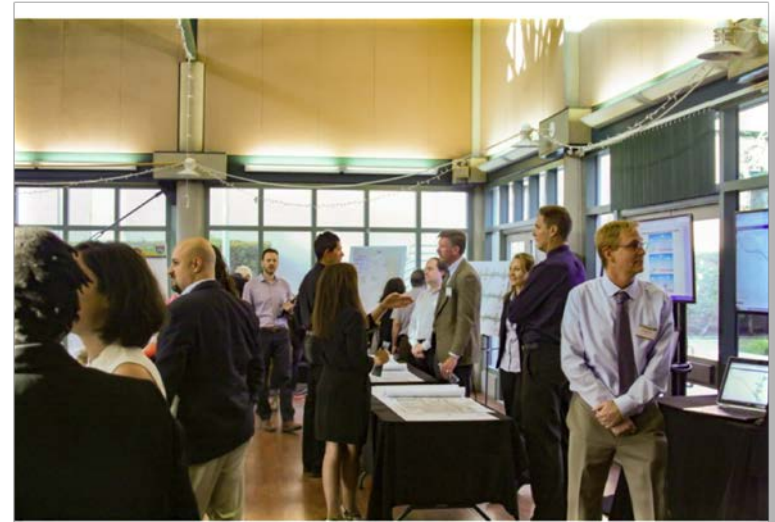
# Motion 22.1 – Items Integrated Into Project Alternatives

## To Be Done During Construction

- Transit Incentives/additional as-needed services
- Local Hire Provisions
- Bike/Ped Safety Plan
- Neighborhood enhancements within the project area

# Public Circulation

- July 21, 2017: Recirculated Draft Environmental Document released to public
  - October 23, 2017: 90-day comment period closed
  - Public Hearings:
    - 8/23/17 Commerce
    - 8/26/17 Paramount
    - 8/31/17 Long Beach
- 
- Community Briefings:
    - 10/18/17 East Los Angeles
    - 10/19/17 Long Beach



# Summary of Public Comments

## Key Issues & Concerns:

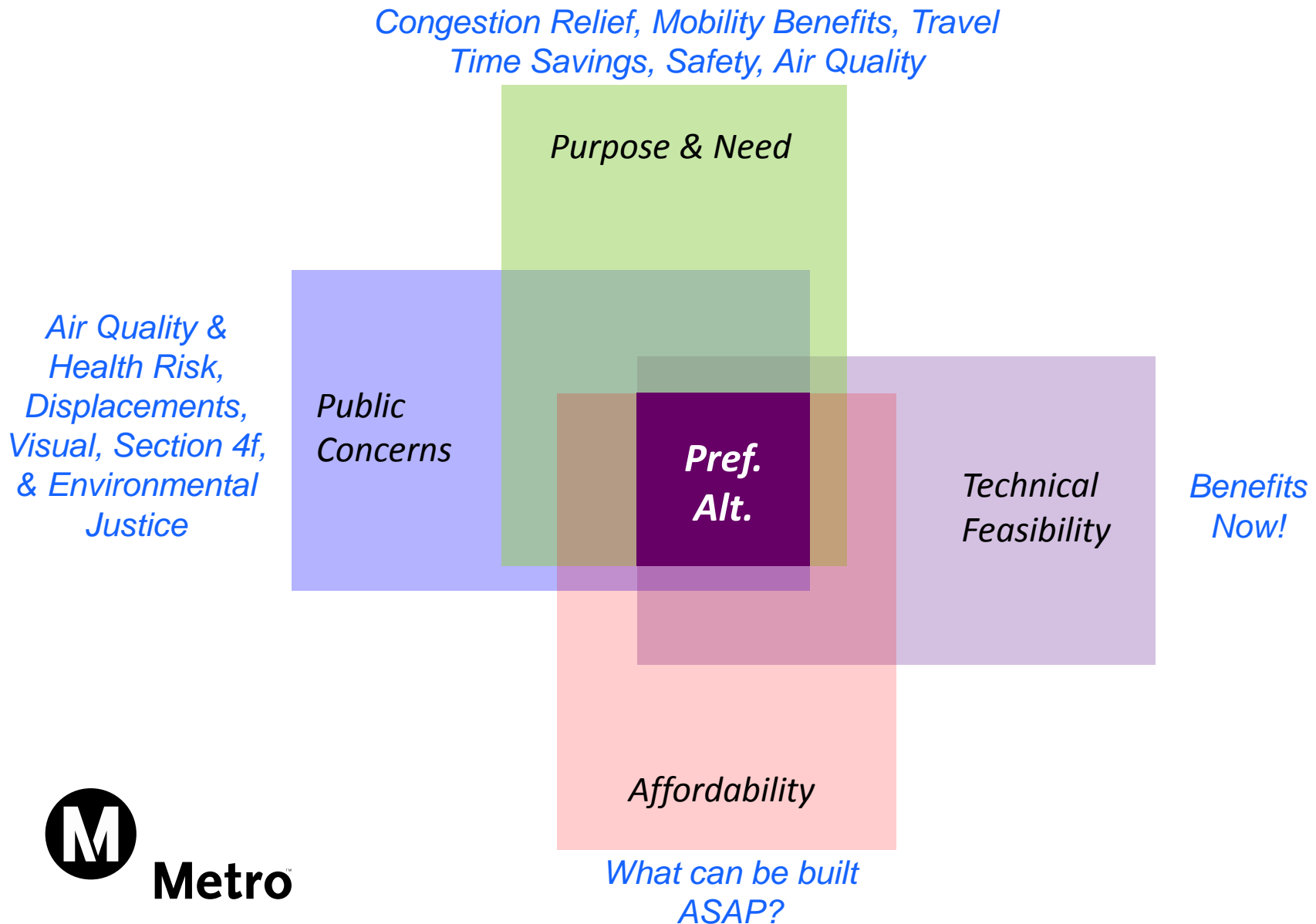
- Preference for full Zero Emission Technologies
- Minimize Right-of-Way Impacts (i.e. avoid residential relocations and impacts to Bell Shelter and Long Beach Multi-Service Center)
- Concerns about peak-hour parking restrictions on nearby streets
- Duration of construction and impacts including ramp and street closures
- Need for more bike and pedestrian connections to LA River trail



- Environmental justice and air quality concerns for communities near I-710
- Need to include local hire provisions in construction
- Need to fully utilize freight rail and the Alameda Corridor



# How is the Preferred Alternative Determined?



# Comparison of Benefits and Impacts













Benefits

Evaluation Factor	Measure	Alternative 5C	Alternative 7
Mobility Benefits	Reduction in Vehicle Hours of Delay		
Congestion Relief	I-710 Level of Service (LOS)		
Travel Time Improvements	I-710 Auto / Trucks		
	Freight Corridor - Trucks		
Safety Benefits	Removes Operational Conflicts		
	Separates Cars & Trucks		
Air Quality	Diesel Particulate Matter and Nitrogen Oxides (NOx)		*
	Least Amount of PM 2.5		
	Greenhouse Gases		



\* Assumes incentive funding for 18,350 ZE/NZE Trucks to use the Freight Corridor (compared to 4,000 ZE/NZE Trucks under Alt. 5C). Incentive funding would be pursued under either alternative, but it's subject to availability.

# Comparison of Benefits and Impacts, cont.

		Evaluation Factor	Measures	Alternative 5C	Alternative 7	
Impacts	Parks, rec. areas, refuges, and historic sites	Partial Impacts				
		Full Impacts				
	EJ Impacts	Least Adverse Effect to EJ Populations				
	Visual Impacts	Fewest Visual Impacts				
	ROW Impacts	Residential Displacements			109	158
		Non-Res. Displacements			121	206
		Sensitive Facilities Displacements				
Cost	Air Quality Cost Benefit	\$ per lbs. Diesel Particulate Matter Reduced				
		\$ per lbs. NOx Reduced				
	Cost / Affordability	Total Project Cost				
		Affordability			*	
	Constructability	phasing and implementation of Early Action Projects				

\* Based on implementation of Early Action Projects


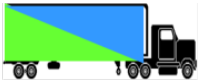




# Comparison of Benefits and Impacts, cont.

## Visual Impacts



*View from LARIO Trail, Looking Southwest at the I-710/SR-91 Interchange, in the City of Long Beach*

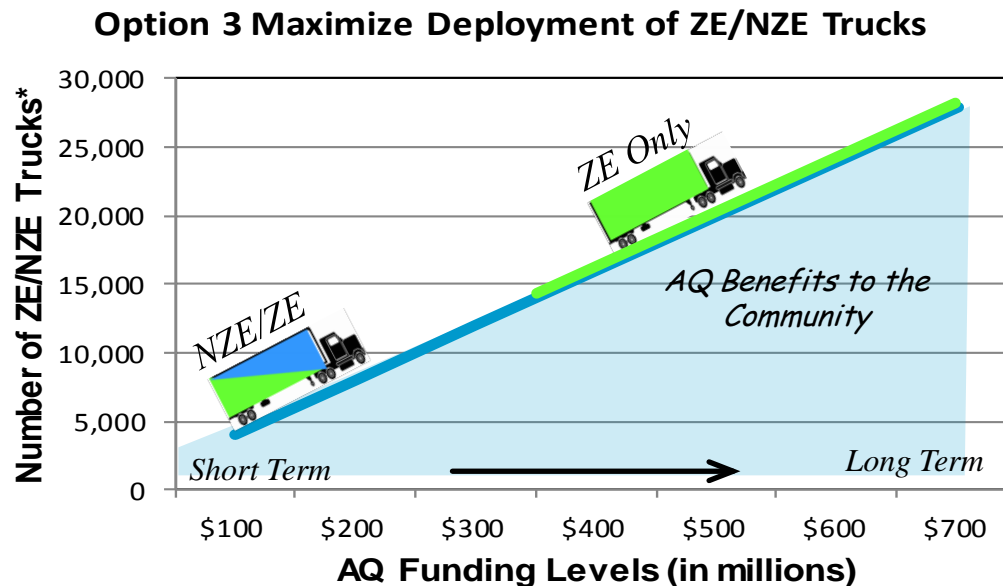
# Compare NZE & ZE Truck Performance

	Conventional Diesel Truck 	Near Zero Emission Truck 	Zero Emission Truck 
			
Diesel Particulate Matter* (DPM) (lb/10,000 miles)	0.12	0	0
Nitrogen Oxides* (NO <sub>x</sub> ) (lb/10,000 miles)	38.7	3.9	0
Greenhouse Gases* (GHG) (MT CO <sub>2</sub> /10,000 miles)	15.1	15.1	0
Approx. number of Trucks per \$100 million of Funding**	N/A	4,000 Trucks	1,520 Trucks

\* Running Exhaust emission factors are based on EMFAC2014 for heavy-heavy duty trucks in Los Angeles County for calendar year 2035.

\*\* Unit costs represent incremental, average costs of zero emissions trucks (battery electric, fuel cell vehicles) from I-710 Zero Emissions Truck Commercialization Study, assuming pre-2035 deployment (Calstart, 2013).

# I-710 ZE/NZE Deployment Strategy



## **Maximize Number of “Clean Emissions” Trucks and Air Quality Benefits**

- *Begin with mix of ZE and NZE trucks in the near term*
- *Transition to ZE trucks as ZE trucks become commercially available and affordable.*
- *Partner with SCAQMD, EPA, CARB to pursue grant funding outside of the project programmed funds to support health-benefit investments.*



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# Project Schedule: What's Next?

# Next Steps

## Winter 2018

- Metro Board to adopt the Preferred Alternative for FEIR/FEIS
- Initiate Work on FEIR/FEIS for Preferred Alternative
- Coordinate with Air Agencies to:
  - Refine and Enhance I-710 ZE and NZE Truck Program
  - Seek Funding

## Spring 2018

- Identify scopes and order of pursuit of Early Action highway improvement projects based on independent utility, benefits, and availability of funds

## Summer 2018

- Complete the Environmental Process
- Caltrans to approve the Final Environmental Document

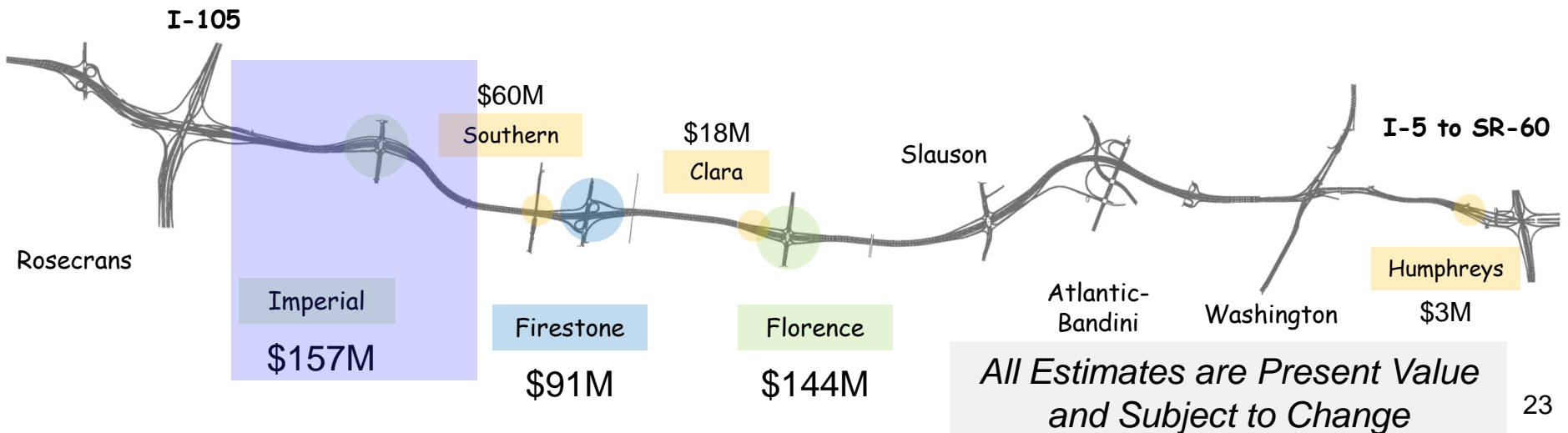
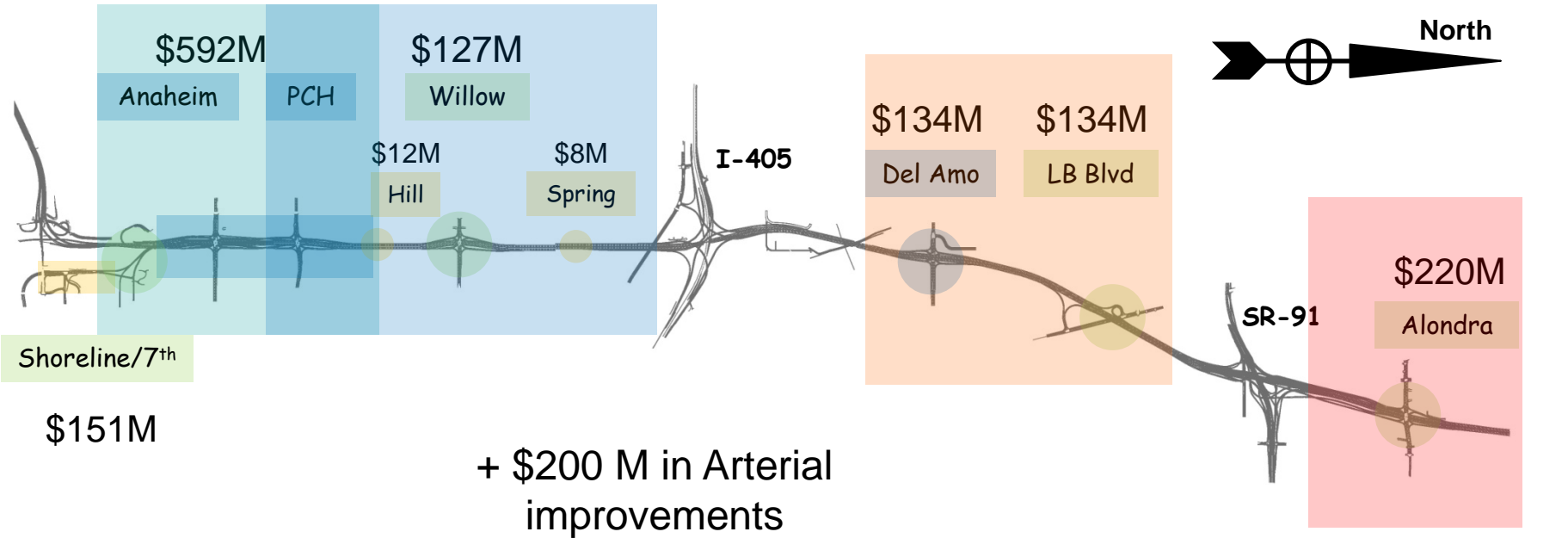
## Winter 2019

- Release RFPs for Final Design of Early Action Projects





# Early Actions Candidates



# Early Action Objectives & Outcomes

1. Work within funding constraints
2. Address today's problems
3. Deliver safety, mobility, and health benefits sooner

## Identify Candidate Projects with:

- Verified Benefits
- Lower Capital Costs
- Lower Property Impacts
- Shorter Overall Schedule

## Several Early Action Candidates:

- Include Arterial Improvements and Safer Interchanges with:
  - New/Improved Signals (incl. signal synch)
  - Improved ped/bike facilities on city streets
- Include New Ped/Bike Crossings over the freeway and across the LA River for community connectivity
- Result in reduced interim relocations needed for the whole project.

# Next Steps

## – Air Quality Improvements

- NZE/ZE truck Program - purchases/subsidies
- Pollution source controls and elimination (ports and industry)
- SCAQMD and all project partners

## – Active Transportation

- Bike and pedestrian projects (potential early action)
- Safety education and awareness programs
- Metro ATP group and local jurisdictions
- LA County for the LA River Bike projects

## – Community Health Benefits Grant Program

- Grants for improvements at sensitive receptors
- Community-agency dialogue (development of guidelines)
- Community health risk prevention/reduction
- LA County Health Department and local jurisdictions



# Next Steps

- **Ports AQ Improvement Programs**
  - Clean port operations
  - Community engagement
  - Ports and cities of LA and LB
- **Freeway Operation Safety programs/ITS**
  - Regular advisory and informational bulletins/progress reports
  - Community engagement
  - Truck safety and speed monitoring/control
  - Speed and emission enforcement
  - Caltrans, Metro, CHP, Local law enforcement

**Board Report**

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**File #:** 2017-0806, **File Type:** Contract**Agenda Number:** 6.

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**AD HOC CONGESTION, HIGHWAY, AND ROADS COMMITTEE  
FEBRUARY 14, 2018****SUBJECT: COLLECTION AGENCY FOR METRO EXPRESSLANES****ACTION: AWARD CONTRACT****RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to award a three year revenue generating Contract No. PS44600000 to Professional Account Management, LLC (subsidiary of Duncan Solutions, Inc.) for the ExpressLanes program collection services. Compensation shall be provided on a contingency basis based on a percentage of outstanding debt recovered on behalf of Metro ExpressLanes with a fourteen percent (14%) deduction. The period of performance for this Contract will be three years with two one-year options for a total of five years, subject to resolution of protest(s), if any.

**ISSUE**

Metro ExpressLanes has determined that it requires professional collection and legal services as it relates to unpaid tolls and violations they may be owed from the operation of the I-10 and I-110 ExpressLanes. Users who fail to pay the toll on the ExpressLanes as required are issued a Notice of Toll Evasion Violation (per California Vehicle Code 40250 - 40273) which lists the toll and associated penalty that is owed. Failure to pay the toll and the penalty can result in the withholding of the vehicle registration through the California Department of Motor Vehicles (DMV), civil judgment, and other collection actions like tax intercept, wage garnishments, litigation and bankruptcy services as provided by law (per California Vehicle Code 40267 (d)). Metro is currently using only the DMV vehicle registration hold to collect unpaid tolls and penalties. This debt collection process would supplement the current DMV hold process and improve recovery of funds owed to the Metro ExpressLanes.

**DISCUSSION**

Metro ExpressLanes has set up various processes to maximize collection of toll revenues. Tolls can be paid online, by mail, by phone or in person at a Metro ExpressLanes customer service center. Current customers with Metro ExpressLanes accounts with unpaid tolls and penalties have their transactions placed on DMV hold ninety (90) days after the Notice of Toll Evasion Violation (First Notice) and the Notice of Delinquent Toll Evasion Violation (Second Notice) have been mailed out. Metro ExpressLanes also has procedures in place for customers without an account. Within 21 days of the occurrence of the violation, the first notice is mailed to the registered vehicle owner and

includes the toll amount plus a \$25 penalty. Thirty days from the first notice date a second notice is mailed. This notice includes the toll amount, the \$25 penalty and an additional penalty of \$30. Sixty days after the issuance of the second notice, if violations remain unpaid, they are forwarded to DMV for registration hold. The First and Second Notice penalty amounts and the violation process were approved by the Board in April 2012 through an Ordinance that established Title 7 of the Administrative Code. In an effort to educate motorists about the use of the new ExpressLanes, the Program has refrained from pursuing other collection methods such as civil judgment, tax intercept, wage garnishments, or litigation and bankruptcy services. Metro ExpressLanes is now pursuing the services of a Collection Agency due to an increase in delinquent debt and program maturity.

Utilizing third party collection services is common practice among express lanes operators nationwide. In California the following tolling agencies use third party collection services:

- Orange County Transportation Authority (OCTA)
- Riverside County Transportation Commission (RCTC)
- San Diego Association of Governments (SANDAG)
- Bay Area Toll Authority (BATA)

### **DETERMINATION OF SAFETY IMPACT**

This Board action will not have an impact on established safety standards.

### **FINANCIAL IMPACT**

This Contract would have no impact to the adopted FY18 budget.

### **ALTERNATIVES CONSIDERED**

The Board may decide not to authorize the Contract. This alternative is not recommended because a collection agency will help improve recovery of delinquent debt for the Metro ExpressLanes program.

### **NEXT STEPS**


Upon Board approval, staff will execute Contract No. PS44600000, to Professional Account Management, LLC for collection services for the ExpressLanes program.

### **ATTACHMENTS**

Attachment A - Procurement Summary  
Attachment B - DEOD Summary  
Attachment C - [title]

Prepared by: Silva H. Mardrussian, Mgr, Transportation Planning, (213) 418-3132  
Kathleen McCune, Deputy Executive Officer, (213) 418-3138  
Shahrazad Amiri, Executive Officer, (213) 922-3061

Reviewed by: Debra Avila, Chief Vendor/Contract Mgmt Officer, (213) 418-3051  
Stephanie Wiggins, Deputy CEO, (213) 922-1023



Phillip A. Washington  
Chief Executive Officer

## PROCUREMENT SUMMARY

## COLLECTION AGENCY FOR METRO EXPRESSLANES/PS44600000

1.	<b>Contract Number:</b> PS44600000	
2.	<b>Recommended Vendor:</b> Professional Account Management, LLC, a wholly owned subsidiary of Duncan Solutions, 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> 07/31/2017	
	<b>B. Advertised/Publicized:</b> 07/31/17	
	<b>C. Pre-Proposal Conference:</b> 08/10/2017	
	<b>D. Proposals Due:</b> 09/15/2017	
	<b>E. Pre-Qualification Completed:</b> 01/22/2018	
	<b>F. Conflict of Interest Form Submitted to Ethics:</b> 01/26/18	
	<b>G. Protest Period End Date:</b> 2/16/2018	
5.	<b>Solicitations Picked up/Downloaded:</b> 17	<b>Proposals Received:</b> 8
6.	<b>Contract Administrator:</b> Adrian Ziemer	<b>Telephone Number:</b> (213) 922-1109
7.	<b>Project Manager:</b> Silva Mardrussian	<b>Telephone Number:</b> (213) 418-3132

**A. Procurement Background**

This Board Action is to approve Contract No. PS44600000 issued in support of ExpressLanes debt collection on delinquent accounts. Board approval of contract awards are subject to resolution of any properly submitted protest.

The Request for Proposal (RFP) was issued in accordance with Metro's Acquisition Policy and the contract type is revenue generating and includes a percentage of outstanding debt collected.

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

- Amendment No. 1, issued on August 18, 2017, clarified Submittal Requirements in the RFP, Updated Exhibit A, and increased proposal page limit;
- Amendment No. 2, issued on August 28, 2017, clarified Key Performance Indicators (KPI) in Attachment A, added SP-13 Liquidated Damages, and updated Attachment C, Work Completion/Deliverable;
- Amendment No. 3, issued on September 7, 2017, clarified Exhibit 2, Compensation and Method of Payment.

A pre-proposal meeting was held on August 10, 2017 and was attended by six participants representing five companies. During the solicitation phase, 75 questions were asked and responses were released prior to proposal due date.



A total of eight proposals were received on September 15, 2017 from the following firms (in alphabetical order):

1. AllianceOne Receivables Management, Inc. (AllianceOne)
2. ETAN Industries
3. GC Services, LP
4. Linebarger Goggan Blair & Sampson, LP
5. Municipal Services Bureau Gila, LLC dba Municipal Services Bureau (MSB)
6. Penn Credit Corp (Penn Credit)
7. Professional Account Management, LLC, a wholly owned subsidiary of Duncan Solutions, Inc. (PAM)
8. SWC Group, LP

## **B. Evaluation of Proposals**

A Proposal Evaluation Team (PET) consisting of two staff from Metro Congestion Reduction department and one person from Washington State Department of Transportation was convened and conducted a comprehensive technical evaluation of the proposals received.

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

- |                                      |            |
|--------------------------------------|------------|
| • Staff Qualification                | 15 percent |
| • Experience & Qualification of Firm | 20 percent |
| • Collection Process & Approach      | 25 percent |
| • Collection Service Fee (Price)     | 40 percent |

Several factors were considered when developing these weights, giving the greatest importance to Collection Service Fee.

Of the eight proposals received, four were determined to be within the competitive range and are listed below:

1. PAM
2. Penn Credit
3. AllianceOne
4. MSB

Four firms were determined to be outside the competitive range and were not included for further consideration.

During the week of December 19, 2017, the PET met and interviewed four firms. The firms' project managers and key team members had an opportunity to present each team's qualifications and respond to the PET's questions. In general, each

team's presentation addressed the requirements of the RFP, experience with all aspects of the required tasks, and stressed each firm's commitment to the success of the project. Also highlighted were the qualifications of the firm and its staff, and the companies' process and approach to collections. Each team was asked questions relative to each firm's previous experience.

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

### **Professional Account Management**

Professional Account Management (PAM) is a wholly owned and controlled subsidiary of Duncan Solutions, Inc. serving California and over 100 municipalities across the state. PAM has made corporate commitments to serve the toll industry, such as involvement and leadership in the International Bridge, Tunnel and Turnpike Association (IBTTA), strategic partnerships, and system interfaces with a variety of different Customer Service Center (CSC) operators and agencies. They have provided delinquent debt collections services to Bay Area Toll Agency (BATA) since 2009. The firm has developed an expertise on California rules and regulation, including California Vehicle Code (CVC), working with the California Franchise Tax Board (FTB) for Interagency Intercept Collection (IIC) and working with the California Department of Motor Vehicles (DMV) for registered owner acquisition.

PAM maintains certifications with the Association of Credit and Collections Professionals (ACA) and its collection solutions are compliant with the Fair Debt Collection Practices Act (FDCPA).

### **Penn Credit Corporation**

Penn Credit is a privately held national collection agency founded in 1987. Penn Credit has over 30 years' of experience and is licensed in all 50 states and Puerto Rico to provide toll collection services. Over the last 30 years, they have consistently collected debts for government entities such as the City of Santa Ana, City of Santa Clarita, City of Vista, City of Baltimore (MD), Miami-Dade County Clerk of Courts, County Clerks of Court for Broward and Palm Beach County Clerk of Courts.

Penn Credit maintains memberships in ACA International and is focused in data security by being PCI-DSS compliant. However, the PET felt that the firm provided a minimal amount of training to their Collection Service Representatives.

### **AllianceOne**

AllianceOne is a Delaware corporation with over 30 years of government debt collection experience and over 10 years direct experience with toll collections. AllianceOne's government division is the largest division within the company and

has over 1,200 employees throughout the United States and Canada. However, the availability of some of their key personnel was not clearly outlined in their proposal.

AllianceOne has experience in implementing large scale projects with the County Superior Courts of California and State Toll Authority in Southeastern United States. In addition, AllianceOne has provided similar services to clients such as North Texas Tollway Authority, Florida Department of Transportation, the Port Authority of New York and New Jersey, and City of Los Angeles.

### **Municipal Services Bureau**

MSB was founded in 1991 specifically to provide services to government agencies nationwide for toll operations, violation processing, payment processing, collections and back office support services. MSB works with more than 600 clients nationwide and is an active member of the ACA and the California Association of Collections (CAC).

MSB has implemented collections projects with agencies such as the Central Texas Regional Mobility Authority, Cameron County Regional Mobility Authority, Louisville-Southern Indian Ohio River Bridges, Camino Real Regional Mobility Authority and Oklahoma Turnpike Authority.

While MSB provided a list of key personnel, they did not include those individuals in their organization chart or reporting structure. In addition, quality control was not outlined for the overall process.

Following is a summary of the PET scores:

<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>PAM</b>				
<b>3</b>	Staff Qualification	77.78	15.00%	11.67	
<b>4</b>	Experience & Qualification of Firm	80.83	20.00%	16.17	
<b>5</b>	Collection Process & Approach	85.33	25.00%	21.33	
<b>6</b>	Collection Service Fee (Price)	80.35	40.00%	32.14	
<b>7</b>	<b>Total</b>		<b>100.00%</b>	<b>81.31</b>	<b>1</b>
<b>8</b>	<b>PennCredit</b>				
<b>9</b>	Staff Qualification	51.11	15.00%	7.67	
<b>10</b>	Experience & Qualification of Firm	64.17	20.00%	12.83	
<b>11</b>	Collection Process & Approach	66.67	25.00%	16.67	

12	Collection Service Fee (Price)	100.00	40.00%	40.00	
13	<b>Total</b>		<b>100.00%</b>	<b>77.17</b>	<b>2</b>
14	<b>AllianceOne</b>				
15	Staff Qualification	67.78	15.00%	10.17	
16	Experience & Qualification of Firm	66.67	20.00%	13.33	
17	Collection Process & Approach	65.33	25.00%	16.33	
18	Collection Service Fee (Price)	80.35	40.00%	32.14	
19	<b>Total</b>		<b>100.00%</b>	<b>71.97</b>	<b>3</b>
20	<b>MSB</b>				
21	Staff Qualification	58.89	15.00%	8.83	
22	Experience & Qualification of Firm	46.67	20.00%	9.33	
23	Collection Process & Approach	66.67	25.00%	16.67	
24	Collection Service Fee (Price)	86.55	40.00%	34.62	
25	<b>Total</b>		<b>100.00%</b>	<b>69.45</b>	<b>4</b>

### C. Price Analysis

The recommended debt collection service fee has been determined to be fair and reasonable based upon an independent cost estimate, fee analysis, technical analysis, and fact finding.

	<b>Proposer Name</b>	<b>Proposed Fee – Collection Type: Violations</b>	<b>Proposed Fee – Collection Type: Account Holders</b>	<b>Metro ICE %</b>	<b>Award %</b>
1.	PAM	14%	14%	20-30%	14%
2.	AllianceOne	14%	14%	20-30%	NA
3.	MSB	13%	13%	20-30%	NA
4.	Penn Credit	12.5%	10%	20-30%	NA

The percentage represents a collection service fee (a percentage of the dollar amount of recovered collections) of which the contractor will retain a fee of 14%. The ICE is predicated on a range of the estimated debt collection.

### D. Background on Recommended Contractor

The recommended firm, Professional Account Management (PAM), located in Milwaukee, WI, with five satellite offices including Inglewood, CA, has been in business for 80 years and is an industry leader in delinquent collections. PAM

currently provides collection services for 16 toll agencies including; BATA, Georgia State Road and Tollway Authority, Illinois Tollway, and North Texas Tollway Authority.

PAM has a dedicated staff of three professionals who focus solely on managing DMV interfaces, state rules, and analyzing results. For past toll customer audits, they have corrected 15%-46% of DMV image review errors. They have data conversion interface experience with several large tolling customer service center agencies. PAM has collected over \$260M in annual revenues for government clients. PAM's proposed Metro Account Executive has over 27 years of toll violation experience. PAM's other key personal have an average of 20 years of experience.

DEOD SUMMARY

COLLECTION AGENCY FOR METRO EXPRESSLANES/  
PS44600000

**A. Small Business Participation**

The Diversity and Economic Opportunity Department (DEOD) did not establish a goal for this net-revenue-generating procurement. This collection services contract will not utilize federal, state and/or local funding.

**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.