



Metro

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

Agenda - Final

Thursday, March 21, 2024

12:30 PM

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

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James Butts, Vice Chair

Kathryn Barger

Jacquelyn Dupont-Walker

Paul Krekorian

Gloria Roberts, non-voting member

Stephanie Wiggins, Chief Executive Officer

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(ALSO APPLIES TO BOARD COMMITTEES)

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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.

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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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Dial-in: 202-735-3323 and enter
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Public comment will be taken as the Board takes up each item. To give public comment on an item, enter #2(pound-two) when prompted. Please note that the live video feed lags about 30 seconds behind the actual meeting. There is no lag on the public comment dial-in line.

Instrucciones para comentarios publicos en vivo:

Los comentarios publicos en vivo se pueden dar por telefono o en persona.

La Reunion de la Junta comienza a las 12:30 PM, hora del Pacifico, el 21 de Marzo de 2024. Puedes unirse a la llamada 5 minutos antes del comienzo de la junta.

Marque: 202-735-3323 y ingrese el codigo
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Los comentarios del público se tomaran cuando se toma cada tema. Para dar un comentario público sobre una tema ingrese # 2 (Tecla de numero y dos) cuando se le solicite. Tenga en cuenta que la transmisión de video en vivo se retrasa unos 30 segundos con respecto a la reunión real. No hay retraso en la línea de acceso telefónico para comentarios públicos.

Written Public Comment Instruction:

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Please include the Item # in your comment and your position of "FOR," "AGAINST," "GENERAL COMMENT," or "ITEM NEEDS MORE CONSIDERATION."

Email: BoardClerk@metro.net

Post Office Mail:

Board Administration

One Gateway Plaza

MS: 99-3-1

Los Angeles, CA 90012

CALL TO ORDER

ROLL CALL

APPROVE Consent Calendar Items: 25, 26, 27, 28, 29, 30, 31, 32, 33, and 34.

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

CONSENT CALENDAR

- 25. SUBJECT: CONSULTANT SUPPORT SERVICES FOR NEW HR5000
HEAVY RAIL VEHICLE (HRV) PROCUREMENT**

[2023-0494](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to:

- A. AWARD Contract No. PS11758001 with Hatch Associates Consultants, Inc. for Element A, Consultant for Heavy Rail Vehicle Acquisition, Technical Support Services, in the not-to-exceed amount of \$23,072,507.51, for a period of 87 months from issuance of a Notice to Proceed, subject to the resolution of any protest(s), if any;
- B. AWARD Contract No. PS11758002 with AtkinsRealis USA Inc. for Element B, Consultant for Heavy Rail Vehicle Acquisition, Program Management Support Services, in the not-to-exceed amount of \$11,263,545.59, for a period of 87 months from issuance of a Notice to Proceed, subject to the resolution of any protest(s), if any; and
- C. APPROVE a combined Life of Project (LOP) budget of \$47,530,870.10, which includes the cost of the two professional services contracts of \$34,336,053.10, Metro administration cost of \$8,873,829, and Contract Modification Authority of \$4,320,988.

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

- 26. SUBJECT: FLEET SCHEDULE SOFTWARE UPGRADE**

[2023-0765](#)

RECOMMENDATION

CONSIDER:

- A. AUTHORIZING the Chief Executive Officer to award a non-competitive 36-month firm fixed price Contract No. PS108917000 to Giro, Inc./LE Groupe En Informatique Et Recherche Operatioannelle (Giro, Inc.) for the HASTUS

v2024 fleet schedule software upgrade and optional software enhancements in the amount of \$3,445,049, and;

- B. FINDING that there is only a single source of procurement for the item(s) set forth in recommendation A above and that the purchase is for the sole purpose of duplicating or replacing supply, equipment, or material already in use, as defined under Public Utilities Code Section 130237.

(REQUIRES TWO-THIRDS VOTE OF THE FULL BOARD)

Attachments: [Attachment A – HASTUS Software Module Description](#)
[Attachment B - Procurement Summary](#)
[Attachment C - DEOD Summary](#)

27. SUBJECT: CONTRACT MODIFICATION WITH TOW INDUSTRIES

[2024-0018](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to execute Modification No. 1 to Contract No. DR81105000 with Baatz Enterprises Inc. DBA Tow Industries, to increase the contract value by \$733,836.74 from \$3,922,757.26 to \$4,656,594.00, inclusive of sales tax.

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

**28. SUBJECT: SPRING TENSION ASSEMBLY UNITS FOR C LINE OCS
SYSTEM OVERHAUL PROJECT**

[2024-0032](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a firm fixed price contract, Contract No. MA105918000, to Mac Products, Inc. for 232 Spring Tension Assembly units and onsite installation support for the C Line OCS System Overhaul Project for a firm fixed price of \$3,121,820.86, inclusive of sales tax, subject to the resolution of any properly submitted protest(s), if any.

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

**29. SUBJECT: CONTACT WIRES FOR C LINE OVERHEAD CATENARY
SYSTEM (OCS) REPLACEMENT**

[2024-0033](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award Contract No. DR119508, to Global Electric, for 96,839 linear feet of contact wire to support the C Line OCS Replacement Project for a firm fixed price of \$1,052,646.22, inclusive of sales tax, subject to resolution of any properly submitted protest(s), if any.

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

30. SUBJECT: CONTRACTED TRANSPORTATION SERVICES

[2024-0036](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to execute:

- A. Contract Modification No. 2 to Contract No. PS76258000 with Southland Transit, Inc. to operate an additional two fixed route bus lines in the North Region of Los Angeles County, specifically Metro Bus Lines 96 and 218, in the amount of \$18,701,950, increasing the total not-to-exceed five-year base term from \$90,032,724 to \$108,734,674;
- B. Contract Modification No. 2 to Contract No. PS76258001 with MV Transportation, Inc. to operate an additional two fixed route bus lines in the North Region of Los Angeles County, specifically Metro Bus Lines 177 and 603, in the amount of \$39,176,545, increasing the total not-to-exceed five-year base term from \$148,645,400 to \$187,821,945; and
- C. Individual contract modifications within the Board-approved contract modification authority.

Attachments: [Attachment A-1 - Procurement Summary \(East Region\)](#)
 [Attachment A-2 - Procurement Summary \(South Region\)](#)
 [Attachment B-1 - Contract Mod Change Order Log \(East Region\)](#)
 [Attachment B-2 - Contract Mod Change Order Log \(South Region\)](#)
 [Attachment C-1 - DEOD Summary \(East Region\)](#)
 [Attachment C-2 - DEOD Summary \(South Region\)](#)
 [Presentation](#)

31. SUBJECT: POWER SWEEPING SERVICES

[2024-0059](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a firm fixed unit rate Contract No. OP1066318370000 to Joe's Sweeping, Inc. dba Nationwide Environmental Services, to provide systemwide power sweeping services in the not-to-exceed (NTE) amount of \$7,162,050 for the three-year base period and \$2,588,620 for each of the two, one-year options, for a total NTE amount of \$12,339,290, effective June 1, 2024.

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

32. SUBJECT: ELEVATOR AND ESCALATOR MAINTENANCE SERVICES

[2024-0060](#)

RECOMMENDATIONS

AUTHORIZE the Chief Executive Officer to:

- A. AWARD a firm fixed unit rate Contract No. OP1107840018370 to Mitsubishi Electric US Inc. (MEUS) to provide comprehensive preventative maintenance services, inspections, and repairs of elevators, escalators, and their associated systems and equipment throughout Metro facilities excluding the Metro Gateway Headquarters Building. The Contract not-to-exceed (NTE) amount is \$142,352,031 for the five-year base period, and \$57,349,950 for the one, two-year option, for a total combined NTE amount of \$199,701,981, effective May 1, 2024, subject to resolution of any properly submitted protest(s), if any;

- B. AWARD a firm fixed unit rate Contract No. OP1107840008370 to Otis Elevator Company (Otis), to provide comprehensive preventative maintenance services, inspections, and repairs of elevators, escalators, and their associated systems and equipment within the Metro Gateway Headquarters Building, for an NTE amount of \$11,890,099 for the five-year base period, and \$5,063,368 for the one, two-year option, for a total combined NTE amount of \$16,953,467, effective May 1, 2024, subject to resolution of any properly submitted protest(s), if any, and;

- C. EXECUTE individual contract modifications within the Board approved contract modification authority.

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

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33. **SUBJECT: FAMILY MEDICAL LEAVE ACT/CALIFORNIA FAMILY RIGHTS ACT PROGRAM THIRD-PARTY ADMINISTRATOR SERVICES** [2024-0093](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a firm fixed unit rate Contract No. PS112527000 to Total Administrative Services Corporation (TASC) to support the centralization of the management and administration of the Family Medical Leave Act and the California Family Rights Act (FMLA, CFRA or collectively, "FMLA/CFRA") in the not-to-exceed (NTE) amount of \$1,959,320 for the four-year base term, with two, two-year options in the amount of \$996,160 for each option, for a total NTE amount of \$3,951,640, effective May 1, 2024, subject to resolution of any properly submitted protest, if any.

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

34. **SUBJECT: TRANSIT AMBASSADOR PILOT PROGRAM SERVICES** [2024-0022](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to execute Modification No. 5 to Contract No. PS88001001 with Strive Well-Being to continue to provide Transit Ambassador Pilot Program services in the amount of \$7,200,000, increasing the current three-year base not-to-exceed contract value from \$16,403,235 to \$23,603,235.

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

NON-CONSENT

35. **SUBJECT: OPERATIONS EMPLOYEES OF THE MONTH** [2024-0067](#)

RECOMMENDATION

RECOGNIZE Operations Employees of the Month.

Attachments: [Presentation](#)

36. **SUBJECT: CHIEF OPERATIONS OFFICER'S MONTHLY REPORT** [2024-0068](#)

RECOMMENDATION

RECEIVE oral report on Operations.

**37. SUBJECT: CONTRACT MODIFICATIONS FOR RENEWABLE
NATURAL GAS (RNG) CONTRACTS**

[2024-0026](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer (CEO) to:

- A. EXECUTE Modification No. 6 to Contract No. OP73960000 with Clean Energy Renewable Fuels, LLC. to increase the contract value by \$20,204,040 from \$56,048,630 to \$76,252,670 and extend the contract performance end date by seventeen months from July 31, 2024, to December 31, 2025, to provide renewable natural gas to five bus operating divisions;
- B. EXECUTE Modification No. 4 to Contract No. OP59812000A with Clean Energy Renewable Fuels to increase the 5-year base contract value by \$22,023,615 from \$43,626,286 to \$65,649,901;
- C. EXECUTE Modification No. 3 to Contract No. OP59812000B with Shell Energy North America (US) to increase the 5-year base contract value by \$4,224,175 from \$10,888,120 to \$15,112,295; and
- D. EXECUTE Modification No. 2 to Contract No. OP59812000C with Trillium USA Company, LLC. to increase the 5-year base contract value by \$7,112,949 from \$12,379,477 to \$19,492,426.

Attachments:

[Attachment A - Procurement Summary OP7396000 Clean Energy](#)

[Attachment B - Contract Mod Change Order Log OP7396000 Clean Energy](#)

[Attachment C – DEOD Summary OP7396000 Clean Energy](#)

[Attachment D - Procurement Summary OP59812000A Clean Energy](#)

[Attachment E - Contract Mod Change Order Log OP59812000A Clean Energy](#)

[Attachment F - DEOD Summary OP59812000A Clean Energy](#)

[Attachment G - Procurement Summary OP59812000B Shell Energy](#)

[Attachment H - Contract Mod Change Order Log OP59812000B Shell Energy](#)

[Attachment I - DEOD Summary OP59812000B Shell Energy](#)

[Attachment J - Procurement Summary OP59812000C Trillium USA](#)

[Attachment K - Contract Mod Change Order Log OP59812000C Trillium](#)

[Attachment L - DEOD Summary OP59812000C Trillium](#)

38. SUBJECT: MONTHLY UPDATE ON PUBLIC SAFETY

[2024-0089](#)

RECOMMENDATION

RECEIVE AND FILE the Public Safety Report.

Attachments:

[Attachment A - Arrests by Race & Ethnicity January 2024](#)

[Attachment B - Total Crime Summary January 2024](#)

[Attachment C - Systemwide Law Enforcement Overview January 2024](#)

[Attachment D - MTA Supporting Data January 2024](#)

[Attachment E - Bus & Rail Operator Assaults January 2024](#)

[Attachment F - Sexual Harassment Crimes January 2024](#)

SUBJECT: GENERAL PUBLIC COMMENT

[2024-0145](#)

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 #: 2023-0494, **File Type:** Contract

Agenda Number: 25.

**OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE
MARCH 21, 2024**

SUBJECT: CONSULTANT SUPPORT SERVICES FOR NEW HR5000 HEAVY RAIL VEHICLE (HRV) PROCUREMENT

ACTION: APPROVE AWARDS

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to:

- A. AWARD Contract No. PS11758001 with Hatch Associates Consultants, Inc. for Element A, Consultant for Heavy Rail Vehicle Acquisition, Technical Support Services, in the not-to-exceed amount of \$23,072,507.51, for a period of 87 months from issuance of a Notice to Proceed, subject to the resolution of any protest(s), if any;
- B. AWARD Contract No. PS11758002 with AtkinsRealis USA Inc. for Element B, Consultant for Heavy Rail Vehicle Acquisition, Program Management Support Services, in the not-to-exceed amount of \$11,263,545.59, for a period of 87 months from issuance of a Notice to Proceed, subject to the resolution of any protest(s), if any; and
- C. APPROVE a combined Life of Project (LOP) budget of \$47,530,870.10, which includes the cost of the two professional services contracts of \$34,336,053.10, Metro administration cost of \$8,873,829, and Contract Modification Authority of \$4,320,988.

ISSUE

The recent procurement of 182 new HRVs will support the operational service requirements of Section 2 and Section 3 of the Purple Line Extension and augment service levels by replacing the aging 74 Option Order A650 HRVs.

However, Metro does not have sufficient resources and subject matter experts available to review all elements of this contract. Therefore, Technical and Program Management consultant support is needed to augment Metro’s staff to ensure timely delivery of the HR5000 HRVs and associated deliverables. Due to the complexity of managing a new vehicle procurement, the consultant services will be split into two elements to be awarded to two separate firms. This approach has been used to successfully manage multiple past rail vehicle procurement contracts at Metro

BACKGROUND

In January 2024, the Board authorized the award of the HR5000 vehicle procurement contract to the Hyundai Rotem Company. Metro will require Technical and Program Management Support Services to provide oversight of Hyundai Rotem to review and facilitate the timely delivery of the HR5000 HRVs and associated deliverables. Timely delivery is critical for this contract, with 42 HRVs required to be delivered by the 2028 Olympics and Paralympic Games.

. A Request for Proposals (RFP) was issued to solicit proposals for Technical Support Services (Element A) and Program Management Support Services (Element B) to support the delivery of the HRV contract.

DISCUSSION

Hatch Associates Consultants, Inc (Hatch) and AtkinsRealis USA Inc. (Atkins) were found to represent the Highest Rated and Best Value to Metro when all experience and price factors are considered in accordance with the RFP criteria. The Procurement Summary (Attachment A) further provides the detailed evaluation results and rankings for all proposers, including the weighted scores associated with each evaluation factor for each Element.

For the Technical Support Services (Element A), Hatch was found to have the highest rated and best value offer. The Element A scope of services shall include, but not be limited to, reviewing and preparing correspondence in response to technical submissions; support of Project Reviews; document control; test and inspection activity oversight; and other technical support services as directed by Metro.

For the Program Management Services (Element B), Atkins was found to have the highest rated and best value offer. The Element B scope of services shall include, but not be limited to providing oversight of the project status; identifying any variances from schedule and deliverable requirements and recommending corrective action; assessing and reporting on project performance; supporting Project Reviews; document control; reviewing Change Order requests; commissioning activity oversight; and other program management support services as directed by Metro.

Subject to Metro's direction, the Consultants shall apply appropriate technical, engineering, and program management support services and resources to facilitate the timely production and delivery of the HR5000 HRVs and associated deliverables.

DETERMINATION OF SAFETY IMPACT

The approval of these contract awards will have a direct and positive impact on system safety, service quality, system reliability, and overall customer satisfaction. The replacement of aging A650 Option HRVs will provide enhanced comfort level including improved communication systems and system reliability in addition to better maintainability to both our customers and stakeholders.

FINANCIAL IMPACT

The planned expenditure of \$1,744,400 is included in the FY24 budget in cost center 3043, Rail

Vehicle Acquisition, Account 50316. This amount includes both Metro Labor, Professional and Technical Services, and contingency currently under CP 206037 - Heavy Rail Vehicle Procurement and will be transferred to a new Capital project number for HR5000 Heavy Rail Vehicle (HRV) Consultant Support Services upon board approval.

Impact to Budget

The current source of funds for this action is Proposition A 35%, which is eligible for rail operating and capital projects. Staff will pursue additional Federal, State, and Local funds as they become available to maximize the intent of allowable funding allocations given approved guidelines and provisions.

EQUITY PLATFORM

Part of the new HR5000 rail vehicles will be used to replace the existing aged A650 Option vehicles and the remaining will be used on the D Line Extensions. Approving the recommendations in this board report will support the identified fleet expansion and service needs. The existing B and D Heavy Rail Lines currently serve customers in majority Equity Focus Communities (EFC) who rely on public transportation to commute to their jobs and other life commitments. With the D Line Extensions, Metro customers will have expanded access to opportunities in the Westside Cities/West Central Los Angeles subregions. The new HR5000 fleet is required to accommodate such expansions. Based on the 2019 Customer Survey, the B and D Heavy Rail Lines serve the following ridership:

- 27.7% below the poverty line
- 56.4% had no car available

Rider Ethnicity:

- Latino 38.9%;
- Black 13.1%;
- White 25.8%;
- Asian/Pacific Islander 15.2%;
- Other 6.5%

In addition, these areas include Union Station to Downtown LA, Koreatown (Wilshire/Western), Hollywood, Universal City, and North Hollywood.

The Diversity & Economic Opportunity Department (DEOD) established a twenty-seven percent (27%) Disadvantaged Business Enterprise (DBE) participation goal for this procurement, more details can be found in Attachment B - DEOD Summary.

Element A - Hatch listed three (3) subcontractors to perform the required scope of work. Certification verification revealed that Ramos Consulting Services and Virginkar & Associates, Inc. are DBE-certified. Hatch exceeded the goal by making a 29.27% DBE commitment.

Element B - Atkins listed two (2) subcontractors to perform the required scope of work. Certification verification revealed that Capitol Government Contract Specialist and Raul V. Bravo + Associates are DBE certified. Atkins has proposed to meet the 27% DBE commitment.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

These recommendations support Metro Strategic Plan Goal No. 5) to “provide responsive, accountable, and trustworthy governance within the Metro organization”. This goal strives to position Metro to deliver the best possible mobility outcomes and improve business practices so that Metro can perform more effectively and adapt more nimbly to the changing needs of our customers.

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 SMEs 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 HR5000 HRV Procurement Program is critical to having sufficient vehicles to meet future service needs for PLE Section 2 and 3 as well as the 2028 Olympics and Paralympics.

NEXT STEPS

Upon Board approval, a contract will be awarded and a Notice-to-Proceed will be issued to Hatch Associates Consultants, Inc. for Element A and AtkinsRealis USA Inc. for Element B, respectively. Metro and the two consulting firms will mobilize the required resources and SMEs to ensure the timely completion of deliverables by the Rail Vehicle Contractor.

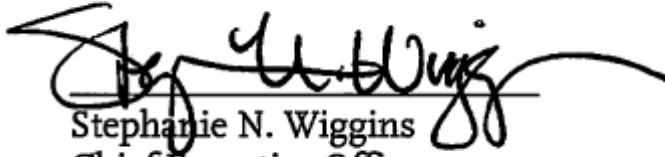
ATTACHMENTS

Attachment A - Procurement Summary

Attachment B - DEOD Summary

Prepared by: Ray Saito, Sr. Manager, Project Control, (213) 922-3141
Annie Yang, DEO, Rail Vehicle Acquisition, (213) 922-3254
Debra Avila, Deputy Chief Vendor/Contract Management Officer, (213) 418-3051

Reviewed by: Conan Cheung, Chief Operations Officer, (213) 418-3034



Stephanie N. Wiggins
Chief Executive Officer

PROCUREMENT SUMMARY

**HR5000 HEAVY RAIL VEHICLE ACQUISITION CONSULTANT SUPPORT
SERVICES/CONTRACT NUMBER PS117580001**

1.	Contract Number: PS117580001 and PS117580002	
2.	Recommended Vendors: Hatch for Element A; Atkins for Element B	
3.	Type of Procurement (check one): <input type="checkbox"/> IFB <input checked="" type="checkbox"/> RFP <input type="checkbox"/> RFP-A&E <input type="checkbox"/> Non-Competitive <input type="checkbox"/> Modification <input type="checkbox"/> Task Order	
4.	Procurement Dates:	
	A. Issued : 11/09/23	
	B. Advertised/Publicized: 11/09/23	
	C. Pre-Proposal Conference: 11/27/23	
	D. Proposals Due: 12/15/23	
	E. Pre-Qualification Completed: 01/23/24	
	F. Conflict of Interest Form Submitted to Ethics: 12/18/23	
	G. Protest Period End Date: 11/20/23	
5.	Solicitations Picked up/Downloaded: 33	Bids/Proposals Received: Element A – 1 Element B – 2
6.	Contract Administrator: Mildred Martinez	Telephone Number: 213-922-4753
7.	Project Manager: Annie Yang	Telephone Number: 213-922-3254

A. Procurement Background

This Board Action is to approve Contract No. PS117580001 for technical consulting services and Contract No. PS117580002 for program management consulting services, both in support of the HR5000 Heavy Rail Vehicle Program, subject to resolution of any properly submitted protest(s), if any.

Element A - The recommended consultant for Element A (Contract No. PS117580001) will provide technical and engineering assistance to Metro staff to ensure the successful manufacturing and timely delivery of 182 Heavy Rail Vehicles (HRVs) for use on Metro's existing heavy rail lines and anticipated line extensions. The recommended consultant will provide technical and engineering oversight of Hyundai Rotem Company (the vehicle contractor), to ensure that performance is consistent with the contractual requirements for the HR5000 HRV. The scope of services includes, but is not limited to: document control, drawing review, technical submittals and samples review, supporting Project Reviews (e.g. Operations, Maintenance, and Equipment manuals), testing and inspection activity oversight (First Article Inspections), and other technical support services as directed by Metro.

Element B - The recommended consultant for Element B (Contract No. PS117580002) will provide program management support to Metro staff to ensure the successful manufacturing and delivery of 182 HRVs for use on Metro's existing heavy rail lines and anticipated line extensions. The recommended consultant will provide professional consulting services in support of Metro's Project Manager and

staff for delivery management services of Hyundai Rotem Company (the vehicle contractor), to ensure that performance is consistent with the contractual requirements for the HR5000 HRV. The scope of services includes, but is not limited to: schedule adherence and variance tracking, commissioning site vehicle inspection, Reliability Demonstration Test (RDT) Program, Buy America Audit, safety certification, contract administration, and other program management support services as directed by Metro.

The RFP was issued in accordance with Metro's Acquisition Policy and the contract type is a cost reimbursable plus fixed fee. The RFP provides for a separate contract award for each Element. Proposers were only allowed to submit proposals for either Element A or Element B, not both.

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

- Amendment No. 1, issued on November 30, 2023 revised Letter of Invitation and Proposal Requirements/Forms 1.1 General Format.
- Amendment No. 2, issued on February 23, 2024 revised the DEOD language.

A total of three (3) proposals were received on December 15, 2023. Element A received only one proposal by Hatch Associates Consultants Inc. (Hatch). Element B received two proposals, one from AtkinsRealis USA Inc. (Atkins) and one from Jacobs Engineering Group Inc. (Jacobs).

Metro staff conducted a market survey of the firms on the planholder's list to determine why no other proposals were submitted for Element A – Technical Support. Survey responses were received from 3 firms and included not having enough staff in the Los Angeles area to participate, not being able to meet the solicitation requirements, and not having the capacity to provide the services as a prime contractor.

The market survey revealed that the decisions not to propose were based on individual business considerations. The scope of services provided an opportunity for firms to submit proposals for consultancy based on their years of experience and availability of technical staff in support of rail vehicle acquisition. Therefore, the solicitation was determined not restrictive and can be awarded as a competitive award.

B. Evaluation of Proposal of Element A - Technical Support

The Proposal Evaluation Team (PET) consisting of qualified staff from Rail Vehicle Acquisition was convened and conducted a comprehensive technical evaluation of the proposal received.

The proposal for Element A was evaluated to determine the firm's ability to meet the following minimum qualifications on a pass/fail basis:

- Ten years of experience as a Prime consultant providing administrative and technical consulting services during the post award, design, production and delivery periods for a large public transit agency acquiring heavy rail vehicles.
- Demonstrated industry experience as a Prime consultant performing similar work on at least three (3) projects of similar size and scope during the period from 2008 to the present. Consultant shall provide list of all major clients who have utilized the Consultant's services during this period. For each client listed Consultant shall provide contact name, phone number and email address.

The PET focused their evaluations on the "Key" project team members' historical experience and qualifications in similar rail vehicle projects, and the amount of time allocated to the Project. These Key positions include the Project Manager, Systems Integrator Engineer, Quality Assurance Engineer, and Commissioning/Acceptance Engineer. The PET also evaluated the proposed team of rail engineers and their respective qualifications in the various rail vehicle system disciplines.

After reviewing the proposal, staff determined that the proposer met the minimum qualifications.

The proposal was then evaluated based on the following evaluation criteria and points available:

The Firm's Degree of Skill and Experience	30 points
Staff Quality of Technical Expertise	20 points
Understanding of Work and Appropriateness of Approach for Implementation	30 points
Cost Proposal	20 points
Total Points Available:	100 points

The evaluation criteria are appropriate and consistent with criteria developed for other, similar consultant support services procurements. Several factors were

considered when developing these weights, giving the greatest importance to the firm's degree of skills and experience and their understanding of the work and appropriateness of approach for implementation.

On January 17, 2024, Hatch gave an oral presentation to Metro which included their approach to project implementation. They also responded to Metro's clarification requests. The PET evaluated Hatch's degree of skills and experience, proposed staff's qualifications and technical expertise, and how well the firm understood the work and its approach to project implementation. Hatch provided satisfactory responses to Metro's clarification requests at the oral interview. Discussions and negotiations were conducted Thursday, February 8, 2024 to review the proposal comments, price proposal, next steps in the procurement schedule, and exceptions and deviations.

A Best and Final Offer (BAFO) request was issued on Friday, February 9, 2024. The firm's BAFO proposal was received on Tuesday, February 20, 2024. Final evaluation and discussion of the BAFO submittal was held on Thursday, February 22, 2024, and used as the basis of the recommendation for award.

1. Qualifications Summary of the Proposer

Hatch Associates Consultants Inc.

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

1	Firm	Average Score	Factor Weight	Weighted Score	Rank
2	Firm 1- Hatch				
3	The Firm's Degree of Skills and Experience	88.33	30.00%	26.50	
4	Staff Quality of Technical Expertise	88.67	20.00%	17.73	
5	Understanding of Work and Appropriateness of Approach for Implementation	88.33	30.00%	26.50	
6	Cost Proposal		20.00%	20.00	
7	Total		100.00%	90.73	1

C. Cost Analysis of Element A - Technical Support

The proposed price has been determined to be fair and reasonable based upon price analysis, an Independent Cost Estimate (ICE), and negotiations. A price analysis is sufficient for this recommendation because the single offer was submitted in a competitive environment and the negotiated price is within a reasonable range of the ICE. Although there is a 9% difference between the negotiated price and the ICE, the price analysis revealed that the ICE was developed for a typical new HRV delivery schedule and did not account for the aggressive schedule required for the HR5000 contract. The additional consultant labor needed to support the accelerated HR5000 was estimated at \$2,639,573.27, representing a twelve percent (12%) labor increase. The additional labor factor combined with the ICE is \$23,810,903.62, which is higher than the negotiated amount. The price analysis considered this additional cost element in conjunction with the ICE to make the determination that the negotiated amount is fair and reasonable.

	Proposer Name	Proposal Amount (Base + 1 Option)	Metro ICE (Base + Option 1)	Negotiated or NTE amount
1.	Hatch	\$24,298,756.64	\$21,171,330.35	\$23,072,507.51

The RFP for technical consulting services contained work elements that could be exercised as an option. The Option 1 element consists of technical consulting services for the HR5000 Option 1 – 50 Heavy Rail Vehicles (HRVs) and PF-7 Alternate Technology, if exercised.

D. Background on Recommended Contractor of Element A – Technical Support

The recommended firm, Hatch Associates Consultants Inc., is the North American market leader in supporting the procurement of heavy rail and rapid transit cars. It is noteworthy that Hatch currently provides technical oversight of the HR4000 project, which will ensure continuity and improvement on the HR5000 program with similar vehicle design, features, and functions. Hatch also brings additional resources through its merger with LTK Consulting Services, Inc., back in November 2020. 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.

Hatch engineering expertise include areas such as rail vehicle engineering, transit systems engineering, revenue systems and technology, rail corridor development, zero-emissions planning, operations planning and simulations, optimization, systems assurance, intercity and high-speed, and transit advisory services. Hatch's US business operations are headquartered in Pittsburgh, PA and encompass 23 additional offices, including Ambler, PA, which is home to their Transit Business Unit. Hatch'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. For the HR5000 consulting project, their Los Angeles office will be their primary office.

E. Evaluation of Proposals of Element B – Program Management Support

The Proposal Evaluation Team (PET) consisting of qualified staff from Rail Vehicle Acquisition was convened and conducted a comprehensive technical evaluation of the proposals received:

1. AtkinsRealis USA Inc. (Atkins)
2. Jacobs Engineering Group Inc. (Jacobs)

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

- Fifteen years of experience as a Prime consultant providing program management consulting services during the post award, production and delivery periods for a large public transit agency acquiring heavy rail vehicles.

- Demonstrated industry experience as a Prime consultant performing similar work on at least three (3) projects of similar size and scope during the period from 2008 to the present. Ability to provide qualified staff resources in support of Agency rail vehicle acquisition programs. Consultant shall provide list of all major clients who have utilized the Consultant's services during this period. For each client listed Consultant shall provide contact name, phone number and email address.

The PET focused their evaluations on the “Key” project team members’ historical experience and qualifications in managing similar rail vehicle projects, and the amount of time allocated to the Project. These Key positions include the Senior Vehicle Acquisition Specialist, Senior Systems Engineer, Senior Schedule Analyst, and Senior Inspector. The PET also evaluated the proposed administrative team of contract administrators and administrative staff and their qualifications in the various disciplines.

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 Firm’s Degree of Skill and Experience	30 points
Staff Quality of Technical Expertise	20 points
Understanding of Work and Appropriateness of Approach for Implementation	30 points
Cost Proposal	20 points
Total Points Possible:	100 points

The evaluation criteria are appropriate and consistent with criteria developed for other, similar consultant support services procurements. Several factors were considered when developing these weights, giving the greatest importance to the firm’s degree of skills and experience and their understanding of work and appropriateness of approach for implementation.

On January 19, 2024, each proposer, Atkins and Jacobs, gave oral presentations to Metro and described their approach to project implementation and to respond to Metro’s clarification requests. The PET evaluated Atkins’ and Jacobs’ degree of skill and experience, proposed staff qualifications, technical expertise and how each firm understood the work and its approach to project implementation. Both firms provided satisfactory responses to Metro’s clarification requests at the oral interview. Discussions and negotiations were conducted with Atkins on Thursday, February 8, 2024 and with Jacobs on Friday, February 9, 2024 to review the proposal

comments, price proposal, next steps in the procurement schedule, and exceptions and deviations.

A Best and Final Offer (BAFO) request was issued on Friday, February 9, 2024. Subsequently, a second round of BAFO was issued on Friday, February 23, 2024. BAFO proposals for both firms were received on Tuesday, February 20, 2024 and Tuesday, February 27, 2024. Final evaluations and discussion of the BAFO submittals were held on Thursday, February 22, 2024 and Wednesday, February 28, 2024 (for the second BAFO). The second BAFO submittal was used as the basis of the recommendation for award.

1. Qualifications Summary of the Proposers:

AtkinsRealis USA Inc (Atkins)

Atkins provided program management and technical consulting support for the Purple Line for Maryland Transit Administration (MTA), Heavy Rail Vehicles for Denver Transit Partners (DTP), MPM-10 Subway Cars for Société de Transport de Montreal (STM), OC Streetcars for the Orange County Transportation Authority (OCTA), and Locomotives and Multi-Level Passenger Cars for Southeastern Pennsylvania Transportation Authority (SEPTA). Atkins also provided consultancy for the procurement of Hyundai Rotem vehicles for the Denver Eagle Heavy Rail and Canada Line Metro projects.

Jacobs Engineering Group, Inc. (Jacobs)

Jacobs is currently providing technical support services, as a subcontractor for Metro's HR4000 project for 64 cars, P2000 overhaul, P2550 overhaul, and P3010 Light Rail Vehicle (LRV) acquisition. Jacobs' history of providing consulting services for Metro started with the A650 Heavy Rail Vehicle (HRV) acquisition. Jacobs is also providing technical and managerial support for the New York City Transit R211HRV Acquisition project for 1175 (437 options) cars. Lastly, Jacobs completed their lead consultant work on the Bay Area Rapid Transit, D&E Series HRV Acquisition for 404 cars.

1	Firm	Average Score	Factor Weight	Weighted Score	Rank
2	Firm 1- Atkins				
3	The Firm's Degree of Skills and Experience	80.50	30.00%	24.15	
4	Staff Quality of Technical Expertise	78.83	20.00%	15.77	
5	Understanding of Work and Appropriateness of Approach for Implementation	77.17	30.00%	23.15	
6	Cost Proposal		20.00%	16.18	
7	Total		100.00%	79.25	1

1	Firm	Average Score	Factor Weight	Weighted Score	Rank
2	Firm 2- Jacobs				
3	The Firm's Degree of Skills and Experience	72.67	30.00%	21.80	
4	Staff Quality of Technical Expertise	68.33	20.00%	13.67	
5	Understanding of Work and Appropriateness of Approach for Implementation	66.67	30.00%	20.00	
6	Cost Proposal		20.00%	20.00	
7	Total		100.00%	75.47	2

F. Cost Analysis of Element B – Program Management Support

The proposed prices have been determined to be fair and reasonable based upon price analysis, an Independent Cost Estimate (ICE), and negotiations. A price analysis is sufficient for this recommendation because there is adequate competition for Element B and the negotiated price from the highest rated Proposer is within a reasonable range of the ICE. The negotiated amount from the highest rated Proposer is \$11,263,545.59. This amount represents a difference of sixteen percent (16%) between the negotiated amount and the ICE. The ICE for Element B was developed similarly to Element A and was structured for a typical new HRV delivery schedule. This ICE for Element B did not account for the aggressive schedule required for the HR5000 contract. The additional consultant labor needed to support the accelerated HR5000 schedule was estimated at

\$957,121.41, representing a ten percent (10%) labor increase for this Element. The additional labor factor combined with the ICE totals \$10,618,932.85, bringing the difference from the highest rated Proposer's negotiated amount to six percent (6%). The price analysis considered this additional cost element in conjunction with the ICE to make the determination that the negotiated amount from the highest rated Proposer is fair and reasonable.

	Proposer Name	Proposal Amount	Metro ICE (Base + Option 1)	Negotiated or NTE amount
1.	Atkins	\$12,514,395.44	\$9,661,811.44	\$11,263,545.59
2.	Jacobs	\$9,573,563.31	\$9,661,811.44	\$9,110,625.97

The RFP for program management consulting services contained work elements that could be exercised as an option. The Option 1 element consists of program management consulting services for the HR5000 Option 1 – 50 Heavy Rail Vehicles (HRVs) and PF-7 Alternate Technology, if exercised.

G. Background on Recommended Contractor of Element B – Program Management Support

The recommended firm, AtkinsRealis USA Inc. (Atkins) was founded in 1960 and is considered a world-leading engineering, design, and project management services provider across sectors which include rail and transit, ports, airports, highways, and power. They are one of the largest engineering, procurement, and construction companies with over 37,000 employees worldwide, and offices in over 160 countries. They have proven their ability to provide comprehensive services across the full life cycle of procurement programs for all equipment types including heavy rail, light rail, and high-speed rail. In addition, they have proven capabilities supporting rail vehicle acquisition programs with program management and engineering oversight with a particular focus on ensuring large-scale rail vehicle procurements are delivered on-time, within budget, and in full compliance with contract and regulatory requirements. Their U.S. Rail and Transit Group consists of over 100 professionals and has been servicing the U.S. market for over 35 years.

Recommendation for award may or may not be made to the lowest-priced Proposal. Although the recommendation for award is being recommended to a proposer other than the lowest price offeror, the PET believes that the Atkins proposal represents the best opportunity to meet LACMTA's project goals.

DEOD SUMMARY

**CONSULTANT SUPPORT SERVICES FOR NEW HR5000 HEAVY RAIL VEHICLE
(HRV) PROCUREMENT / PS117580**

A. Small Business Participation – Element A

The Diversity and Economic Opportunity Department (DEOD) established a 27% Disadvantaged Business Enterprise (DBE) goal for this solicitation. Hatch Associates Consultants, Inc. exceeded the goal by making a 29.27% DBE commitment.

Small Business Goal	16% DBE	Small Business Commitment	29.27% DBE
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	DBE Subcontractor	Ethnicity	% Committed
1.	Ramos Consulting Services, Inc.	Hispanic American	11.08%
2.	Virginkar & Associates, Inc.	Asian Pacific American	18.19%
Total Commitment			29.27%

B. Small Business Participation – Element B

The Diversity and Economic Opportunity Department (DEOD) established a 27% Disadvantaged Business Enterprise (DBE) goal for this solicitation. AtkinsRealis USA, Inc. exceeded the goal by making a 27.31% DBE commitment.

Small Business Goal	11% DBE	Small Business Commitment	27.31% DBE
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	DBE Subcontractor	Ethnicity	% Committed
1.	Capitol Government Contract Specialist	Caucasian Female	19.99%
2.	Raul V. Bravo + Associates	Hispanic American	7.32%
Total Commitment			27.31%

C. Local Small Business Enterprise (LSBE) Preference

The LSBE preference is not applicable to federally funded procurements. Federal law (49 CFR § 661.21) prohibits the use of local procurement preferences on FTA-funded projects.

D. Living Wage and Service Contract Worker Retention Policy Applicability

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

E. Prevailing Wage Applicability

Prevailing Wage is not applicable to this contract.

F. 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 #: 2023-0765, File Type: Contract

Agenda Number: 26.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE MARCH 21, 2024

SUBJECT: FLEET SCHEDULE SOFTWARE UPGRADE

ACTION: APPROVE CONTRACT AWARD

RECOMMENDATION

CONSIDER:

- A. AUTHORIZING the Chief Executive Officer to award a non-competitive 36-month firm fixed price Contract No. PS108917000 to Giro, Inc./LE Groupe En Informatique Et Recherche Operatioannelle (Giro, Inc.) for the HASTUS v2024 fleet schedule software upgrade and optional software enhancements in the amount of \$3,445,049, and;
- B. FINDING that there is only a single source of procurement for the item(s) set forth in recommendation A above and that the purchase is for the sole purpose of duplicating or replacing supply, equipment, or material already in use, as defined under Public Utilities Code Section 130237.

(REQUIRES TWO-THIRDS VOTE OF THE FULL BOARD)

ISSUE

The Scheduling Department of Metro Operations, which has more than 5,000 Transit Operators who run its buses and trains, has been using the HASTUS system since 1997 to make all the bus and operator/fleet schedules for Metro. The HASTUS software is outdated and needs an upgrade to the latest version that Giro, Inc., the software provider, offers. The proposed contract award will enable Giro to update the current HASTUS System software from version 2015 (v2015) to version 2024 (v2024). The HASTUS v2024 software has all the relevant software improvements that the contractor has made in the past nine years.

BACKGROUND

HASTUS is a specialized, proprietary software product created by Giro, Inc. It enables the creation of efficient operator/vehicle schedules that comply with Metro policies, regulatory requirements, and the union contract's rules. Scheduling and assigning operators and vehicles are essential operational

activities for Metro. The HASTUS software also supports other vital functions within operations, such as: the pay calculation for operators based on their union contract; daily dispatching of operators from the divisions; extra board markup to ensure all work runs have an operator assigned to them; and many other vehicle/operator requirements.

The HASTUS software consists of various software modules that offer key functionality to Metro's bus and rail fleet operation. A brief description of these tools is provided in Attachment A.

DISCUSSION

Metro's current software, HASTUS v2015, is in need of upgrade as does not support some of the latest technological and security features, and it has limited functionality for electric vehicle/charging and rail scheduling. Moreover, it does not allow for scheduling vehicles based on location, charge level, and service priority. These key features are essential for Metro's growing transit network, which requires more coordination between bus and rail modes, as well as for Metro's transition to a Zero Emission Bus (ZEB) bus fleet, which involves new time management challenges for operator/fleet scheduling at charging stations. The software is also an important tool used to assess needed service adjustments as they relate to EFC priorities.

To address these operational limitations, Metro needs to upgrade to HASTUS v2024, which offers more functional capabilities and flexibility for rail scheduling and operator assignments. The upgrade also includes operator bidding enhancements that will enable a user-friendly web and mobile phone application for more efficient operator bidding. Furthermore, Metro will move to a cloud-hosted solution that will improve real-time disaster recovery options and facilitate a smoother operational transition as Metro has tentative plans to relocate to a new and combined Bus and Rail Operations Center.

DETERMINATION OF SAFETY IMPACT

The HASTUS v2024 software helps to ensure appropriate schedules between trip recovery times are respected according to Metro's collective bargaining agreements and continues to ensure that operators have sufficient rest times between shifts, from one day to the next, as mandated by law for safety reasons. For this reason, upgrading and maintaining the HASTUS system is a necessary and critical safety measure.

FINANCIAL IMPACT

Funding of \$3,445,049 is required for this effort. A Life of Project (LOP) budget of \$5,421,000 has been established in project 207169 - HASTUS Upgrade. This contract award is within the project LOP.

Since this is a multi-year project, the project manager and the Chief Operations Officer shall be responsible for future fiscal year budgeting.

Impact to Budget

The current source of funds for this action is TDA Article 4. This funding is eligible for bus and rail operations.

EQUITY PLATFORM

The HASTUS system is used to support the daily operation of all bus and rail vehicles and operators across the entire fleet. The recommended upgrade will support operations and service for riders who may have limited mobility options. Further, it will support bus and rail operator shifts and rest times, which is anticipated to yield positive benefits for both Metro's workforce and customers.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

Improved Customer Information supports Metro Vision 2028 Strategic Goal 2: Deliver outstanding trip experiences for all users of the transportation system.

ALTERNATIVES CONSIDERED

The Board may elect not to approve the recommendation, which would postpone upgrading this vital system and Metro would continue to operate on v2015. However, this is not recommended as this mission-critical application will continue to fall behind other technological advances and risk incompatibility with new operating systems, database software, advanced cyber security software, and related software maintenance tools.

NEXT STEPS

Upon approval by the Board, staff will execute Contract No. PS108917000 with Giro, Inc. for the HASTUS v2024 software upgrade.

ATTACHMENTS

Attachment A - HASTUS Software Module Description

Attachment B - Procurement Summary

Attachment C - DEOD Summary

Prepared by: Al Martinez, Deputy Executive Officer, Operations (213) 276-0117
Dan Nguyen, Executive Officer, Operations, (213) 418-3233
Carolina Coppolo, Deputy Chief Vendor/Contract Management (Interim) (213)
922-4471

Reviewed by: Conan Cheung, Chief Operations Officer, (213) 418-3034



Stephanie N. Wiggins
Chief Executive Officer

ATTACHMENT A – HASTUS Software Module Description

Module	Functional Description
Vehicle	Explains how to plan the routes, schedules, stops, and durations of public transportation services, and how to assign the best vehicles for each route (“blocking”).
Crew & CrewOpt	Creates optimal workdays for operators based on vehicle schedules using run-cutting automation.
Geo	Geo allows you to set up stops and route patterns on a map that covers the service area. It also helps you measure distances and deadheads automatically. Geo is essential for generating the data that the AVL system needs.
Roster	Roster helps create weekly schedules for operators that comply with work rules and regulations.
MinBus	MinBus is a tool that enhances Vehicle by providing advanced optimization features. It goes beyond the block-creation process and takes into account more factors and preferences, such as interlining with control.
NetPlan	NetPlan is a tool that helps Planners design and optimize service levels on key routes or segments based on ridership data. It also enables the creation of base timetables that balance customer satisfaction and vehicle efficiency. This tool allows Planners to transfer their preliminary service plans directly to the Scheduling Department, saving time and resources. This is the tool used in the development of the Next Gen schedule update.
DailyCrew & DailyVehicle	DailyCrew/DailyVehicle is a software solution that helps with various aspects of driver and vehicle management, such as scheduling, timekeeping, payroll, service adjustments, vehicle assignments, and reporting. It has a user-friendly interface called DispatchAssistant that allows dispatchers to perform most of their tasks with ease and efficiency. It also has a feature called YardAssistant that enables yard-management functions on both tablets and desktops.
Rider	Rider is a tool that helps you import, display, and analyze ridership data from onboard systems. You can use the analysis to adjust routes and trip frequencies to meet the service level that customers need.
ATP	Using advanced algorithms, ATP can calculate run times based on the observed times and the planned times. You can get the observed times from other systems like AVL systems. Every week, about 750,000 data points are imported.

PROCUREMENT SUMMARY

HASTUS v2024 UPGRADE / PS108917000

1.	Contract Number: PS108917000	
2.	Recommended Vendor: Giro, Inc./Le Groupe en Informatique et Recherche Operatioannelle (Giro, Inc.)	
3.	Type of Procurement (check one) : <input type="checkbox"/> IFB <input type="checkbox"/> RFIQ <input type="checkbox"/> RFP <input checked="" type="checkbox"/> Non-Competitive <input type="checkbox"/> Modification <input type="checkbox"/> Task Order	
4.	Procurement Dates :	
	A. Issued : July 20, 2023	
	B. Advertised/Publicized: N/A	
	C. Pre-Proposal Conference: N/A	
	D. Proposals Due: September 15, 2023	
	E. Pre-Qualification Completed: February 6, 2024	
	F. Ethics Declaration Forms submitted to Ethics: September 20, 2023	
	G. Protest Period End Date: N/A	
5.	Solicitations Picked up/Downloaded: 1	Proposals Received: 1
6.	Contract Administrator: Annie Duong	Telephone Number: (213) 418-3048
7.	Project Manager: Al Martinez	Telephone Number: (213) 922-2956

A. Procurement Background

This Board Action is to award Contract No. PS108917000 to Giro, Inc. for the HASTUS v2024 scheduling software upgrade, which consists of various software modules that offer key functionality to Metro's bus and rail fleet operation. HASTUS is proprietary software developed by Giro, Inc.

On July 20, 2023, Request for Proposal (RFP) No. PS108917000 was issued as a non-competitive procurement in accordance with Metro's Acquisition Policy and the contract type is firm fixed price. The Diversity & Economic Opportunity Department did not recommend a Small Business Enterprise (SBE)/Disabled Veteran Business Enterprise (DVBE) participation goal due to the lack of subcontracting opportunities.

One (1) amendment was issued during the solicitation phase of this RFP:

- Amendment No. 1, issued on August 10, 2023, extended the proposal due date.

A proposal was received from Giro, Inc. on September 15, 2023.

B. Evaluation of Proposal

Metro currently uses HASTUS v2015 to meet Metro’s bus/rail operation and scheduling needs. The software allows for required configuration changes that relate to Metro union agreements (e.g., layovers, breaks, overtime, etc.) and operating conditions to optimize service (e.g. short trips, staggered terminal points, school schedules, special events).

The software upgrade and on-going software support are needed to enable operational changes to Metro’s bus and rail fleet (e.g. addition of new vehicles, new lines and route changes) including the planned transition to electric fleet and electric charging stations at the Divisions.

The Project Manager’s technical analysis of the proposal deemed Giro, Inc. responsive to the requirements of the scope of services. Giro has the knowledge, expertise and skillset required for the design, development, implementation, and maintenance of the HASTUS v2024 upgrade.

C. Cost Analysis

The recommended price has been determined to be fair and reasonable based upon an independent cost estimate (ICE), cost analysis, technical analysis, fact finding and negotiations. Metro’s staff successfully negotiated a cost savings of \$495,502.

	Proposer Name	Proposal Amount	Metro ICE	Negotiated Amount
1.	Giro, Inc.	\$3,940,551	\$3,255,039	\$3,445,049

The ICE included an on-premise environment technology to implement the upgrade. However, after a series of discussions and negotiations, Metro elected to use a cloud computing solution wherein Giro will host the system implementation instead of an on-premise environment. The election of the cloud computing solution resulted in the variance between the ICE and the recommended amount.

D. Background on Recommended Contractor

The recommended firm, Giro, Inc., headquartered in Montreal, Province of Quebec, Canada, was founded in 1979. It is a software development company that provides solutions for public transit, electric buses, rail operations, on-demand transport, and postal operations. Giro's product portfolio includes HASTUS, their modular software for public transit operations, and GeoRoute, their routing software for postal operations.

Giro, Inc. has deployed similar software upgrade solutions for public organizations such as King County Metro Seattle, WA, Massachusetts Bay Transportation

Authority (MBTA), San Diego Metropolitan Transit System (MTS), Pittsburg Regional Transit, Denver Transit Operators, and New York City Transit.

Metro has purchased HASTUS software subscriptions from Giro, Inc. since 1985 and services have been satisfactory.

DEOD SUMMARY

HASTUS UPGRADE / CONTRACT NO. PS108917000

A. Small Business Participation

The Diversity and Economic Opportunity Department (DEOD) did not recommend a Small Business Enterprise (SBE)/Disabled Veteran Business Enterprise (DVBE) participation goal for this procurement due to the lack of small business opportunities for this sole source procurement. Giro, Inc. did not make an SBE/DVBE commitment. It is expected that Giro, Inc. will perform the services with its own workforce.

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 #: 2024-0018, **File Type:** Contract**Agenda Number:** 27.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
MARCH 21, 2024****SUBJECT: CONTRACT MODIFICATION WITH TOW INDUSTRIES****ACTION: APPROVE CONTRACT MODIFICATION****RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to execute Modification No. 1 to Contract No. DR81105000 with Baatz Enterprises Inc. DBA Tow Industries, to increase the contract value by \$733,836.74 from \$3,922,757.26 to \$4,656,594.00, inclusive of sales tax.

ISSUE

Baatz Enterprises Inc. DBA Tow Industries (Tow Industries) was awarded a contract for nine 35-ton tow trucks in February 2022. In October 2023, Tow Industries advised Metro of a 22% price increase. The increase in cost for the tow trucks was due to material and labor shortages that have become more common throughout the industry since the COVID-19 pandemic. Tow Industries advised Metro that the chassis manufacturer had increased the cost of the vehicle chassis, and the vendor was experiencing significant increases in material and labor cost for the upfitting of the vehicles with tow equipment. Staff conducted a market survey of new tow truck pricing and received quotes from other vendors that were about 25% higher than the original bid price for the tow trucks.

BACKGROUND

In February 2022, the Board approved a contract award to Tow Industries for nine 35-ton tow trucks (3 CNG, 6 Diesel) for a total amount of \$3,922,757.26 with a production lead time between 16 to 22 months.

The original tow truck procurement was intended for the replacement of nine of the 13 Metro owned and operated 35-ton tow trucks. The nine tow trucks being replaced have exceeded the Metro vehicle replacement policy of 12 years and/or 150,000 miles. In addition, these nine trucks are unreliable, with excessive mechanical failures, costly repairs, and difficulty in locating parts due to the age of the vehicles. The 35-ton tow trucks will support bus towing requirements for the next 12-15 years.

Each Maintenance Division is assigned and operates at least one tow truck to support its respective fleet. This fleet of tow trucks is used to support in-service bus failures that are required to be towed back to the Maintenance Divisions for repair. Bus Divisions normally operate over 200 buses that

require timely on-street support for repair and tow as necessary. This support is critical for the retrieval and repair of the bus fleet for a timely return to revenue service.

DISCUSSION

Tow Industries initially advised Metro in May 2023 that the delivery of the tow trucks would be late due to chassis allocation issues from the manufacturer. In October 2023, Tow Industries then advised Metro of a 22% price increase for the nine tow trucks due to cost increases from the manufacturer in raw materials, along with material and labor shortages. Due to these unforeseen issues, Tow Industries informed Metro that the price of the nine tow trucks would be increasing to \$4,826,447. To validate Tow Industries' claim about industry price increases, Vendor/Contract Management (V/CM) and Operations conducted a market industry review and identified that the market price for tow trucks had increased by about 25%, which supported the price increase. V/CM also received a copy of the letter from the chassis manufacturer to Tow Industries documenting the price increase from Miller Industries, which provided further justification for the tow truck price increase.

V/CM actively negotiated with Tow Industries beginning in October 2023 to reduce the cost escalation of the tow trucks. V/CM was successful in reducing the price increase from the original 22% to 17.9%, which resulted in a price increase of \$733,836.74.

Approval of the contract modification for additional funding for the contract with Baatz Enterprises Inc. DBA Tow Industries will allow staff to move forward with the replacement of the nine Metro owned and operated 35-ton tow trucks. Tow Industries has delivered three CNG tow trucks, and the balance of six diesel trucks are estimated to be completed by July 2024. If modifications to this contract are approved, acceptance and delivery of the tow trucks will commence after the completion of outfitting activities.

The purchase of three CNG tow trucks aligns with the AQMD Rule 1196, requiring Metro to purchase alternate fuel vehicles to replace heavy-duty diesel-powered vehicles. AQMD Rule 1196 allows purchase of the six (6) new diesel tow trucks to support the retrieval and towing of the 60' Articulated CNG and Electric bus fleets due to the excessive weight of the buses and the towing capability the diesel-powered tow trucks provide. These tow trucks will be distributed to Bus Operating Divisions that operate 60' articulated or electric buses. The CNG tow trucks will be assigned to the bus Divisions that operate standard 40' CNG buses due to the CNG tow trucks having insufficient torque to tow 60' Articulated or electric buses.

DETERMINATION OF SAFETY IMPACT

Metro's current tow truck fleet is antiquated, with systems and equipment that are outdated in the heavy-duty truck industry. The tow trucks are twenty-two years old with some vehicles nearing 150,000 miles, which has resulted in poor reliability and concerns with safe operation when towing heavy CNG and electric transit buses. The purchase of new tow trucks will provide Metro with current state-of-the-art tow trucks that maximize tow truck operator safety.

FINANCIAL IMPACT

A total of \$733,836.74 in additional funding is needed beyond the original \$3,922,757.26 contract value, which will result in a revised contract value of \$4,656,594.00. The additional funding for the contract modification is contained in Capital Project 208608 - FY22 AQMD 1196 Rule Non-Revenue Vehicles. The Life of Project (LOP) budget is \$9,400,000.00, which is within the project budget.

Since this is a multi-year contract, the Project Manager will be responsible for budgeting resources in future Fiscal Years.

Impact to Budget

The current funding sources come from State and Local sources including TDA4 that are eligible for Bus and Rail Operations and State of Good Repair (SGR) projects. Allocating these funds to this effort maximizes project funding use given approved provisions and guidelines.

EQUITY PLATFORM

This action will provide support equipment (tow trucks) that will ensure that the bus fleet continues to serve most regions in Los Angeles County and remains a vital lifeline for many underserved communities that can provide reliable transportation services. The nine tow trucks procured will be assigned to Bus Operating Divisions located throughout Los Angeles County, including Downtown Los Angeles, El Monte, Long Beach, and Sun Valley. These tow trucks will be assigned to Bus Operating Divisions in Metro's Equity Focus Communities (EFCs) and contribute toward Metro's efforts at reducing emissions in these communities. Delays in the procurement of the new tow trucks are anticipated to result in higher emissions levels for EFCs and Metro employees at these Divisions.

The Diversity and Economic Opportunity Department (DEOD) did not recommend an SBE or DVBE participation goal for this procurement due to the lack of subcontracting opportunities.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

The recommendation supports Metro Strategic Plan Goal 2: Deliver outstanding trip experiences for all users of the transportation system. New tow trucks will minimize vehicle maintenance needs, improve safety, and lower emissions by purchasing and deploying CNG and diesel-powered trucks with the latest emission control devices on the market. With this, Metro is exercising good public policy judgment and sound fiscal stewardship.

ALTERNATIVES CONSIDERED

Staff originally considered leasing equipment and/or contracting out tow services. These alternatives are not recommended as this work has historically been performed by Amalgamated Transit Union (ATU) contract personnel. Contracting out this service would conflict with the current Metro/ATU Collective Bargaining Agreement. Additionally, staff calculated that the cost of an external contracted towing service for one tow truck would equal or exceed the full purchase price of one tow truck in the first five years of operation. The alternative of retaining the existing tow truck fleet for primary tow services was not recommended due to the diminished reliability, high maintenance costs, and frequent repairs over the past several years has rendered the use of the existing tow truck fleet a

poor alternative for continued operation.

V/CM also considered alternatives for the procurement of the tow trucks, including (1) accepting fewer tow trucks and soliciting for the remainder of the required tow trucks and (2) cancellation of the contract and initiation of a new procurement for all nine tow trucks. These two alternatives are not recommended since a new solicitation will take an additional nine months, with delivery taking another 1½ years before accepting the new vehicles. In addition, no savings are anticipated since the market analysis revealed a 25% increase in current tow truck prices. Finally, the tow trucks are included in a list of vehicles required for replacement in an order of abatement with the South Coast Air Quality Management District (SCAQMD).

NEXT STEPS

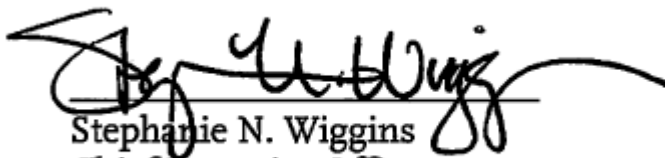
Following the authorization and execution of the contract modification, the vendor will continue the manufacturing process, upfitting, and delivery of the nine tow trucks.

ATTACHMENTS

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

Prepared by: Gary Jolly, Bus Maintenance Superintendent, (213) 922-5802
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Matthew Dake, Deputy Chief Operations Officer (213) 922-4061
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Reviewed by: Conan Cheung, Chief Operations Officer (213) 418-3034


Stephanie N. Wiggins
Chief Executive Officer

PROCUREMENT SUMMARY

**CONTRACT MODIFICATION WITH TOW INDUSTRIES FOR THE PURCHASE OF
NINE 35-TON TOW TRUCKS
CONTRACT DR81105000**

1.	Contract Number: DR81105000		
2.	Contractor: Baatz Enterprises Inc., dba Tow Industries		
3.	Mod. Work Description: To increase contract value		
4.	Contract Work Description: 35-Ton Tow Trucks, Compressed Natural Gas and Diesel Fuel		
5.	The following data is current as of January 8, 2024		
6.	Contract Completion Status		Financial Status
	Contract Awarded:	February 24, 2022	Contract Award Amount: \$3,922,757.26
	Notice to Proceed (NTP):	March 26, 2022	Total of Modifications Approved: \$0.00
	Original Complete Date: CNG Tow Trucks: Diesel Fuel Tow Trucks:	July 26, 2023 January 26, 2024	Pending Modifications (including this action): \$733,836.74
	Current Est. Complete Date:	September 30, 2024	Current Contract Value (with this action): \$4,656,594.00
7.	Contract Administrator: Lorretta Norris		Telephone Number: 213.922.2632
8.	Project Manager: Gary Jolly		Telephone Number: 213.922.5802

A. Procurement Background

This Board Action is to approve Contract Modification No. 1 issued to increase the total not-to-exceed amount by \$733,836.74 to \$4,656,594.00.

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

On February 24, 2022, the Board awarded a firm fixed price Contract No. DR81105000 to Tow Industries for a total of nine (9) 35-Ton Tow Trucks (6 Diesel , and 3 CNG) in an amount of \$3,922,757.26. To date, there have been no contract modifications to Contract No. DR81105000. The Contract does not allow for cost escalation.

Approval of the contract modification for additional funding for the contract with Baatz Enterprises Inc. DBA Tow Industries will allow staff to move forward with the replacement of the nine Metro owned and operated 35-ton tow trucks. Tow Industries projected that the outfitting of the three CNG tow trucks would be completed in January 2024, and the six diesel trucks are estimated to be completed by July 2024. If modifications to this contract are approved, delivery of the tow trucks will commence after the completion of outfitting activities.

B. Cost/Price Analysis

Due to industry supply chain issues, the manufacturer's increased costs in raw materials, components, labor, and other factors have led to increased costs on all components. Staff conducted a price analysis including current market conditions as one of the factors. To validate Tow Industries' claim about industry price increases, Vendor/Contract Management (V/CM) conducted a market industry review by contacting vendors who provided capability statements detailing comparable purchases if procured in 2023 and beyond. Due to manufacturers' increased cost, such as steel and the manufacturing process, the increase in price was determined to be fair and reasonable. V/CM also received a copy of the letter from the chassis manufacturer to Tow Industries documenting the price increase from Miller Industries, which provided further justification for the tow truck price increase.

Staff was able to negotiate the proposed price down from \$4,826,447 to \$ 4,656,594 from the original 22% price increase down to a 17.9% increase. Additionally, if Metro were to cancel the current contract and resolicit, the overall impact would be additional time to receive the tow trucks, higher prices due to costs, longer lead time and continual usage of an aging fleet.

The recommended price has been determined to be fair and reasonable based upon Metro's technical analysis, independent cost analysis and fact finding of the work to be performed.

Proposal Amount	Original Contract Amount	Negotiated Amount
\$4,826,447	\$3,922,757.26	\$4,656,594

CONTRACT MODIFICATION/CHANGE ORDER LOG

CONTRACT MODIFICATION WITH TOW INDUSTRIES FOR THE PURCHASE OF
NINE 35-TON TOW TRUCKS / CONTRACT DR81105000

Mod. No.	Description	Status (approved or pending)	Date	\$ Amount
1	Increase Contract value due to increased cost of raw material, labor shortages, and Contractor's inability to get price holds for 6 months. Tow Industries is passing the cost with no profit mark-ups.	Pending	2.22.24	\$ 733,836.74
	Modification Total:			\$ 733,836.74
	Original Contract:			\$ 3,922,757.26
	Total:			\$ 4,656,594.00

DEOD SUMMARY

**CONTRACT MODIFICATION WITH TOW INDUSTRIES FOR THE PURCHASE OF
NINE 35-TON TOW TRUCKS / CONTRACT DR81105000****A. Small Business Participation**

The Diversity & Economic Opportunity Department did not establish a Small Business Enterprise (SBE) and Disabled Business Enterprise (DVBE) goal for this project due to the lack of subcontracting opportunities. It was expected that the Prime Contractor, Baatz Enterprises, Inc. DBA Tow Industries, would perform the services of this contract with their own workforce.

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.



Board Report

File #: 2024-0032, File Type: Contract

Agenda Number: 28.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE MARCH 21, 2024

SUBJECT: SPRING TENSION ASSEMBLY UNITS FOR C LINE OCS SYSTEM OVERHAUL PROJECT

ACTION: APPROVE CONTRACT AWARD

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a firm fixed price contract, Contract No. MA105918000, to Mac Products, Inc. for 232 Spring Tension Assembly units and onsite installation support for the C Line OCS System Overhaul Project for a firm fixed price of \$3,121,820.86, inclusive of sales tax, subject to the resolution of any properly submitted protest(s), if any.

ISSUE

This procurement is to purchase Spring Tension Assembly units for the C Line Overhead Catenary System (OCS). The existing Weight Stack Assembly (WSA) units on the C Line are aging and near the end of their useful life. The Spring Tension Assembly units are a replacement for the existing WSA units. Currently, the Maintenance & Engineering (M&E) crew is working on overhauling the OCS and replacing all worn-out parts on the C Line OCS, including the worn-out WSA units. The replacement of these units during the OCS overhaul will minimize operation interruption.

BACKGROUND

The Metro C Line opened for service to the public in August 1995. Most of the OCS system components, including the WSA units, need to be overhauled, and the WSA units are recommended for replacement according to Metro's Transit Asset Management (TAM) database. Extensive maintenance has been necessary for the existing OCS WSA units to ensure the reliable operation of the OCS. The trains connect to the OCS wires through a train-mounted pantograph, which powers the train's movement. The WSA units constantly provide tension to the OCS wires to keep them at the required height. Due to the aging conditions of the WSA units, issues within the OCS poles arise from stuck wires, resulting in reduced tension on the OCS wires. If the OCS isn't held to the appropriate tension, the wires can become loose and entangled with the train's pantograph, interrupting rail operations.

DISCUSSION

Replacing the WSA units with Spring Tension Assembly units is part of the project scope to renew the C Line OCS asset life. The Spring Tension Assembly units are improved mechanisms that provide automatic pulling force to constantly tension the OCS contact and messenger wire to compensate for the expansion of fluctuating daytime and night-time temperatures as well as the change in the seasons while keeping the tension at a constant proper level for rail vehicle operations.

The Spring Tension Assembly units will significantly enhance the safety and reliability of the OCS system on the C Line. The new OCS system will support additional traffic from the K line and future South Bay Extension. It also can reduce maintenance costs and staffing requirements to maintain the C Line OCS system.

DETERMINATION OF SAFETY IMPACT

Metro maintenance crews are performing intensive maintenance on a 28-year-old OCS system. The intensive maintenance needs extra staffing and occasionally interrupts the C Line Operations due to single tracking requirements. Replacing aging WSA units with new Spring Tension Assembly units will require less intensive maintenance and improve the safety and reliability of the OCS system.

FINANCIAL IMPACT

A total of \$3,121,820.86. is needed for this action. The budget is contained in Capital Project 205121 - FY24 Metro Green Line OCS Wire Replacement Project. The Life of Project (LOP) budget is \$38,350,000.00, which is within the project budget.

Since this is a multi-year contract, the Project Manager will be responsible for budgeting resources in future Fiscal Years.

Impact to Budget

The current source of funds for this action is Proposition A 35 Rail Set Aside. This is eligible for rail operations and capital projects. The use of this funding source maximizes the scope of funding use given approved guidelines and provisions.

EQUITY PLATFORM

The C Line OCS contact wires are located along the 105 freeway throughout Los Angeles County, including Equity Focus Communities (EFCs). The EFCs served include Downey, Paramount, Lynwood, Rancho Dominguez, Willowbrook, Westmont, Lennox, Hawthorne, and Lawndale. According to the 2022 Metro Customer Satisfaction Survey, 73% of current C Line passengers originate from households with very low income, and 74% lack access to personal vehicles for transportation. Furthermore, four out of every five riders on the C Line self-identify as belonging to Black, Indigenous, and/or People of Color (BIPOC) communities. The replacement of the WSA improves the reliability of transportation, and the riders will benefit from it. Approving the award of the Spring Tension Assembly units purchase will minimize rail service disruption for Metro riders who rely

on transit services for their mode of transportation.

The Diversity and Economic Opportunity Department (DEOD) established an overall 2% Disadvantaged Business Enterprise (DBE) goal for this contract award, The recommended firm, Mac Products, Inc. exceeded the goal by making a 6.68% DBE commitment.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

The recommendation supports Metro's Strategic Plan Goal 1) Provide high-quality mobility options that enable people to spend less time traveling. This contract will help maintain safety, service, and reliability standards to provide a world-class transportation system that enhances the quality of life for all who live, work, and play within Los Angeles County.

ALTERNATIVES CONSIDERED

Staff considered not purchasing or replacing the WSA, but it is not recommended. This option would require a high frequency of single-tracking operations to inspect the WSA and regular closures to replace smaller sections. This could result in premature system failures.

NEXT STEPS

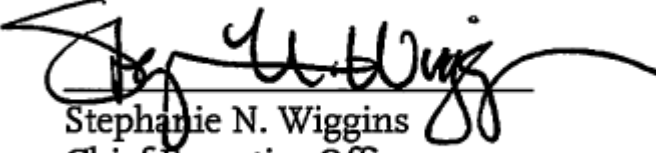
Following the authorization and execution of the contract, the contract will be awarded to a qualified vendor/manufacture to start manufacturing the Spring Tension Assembly units and deliver them to the Metro storeroom per the approved delivery schedule.

ATTACHMENTS

Attachment A - Procurement Summary
Attachment B - DEOD Summary

Prepared by: Kelvin Zan, Executive Officer, Operations Engineering, (213) 617-6264
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Debra Avila, Deputy Chief Vendor/Contract Management Officer (213) 418-3051

Reviewed by:
Conan Cheung, Chief Operations Officer (213) 418-3034



Stephanie N. Wiggins
Chief Executive Officer

PROCUREMENT SUMMARY

OCS SPRING TENSIONER ASSEMBLY (MA105918000)

1.	Contract Number: MA105918000	
2.	Recommended Vendor(s): MAC PRODUCTS INC.	
3.	Type of Procurement (check one): <input type="checkbox"/> IFB <input checked="" type="checkbox"/> RFP <input type="checkbox"/> RFP-A&E <input type="checkbox"/> Non-Competitive <input type="checkbox"/> Modification <input type="checkbox"/> Task Order	
4.	Procurement Dates :	
	A. Issued: 6/07/2023	
	B. Advertised/Publicized: 6/08/23	
	C. Pre-Bid Conferences: 6/14/23 & 6/20/23	
	D. Bids Due: 7/12/23	
	E. Pre-Qualification Completed: 2/05/2024	
	F. Conflict of Interest Form Submitted to Ethics: 7/28/23	
	G. Protest Period End Date: 3/27/24	
5.	Solicitations Picked up/Downloaded: 5	Proposals / Bids Received: 2
6.	Contract Administrator: Veda Sargent	Telephone Number: (213) 418-3109
7.	Project Manager: Kelvin Zan	Telephone Number: (213) 617-6264

A. Procurement Background

This Board Action is to approve Contract No. MA105918000 to procure Metro C Line (Green Line) Overhead Contact System (OCS) Spring Tensioner Assemblies. The existing C Line OCS system consists of a Simple Auto – Tensioned (SCAT) system with internal balance weights. This project is to replace the existing internal weights with spring tensioners units (Pfister Tensorex or approved equal).

A Request For Proposal (RFP) No. MA105918000 was issued in accordance with Metro's Acquisition Policy and the contract type is Firm Fixed Price (FFP).

Two (2) amendment were issued during the solicitation phase of this RFP:

- Amendment No. 1, issued on June 08, 2023, to provide additional Pre-Proposal Conference details.
- Amendment No. 2, issued on June 12, 2023, Pre- Proposal conference second meeting notification.

A total of two (2) proposals were received on July 12, 2023.

B. Evaluation of Proposals

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

1. Mac Products Inc.
2. SouthWire Company

The PET is comprised of Metro staff members from Wayside System Engineering and Maintenance, Rail MOW Administration, Systems Engineering, and Operations Engineering. The PET conducted a full evaluation which consisted of the technical evaluation which consisted of evaluating, scoring, and ranking each of the proposer's technical capabilities, Quality Assurance, Performance, Inspection and Testing, Packaging and Marketing, Storage and Delivery, Training and Warranty, Assembly of the Spring Tensioners, Certifications, Test Reports, Installation Experience and Technical Support in accordance with the evaluation criteria set forth in the RFP.

The proposals required multiple rounds of clarifications and discussions but were eventually found to be technically and commercially acceptable and in compliance with the requirements of the RFP. The final evaluation scoring was as follows:

EVALUATION	WEIGHTED	WEIGHTED SCORE	
		MAC PRODUCTS INC.	SOUTHWIRE COMPANY
TECHNICAL PROPOSAL (100 POINTS)			
1. Technical Approach	50	39.33	38.88
2. Personnel Availability	25	21.55	21.88
3. Proposed Cost	25	25	23
Total Weighted Score:	100	85.88	83.76
Rank :		1	2

The firm recommended for the award, Mac Products Inc., was found to be responsive with the RFP requirements.

SouthWire Company, although technically capable, their overall score was lower than Mac Products.

C. Price Analysis

In accordance with Metro’s Acquisition Policy and Procedures for a competitive acquisition, a price analysis is required. Therefore, staff performed a Price Analysis in compliance with Metro’s Acquisition Policy for competitive acquisitions. The Price Analysis consisted of a comparison of the proposed price against the lowest price proposed against the weighted percentage.

Based on the offers received, Mac Products Inc. submitted the lowest price of \$3,121,820.86, which is 10.29 % lower than the ICE while SouthWire Company offered price of \$3,412,225.94 is 1.89 % lower than ICE.

It is determined that the proposed price from Mac Product Inc. is the best attainable, fair, and reasonable, based on adequate price competition, technical evaluation, and price analysis.

ITEM	MAC PRODUCTS INC.	SOUTHWIRE COMPANY	ICE
OSC SPRING TENSIONER ASSEMBLY UNITS	\$3,121,820.86	\$3,414,224.94	\$3,480,000

D. Background on Recommended Contractor

The recommended firm, Mac Products Inc. was established more than 50 years ago and recognized as field leader and producer of products for transmission, distribution and control of electrical power located in South Kearny, New Jersey. Mac Products Inc. is certified ISO 9001-2015 and has a computer integrated information system, state of the art quality and assurance laboratory and is an expert in programming of PLC controls. Mac Products Inc. has also partnered with Metro on the Regional Connector Transit Corridor as well as other transit agencies throughout the United States.

DEOD SUMMARY

**PURCHASE OF OVERHEAD CATENARY SYSTEM (OCS) SPRING TENSION
ASSEMBLY UNITS FOR C LINE OCS SYSTEM OVERHAUL / MA105918**

A. Small Business Participation

The Diversity and Economic Opportunity Department (DEOD) established an overall 2% Disadvantaged Business Enterprise (DBE) goal for this Indefinite Delivery / Indefinite Quantity (IDIQ) solicitation. Mac Products, Inc. exceeded the goal by making a 6.68% DBE commitment.

Small Business Goal	2% DBE	Small Business Commitment	6.68% DBE
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	DBE Subcontractors	Ethnicity	% Committed
1.	TJD Trucking	African American	6.68%
Total Commitment			6.68%

B. Local Small Business Enterprise (LSBE) Preference

The LSBE preference is not applicable to federally funded procurements. Federal law (49 CFR § 661.21) prohibits the use of local procurement preferences on FTA-funded projects.

C. Living Wage and Service Contract Worker Retention Policy Applicability

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

D. Prevailing Wage Applicability

Prevailing wage is not applicable to this contract.

E. Project Labor Agreement/Construction Careers Policy

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



Board Report

File #: 2024-0033, File Type: Contract

Agenda Number: 29.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE MARCH 21, 2024

**SUBJECT: CONTACT WIRES FOR C LINE OVERHEAD CATENARY SYSTEM (OCS)
REPLACEMENT**

ACTION: APPROVE CONTRACT AWARD

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award Contract No. DR119508, to Global Electric, for 96,839 linear feet of contact wire to support the C Line OCS Replacement Project for a firm fixed price of \$1,052,646.22, inclusive of sales tax, subject to resolution of any properly submitted protest (s), if any.

ISSUE

The existing C Line OCS contact wires are approximately 30 years old, as they have been used since the start of C Line service in 1995. They require replacement as they are reaching the end of their useful life. Contact wires are a central railway infrastructure asset. They transmit traction power to supply electrical energy for the operation of Metro rail vehicles.

BACKGROUND

In May 2021, the Board of Directors established a \$38,350,000 Life-of-Project (LOP) budget for the Metro C Line Overhead Catenary System Replacement as part of the FY22 budget adoption. The existing OCS contact wires were designed with a life expectancy of 30 years. The continuous operation of the rail service in various weather conditions has caused the contact wires to wear and are nearing the end of their functional lifespan. The Traction Power Maintenance Department has regularly inspected the contact wires and replaced sections when needed. However, this maintenance work has resulted in disruptions to rail services as affected trains must be single-tracked during the replacement of contact wires. Installing new contact wires will increase the reliability of the C Line while preventing service disruptions caused by sections of old contact wires that have been overworn and require replacement.

DISCUSSION

The project's work plan involves dividing the replacement of contact wires into three sections along

the C Line. Section A starts at the Redondo Beach Station and ends at the Aviation Station, with an approximate length of 62,311 feet. Section B starts at the Aviation Station and ends at the Long Beach Station, with an approximate length of 111,752 feet. Section C begins at the Long Beach Station and ends at the Norwalk Station, with an approximate length of 96,838 feet.

Section A is in progress and planned to be completed in May of 2024. The project's next phase is to replace contact wires in Section C, which needs 96,838 feet of contact wires.

The recommended Board action is to approve the purchase of contact wire for Section C, which is planned to start in May 2024. Section B is the last section to be completed and is estimated to begin in October 2025. Procurement of the OCS contact wire for the Section B replacement is scheduled to take place in June 2025. The contact wire replacement work is being performed by in-house Traction Power workforces.

This project is part of Metro's commitment to delivering a robust State of Good Repair (SGR) program that invests in modernization and enhancement to renew asset life and reduce asset breakdowns that impact daily service and customer experience.

DETERMINATION OF SAFETY IMPACT

In accordance with Metro's SGR requirements and Transit Asset Management (TAM) Plan, the C Line OCS contact wires are reaching the end of their useful life and must be replaced promptly to comply with safety and reliability standards, alongside meeting California Public Utilities Commission regulations.

FINANCIAL IMPACT

A total of \$1,052,646.22 is needed for this action. The budget is contained in Capital Project 205121 - Metro Green Line OCS Wire Replacement. The Life of Project (LOP) budget is \$38,350,000.00, which is within the project budget.

Since this is a multi-year contract, the Project Manager will be responsible for budgeting resources in future Fiscal Years.

Impact to Budget

The current source of funds for this action is Proposition A 35%, which is eligible for rail operations.

EQUITY PLATFORM

The C Line OCS contact wires are located along the 105 freeway throughout Los Angeles County, including Equity Focus Communities (EFCs). The EFCs served include Downey, Paramount, Lynwood, Rancho Dominguez, Willowbrook, Westmont, Lennox, Hawthorne, and Lawndale. According to the 2022 Metro Customer Satisfaction Survey, 73% of current C Line passengers originate from households with very low income, and 74% lack access to personal vehicles for transportation. Furthermore, four out of every five riders on the C Line self-identify as belonging to

Black, Indigenous, and/or People of Color (BIPOC) communities. The replacement of OCS contact wires improves the reliability of transportation, and the riders will benefit from it. Awarding the OCS contact wire purchase will minimize rail service disruption for Metro riders who rely on transit services for their mode of transportation.

This contract award was designated as a Small Business Enterprise (SBE) set-aside and the solicitation was open to SBE Certified Small Businesses only. The recommended firm, Global Electric, is a minority-owned electrical contracting company that holds 8(a) Minority Business Enterprise (MBE), Small Business Enterprise (SBE), and Disadvantaged Business Enterprise (DBE) certifications with Metro.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

The recommendation supports Metro's Strategic Plan Goal 1) Provide high-quality mobility options that enable people to spend less time traveling. This contract will help maintain safety, service, and reliability standards to provide a world-class transportation system that enhances the quality of life for all who live, work, and play within Los Angeles County.

ALTERNATIVES CONSIDERED

Staff considered not purchasing or replacing the entire C Line OCS contact wire, but it is not recommended. This option would require a high frequency of single-tracking operations to inspect the contact wire and regular closures to replace smaller sections. This could result in premature system failures.

NEXT STEPS

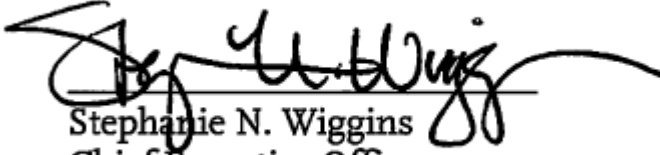
Upon approval of the recommendation, Vendor/Contract Management (V/CM) will execute Contract No. DR119508.

ATTACHMENTS

Attachment A - Procurement Summary
Attachment B - DEOD Summary

Prepared by: Kelvin Zan, Executive Officer, Operations Engineering, (213) 617-6264
Errol Taylor, Deputy Chief Operations Officer, Maintenance and Engineering, (213) 922-3227
Debra Avila, Deputy Chief Vendor/Contract Management Officer, (213) 418-3051

Reviewed by:
Conan Cheung, Chief Operations Officer, Bus (213) 418-3034



Stephanie N. Wiggins
Chief Executive Officer

PROCUREMENT SUMMARY

METRO C (GREEN) LINE OCS BARE CONDUCTORS

CONTRACT No. DR119508

1.	Contract Number: DR119508	
2.	Recommended Vendor: Global Electric	
3.	Type of Procurement (check one): <input checked="" type="checkbox"/> IFB <input type="checkbox"/> RFP <input type="checkbox"/> RFP-A&E <input type="checkbox"/> Non-Competitive <input type="checkbox"/> Modification <input type="checkbox"/> Task Order	
4.	Procurement Dates:	
	A. Issued : December 15, 2023	
	B. Advertised/Publicized: December 15, 2023	
	C. Pre-Proposal Conference: N/A	
	D. Bids Due: January 24, 2024	
	E. Pre-Qualification Completed: January 19, 2024	
	F. Conflict of Interest Form Submitted to Ethics: February 1, 2024	
	G. Protest Period End Date: N/A	
5.	Solicitations Picked up/Downloaded: 12	Bids/Proposals Received: 1
6.	Contract Administrator: Gloire Lokula	Telephone Number: (213) 922-4954
7.	Project Manager: Kelvin Zan	Telephone Number: (213) 617-6264

A. Procurement Background

This Board Action is to approve Contract No. DR119508 to Global Electric to procure ninety-six thousand, eight hundred thirty-nine (96,839) feet of overhead contact wires to rebuild the Metro C Line (Green Line) Overhead Contact System (OCS). Board approval of contract award is subject to the resolution of any properly submitted protest(s), if any.

The Invitation for Bid (IFB) was issued in accordance with Metro's Acquisition Policy and the contract type is a Firm Fixed Price. This solicitation was published as an SBE Set-Aside.

A single bid was received on January 24, 2024, and deemed responsive.

B. Evaluation of Bids

The procurement was conducted in accordance and complies with Metro's Acquisition Policy for a competitive sealed bid. The single bid was deemed responsive and responsible to the IFB requirements after review by staff from the Metro Operations Department.

The recommended firm, Global Electric, the single responsive and responsible bidder, was found in full compliance in meeting the bid and technical requirements of the IFB.

Market Survey

Metro received a single bid and staff conducted a market survey to determine the reasons for the lack of bid responses to this solicitation.

Twelve firms downloaded the solicitation, and one firm submitted a bid. The market survey was sent to the twelve firms, and three firms responded back to the survey. The responses received revealed that the decision for the firms not to submit a bid were based on various business limitations such as vendors not being able to meet Metro’s project timeline, the scope of work didn’t meet their business interest, and lastly they could not meet the Buy America compliant wire requirements

C. Price Analysis

The recommended price is the result of an open competitive bid process in a competitive environment. The bidder prepared its bid with the expectation of adequate price competition. Both Metro and the bidder anticipated there would be more than one acceptable bid submitted. Overall, the total bid price has been determined to be fair and reasonable based upon market conditions and selection of the single responsive and responsible bidder.

The single bid received was recommended for an award at thirty seven percent (37%) lower than the independent cost estimate (ICE) provided. The price variance between the bid price and the independent cost estimate (ICE) is due to copper price fluctuations in the marketplace and manufacturing cost fluctuations due to customer demands.

Bidder’s Name	Total bid Amount	Metro ICE
Global Electric	\$1,052,646.22	\$1,679,417.06

D. Background on Recommended Contractor

The recommended firm, Global Electric, located in Anaheim, CA, has been serving the greater Los Angeles and Orange County areas since 2006. Global Electric is a minority-owned electrical contracting company that holds 8(a), Minority Business Enterprise (MBE), Small Business Enterprise (SBE), Disadvantaged Business Enterprise (DBE) certifications with US SBA, Metropolitan Water District (MWD) and the LA Metro.

For the past decade, Global Electric has performed services for various agencies such as Metrolink and LA Metro by servicing Metrolink City buses, and conducting installation operations at Union Station. Global Electric has performed satisfactorily on previous LA Metro contracts.

DEOD SUMMARY

METRO C (GREEN) LINE OCS BARE CONDUCTORS

CONTRACT No. DR119508

A. Small Business Participation

Effective June 2, 2014, per Metro's Board-approved policy, competitive acquisitions with three or more Small Business Enterprise (SBE) certified firms within the specified North American Industry Classification System (NAICS) as identified for the project scope shall constitute a Small Business Set-Aside procurement. Accordingly, the Contract Administrator advanced the solicitation, including posting the solicitation on Metro's website, advertising, and notifying certified small businesses as identified by NAICS code(s) that this solicitation was open to SBE Certified Small Businesses Only.

Global Electric, an SBE Prime Supplier, made a 60% SBE commitment. While the SBE Prime Supplier is performing 100% of the work with their own workforce, only 60% of the cost of materials and supplies can be credited towards its commitment.

SMALL BUSINESS SET-ASIDE

	SBE Prime Contractor	SBE % Committed
1.	Global Electric	60%
	Total Commitment	60%

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.



File #: 2024-0036, File Type: Contract

Agenda Number: 30.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
MARCH 21, 2024**

SUBJECT: CONTRACTED TRANSPORTATION SERVICES

ACTION: APPROVE RECOMMENDATIONS

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to execute:

- A. Contract Modification No. 2 to Contract No. PS76258000 with Southland Transit, Inc. to operate an additional two fixed route bus lines in the North Region of Los Angeles County, specifically Metro Bus Lines 96 and 218, in the amount of \$18,701,950, increasing the total not-to-exceed five-year base term from \$90,032,724 to \$108,734,674;
- B. Contract Modification No. 2 to Contract No. PS76258001 with MV Transportation, Inc. to operate an additional two fixed route bus lines in the North Region of Los Angeles County, specifically Metro Bus Lines 177 and 603, in the amount of \$39,176,545, increasing the total not-to-exceed five-year base term from \$148,645,400 to \$187,821,945; and
- C. Individual contract modifications within the Board-approved contract modification authority.

ISSUE

The current Contract No. OP52356000, for Contracted Transportation Services - North Region with Transdev Services, Inc. (Transdev) is scheduled to expire on June 30, 2024.

Transdev currently operates six fixed-route bus lines: 96, 167, 177, 218, 603, and 501.

Line	Description	Annual RSH ¹	Annual Passengers ²
96	Chinatown - Burbank Station via Griffith Park Dr	15,614	201,844
167	Chatsworth Station - Studio City via Plummer-Coldwater Canyon	25,284	447,836
177	JPL - Pasadena (Caltech)	4,106	39,567
218	Studio City - Cedars Sinai Medical Center via Laurel Canyon Bl-Fairfax Bl	12,311	175,742
501	North Hollywood - Pasadena Express	27,977	305,971

603	Glendale - Grand Station via San Fernando Rd-Rampart St-Hoover St	79,784	2,308,733
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¹RSH = Revenue Service Hours as of December 2023 Shake-Up Hours.

²Annual Passenger count is for FY23.

It is in Metro’s best interest to transfer the operations of Metro’s six (6) fixed route bus lines in the North Region of Los Angeles County from Transdev to a combination of Metro’s directly operated divisions and its contracted transportation services contractors for the East and South Regions: Southland Transit, Inc. and MV Transportation, Inc. under Contract Nos. PS76258000 and PS76258001, respectively.

BACKGROUND

On June 6, 2022, Request for Proposals (RFP) No. PS86222 for contracted transportation services within Los Angeles County’s North Region was issued as a competitive solicitation to continue the existing contracted transportation services for the North Region.

The single proposal that was received in August 2022 from Transdev in response to the RFP was evaluated in accordance with the terms of the RFP, in which Metro included increased contractor accountability through the establishment of Key Performance Indicators (KPI) (e.g., In-Service On-Time Performance (ISOTP), Mean Miles Between Mechanical Failure (MMBMF), Bus Cleanliness, Accident Frequency rate, etc.) in line with those that Metro’s directly operated divisions are evaluated on, as well as more modern cybersecurity requirements. Over the next several months, Metro staff engaged in several discussions with Transdev to negotiate pricing.

A revision of Transdev's price proposal was submitted in September 2023. This proposal was influenced by several significant factors, including an increase in facility lease cost by recently moving to a new facility, higher insurance premiums, increased fuel costs, an increase of more than 100% for non-revenue vehicle costs, and facility improvements, in addition to increased wages. Metro's staff determined that the revised price proposal submitted by Transdev was not cost-effective and did not serve the best interests of Metro. As a result, the RFP was canceled on January 9, 2024.

Additionally, Transdev has been struggling to meet performance standards, with only 3 out of the 8 established KPIs being met on average each month during FY24. This is particularly concerning for Complaints per 100k Boardings, Mean Miles Between Mechanical Failure (MMBMF), and Traffic Collisions. Although Transdev has made efforts to address these issues, monthly service performance still falls short of the key performance targets set under the contract.

D98 - Transdev		Goal	July	Aug	Sept	Oct	Nov	Dec	Jan
KPI-1	In-Service On-Time Performance (ISOTP)	>= 80.0%	78.6%	72.7%	68.6%	67.9%	72.4%	71.1%	75.8%
KPI-2	In-Service Early Departures	<= 2.0%	1.2%	1.2%	1.2%	1.9%	1.6%	0.7%	1.0%
KPI-3	Complaints per 100,000k Boardings	<= 10.0	12.34	9.51	13.57	10.34	11.53	8.70	8.02
KPI-4	Mean Miles Between Mechanical Failures	>= 7,500	6,169	3,627	4,959	5,753	4,834	8,771	6,211

KPI-5	On-Time Pull-Outs	>= 99.0%	97.75%	95.09%	93.78%	93.47%	97.73%	98.31%	97.27%
KPI-6	Bus Cleanliness Score	>= 8.0	9.2	9.2	9.4	9.2	9.1	9.0	9.0
KPI-7	Traffic Collisions per 100,000 Miles	<= 3.0	4.17	3.22	7.20	3.29	3.37	4.75	2.76
KPI-8	Monthly Farebox Reconciliation	+/- 2.0%	4.89%	2.88%	1.89%	5.52%	0.12%	1.25%	1.21%

DISCUSSION

To ensure the continuity of bus service beyond June 2024, Metro staff explored the transfer of the operations of the North Region bus lines to Southland, MV, and Metro’s directly operated divisions. Proposals were requested from the two firms, and a series of fact-finding discussions and negotiations were held.

Cost-benefit analysis revealed that the estimated total aggregate cost to operate the North, South, and East Regions through June 30, 2027 (the remaining base term and option period of the Southland and MV contracts) under this alternative option would result in an overall cost savings of about \$17 million compared to the estimated total aggregate cost to operate the same regions with Transdev managing the entire North Region, based on its revised price proposal of September 2023.

Therefore, Metro is proposing to transfer the operations of the North Region fixed route bus lines 96, 167, 177, 218, 501, and 603 to Metro’s other contracted transportation services contractors and directly operated bus divisions. Under this proposal, Lines 96 and 218 will be transferred to Southland, the East Region contractor, while Lines 177 and 603 will be transferred to MV, the South Region contractor. Metro’s directly operated bus divisions 8 and 15 will operate Lines 167 and 501, respectively.

The recommended transfer of fixed-route bus lines makes maximum use of the current contractors’ capacity, location, and resources. Special services such as the Dodger Stadium Express - Union Station, which is currently operated by Transdev, shall also be divided evenly between Metro’s East and South Region contractors.

Metro staff has determined that MV whose employees are represented by the Teamsters Union and Southland represented by the Amalgamated Transit Union (ATU) have the operational capacity and capability to successfully undertake this additional bus service. These services will be physically transferred to their respective existing divisions as the existing Transdev operating base location does not provide operational or financial benefits for Metro. For example, it would require an additional property lease, duplication in maintenance and management/supervisor staff, and other higher costs that can be avoided by relocating the existing Transdev operations to other existing operating locations with lower operating costs. In addition, maintaining a separate operating facility for these lines would result in less efficient operator assignments and the need for MV and Southland to mutually agree to terms governing jointly sharing in the maintenance, operations, and liabilities associated with the additional facility.

Metro has a long-standing working relationship with both contractors and performance has been satisfactory. MV has a large facility and is able to accommodate the additional buses for operation on

Lines 177 and 603. Southland will take over the operation of Lines 96 and 218, which utilize smaller 32' buses, the same as utilized on other lines they operate. Both contractors offer competitive cost per revenue service hour which offers savings for Metro compared to the existing contractor's proposed rates and compared to direct operation by Metro.

To ensure a seamless transition of service, Southland and MV will commence the operations of the North Region bus lines starting June 23, 2024, which coincides with Metro's semi-annual service shake-up. Metro's staff will also dedicate the necessary resources to ensure the smooth transfer of lines to the respective divisions. The coordination process would be implemented upon approval of the recommendations.

Similarly, Metro staff reached an agreement with Sheet Metal, Air, Rail and Transportation Workers (SMART), the Union representing Metro bus operators, to accept the transfer of Lines 167 and 501 to be directly operated by Metro bus operations. These two lines are located in the San Fernando Valley with terminals located near Metro Division 8 at Chatsworth (Line 167) and Division 15 in Sun Valley (Line 501), making it more efficient to operate these lines directly compared to operation by either Southland (located at Baldwin Park) and MV (located at Carson). Metro will hire additional bus operators as needed for the operation of these two lines.

DETERMINATION OF SAFETY IMPACT

The approval of these contract modifications will ensure the seamless delivery of safe, clean, on-time, and reliable bus transportation services to LA County's North Region.

FINANCIAL IMPACT

The funding for the additional service will be added to the FY25 budget in Cost Centers 3592 and 3593, respectively; Project 306001; Account 50801.

The combined total cost, to have the North Region work performed by Southland (\$18,701,950), MV (\$39,176,545), and Metro (\$29,084,746) is \$86,963,241. This represents a savings of \$17,107,954 from Transdev's proposed price.

Since this is a multi-year procurement, the Project Manager and Chief Operations Officer will be responsible for budgeting costs in future fiscal years.

Impact to Budget

The source of funds for this action will come from state and local funding sources, including fares that are eligible for bus and rail operating projects. The Metro FY25 budget will also reflect these changes including the additional bus lines to be directly operated.

EQUITY PLATFORM

The approval of the contract modifications will ensure Metro's ability to continue to operate and maintain transportation services that are accessible to Los Angeles County residents.

Community members who live throughout and along the North Region lines impacted by this action will continue to benefit from the bus services provided, without interruption to service. The service is utilized as one of the primary modes of transportation to work and other social destinations (Customer Satisfaction Survey, 2022). The service provided to the North region runs through Equity Focus Communities (EFCs) where Customer Satisfaction Survey results show: 63% take Metro buses five (5) or more days a week, 49% of riders are women and 85% are people of minority ethnicities. Southland Transit, Inc. made a 10.36% Disadvantaged Business Enterprise (DBE) commitment, and the current DBE participation is 11.11%, exceeding the commitment by 0.75%. MV Transportation Technologies, Inc. made a 3.75% Disadvantaged Business Enterprise (DBE) commitment, and the current DBE participation is 5.18%, exceeding the commitment by 1.43%.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

This Board action supports Strategic Goal 3: Enhance communities and lives through mobility and access to opportunity. Providing reliable bus services to the local communities supports Metro's goals to create prosperous communities and enable individuals and families to access jobs, essential services, education, and other social and recreational opportunities.

ALTERNATIVES CONSIDERED

The Board may choose not to authorize the requested action or issue a competitive solicitation to manage the operations of bus lines in the North Region. Both alternatives are not in the best interest of Metro because they will require Metro to enter into contract negotiations with Transdev for the extension of the existing contract. This alternative is not recommended since rates offered by Transdev are very prohibitive and are not cost-effective. Staff also considered maintaining the Transdev location for operations between Southland and MV. However, these services will be physically transferred to their respective existing divisions as the existing Transdev operating base location does not provide operational or financial benefits for Metro. For example, it would require an additional property lease, duplication in maintenance and management/supervisor staff, and other costs that can be avoided by relocating the existing Transdev operations to other existing operating locations with lower operating costs. In addition, maintaining a separate operating facility for these lines would result in less efficient operator assignments and the need for MV and Southland to mutually agree to terms governing jointly sharing in the maintenance, operations, and liabilities associated with the additional facility.

NEXT STEPS

Upon Board approval, staff will execute Modifications No. 2 to Contract No. PS76258000 with Southland Transit and Contract No. PS76258001 with MV Transportation, Inc. to operate fixed route bus services in the North Region of Los Angeles County, specifically Metro Bus Lines 96, 177, 218, and 603, as well as the management of the operations of Metro Bus Lines 167 and 501 by Metro directly operated divisions.

ATTACHMENTS

Attachment A-1 - Procurement Summary (East Region)

Attachment A-2 - Procurement Summary (South Region)

Attachment B-1 - Contract Modification /Change Order Log (East Region)

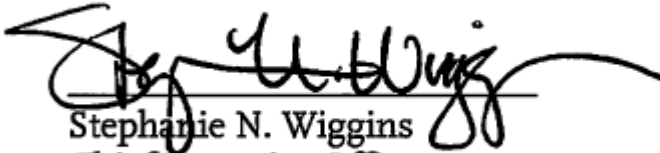
Attachment B-2 - Contract Modification /Change Order Log (South Region)

Attachment C-1 - DEOD Summary (East Region)

Attachment C-2 - DEOD Summary (South Region)

Prepared by: Sandra Solis, Director, Finance & Administration Management Services (213) 922-6266
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Carolina Coppolo, Deputy Chief Vendor/Contract Management Officer (Interim) (213) 922-4471

Reviewed by: Conan Cheung, Chief Operations Officer, Transit Operations, (213) 418-3034



Stephanie N. Wiggins
Chief Executive Officer

PROCUREMENT SUMMARY

CONTRACTED TRANSPORTATION SERVICES – EAST REGION / PS76258000

1.	Contract Number: PS76258000		
2.	Contractor: Southland Transit, Inc.		
3.	Mod. Work Description: Expand service coverage to include the operation of fixed-route bus lines in the North Region of Los Angeles County.		
4.	Contract Work Description: Operate local transit lines in the Los Angeles County		
5.	The following data is current as of: 2/21/24		
6.	Contract Completion Status		Financial Status
	Contract Awarded:	2/24/22	Contract Award Amount: \$90,032,724
	Notice to Proceed (NTP):	N/A	Total of Modifications Approved: \$0
	Original Complete Date:	6/30/27	Pending Modification (including this action): \$18,701,950
	Current Est. Complete Date:	6/30/27	Current Contract Value (with this action): \$108,734,674
7.	Contract Administrator: Antonio Monreal		Telephone Number: (213) 922-4679
8.	Project Manager: Sandra Solis		Telephone Number: (213) 922-6266

A. Procurement Background

This Board Action is to approve Contract Modification No. 2 to operate fixed-route local Bus Lines 96 and 218 in the North Region of Los Angeles County.

The contract modification will be processed in accordance with Metro's Acquisition Policy and the contract type is an indefinite delivery/indefinite quantity.

In February 2022, the Board awarded eight-year (inclusive of one, three-year option) contracts to Southland Transit, Inc., and MV Transportation, Inc., to provide fixed-route local transit lines in the East and South Regions of Los Angeles County, respectively.

One modification has been issued to date.

Refer to Attachment B-1 – Contract Modification/Change Order Log.

B. Cost Analysis

The recommended amount has been determined to be fair and reasonable based on an independent cost estimate (ICE), technical analysis, cost analysis, fact finding, and negotiations. Metro staff successfully negotiated cost savings of \$4,975,541.

Proposal Amount	Metro ICE	Recommended Amount
\$23,677,491	\$36,152,118	\$18,701,950

The variance between the recommended amount and the ICE is attributable to higher estimated costs for labor, fringe benefits, facility lease and maintenance, insurance premiums, and fuel costs.

PROCUREMENT SUMMARY

CONTRACTED TRANSPORTATION SERVICES – SOUTH REGION / PS76258001

1.	Contract Number: PS76258001		
2.	Contractor: MV Transportation, Inc.		
3.	Mod. Work Description: Expand service coverage to include the operation of fixed-route bus lines in the North Region of Los Angeles County.		
4.	Contract Work Description: Operate local transit lines in the Los Angeles County		
5.	The following data is current as of: 2/21/24		
6.	Contract Completion Status		Financial Status
	Contract Awarded:	2/24/22	Contract Award Amount: \$148,645,400
	Notice to Proceed (NTP):	N/A	Total of Modifications Approved: \$0
	Original Complete Date:	6/30/30	Pending Modification (including this action): \$39,176,545
	Current Est. Complete Date:	6/30/27	Current Contract Value (with this action): \$187,821,945
7.	Contract Administrator: Antonio Monreal		Telephone Number: (213) 922-4679
8.	Project Manager: Sandra Solis		Telephone Number: (213) 922-6266

A. Procurement Background

This Board Action is to approve Contract Modification No. 2 to operate fixed-route local Bus Lines 177 and 603 in the North Region of Los Angeles County.

The contract modification will be processed in accordance with Metro's Acquisition Policy and the contract type is an indefinite delivery/indefinite quantity.

In February 2022, the Board awarded eight-year (inclusive of one, three-year option) contracts to Southland Transit, Inc. and MV Transportation, Inc. to provide fixed-route local transit lines in the East and South Regions of the Los Angeles County, respectively.

One modification has been issued to date.

Refer to Attachment B-2 – Contract Modification/Change Order Log.

B. Cost Analysis

The recommended amount has been determined to be fair and reasonable based on an independent cost estimate (ICE), technical analysis, cost analysis, fact finding and negotiations. Metro staff successfully negotiated cost savings of \$9,155,866.

Proposal Amount	Metro ICE	Recommended Amount
\$48,332,411	\$53,377,218	\$39,176,545

The variance between the recommended amount and the ICE is attributable to higher estimated costs for labor, fringe benefits, facility lease and maintenance, insurance premiums, and fuel costs.

CONTRACT MODIFICATION/CHANGE ORDER LOG

CONTRACTED TRANSPORTATION SERVICES – EAST REGION/PS76258000

Mod. No.	Description	Status (approved or pending)	Date	Amount
1.	Revised requirements for Operations Licenses and Certifications and liquidated damages.	Approved	9/1/22	\$0
2	Expand service coverage to include fixed-route Bus Lines 96 and 218 in the North Region.	Pending	Pending	\$18,701,950
	Modification Total:			\$18,701,950
	Original Contract:		2/24/22	\$90,032,724
	Total Contract Value:			\$108,734,674

CONTRACT MODIFICATION/CHANGE ORDER LOG

CONTRACTED TRANSPORTATION SERVICES – SOUTH REGION/PS76258001

Mod. No.	Description	Status (approved or pending)	Date	Amount
1.	Revised requirements for Operations Licenses and Certifications and liquidated damages.	Approved	9/1/22	\$0
2	Expand service coverage to include fixed-route Bus Lines 177 and 603 in the North Region.	Pending	Pending	\$39,176,545
	Modification Total:			\$39,176,545
	Original Contract:		2/24/22	\$148,645,400
	Total Contract Value:			\$187,821,945

DEOD SUMMARY

CONTRACTED TRANSPORTATION SERVICES – EAST REGION/PS76258000

A. Small Business Participation

Southland Transit, Inc. (STI) made a 10.36% Disadvantaged Business Enterprise (DBE) commitment. Based on payments to-date, the project is 28% complete and the current DBE participation is 11.11%, exceeding the commitment by 0.75%.

Small Business Commitment	10.36% DBE	Small Business Participation	11.11% DBE
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	DBE Subcontractors	Ethnicity	% Committed	Current Participation¹
1.	Carl's Electric, Inc.	Asian-Pacific American	0.13%	0.81%
2.	Islas Tires, Inc.	Hispanic American	1.02%	1.15%
3.	J.C.M. & Associates, Inc. dba Blue Goose Uniforms	Hispanic American	0.32%	0.28%
4.	Jamison Professional Services, LLC dba Jamison Insurance, Jamison Transportation Products	African American	0.01%	0.01%
5.	Metro Maintenance Services	Asian-Pacific American	1.61%	1.71%
6.	SRL Enterprises LLC	African American	0.05%	0.01%
7.	Tranco dba Tranco Mobile Bodywork and Upholstry	Asian-Pacific American	1.49%	1.00%
8.	Trans-Global Services, Inc.	Asian-Pacific American	5.73%	6.14%
	Total		10.36%	11.11%

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

B. Living Wage and Service Contract Worker Retention Policy Applicability

The Living Wage and Service Contract Worker Retention Policy (LW/SCWRP) is applicable to this modification. Metro staff will monitor and enforce the policy guidelines to ensure that applicable workers are paid at minimum, the current Living Wage rate of \$24.73 per hour (\$18.78 base + \$5.95 health benefits), including yearly increases. The increase may be up to 3% of the total wage, annually. In addition, contractors will be responsible for submitting the required reports for the Living Wage and Service Contract Worker Retention Policy and other related documentation to staff to determine overall compliance with the policy.

C. Prevailing Wage Applicability

Prevailing Wage is not applicable to this 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.

DEOD SUMMARY

CONTRACTED TRANSPORTATION SERVICES – SOUTH REGION/PS76258001

A. Small Business Participation

MV Transportation Technologies, Inc. (MVT) made a 3.75% Disadvantaged Business Enterprise (DBE) commitment. Based on payments to-date, the project is 22% complete and the current DBE participation is 5.18%, exceeding the commitment by 1.43%.

Small Business Commitment	3.75% DBE	Small Business Participation	5.18% DBE
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	DBE Subcontractors	Ethnicity	% Committed	Current Participation¹
1.	B&S Construction, Inc.	Asian-Pacific American	0.02%	0.01%
2.	Fleet Care/Transportation Full Detail Services	Hispanic American	2.30%	3.13%
3.	J.C.M. & Associates, Inc. dba Blue Goose Uniforms	Hispanic American	0.15%	0.18%
4.	Jamison Professional Services, LLC dba Jamison Insurance, Jamison Transportation Products	African American	0.05%	0.0001%
5.	Metro Maintenance Services	Asian-Pacific American	0.48%	0.21%
6.	Oscar Mobile & Body Detail	Hispanic American	0.15%	0.45%
7.	R Industrial & Healthcare Supplies	African American	0.60%	1.20%
	Total		3.75%	5.18%

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

B. Living Wage and Service Contract Worker Retention Policy Applicability

The Living Wage and Service Contract Worker Retention Policy (LW/SCWRP) is applicable to this modification. Metro staff will monitor and enforce the policy guidelines to ensure that applicable workers are paid at minimum, the current Living Wage rate of \$24.73 per hour (\$18.78 base + \$5.95 health benefits), including yearly increases. The increase may be up to 3% of the total wage, annually. In addition, contractors will be responsible for submitting the required reports for the Living Wage and Service Contract Worker Retention Policy and other related documentation to staff to determine overall compliance with the policy.

C. Prevailing Wage Applicability

Prevailing Wage is not applicable to this 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.

Contracted Transportation Services



Operations, Safety, and Customer Experience
March 21, 2024

Recommendation

AUTHORIZE the Chief Executive Officer to execute:

- A. Contract Modification No. 2 to Contract No. PS76258000 with Southland Transit, Inc. to operate an additional two fixed route bus lines in the North Region of Los Angeles County, specifically Metro Bus Lines 96 and 218, in the amount of \$18,701,950, increasing the total not-to-exceed five-year base term from \$90,032,724 to \$108,734,674.
- B. Contract Modification No. 2 to Contract No. PS76258001 with MV Transportation, Inc. to operate an additional two fixed route bus lines in the North Region of Los Angeles County, specifically Metro Bus Lines 177 and 603, in the amount of \$39,176,545, increasing the total not-to-exceed five-year base term from \$148,645,400 to \$187,821,945.
- C. Individual contract modifications within the Board-approved contract modification authority.

Issue

- The current contract with Transdev Services, Inc. covers six Metro bus lines in the North Region and is scheduled to expire on June 30, 2024.
- Transdev currently operates the following six fixed-route bus lines:

Line	Description	Annual RSH	Annual Passengers
96	Chinatown – Burbank Station via Griffith Park Dr	15,614	201,844
167	Chatsworth Station – Studio City via Plummer-Coldwater Canyon	25,284	447,836
177	JPL – Pasadena (Caltech)	4,106	39,567
218	Studio City – Cedars Sinai Medical Center via Laurel Canyon Bl-Fairfax Bl	12,311	175,742
501	North Hollywood – Pasadena Express	27,977	305,971
603	Glendale – Grand Station via San Fernando Rd-Rampart St-Hoover St	79,784	2,308,733

Background

- RFP No. PS86222 was issued on June 6, 2022 as a competitive solicitation to continue existing contracted transportation services for LA County's North Region.
- A single bid was received from Transdev on August 12, 2022 and Metro staff engaged in extensive discussions with Transdev to negotiate pricing.
- The final proposal received from Transdev in September 2023 was not cost-effective due to increased facility lease/improvement, insurance, non-revenue vehicle, and labor costs.
- Transdev has also not met performance standards during FY24, meeting only 3 out of 8 established monthly KPIs on average during FY24. Key areas of poor performance include Complaints per 100K boardings, Mean Miles Between Mechanical Failure, and Traffic Collisions.
- Staff considered it in the best interests of Metro to cancel the Request for Proposals (RFP) on January 9, 2024.

Discussion

- As part of the June 2024 service change, staff recommends transferring the North Region bus operations to Metro’s other transportation services contractors and Metro’s directly operated bus divisions by June 23, 2024.
- Having a separate operating facility for these lines was considered less efficient due to the additional property lease and duplication in contracted staff, as well as mutual agreement of maintenance, operations, and liabilities with MV & Southland.
- Based on the proposed reallocation of work, a Cost-benefit analysis revealed that the estimated aggregate cost to operate the North, South, and East Regions through June 30, 2027 would result in a cost savings of approximately \$17 million.

Agency	Line	% of Service Allocated	Union
Southland Transit – East Region	218	17%	ATU
	96		
MV Transit – South Region	177	51%	Teamsters
	603		
Metro Division 8	167	32%	SMART
Metro Division 15	501		

Next Steps

- Upon Board approval, staff will execute Modifications No. 2 to Contract No. PS76258000 with Southland Transit and Contract No. PS76258001 with MV Transportation, Inc. to operate fixed route bus services in the North Region of Los Angeles County.

Agency	Service Costs (2024-2027)		
	Original Proposal/Contracts	Recommended	Difference
Transdev – North Region	\$104,071,194.59	\$0.00	(\$104,071,194.59)
Southland – East, MV Transit – South Region, and Metro	\$147,144,613.14	\$234,107,853.53	\$86,963,240.39
Total Cost (Net Savings)	\$251,215,807.73	\$234,107,853.33	(\$17,107,954.20)



Board Report

File #: 2024-0059, **File Type:** Contract

Agenda Number: 31.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
MARCH 21, 2024**

SUBJECT: POWER SWEEPING SERVICES

ACTION: APPROVE CONTRACT AWARD

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a firm fixed unit rate Contract No. OP1066318370000 to Joe’s Sweeping, Inc. dba Nationwide Environmental Services, to provide systemwide power sweeping services in the not-to-exceed (NTE) amount of \$7,162,050 for the three-year base period and \$2,588,620 for each of the two, one-year options, for a total NTE amount of \$12,339,290, effective June 1, 2024.

ISSUE

The existing power sweeping services contract expires on May 31, 2024. To avoid a lapse in service and continue providing safe, quality, regularly scheduled, and as-needed power sweeping services systemwide, a new contract award is required, effective June 1, 2024.

BACKGROUND

On April 26, 2018, the Board awarded a firm fixed unit rate Contract No. OP962800003367 to Nationwide Environmental Services to provide regularly scheduled and as-needed power sweeping services throughout Metro facilities and parking lots, effective June 1, 2018.

Under the existing contract, the contractor is required to provide power sweeping services for 110 Metro bus and rail facilities and 40 Caltrans owned Park and Ride (P&R) facilities, for a total of 150 facilities. With the opening of the Metro K line (Crenshaw/LAX) and the acquisition of properties, services were expanded to include an additional 11 bus and rail facilities for an updated total of 161 facilities and parking lots. To date, the contractor has been satisfactorily providing regularly scheduled and as-needed power sweeping services systemwide.

While staff continuously evaluates service levels and explores opportunities for improvements, Metro’s service area was split geographically into North and South regions. These actions are necessary to increase competition and expand opportunities for small business participation.

On November 18, 2021, a new SBE set-aside solicitation was issued to provide power sweeping services under two (2) new contracts for the North and South regions. On December 22, 2021, two

(2) bids were received, one (1) per region. However, the bids were deemed non-responsive for not meeting the SBE goals, and the solicitation was canceled on March 17, 2022. A follow-up market survey was conducted to obtain feedback from firms on the plan holders list and the firms that submitted bids. Based on the feedback received, staff re-evaluated Metro's service area and restructured the scope of services splitting Metro's service area into three (3) geographical regions, to further enhance competition and small business participation.

On June 23, 2022, the Board approved Modification No. 11, extending the existing contract period of performance from August 31, 2022, through March 31, 2023, and increasing the contract authority by \$995,000 from \$5,846,346 to \$6,841,346 to ensure service continuity and allow time for a re-solicitation. Concurrently, in preparation for the re-solicitation, two (2) outreach events were conducted on June 21, 2022, and June 29, 2022, where staff provided an overview of the upcoming procurement for the newly restructured three (3) regional contracts.

The new SBE prime set-aside solicitation was issued on September 9, 2022, with a bid due date of October 10, 2022. Since no bids were received, staff followed up with a market survey to obtain feedback from plan holders. The market survey revealed that since the COVID-19 pandemic, the private sector for power sweeping on the West Coast has experienced major changes where larger companies began to acquire smaller businesses, resulting in fewer firms capable of providing power sweeping service while facing significant challenges with long lead times for vehicle acquisition, ability to meet South Coast Air Quality Management District (AQMD) regulations and guidelines, and having the available resources to meet market demand. Therefore, staff re-evaluated Metro's service area and restructured it under one (1) contract to provide systemwide power sweeping services throughout Metro's bus and rail facilities.

To ensure service continuity, on March 23, 2023, the Board approved Modification No. 14, extending the existing contract period of performance from June 1, 2023, through May 31, 2024, and increasing the contract authority by \$1,902,420 from \$6,841,346 to \$8,743,766. On August 30, 2023, a new open competitive solicitation was issued and one (1) bid was received on October 4, 2023, from Nationwide Environmental Services, Inc.

DISCUSSION

Under the new contract recommended for award, the contractor is required to continue providing regularly scheduled and as-needed power sweeping services throughout Metro facilities and parking lots. Services include the removal of trash and debris such as leaves, glass, and metal particles from parking lots, parking structures, and gutters. During the contract period of performance, the number of Metro bus and rail facilities serviced will increase from a total of 161 to 168 with the completion of the Airport Metro Connector (AMC) in late 2024 and the A Line (Blue) Foothill Extension 2B expansion project in early 2025.

This contract is critical to Metro's operations to mitigate against accumulation of trash and debris and ensure the provision of safe and clean facilities and parking lots for Metro employees and patrons. While the new contract amount is 42% higher than the Independent Cost Estimate (ICE) and the existing contract amount, this reflects the post COVID-19 market factors including the significantly escalated prices of fuel, materials and vehicle acquisitions along with the major changes and

mergers within the power sweeping industry resulting in fewer firms capable of providing power sweeping services. Also, the new contract amount accounts for the new locations associated with Metro's system expansion projects as well as increased service levels to enhance the overall maintenance services. Therefore, the new contract amount is deemed fair and reasonable.

DETERMINATION OF SAFETY IMPACT

The approval of this item will ensure service continuity and meeting Metro maintenance standards by providing regularly scheduled and as-needed power sweeping services with prompt response to deliver safe, quality, on-time, and reliable services, as well as continuously enhancing Metro bus and rail facilities' overall appearance and cleanliness.

FINANCIAL IMPACT

For power sweeping services, funding of \$449,000 for the remainder of FY24 is allocated under cost center 8370 - Facilities Contracted Maintenance Services, account 50308, Service Contract Maintenance, under various projects.

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

Impact to Budget

The current source of funds for this action includes operating eligible sales tax funding including Passenger Fares, Propositions A/C, Measures R/M, STA, and the Transportation Development Act. These fund sources are eligible for bus and rail operations. Use of these funding sources leverages maximum project fund use given approved guidelines and provisions.

EQUITY PLATFORM

Regularly scheduled and as-needed power sweeping services contribute to improving Metro bus and rail facilities' cleanliness and providing a safe, quality, accessible, and reliable environment for Metro's patrons. Bus and Rail station cleanliness was identified as one of the top areas of concern in the 2020 Customer Experience Survey and the FY23 Metro Budget Survey conducted to develop the Metro Customer Experience Plan 2022 and assist with funds allocation for the FY24 budget.

As part of this solicitation, two (2) Systemwide Metro Connect Outreach events were held on May 31, 2023, and June 14, 2023, with the participation of over 30 attendees representing small and medium size firms within Equity Focus Communities, such as the South Park and Willowbrook communities. The outreach events were advertised to existing businesses registered with Metro's Diversity and Economic Opportunity Department (DEOD). During the outreach events, staff provided an overview detailing the new enhanced Medium Size Business Enterprise (MSZ) and SBE Program's policy for competitively negotiated procurements. Staff also provided an overview of the upcoming solicitation scope of services.

The Diversity and Economic Opportunity Department (DEOD) established a 7% SBE goal and a 3% Disabled Veterans Business Enterprise (DVBE) goal. Joe's Sweeping, Inc. dba Nationwide Environmental Services, made a 7% SBE and 3% DVBE commitment. See Attachment B - DEOD Summary.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

The staff recommendation supports Strategic Goal 2: Deliver outstanding trip experiences for all users of the transportation system. As an identified top area of concern, performing ongoing scheduled and as-needed power sweeping directly improves Metro bus and rail facilities' cleanliness thereby enhancing customers' overall transit experience.

ALTERNATIVES CONSIDERED

The Board may elect not to approve this recommendation. This option is not recommended as it would result in a gap in service impacting Metro's system safety, cleanliness, and customer experience.

With the completion of a financial based insourcing/outsourcing study based on a quantitative and qualitative assessment, staff has analyzed insourcing/outsourcing options for power sweeping services among other services. Based on the findings, power sweeping services may be considered for insourcing. Approving this recommendation for a contract award will allow staff the time during the three-year base contract term to take the necessary steps for the planning, acquisition of equipment and materials, allocation of resources, training, and implementation to bring power sweeping services in-house.

NEXT STEPS

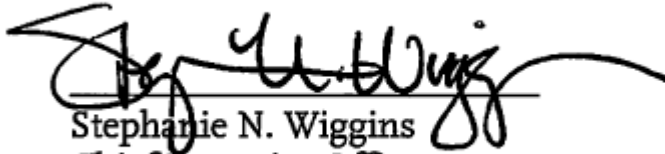
Upon approval by the Board, staff will execute Contract No. OP1066318370000 with Joe's Sweeping, Inc. dba Nationwide Environmental Services to provide power sweeping services throughout Metro's bus and rail facilities and Caltrans owned P&R facilities effective June 1, 2024.

ATTACHMENTS

Attachment A - Procurement Summary
Attachment B - DEOD Summary

Prepared by: Lena Babayan, Executive Officer, Operations Administration (Interim), (213) 922-6765
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Carolina Coppolo, Deputy Chief, Vendor/Contract Management Officer (Interim), (213) 922-4471

Reviewed by: Conan Cheung, Chief Operations Officer, Transit Operations,
(213) 418-3034



Stephanie N. Wiggins
Chief Executive Officer

PROCUREMENT SUMMARY

POWER SWEEPING SERVICES / OP1066318370000

1.	Contract Number: OP1066318370000	
2.	Recommended Vendor: Joe's Sweeping, Inc. dba Nationwide Environmental Services	
3.	Type of Procurement (check one): <input checked="" type="checkbox"/> IFB <input type="checkbox"/> RFP <input type="checkbox"/> RFP-A&E <input type="checkbox"/> Non-Competitive <input type="checkbox"/> Modification <input type="checkbox"/> Task Order	
4.	Procurement Dates:	
	A. Issued: August 30, 2023	
	B. Advertised/Publicized: September 1, 2023	
	C. Pre-Bid Conference: September 6, 2023	
	D. Bid Due Date: October 4, 2023	
	E. Pre-Qualification Completed: December 11, 2023	
	F. Ethics Declaration Form Submitted to Ethics: October 5, 2023	
	G. Protest Period End Date: March 26, 2024	
5.	Solicitations Picked up/Downloaded: 8	Bids/Proposals Received: 1
6.	Contract Administrator: Ricardo E. Narvaez	Telephone Number: 213-418-3158
7.	Project Manager: Maral Minasian	Telephone Number: 213-922-6762

A. Procurement Background

This Board action is to approve the award of Contract No. OP1066318370000 to provide power sweeping services for Metro transit facilities including, but not limited to bus divisions, terminals, busways, railroad trackways, layover areas, rail divisions and train/bus stations park-and-ride lots. Board approval of contract award is subject to the resolution of any properly submitted protest, if any.

Metro initiated the procurement process for power sweeping services in November 2021. The initial Invitation for Bid (IFB) solicitation was issued on November 24, 2021 under the Small Business Enterprise Set-Aside Program and was open to Metro-certified SBE firms. The service area was comprised of two geographical regions to encourage participation by Metro-certified small business firms and increase competition. However, one bid was received and was determined non-responsive because it did not meet the SBE Prime Set-Aside Commercial Useful Function Requirement of 30% established for the solicitation.

Metro staff conducted a market survey of the firms on the planholders list to determine why no other bids were received. The survey revealed that firms were not able to submit bids because the service areas were too large and the required equipment is difficult for small business firms to afford.

Based on that market survey feedback, the service area was divided into three regions, and the equipment requirements were relaxed to encourage competition. On September 9, 2022, Metro reissued the solicitation for a second time as an SBE Set-Aside Program opportunity. However, no bids were received.

Metro staff conducted a market survey of the firms on the planholders list to determine why no bids were received. The survey revealed that due to the onset of the COVID-19 pandemic, the power sweeping industry on the West Coast had experienced major vendor consolidation as larger companies began to acquire smaller businesses, resulting in fewer providers of power sweeping services. The industry also faced other significant challenges such as longer lead times for the acquisition of power sweeping and cleaning equipment, the ability to stay compliant and competitive due to stringent sustainability regulations and guidelines of the South Coast Air Quality Management District (AQMD), and the availability of manpower resources to meet market demand.

Prior to the release of the third solicitation, Metro conducted two virtual Metro Connect Forum Outreach events on May 31, 2023, and June 14, 2023, which were attended by over 30 attendees representing small and medium-sized firms within the Equity Focus Communities. During the outreach events, staff provided an overview detailing the new enhanced Medium Size Business Enterprise (MSZ) and SBE Program policies for competitively sealed bid procurements. The event also informed the small business community of the upcoming contracting opportunity to increase and promote small business participation.

On August 30, 2023, IFB No. OP1066318370 was issued as a competitive sealed bid procurement in accordance with Metro's Acquisition Policy and the contract type is a firm fixed unit rate contract.

The IFB was issued with a 7% SBE goal and a 3% Disabled Veterans Business Enterprise (DVBE) goal. Further, the solicitation was subject to the Local Small Business Enterprise (LSBE) Preference Program, which gives eligible bidders a 5 percent preference as a bid price reduction for the utilization of local small business firms.

One (1) amendment was issued during the solicitation phase of this IFB:

- Amendment No. 1, issued September 15, 2023, provided the MS Word version of Exhibit 2 - Schedule of Quantities and Prices for ease in completing and submitting bids.

A total of 8 firms downloaded the IFB and were included on the planholders list. A virtual pre-bid conference was held on September 6, 2023, and was attended by five participants representing five firms. There were no questions asked during the solicitation phase.

On the bid due date of October 4, 2023, Metro received a single bid from Joe's Sweeping, Inc. dba Nationwide Environmental Services. Since only one bid was

received, Metro staff conducted a market survey of the firms on the planholders list to determine why no other bids were received. The following is a summary of the market survey responses:

- Not having manpower resources to fulfill the contract.
- Provides power seeping services in Northern and Central California but elected not to submit a bid.
- Not having the required power sweeping equipment.
- Not having the financial resources to undertake the scope of service.
- Interested in submitting a bid but the requirements of the scope of services are outside the business model.
- Four firms downloaded the solicitation but do not provide power sweeping services.

Metro staff determined that the solicitation was not restrictive. The market survey revealed that the decisions not to propose were based on individual business considerations. Therefore, this solicitation can be awarded as a competitive award.

B. Evaluation of Bid

This procurement was conducted in accordance with Metro’s Acquisition Policy for a competitive sealed bid. Nationwide Environmental Services’ bid was evaluated to determine responsiveness to the solicitation requirements. Areas of responsiveness include meeting the minimum qualifications requirements, such as years of experience providing power sweeping services and current capacity to provide the required power sweeping equipment.

Nationwide Environmental Services was determined to be qualified to perform the services based on the IFB requirements.

C. Price Analysis

The recommended amount has been determined to be fair and reasonable based on the independent cost estimate (ICE), price analysis using historical data, fact-finding, and technical analysis.

	Bidder Name	Bid Amount	Metro ICE	Recommended Amount
1.	Joe’s Sweeping, Inc. dba Nationwide Environmental Services	\$ 12,339,290	\$ 8,649,796	\$ 12,339,290

The variance between the recommended amount and Metro’s ICE is due to post-COVID-19 market factors that led to substantial increases in operating costs, (e.g. equipment, tires, fuel, and insurance premiums), and service frequency adjustments to improve service that were not included in the ICE.

D. Background on Recommended Contractor

Joe's Sweeping, Inc. dba Nationwide Environmental Services, was founded in 1989 and is located in Norwalk, CA. The firm specializes in providing power sweeping services for parking lots, surface streets, construction sites, and other open spaces for municipalities, residential communities, business parks, private companies, school districts, and public transportation agencies. Nationwide Environmental Services' clients include the Cities of Norwalk, Pico Rivera, Montebello, Huntington Beach, Sante Fe Springs, Commerce, and La Habra.

The Nationwide Environmental Services team includes one SBE subcontractor and one DVBE subcontractor. They will provide tires and re-treading services.

Nationwide Environmental Services has been providing power sweeping services to Metro since 1997 and performance has been satisfactory.

DEOD SUMMARY

POWER SWEEPING SERVICES / OP1066318370000

A. Small Business Participation

The Diversity and Economic Opportunity Department (DEOD) established a 7% Small Business Enterprise (SBE) and 3% Disabled Veteran Business Enterprise (DVBE) goal for this solicitation. Joe’s Sweeping, Inc. dba Nationwide Environmental Services made a 7% SBE and 3% DVBE commitment.

Small Business Goal	7% SBE 3% DVBE	Small Business Commitment	7% SBE 3% DVBE
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	SBE Subcontractors	% Committed	LSBE	Non-LSBE
1.	Islas Tires, Inc.	7%		X
	Total SBE Commitment	7%		

	DVBE Subcontractors	% Committed	LSBE	Non-LSBE
1.	Hunter Tires	3%	X	
	Total DVBE Commitment	3%		

B. Local Small Business Preference Program (LSBE)

Joe’s Sweeping, Inc. dba Nationwide Environmental Services, a non-LSBE prime, did not subcontract at least 30% of its contract value with eligible LSBE firms and is ineligible for the preference.

C. Living Wage and Service Contract Worker Retention Policy Applicability

The Living Wage and Service Contract Worker Retention Policy (LW/SCWRP) is applicable to this contract. Metro staff will monitor and enforce the policy guidelines to ensure that applicable workers are paid at minimum, the current Living Wage rate of \$24.52 per hour (\$18.57 base + \$5.95 health benefits), including yearly increases. The increase may be up to 3% of the total wage, annually. In addition, contractors will be responsible for submitting the required reports for the Living Wage and Service Contract Worker Retention Policy and other related documentation to staff to determine overall compliance with the policy.

D. Prevailing Wage Applicability

Prevailing Wage is not applicable to this contract.

E. Project Labor Agreement/Construction Careers Policy

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



Board Report

File #: 2024-0060, File Type: Contract

Agenda Number: 32.

REVISED
OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
MARCH 21, 2024

SUBJECT: ELEVATOR AND ESCALATOR MAINTENANCE SERVICES

ACTION: APPROVE CONTRACT AWARDS

RECOMMENDATIONS

AUTHORIZE the Chief Executive Officer to:

- A. AWARD a firm fixed unit rate Contract No. OP1107840018370 to Mitsubishi Electric US Inc. (MEUS) to provide comprehensive preventative maintenance services, inspections, and repairs of elevators, escalators, and their associated systems and equipment throughout Metro facilities excluding the Metro Gateway Headquarters Building. The Contract not-to-exceed (NTE) amount is \$142,352,031 for the five-year base period, and \$57,349,950 for the one, two-year option, for a total combined NTE amount of \$199,701,981, effective May 1, 2024, subject to resolution of any properly submitted protest(s), if any;
- B. AWARD a firm fixed unit rate Contract No. OP1107840008370 to Otis Elevator Company (Otis), to provide comprehensive preventative maintenance services, inspections, and repairs of elevators, escalators, and their associated systems and equipment within the Metro Gateway Headquarters Building, for an NTE amount of \$11,890,099 for the five-year base period, and \$5,063,368 for the one, two-year option, for a total combined NTE amount of \$16,953,467, effective May 1, 2024, subject to resolution of any properly submitted protest(s), if any, and;
- C. EXECUTE individual contract modifications within the Board approved contract modification authority.

ISSUE

The existing elevator and escalator maintenance services contract expires April 30, 2024. To avoid a lapse in service and continue providing safe, quality, regularly scheduled, and as-needed elevator and escalator maintenance services systemwide, including the Metro Gateway Headquarters Building, two (2) new contract awards are required effective May 1, 2024.

BACKGROUND

On August 25, 2016, the Board of Directors awarded a firm fixed unit rate Contract No. OP710100003367 to MEUS, to provide comprehensive elevator and escalator maintenance, inspection, and repair services systemwide, effective November 1, 2016, excluding the Metro Gateway Headquarters Building and Union Station East Portal elevators and escalators, covered under a separate maintenance services contract.

On October 22, 2020, the Board of Directors awarded a firm fixed unit rate Contract No. OP1680130003367 to Elevators, Etc. LP (EE), to provide comprehensive elevator and escalator maintenance, inspection, and repair services within the Metro Gateway Headquarters Building and Union Station East Portal, effective March 1, 2021.

Under these two (2) contracts, the contractors are required to provide a systematic preventive maintenance program and timely repair of equipment to meet the State regulatory requirements and provide a safe and reliable vertical transportation system for Metro patrons and staff.

While staff is continuously exploring opportunities for improvements and increasing competition along with small business (SBE) participation, the new solicitation released in May 2023 included a scope of services structured to award two (2) new comprehensive elevator and escalator maintenance contracts, one (1) for the Metro Headquarters Building and the other contract for the systemwide units throughout Metro's bus and rail facilities. Concurrently, to allow sufficient time to complete ongoing elevator and escalator state-of-good repair improvement projects that were delayed due to the post-pandemic market conditions and supply chain issues, staff considered extending the period of performance for the two (2) existing contracts from October 31, 2023, to April 30, 2024. Due to a commitment to a new project and a labor shortage, EE was unable to perform any maintenance activities beyond October 31, 2023.

On September 28, 2023, the Metro Board of Directors approved Contract Modification No. 14 for the existing contract with MEUS ensuring service continuity for Metro's elevators and escalators by extending the contract through April 30, 2024, and expanding the scope of services to include the 28 elevators and seven (7) escalators located in the Metro Gateway Headquarters Building and Union Station East Portal, previously maintained under the EE contract. In October 2023, the service area further expanded to include 14 elevators and 16 escalators on the K-Line (Crenshaw/LAX), for a total of 65 additional units. The current overall count of units maintained under the existing MEUS contract is 218 elevators and 163 escalators, for a total of 381 units.

Under the existing contract, MEUS has been providing satisfactory services performing preventative maintenance, inspections, and repairs for Metro's elevators, escalators, and their associated systems and equipment.

DISCUSSION

Under the two (2) new contracts recommended for award, the contractors are required to provide critical elevator and escalator maintenance services, including, but not limited to regulatory and critical maintenance services, inspections, enhanced cleaning services, and as-needed repairs to sustain high levels of equipment availability and reliability, minimize equipment downtime and assure compliance with State code and ADA regulations. The contract to maintain elevators and escalators

within Metro's Headquarters Building includes 19 elevators and four (4) escalators for a total of 23 units, and the systemwide contract includes 199 elevators and 159 escalators for a total of 358 units.

During the new systemwide contract period of performance, the scope of services will expand to include an additional 78 elevators and 81 escalators for Metro's system expansion projects, upon completion of the one (1) year warranty and maintenance period, per the following:

- Regional Connector: 15 elevators and 12 escalators
- Airport Metro Connector (AMC): 11 elevators and 10 escalators
- A Line (Blue) Foothill Extension Phase 2B: 10 elevators
- D Line (Purple) Extension Phase I: 12 elevators and 18 escalators
- D Line (Purple) Extension Phase II: Eight (8) elevators and 12 escalators
- G Line (Orange) Grade Separation: Eight (8) elevators and eight (8) escalators
- D Line (Purple) Extension Phase III: 14 elevators and 21 escalators

Once all system expansion units are added, the units maintained by the systemwide contract will increase from 199 elevators and 159 escalators to 277 elevators and 240 escalators, with an updated total number of units increasing from 358 units to 517 units. To properly accommodate the expanded scope of services to account for the addition of Metro's system expansion project units, the number of dedicated technicians will gradually increase from 24 to 35 to ensure maintaining the level of quality and timely services required to sustain high levels of equipment availability and reliability, minimize equipment downtime and remain in compliance with State code and ADA regulations.

With many of Metro's older elevators and escalators nearing the end of their life expectancy, the scope of services for the new contracts recommended for award includes ongoing state-of-good-repair projects, including but not limited to replacement of obsolete parts, corrosion damage repairs, and escalator step tread replacement.

In addition, both new contracts include clauses for liquidated damages designed to minimize equipment downtime, provide an incentive for the contractors to respond in a timely manner, and comply with contract requirements. Liquidated damages are also applicable for failure to repair a unit after repeated calls for the same problem and excessive equipment downtime.

While the systemwide contract reflects an average unit price increase of 5.25% above the existing contract, the total contract cost is 6.64% below the Independent Cost Estimate (ICE). The Metro Gateway Headquarters Building contract reflects an average unit price increase of 28.77% above the existing contract and the total contract cost is above the ICE due to higher contingency costs based on the limited number of units included under this contract, their age, and obsolescence of parts and associated components. Taking these facts into consideration, the two (2) new contract amounts recommended for award are considered fair and reasonable.

DETERMINATION OF SAFETY IMPACT

The approval of these recommendations will provide continuity of maintenance services for elevators and escalators systemwide. This will also ensure compliance with State code requirements, sustain

high levels of equipment availability, and continued delivery of safe, on-time, and reliable access to Metro patrons and staff.

FINANCIAL IMPACT

Funding of \$5,362,770 for elevator and escalator maintenance services for the remainder of FY24 is allocated under cost center 8370 - Facilities Contracted Maintenance Services, account 50308, Service Contract Maintenance, under various projects.

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

Impact to Budget

The current source of funds for this action includes Fares, Proposition A/C, Measures R/M (Transit Operations), State Transportation Assistance, and the Transportation Development Act. These fund sources are eligible for bus and rail operations. Use of these funds maximizes the intent of project use given approved provisions and guidelines.

EQUITY PLATFORM

Comprehensive elevator and escalator maintenance services are critical to Metro's operations not only to ensure compliance with regulatory requirements but also to sustain high levels of equipment availability with minimal downtime and impact on riders. To accomplish this, the contractor is required to be onsite within 30 minutes of notification for all reported issues and prioritizes non-redundant units to maintain compliance with ADA requirements. The elevators and escalators throughout Metro's transit system play a vital role in riders' access, especially for mobility-impaired patrons, and riders with rolling devices such as small carts, bicycles, or strollers.

Metro staff, Transit Ambassadors, and customers, including those with Limited English Proficiency (LEP), can report elevator-related vandalism, cleanliness, and maintenance issues through the Customer Relations numbers posted in multiple languages throughout Metro bus and rail facilities. Customers have the option of communicating with Metro in nine (9) different languages using translation services.

As part of this solicitation, a Metro Connect Outreach event was conducted on August 24, 2023, with the participation of over 19 attendees representing small, medium, and large size firms within Equity Focus Communities, such as South Park and Willowbrook communities. The outreach events were advertised to existing businesses registered with Metro's Diversity and Economic Opportunity Department (DEOD). During the outreach event, staff provided an overview detailing the new enhanced Medium Size Business Enterprise (MSZ) and Small Business Enterprise (SBE) Programs' policy for competitively negotiated procurements. Staff also provided an overview of the upcoming solicitation scope of services.

The Diversity and Economic Opportunity Department (DEOD) established a 7% SBE and 3%

Disabled Veterans Business Enterprise (DVBE) goals for both contracts. MEUS made a 7.12% SBE and 9.85% DVBE commitment for the systemwide contract and Otis made a 7% SBE and 3% DVBE commitment for the Metro Gateway Headquarters Building contract.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

This Board action supports Strategic Goal 1: Provide high-quality mobility options that enable people to spend less time traveling, and Strategic Goal 2: Deliver outstanding trip experiences for all users of the transportation system. Specifically, the two (2) elevator and escalator maintenance contracts ensure the continuity of meeting the state-mandated regulations and critical maintenance needs necessary to provide safe, clean, timely, and reliable services.

ALTERNATIVES CONSIDERED

The Board may elect not to approve the recommendations. This option is not recommended as it would result in a gap in service significantly impacting Metro's system safety, accessibility, cleanliness, operations, and customer experience.

With the completion of a financial-based insourcing/outsourcing study based on a quantitative and qualitative assessment, staff has analyzed insourcing/outsourcing options for elevator and escalator maintenance services among other services. Based on the findings, elevator and escalator maintenance services were not recommended for insourcing as this would require the negotiation of a new contract with the International Union of Elevator Constructors, hiring of State Certified Competent Conveyance Mechanics, the purchase of parts, equipment, vehicles, supplies, and the acquisition of warehouse space to inventory long-lead parts and supplies.

NEXT STEPS

Upon Board approval, staff will execute Contract No. OP1107840018370 with MEUS to provide elevator and escalator maintenance services systemwide, excluding the Metro Gateway Headquarters Building, and Contract No. OP1107840008370 with Otis to provide elevator and escalator maintenance services for the Metro Gateway Headquarters Building, effective May 1, 2024.

ATTACHMENTS

Attachment A - Procurement Summary

Attachment B - DEOD Summary

Prepared by:

Lena Babayan, Executive Officer, Operations Administration (Interim), (213) 922-6765

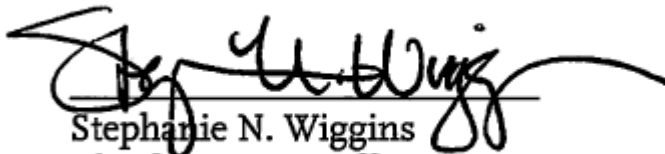
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Reviewed by: Conan Cheung, Chief Operations Officer, Transit Operations,
(213) 418-3034



Stephanie N. Wiggins
Chief Executive Officer

PROCUREMENT SUMMARY

**ELEVATOR AND ESCALATOR MAINTENANCE SERVICES
OP1107840018370 / OP1107840008370**

1.	Contract Number: (A) OP1107840018370 Systemwide Elevator & Escalator Maintenance & Repair Services (B) OP1107840008370 Gateway & Childcare Center Elevator & Escalator Maintenance & Repair Services	
2.	Recommended Vendor: (A) Mitsubishi Electric US Inc. and (B) Otis Elevator Company	
3.	Type of Procurement (check one): <input type="checkbox"/> IFB <input checked="" type="checkbox"/> RFP <input type="checkbox"/> RFP-A&E <input type="checkbox"/> Non-Competitive <input type="checkbox"/> Modification <input type="checkbox"/> Task Order	
4.	Procurement Dates:	
	A. Issued: August 29, 2023	
	B. Advertised/Publicized: August 29, 2023	
	C. Pre-Proposal Conference: September 8, 2023	
	D. Proposals Due: October 31, 2023	
	E. Pre-Qualification Completed: January 16, 2024	
	F. Ethics Declaration Forms submitted to Ethics: October 31, 2023	
	G. Protest Period End Date: March 26, 2024	
5.	Solicitations Picked up/Downloaded: 19	Bids/Proposals Received: 3 – Systemwide Service Area 3 – Gateway & Childcare Center Service Area
6.	Contract Administrator: Manchi Yi	Telephone Number: (213) 418-3332
7.	Project Manager: Mark Jackson	Telephone Number: (213) 922-6788

A. Procurement Background

This Board Action is to approve Contract Nos. OP1107840018370 (Systemwide Elevator & Escalator Maintenance & Repair) to Mitsubishi Electric US Inc. and OP1107840008370 (Gateway & Childcare Center Elevator & Escalator Maintenance & Repair) to Otis Elevator Company to provide comprehensive preventative maintenance, servicing, repairs, inspections, and tests for the elevators, escalators, and their associated systems and equipment. Board approval of contract awards is subject to the resolution of any properly submitted protest(s), if any.

Prior to the release of the solicitation, Metro conducted a virtual outreach event to notify the small business community of this upcoming procurement opportunity, promote small business participation, and encourage competition. The outreach event was attended by 19 participants.

On August 29, 2023, Request for Proposals (RFP) No. OP110784 was issued as a competitive procurement in accordance with Metro's Acquisition Policy and the contract type is a firm fixed unit rate. The scope of service was comprised of two service areas: 1) Systemwide and 2) Gateway & Childcare Center. Proposers were

allowed to submit proposals for one or both service areas. There was no limit on the number of service areas a proposer could be awarded.

The RFP was issued with a 7% Small Business Enterprise (SBE) goal, and a 3% Disabled Veteran Business Enterprise (DVBE) goal. It was also subject to the Local Small Business Enterprise (LSBE) Preference Program which awards a bonus of 5 preference points for utilizing local small business firms. Further, the procurement for the Systemwide service area was subject to an SBE/DVBE Contracting Outreach and Mentoring Plan (COMP) which required proposers to mentor two SBE/DVBE firms for protégé development.

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

- Amendment 1, issued on September 22, 2023, extended the proposal due date, updated the evaluation criteria for the Systemwide service area to include the Contracting Outreach and Mentoring Plan (COMP), revised the scope of services to clarify some elements of the required services, and replaced the DEOD Instructions with the applicable document.
- Amendment 2, issued on October 12, 2023, extended the proposal due date and revised the DEOD Instructions, Section 400 – SBE/DVBE COMP to Bidders/Proposers, by removing construction commitments that did not apply to this RFP.
- Amendment 3, issued on October 20, 2023, revised the evaluation criteria for both service areas to include the LSBE Preference Program;
- Amendment 4, issued on October 26, 2023, revised the schedule of quantities and prices to include additional instructions for completing the form.

A total of 19 firms downloaded the RFP and were included on the planholders list. A virtual pre-proposal conference was held on September 8, 2023, with 10 participants representing 4 firms in attendance. There were 33 questions asked and responses were released before the proposal due date.

A total of 6 proposals for the two service areas were received by October 31, 2023 from the following firms listed below in alphabetical order:

Systemwide Service Area

1. Mitsubishi Electric US, Inc.
2. Otis Elevator Company
3. Schindler Elevator Corporation

Gateway & Childcare Center Service Area

1. Mitsubishi Electric US, Inc.
2. Otis Elevator Company

3. Schindler Elevator Corporation

B. Evaluation of Proposals

A Proposal Evaluation Team (PET) consisting of staff from Facilities Contracted Maintenance Services and Asset Management departments was convened and conducted a comprehensive technical evaluation of the proposals received.

The proposals were evaluated based on the following evaluation criteria:

Evaluation Pass/Fail Criteria: To be responsive to the RFP, proposers must pass all criteria:

Systemwide Service Area

1. Prime Contractor must have a minimum of three years of experience providing preventative maintenance, service, repair, inspection, testing of elevators and escalators of comparable diversity, age capacity, etc., with public or private entities with facilities of comparable scale to the scope of services.
2. Prime Contractor must have three years of project management team experience with a public or private entity with facilities of comparable scale to the scope of services in preventative maintenance, service, repair, inspection, testing of elevators and escalators of comparable diversity, age capacity, etc.
3. Prime Contractor and subcontractor performing preventive maintenance, service, repair, inspection, and testing of elevators and escalators must possess the necessary licenses and certifications which must be active at the time of proposal submittal.
4. Prime Contractor must have current maintenance contracts with responsibilities of no fewer than a combination of 400 elevators and escalators including a minimum of 200 escalators.
5. Three years of corporate experience in the acquisition of diverse manufactured spare parts in support of an elevator/escalator operation equaling a minimum of \$2 million annually.

Gateway & Childcare Center Service Area

1. Prime Contractor must have a minimum of three years of experience providing preventative maintenance, service, repair, inspection, testing of elevators and escalators of comparable diversity, age capacity, etc. with public or private entities with facilities of comparable scale to the scope of services.
2. Prime Contractor must have three years of project management team experience with a public or private entity with facilities of comparable scale to the scope of services in preventative maintenance, service, repair, inspection, testing of elevators and escalators of comparable diversity, age capacity, etc.

3. Prime Contractor and subcontractor performing preventive maintenance, service, repair, inspection, and testing of elevators and escalators must possess the necessary licenses and certifications which must be active at the time of proposal submittal.
4. Prime Contractor must have maintenance contracts within the last six months with responsibilities of no fewer than a combination of 20 elevators and escalators including a minimum of 5 escalators.
5. Three years of corporate experience in the acquisition of diverse manufactured spare parts in support of an elevator/escalator operation equaling a minimum of \$100,000 annually.

Evaluations were conducted from November 6, 2023 through November 29, 2023.

Of the proposals received, one was deemed non-responsive to the RFP requirements. Mitsubishi Electric US, Inc. (MEUS) failed to meet the SBE/DVBE goals established for the Gateway & Childcare Center service area.

The PET continued to evaluate the remaining five proposals based on the following weighted evaluation criteria:

Systemwide Service Area

- | | |
|----------------------------------------------------------------------------|-------------|
| • Comprehensiveness of Work Plan | 35% |
| • Experience and Qualifications | 30% |
| • SBE/DVBE Contracting Outreach & Mentor Protégé Approach | 4% |
| • Cost Proposal | 31% |
| • Local Small Business Enterprise (LSBE) Preference Program (Bonus Points) | 5% |
| • Total | 105% |

Gateway & Childcare Center Service Area

- | | |
|----------------------------------------------------------------------------|-------------|
| • Comprehensiveness of Work Plan | 35% |
| • Experience and Qualifications | 35% |
| • Cost Proposal | 30% |
| • Local Small Business Enterprise (LSBE) Preference Program (Bonus Points) | 5% |
| • Total | 105% |

The evaluation criteria are appropriate and consistent with criteria developed for similar procurements. Several factors were considered when developing these weights, giving the greatest importance to comprehensiveness of work plan for the Systemwide service area and comprehensiveness of work plan and experience and qualifications for the Gateway and Childcare Center service area.

The PET independently evaluated and scored the technical proposals and determined that MEUS and Otis Elevator Company (Otis) were the highest ranked proposers for the Systemwide and Gateway & Childcare Center service areas, respectively.

Qualifications Summary of Firms within the Competitive Range:

Mitsubishi Electric US, Inc.

Mitsubishi Electric US, Inc. (MEUS), headquartered in Cypress, California, is the principal subsidiary of Mitsubishi Electric Corporation in the United States. MEUS's elevator and escalator division began operations in the United States in 1985. As a full-service elevator company, it offers new equipment installation, including traction and hydraulic elevators, moving walks, linear escalators, and spiral escalators. It also provides comprehensive preventative maintenance, servicing, repairs, inspections, tests and modernization services for the elevators, escalators and their associated systems and equipment.

MEUS' proposal was detailed and responsive to the evaluation criteria. They demonstrated their skills, competence, and qualifications in performing all tasks required in the scope of services and satisfactory track record of performance. Their approach demonstrated a deeper understanding of the built environment, organizational uptime requirements, callback requirements, and reporting requirements.

Otis Elevator Company

Otis Elevator Company (Otis), headquartered in Farmington, CT, is a manufacturer and maintainer of elevators, escalators, moving walkways, and related equipment. It has 170 years of experience providing preventative maintenance, service, repair, inspection, testing of elevators and escalators of comparable diversity, age capacity, etc. with public or private entities with facilities of comparable scale to the scope of services. Otis has a large pool of qualified mechanics with robust experience, access to modern training and adequate resources to procure the required spare parts. Its Los Angeles location has over 550 local technicians, 12 maintenance supervisors and 4 service project managers that are available to service the Metro contract.

Schindler Elevator Corporation

Schindler Elevator Corporation (Schindler), the American division of the Schindler Group was founded in 1989 and is headquartered in Morristown, New Jersey. It is a manufacturer of elevators, escalators and moving walks. Schindler also installs, maintains, and modernizes mobility solutions for almost every type of building requirement worldwide. Its Los Angeles office maintains over 4000 elevators and escalators in the greater Los Angeles area with 61 service and repair mechanics, an

office staff of 39 and a 24/7 manned dispatch line to report service calls and repair requests.

The following is a summary of the PET scores:

Systemwide Service Area

1	Firm	Average Score	Factor Weight	Weighted Average Score	Rank
2	Mitsubishi Electric US, Inc.				
3	Comprehensiveness of Work Plan	91.66	35.00%	32.08	
4	Experience and Qualifications	90.00	30.00%	27.00	
5	SBE/DVBE Contracting Outreach & Mentor Protégé Approach	50.00	4.00%	2.00	
6	Cost Proposal	100.00	31.00%	31.00	
7	LSBE Preference Program (5 Bonus Points)	0.00	5.00%	0.00	
8	Total		105.00%	92.08	1
9	Otis Elevator Company				
10	Comprehensiveness of Work Plan	58.34	35.00%	20.42	
11	Experience and Qualifications	50.00	30.00%	15.00	
12	SBE/DVBE Contracting Outreach & Mentor Protégé Approach	50.00	4.00%	2.00	
13	Cost Proposal	84.97	31.00%	26.34	
14	LSBE Preference Program (5 Bonus Points)	0.00	5.00%	0.00	
15	Total		105.00%	63.76	2
16	Schindler Elevator Corporation				
17	Comprehensiveness of Work Plan	51.00	35.00%	17.85	
18	Experience and Qualifications	56.10	30.00%	16.83	
19	SBE/DVBE Contracting Outreach & Mentor Protégé Approach	100.00	4.00%	4.00	
20	Cost Proposal	40.10	31.00%	12.43	
21	LSBE Preference Program (5 Bonus Points)	0.00	5.00%	0.00	
22	Total		105.00%	51.11	3

Gateway and Childcare Center Service Area

1	Firm	Average Score	Factor Weight	Weighted Average Score	Rank
2	Otis Elevator Company				
3	Comprehensiveness of Work Plan	60.66	35.00%	21.23	
4	Experience and Qualifications	53.91	35.00%	18.87	
5	Cost Proposal	100.00	30.00%	30.00	
6	LSBE Preference Program (5 Bonus Points)	0.00	5.00%	0.00	
7	Total		105.00%	70.10	1
8	Schindler Elevator Corporation				
9	Comprehensiveness of Work Plan	54.00	35.00%	18.90	
10	Experience and Qualifications	60.57	35.00%	21.20	
11	Cost Proposal	37.73	30.00%	11.32	
12	LSBE Preference Program (5 Bonus Points)	0.00	5.00%	0.00	
13	Total		105.00%	51.42	2

C. Price Analysis

Systemwide Service Area

The recommended price has been determined to be fair and reasonable based on adequate competition, an independent cost estimate (ICE), technical analysis, and fact finding. It is 6.64% lower than Metro's ICE.

	Proposer Name	Proposal Amount	Metro ICE	Recommended Amount
1.	Mitsubishi Electric US, Inc.	\$199,701,981	\$213,899,362	\$199,701,981
2.	Otis Elevator Company	\$235,042,074		
3.	Schindler Elevator Corporation	\$498,249,064		

The variance between the ICE and the recommended amount is attributable to the higher escalation rate assumed in the ICE brought about by the volatility of labor and material costs since the onset of the COVID-19 pandemic.

Gateway and Child Care Center Service Area

The recommended price has been determined to be fair and reasonable based on adequate competition, an ICE, technical analysis, fact finding and negotiations. Metro staff successfully negotiated cost savings of \$2,283,941.

	Proposer Name	Proposal Amount	Metro ICE	Recommended Amount
1.	Otis Elevator Company	\$19,237,408	\$10,114,924	\$16,953,467
2.	Schindler Elevator Corporation	\$50,969,339		

The variance between the ICE and the recommended amount is due to higher contingency costs that are attributable to the small number of units to be maintained under the contract, the age of the units, and the obsolescence of parts and associated components.

D. Background on Recommended Contractor

Systemwide Service Area

Mitsubishi Electric US, Inc. (MEUS) has been in business for over 37 years in the United States. MEUS is a full-service elevator company that offers new equipment installation, including traction and hydraulic elevators, moving walks, linear escalators, and the world’s only spiral escalator. It also provides comprehensive maintenance, repair, and modernization services for both Mitsubishi Electric and other manufacturers' equipment.

Clients for whom MEUS has provided installation and/or maintenance and repair services include Nordstrom, Target Stores, Universal Studios, Unibal-Rodamco-Westfield, and New Century Plaza Towers.

The MEUS team includes five SBEs and two DVBE subcontractors.

The proposed Operations Manager has been in the elevator/escalator trade for 15 years and is the Operations Manager of Metro’s current elevator/escalator maintenance services contract.

MEUS is the incumbent contractor and performance has been satisfactory.

Gateway and Childcare Center Service Area

Otis Elevator Company (Otis) has been in business for approximately 170 years providing preventative maintenance, service repair, inspection, testing of elevators and escalators with public and private agencies. Otis’ clients include the Los Angeles International Airport, SoFi Stadium, Getty Center, Wilshire Grand Center, and Montreal Airport.

The Otis team includes one SBE and one DVBE subcontractor.

DEOD SUMMARY

**SYSTEMWIDE, GATEWAY & CHILDCARE CENTER ELEVATOR & ESCALATOR
MAINTENANCE & REPAIR / OP110784**

A. Small Business Participation – Systemwide

The Diversity and Economic Opportunity Department (DEOD) established a 7% Small Business Enterprise (SBE) and 3% Disabled Veteran Business Enterprise (DVBE) goal for this solicitation. Mitsubishi Electric US, Inc. exceeded the goal by making a 7.12% SBE and 9.85% DVBE commitment.

Small Business Goal	7% SBE 3% DVBE	Small Business Commitment	7.12% SBE 9.85% DVBE
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	SBE Subcontractors	% Committed	LSBE	Non-LSBE
1.	Elite Escalator, Inc.	2.28%		X
2.	Lift Solution, Inc.	1.41%		X
3.	M&R Metal Fabrication	0.55%	X	
4.	Elevators Etc. LP	1.08%		X
5.	Excelsior Elevator Corp	1.80%		X
	Total SBE Commitment	7.12%		

	DVBE Subcontractors	% Committed	LSBE	Non-LSBE
1.	Vintage Elevator Corp	1.92%		X
2.	Double Tap Specialty Cleaning	7.93%		X
	Total DVBE Commitment	9.85%		

B. Small Business Participation – Gateway & Childcare Center

The Diversity and Economic Opportunity Department (DEOD) established a 7% Small Business Enterprise (SBE) and 3% Disabled Veteran Business Enterprise (DVBE) goal for this solicitation. Otis Elevator Company made a 7% SBE and 3% DVBE commitment.

Small Business Goal	7% SBE 3% DVBE	Small Business Commitment	7% SBE 3% DVBE
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	SBE Subcontractors	% Committed	LSBE	Non-LSBE
1.	Lift Solutions	7%		X
	Total SBE Commitment	7%		

	DVBE Subcontractors	% Committed	LSBE	Non-LSBE
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1.	Escutia Elevator	3%		X
	Total DVBE Commitment	3%		

C. Contracting Outreach and Mentorship Plan (COMP):

The Contracting Outreach and Mentoring Plan (COMP) requirement only applicable to the Systemwide portion of the solicitation. To be responsive, Proposers were required to submit a COMP including strategies to mentor for protégé development (1) one SBE and (1) one DVBE firm. Mitsubishi Electric US proposed to mentor the following (2) protégé's: M&R Metal Fabrication (SBE) and Double Tap Specialty Cleaning (DVBE).

D. Local Small Business Preference Program (LSBE)

Mitsubishi Electric US, Inc. and Otis Elevator Company, and non-LSBE primes, did not subcontract at least 30% of the contract value with eligible LSBE firms and are ineligible for the preference.

E. Living Wage and Service Contract Worker Retention Policy Applicability

~~The Living Wage and Service Contract Worker Retention Policy (LW/SCWRP) is applicable to this contract. Metro staff will monitor and enforce the policy guidelines to ensure that applicable workers are paid at minimum, the current Living Wage rate of \$24.52 per hour (\$18.57 base + \$5.95 health benefits), including yearly increases. The increase may be up to 3% of the total wage, annually. In addition, contractors will be responsible for submitting the required reports for the Living Wage and Service Contract Worker Retention Policy and other related documentation to staff to determine overall compliance with the policy.~~

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

F. Prevailing Wage Applicability

~~Prevailing wage is not applicable to this contract.~~

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

G. 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 #: 2024-0093, File Type: Contract

Agenda Number: 33.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE MARCH 21, 2024

**SUBJECT: FAMILY MEDICAL LEAVE ACT/CALIFORNIA FAMILY RIGHTS ACT PROGRAM
THIRD-PARTY ADMINISTRATOR SERVICES**

ACTION: APPROVE CONTRACT AWARD

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a firm fixed unit rate Contract No. PS112527000 to Total Administrative Services Corporation (TASC) to support the centralization of the management and administration of the Family Medical Leave Act and the California Family Rights Act (FMLA, CFRA or collectively, "FMLA/CFRA") in the not-to-exceed (NTE) amount of \$1,959,320 for the four-year base term, with two, two-year options in the amount of \$996,160 for each option, for a total NTE amount of \$3,951,640, effective May 1, 2024, subject to resolution of any properly submitted protest, if any.

ISSUE

Award of the contract provides the capability for Metro to move the complex functions associated with FMLA/CFRA leave management and administration from the divisions and departments and centralize it within the Short-Term Disability Compliance Team, through the use of a Third-Party Administrator. Doing so will allow Metro to properly navigate the rules and regulations governing state and federal FMLA/CFRA-protected leaves. The proper management and administration of FMLA/CFRA is critical to ensure Metro meets current state and federal requirements and to reduce overall absenteeism by actively monitoring for abuse of or inappropriate designation or use of such leaves.

BACKGROUND

Requests for leave under FMLA/CFRA, including a review of the medical certification and other eligibility criteria, are currently managed and administered by the employee's immediate division or departmental management team. This oversight also includes ensuring proper tracking in payroll and attendance systems, and verification that the employee is taking their approved leave in a manner that is consistent with what is prescribed and documented by their personal healthcare provider on the employee's medical certification form, as well as monitoring for signs of misuse and abuse, and requesting a re-certification when needed. Understandably, Metro's division and departmental

management teams are not properly trained on the complexities of the ever-changing FMLA/CFRA laws, which means that the current management and administration of these protected leaves is lacking a consistent application agency-wide, scrutiny, and enforcement, which in turn increases the agency's overall employee absenteeism rate. The complexities that these laws carry, and the work involved in properly administering such leaves is substantial and requires constant oversight and review.

In addition, not all FMLA/CFRA leaves are initiated by an employee submitting specific request forms. FMLA/CFRA designations could be initiated by the agency based off a pattern of sick time usage and other factors, which management may not be fully aware of. The lack of proper management and administration of these protected leaves creates vulnerability and subjects the agency to liability for potentially violating these state and federal statutes. Protected medical leaves are for an employee's serious health condition but can also expand to an employee's eligible family member. As of 2023, some protected leaves fall under both FMLA/CFRA, while other leaves, specific to an employee's extended family members, only fall under CFRA, further convoluting the proper administration.

DISCUSSION

Data from FY20 through FY22 indicates that approximately 22.2% of Metro's workforce was absent on any given day. This is 18% higher than the national average for public sector employers. Additionally, Metro's lost work time rate averaged 7.99% from FY20 through FY22, compared to all U.S. workers over the age of 16, which was 2.1%.

As such, centralizing the management and administration of FMLA/CFRA leaves, through the use of a Third-Party Administrator, to the Chief People Office, specifically the Short-Term Disability Compliance Team within Well-Being Services, will provide improved and consistent support and service to Metro employees seeking protected medical leaves and help reduce potential liability and corresponding costs. Additionally, this project also intends to significantly reduce the administrative burden of FMLA/CFRA management and oversight practice currently in place at each work location/division/department cost center, as this ensures accurate and compliant administration of the FMLA/CFRA function and decreases absenteeism.

DETERMINATION OF SAFETY IMPACT

This contract award will centralize the management and administration of FMLA/CFRA and will not impact the safety standards for Metro customers and employees. In addition, it will assist in avoiding staff shortages which will increase the reliability of service to our patrons.

FINANCIAL IMPACT

The funding of \$300,000 is allocated in the FY24 Budget within cost center 2311, Helping Employees Access Resources & Well-Being Services Office under the Chief People Office, Account 50316, under Project 100001. The cost center manager and the Chief People Officer will be responsible for budgeting the cost in future years, including any options exercised.

Impact to Budget

The source of funds for this contract is Project 100001 General Overhead funds, comprised of federal, state, and local funds, which include Operating eligible funds.

EQUITY PLATFORM

The services provided by the contract will ensure Metro provides consistent application, oversight, management, and administration of state and federal leave enactment requirements by moving the management and administration of these leaves from the division and departmental level to the Chief People Office. This will allow for a centralized, consistent, and fair process for all Metro employees. This work will advance workplace equity by ensuring that Metro is reasonably accommodating employees with temporary or permanent disabilities as required by the Americans with Disabilities Act (ADA) and The California Fair Employment and Housing Act (FEHA), or employees who need leave to provide care for a qualifying family member, by providing them with job protected leave which allows them to maintain their livelihood.

The Diversity and Economic Opportunity Department (DEOD) did not establish a Disadvantaged Business Enterprise (DBE) goal for this solicitation due to lack of subcontracting opportunities.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

The Board action supports Strategic Goal 5: Provide responsive, accountable, and trustworthy governance within the Metro organization. Providing these services will ensure that Metro maintains and nurtures a diverse, inspired, and high-performance workforce.

ALTERNATIVES CONSIDERED

The Board may not approve the contract and instead rely solely on Metro's internal division and departmental management teams to perform the services required. This is not recommended since the current management and administration of FMLA/CFRA subjects the agency to potential violation, liability, and litigation due to the inconsistent approach. Further the Chief People Office is not equipped to inherit the full centralization of FMLA/CFRA management administration without the tools, services, and support of a Third-Party Administrator.

NEXT STEPS

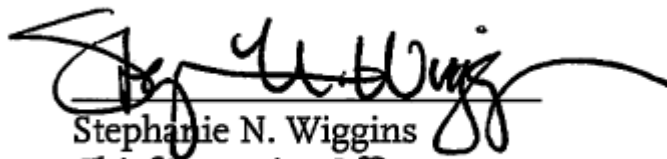
Upon Board approval, staff will execute Contract No. PS112527000 with Total Administrative Services Corporation to support the centralization of Family Medical Leave Act and the California Family Rights Act within the Chief People Office, effective May 1, 2024.

ATTACHMENTS

Attachment A - Procurement Summary
Attachment B - DEOD Summary

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Carolina Coppolo, Deputy Chief Vendor/Contract Management Officer (Interim) (213)
922-4471

Reviewed by: Ilyssa DeCasperis, Chief People Officer (213) 922-3048



Stephanie N. Wiggins
Chief Executive Officer

PROCUREMENT SUMMARY

**FAMILY MEDICAL LEAVE ACT/CALIFORNIA FAMILY RIGHTS ACT PROGRAM
THIRD-PARTY ADMINISTRATOR SERVICES / PS112527000**

1.	Contract Number: PS112527000	
2.	Recommended Vendor: Total Administrative Services Corporation	
3.	Type of Procurement (check one): <input type="checkbox"/> IFB <input checked="" type="checkbox"/> RFP <input type="checkbox"/> RFP-A&E <input type="checkbox"/> Non-Competitive <input type="checkbox"/> Modification <input type="checkbox"/> Task Order	
4.	Procurement Dates:	
	A.Issued: September 6, 2023	
	B.Advertised/Publicized: September 9, 2023	
	C.Pre-Proposal Conference: September 13, 2023	
	D.Proposals Due: October 12, 2023	
	E.Pre-Qualification Completed: December 13, 2023	
	F.Ethics Declarations Form Submitted to Ethics: October 12, 2023	
	G.Protest Period End Date: March 26, 2024	
5.	Solicitations Picked up/Downloaded: 8	Bids/Proposals Received: 1
6.	Contract Administrator: Ricardo E. Narvaez	Telephone Number: (213) 418-3158
7.	Project Manager: Marylynn Ahumada	Telephone Number: (213) 922-7172

A. Procurement Background

This Board Action is to approve the award of Contract No. PS112527000 to provide third-party administration services for all aspects of leave requests under the Family Medical Leave Act and California Family Rights Act (FMLA/CFR) for approximately 12,000 Metro employees. Board approval of contract awards are subject to resolution of any properly submitted protest.

On September 6, 2023, Request for Proposal (RFP) No. PS112527 was issued as a competitive procurement in accordance with Metro's Acquisition Policy and the contract type is a firm fixed price. The Diversity & Economic Opportunity Department (DEOD) did not recommend a Disadvantaged Business Enterprise (DBE) goal for this procurement due to the lack of subcontracting opportunities.

Two (2) amendments were issued for this RFP:

- Amendment No. 1, issued on September 13, 2023, provided "Exhibit 15 – Metro's Security Requirements", which was inadvertently omitted when the RFP was issued.
- Amendment No. 2, issued December 19, 2023, revised the Scope of Services and Schedule of Quantities and Prices to reclassify some basic

services to as-needed services and clarified the anticipated frequency requirements for these services.

The solicitation was available for download from Metro's website and advertised to notify potential proposers of this solicitation. Further, Metro notified potential proposers identified by the Project Office as well as firms from Metro's vendor database based on applicable North American Industry Classification System (NAICS) codes.

A total of 8 firms downloaded the RFP and were included on the planholder's list. A virtual pre-proposal conference was held on September 13, 2023, and was attended by 6 participants representing 5 firms. There were five questions asked and responses were released prior to the proposal due date.

One proposal was received from Total Administrative Services Corporation (TASC) by the proposal due date of October 12, 2023.

Metro staff conducted a market survey of the firms on the planholder's list to determine why there were no other proposals received. The following is a summary of the market survey responses:

- Limited capability to provide all required services,
- Can provide the services but price may not be competitive; and
- Not having the required expertise to provide the services.

The market survey revealed that the decisions not to propose were based on individual business considerations. Therefore, the solicitation can be awarded as a competitive award.

B. Evaluation of Proposal

A Proposal Evaluation Team (PET) consisting of staff from Metro's H.E.A.R. & Wellness Program Office, Employee Labor Relations Office, and the Operations, Central Oversight & Analysis Department was convened and conducted a comprehensive technical evaluation of the proposal received.

The proposal was evaluated based on the following evaluation criteria:

Phase 1 – Minimum Qualification Evaluation: This is a pass/fail criteria. To be responsive to the RFP minimum qualification requirements, the proposer must meet the following at the time of the proposal submittal:

1. The physical address of the proposer's office(s) where work identified in the Scope of Services (SOS) will be performed must be located within the United States.
2. Certify that the proposer will not subcontract any portion of the SOS to firms located outside of the U.S.

3. Certify that the proposer has a 24/7 toll-free call center service and has the capabilities and experience in providing services similar to that required in the SOS such as information on call history and calls connecting employees to an FMLA coordinator.
4. Certify that the proposer has an online/cloud-based portal for both employee and management use and that it will comply with Metro's IT Security Requirements.
5. Prime Contractor must have five years of relevant experience providing FMLA/CFRA third-party administrative services similar in scope and complexity to that provided in the SOS. Relevant projects/contracts should include one of the following: (i) public sector organizations; (ii) unionized workforce; or (iii) other transit agencies.

Phase II Evaluation: Proposers that meet the Phase I Minimum Qualification requirements were evaluated based on the following evaluation criteria and weights:

- Qualifications of Firm/Team 15%
- Management Plan/Approach 40%
- Quality Control 10%
- Training 10%
- Implementation & Mobilization 10%
- Price Proposal 15%

The evaluation criteria are appropriate and consistent with criteria developed for other similar procurements. Several factors were considered in developing these weights, giving the greatest importance to the management plan/approach.

During the period of October 20, 2023 to December 7, 2023, the PET independently evaluated and scored the technical proposal. At the conclusion of the evaluation, the PET determined that TASC met the requirements of the RFP and was technically qualified to perform the work.

The following is a summary of the PET scores:

1	Firm	Average Score	Factor Weight	Weighted Average Score	Rank
2	Total Administrative Services Corporation				
3	Qualifications of Firm/Team	76.67	15.00%	11.50	
4	Management Plan/Approach	84.40	40.00%	33.76	
5	Quality Control	83.30	10.00%	8.33	
6	Training	83.30	10.00%	8.33	
7	Implementation & Mobilization	85.60	10.00%	8.56	
8	Price Proposal	100.00	15.00%	15.00	
9	Total		100.00%	85.48	1

C. Price Analysis

The recommended amount has been determined to be fair and reasonable based on the independent cost estimate (ICE), price analysis using comparable rates, technical analysis, fact finding and negotiations. During fact-finding and negotiations, Metro staff issued an amendment to the RFP to clarify the requirements for the basic and as-needed services and successfully negotiated a cost savings of \$8,038,760.

Proposer Name	Proposal Amount	Metro ICE	Recommended Amount
Total Administrative Services Corporation	\$11,990,400	\$4,452,936	\$3,951,640

The variance between the recommended amount and ICE is due to Metro using a conservative approach based on market research of estimated costs for similar services as this is the first time Metro will be outsourcing this service.

D. Background on Recommended Contractor

The recommended firm, Total Administrative Services Corporation (TASC), located in Madison, Wisconsin, was founded in 1975. TASC has provided third-party benefits administration services, specializing in designing and administering a broad suite of account-based benefit plans, trust-funded healthcare savings, reimbursement programs, and compliance solutions to brokers, consultants, financial service firms, health plans, and employer clients across the United States.

Existing clients include The Hard Rock Hotel & Casino, Roseland Community Hospital, Cleveland Metroparks, Cellular Sales of Knoxville, Inc., Growmark, Inc., and Polk County Schools.

DEOD SUMMARY

FMLA CFRA PROGRAM 3RD PARTY ADMINISTRATOR SERVICES / PS112527000

A. Small Business Participation

The Diversity and Economic Opportunity Department (DEOD) did not establish a Disadvantaged Business Enterprise (DBE) participation goal for this procurement due to lack of subcontracting opportunities. Total Administrative Services Corporation did not make a commitment. It is expected that the services of this contract will be performed with their own workforce.

B. Local Small Business Enterprise (LSBE) Preference

LSBE preference is not applicable to federally funded procurements. Federal law (49 CFR § 661.21) prohibits the use of local procurement preferences on FTA-funded projects.

C. Living Wage and Service Contract Worker Retention Policy Applicability

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

D. Prevailing Wage Applicability

Prevailing wage is not applicable to this contract.

E. Project Labor Agreement/Construction Careers Policy

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



Board Report

File #: 2024-0022, File Type: Informational Report

Agenda Number:

**OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE
MARCH 21, 2024**

SUBJECT: TRANSIT AMBASSADOR PILOT PROGRAM SERVICES

ACTION: APPROVE RECOMMENDATION

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to execute Modification No. 5 to Contract No. PS88001001 with Strive Well-Being to continue to provide Transit Ambassador Pilot Program services in the amount of \$7,200,000, increasing the current three-year base not-to-exceed contract value from \$16,403,235 to \$23,603,235.

ISSUE

Transit Ambassador Pilot Program Contract No. PS88001001 awarded to Strive Well-Being (Strive) will reach its full three-year base period contract authority before April 30, 2024, as the contractor was called upon to provide additional Ambassador staff for fixed post deployment to meet the Agency’s safety and security needs. Staff is requesting an increase in contract value for Strive to continue operations while staff transitions the Ambassador program in-house. There will be a corresponding decrease in contract value for the Transit Ambassador Pilot Program services provided by RMI International.

BACKGROUND

Following a competitive procurement process, at its June 2022 meeting, the Board awarded contracts to Strive Well-Being Inc. (Contract No. PS88001001) and RMI International Inc. (Contract No. PS88001000) to provide a Pilot Transit Ambassador Program that would introduce a uniformed, unarmed, visible presence on the Metro system while providing care-based, in-person assistance to riders, with the primary objective of enhancing the overall customer experience. RMI’s base (3-year) period not-to exceed contract is \$55,479,104 for 245 Ambassador program staff. Strive Well-Being’s \$15,903,235 base (3-year) not-to-exceed contract placed 55 Ambassador staff on the system.

In September 2022, Metro introduced the Transit Ambassador Pilot Program as a soft launch, deploying teams across the system as they were hired and trained. On March 6, 2023, with 300 Ambassador staff trained, Metro officially launched the pilot program. It quickly became an important part of Metro’s public safety ecosystem, alongside homeless outreach teams, Metro transit security

officers, and contracted law enforcement and security.

In September 2023, staff presented a year one evaluation of the program, and noted that contract authority would likely need to be increased to support Strive-Well Being before the end of the base contract period. The Board approved a staff recommendation to make the Ambassador program permanent and bring it in-house,. Metro is in the process of developing a plan for that transition.

DISCUSSION

At the outset of the Metro Ambassador pilot program's introduction, Customer Experience (CX) staff deployed the Ambassadors as greeters at fixed posts. However, staff quickly realized the Ambassadors would be more visible and helpful to a larger group of customers if they rode trains and buses from station to station as customers do. So, within a couple of months most of the ambassadors were deployed as riding and roving teams, vs fixed post teams, allowing them to serve as the eyes and ears across more areas of the system.

Concurrently with the ambassador pilot program launch, Metro's System Safety and Law Enforcement (SSLE) team was grappling with several societal crises that were becoming more prevalent on the Metro system, including the county's growing fentanyl and mental health crises. Specifically, in late 2022 Metro began seeing a spike in reports of drug use on buses and trains. SSLE began devising proactive strategies to address the situation, including special coordinated fixed-post deployment of all the layers of the Metro safety ecosystem in key hot spots, particularly the B (Red) and D (Purple) Line subways.

To support these special fixed post deployments and ensure the safety, security, and comfort of Metro's customers and employees while not compromising the effect of the Ambassador program on other areas of the Metro system, the CX staff needed to expand the number of ambassadors deployed on the system.

Further, to ensure a care-first approach to the mental health and drug addiction crises, staff determined that the additional ambassadors hired to work these assignments should have mental health awareness training. Strive Well Being was at the time the only Ambassador program vendor providing enhanced mental health training to their ambassadors, so CX staff asked Strive to quickly hire and train additional staff to support special, fixed post deployments.

To support these efforts, beginning in May 2023, Strive hired 47 additional ambassadors administrative staff to support deployment of 102 ambassadors per day. To enable the Ambassador program to support fixed post assignments at key hot spots on the system and at the new Regional Connector stations. This was in addition to the 55 Ambassador staff required in Strive's contract.

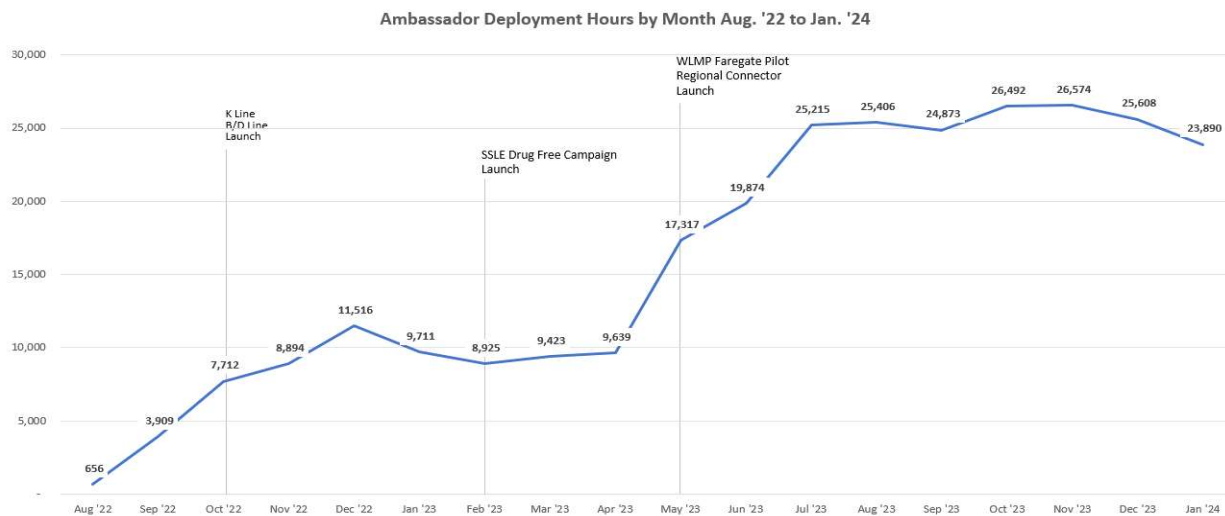
Today there are 82 Ambassadors deployed at fixed posts per day as follows:

- 6 staff per shift each day (12 total) at the Westlake MacArthur Park station
- 6 staff per shift each day (12 total) at the 7th/Metro Station
- 6 staff per shift each day (12 total) at the LA Union Station
- 2 staff per shift each day (4 total) at the NoHo station
- 4 staff per shift each day (8 total) at the new Little Tokyo Station

- 4 staff per shift each day (8 total) at the new Historic Broadway Station
- 8 staff per shift each day (16 total) at the Grand Avenue Arts/Bunker Hill Station
- 10 staff for the late-night shift (10 total) deployed at Little Tokyo, Historic, and Grans Avenue Arts/Bunker Hill Stations.

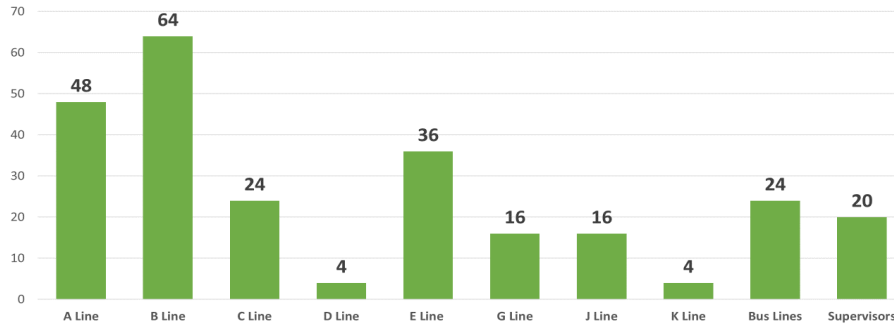
This additional staff deployment tripled Strive’s monthly Ambassador deployment hours billed as noted below.

Strive Monthly Ambassador Deployment Hours



The additional staff have enabled Metro to be nimbler in addressing new safety and security issues that emerge on the system while at the same time maintaining coverage and even growing presence across more areas of the system.

Current Metro Ambassador Deployments by Line



2

The annual costs for this enhanced coverage offered by Strive Well Being are noted below. To continue to provide enhanced Transit Ambassador Pilot Program services and ensure service continuity while the Agency works to bring the program in-house, staff requests an increase of \$7.2M to Strive’s three-year base pilot contract value for a total not-to-exceed amount of \$23,603,235.

STRIVE WELL BEING

Contract Year	Contracted Budget	Actuals/Forecast	Difference	Notes
9/1/22 - 8/31/23	\$5,130,784	\$7,093,424	\$1,962,640	Additional fixed post staff hours for 4 months (May - August, 2023)
9/1/23 - 8/31/24	\$5,254,854	\$14,386,488	\$9,131,634	Additional fixed post staff hours for 12 months
9/1/24 - 8/31/25	\$5,517,597	\$5,517,597	\$0	Does not include demobilization when in-house transition occurs TBD.
Total	\$15,903,235	\$26,997,509	\$11,094,274	

There will be a corresponding decrease to RMI’s three-year base pilot contract value revising the total not-to-exceed amount to \$48,279,104. The annual costs of RMI International’s billings are outlined below.

RMI INTERNATIONAL

Contract Year	Contracted Budget	Actuals/Forecast	Difference	Notes
9/1/22 - 8/31/23	\$18,015,640	10,543,891	(\$7,471,749)	

9/1/23 -8/31/24	18,460,549	16,709,720	(\$1,750,829)	
9/1/24 -8/31/25	19,002,915	16,709,720	(\$2,293,195)	Does not include demobilization when in-house transition occurs TBD.
Total	\$55,479,104	43,963,331	(\$11,515,773)	

Strive Well Being is an SBE and enlists the services of Community Based Organizations (CBO) such as Union Station Homeless Services, Communities Actively Living Independently & Free, and Homeboy Industries. Since the program launched, Strive has recruited 21 ambassadors from CBOs. Strive has demonstrated an understanding of the importance of strong, robust community participation in the Transit Ambassador Pilot Program. Through its core business platform of facilities management and health and wellness management initiatives, Strive has demonstrated its experience and interaction with a general public population with a wide range of varying degrees of lived experiences.

RMI International is currently exceeding their DBE commitment with their SBE participation at 25.02% exceeding the commitment by 12.84%.

Of the two selected firms to implement the pilot program, RMI International Inc. was awarded 81% of the contract, assuming 244 people to perform the transit ambassador services. In comparison, Strive Well-Being was awarded 18% of the contract, assuming 55 people to perform the transit ambassador services. This modification would increase Strive’s contract representation to 30%, utilizing 102 ambassadors to perform the transit ambassador services on Metro’s rail system and station elevators, with a corresponding reduction by RMI commensurate with existing vacancies.

DETERMINATION OF SAFETY IMPACT

The approval of the recommendation will positively impact the perception of public safety on the transit system. The staff recommendations will allow Metro to continue to manage the professional services of Strive through the defined Statement of Work and associated contract requirements and deliverables. Ambassadors serve as a layer within Metro’s overall public safety ecosystem in connection with Metro’s system security, law enforcement, crisis response teams, and homeless outreach.

FINANCIAL IMPACT

Upon Board approval of the recommendation, the contract value for Strive Well Being Contract No. PS88001001 will be increased by \$7.2M to a not-to-exceed amount of \$23,603,235. In addition, the contract value for RMI International Contract No. PS88001000 will be decreased by \$7.2M to a not-to-exceed amount of \$48,279,104 until the program is brought in-house.

Funds are budgeted under Cost Center 5420, Customer Programs and Services, Project 300040, Rail Operations Management and Admin. Since this is a multi-year contract/project, the cost center manager, Executive Officer of Customer Care, and Chief Customer Experience Officer will be

accountable for budgeting the cost in future years.

BUDGET IMPACT

The sources of funding are sales tax revenues dedicated for rail operations and rail capital projects.

EQUITY PLATFORM

The Transit Ambassador Pilot Program deployment model has staff assigned to work in high need areas, including bus stops/stations and rail stations serving Equity Focus Communities (EFCs). In response to growing calls for reforms, the Transit Ambassador Pilot Program emphasizes compassion and a culture of care, treating all transit riders, employees and community members with dignity and respect.

The program also provides opportunities for community engagement through Community Based Organizations (CBOs). The current contractors successfully collaborate with local CBOs whose mission is to save lives by assisting in the personal development of high-risk individuals and recruitment that includes a diverse and inclusive workforce. Ambassador recruitment includes outreach to communities of color, individuals with disabilities, older adults, and those facing barriers to employment.

Strive provides a visible and approachable presence, fostering relationships with Metro riders and employees while providing in-person support with a trauma-informed care approach to enhance the transit customer experience. Strive is a Metro certified Small Business Enterprise. Strive has demonstrated their awareness of the Metro transit system, its cultural and geographic diversity, and the communities we serve.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

These recommendations will support Vision 2028 Strategic Goal #2 - Deliver outstanding trip experiences for all users of the transportation system and will support the agency's implementation of 2022 Customer Experience Plan Goals - a coordinated, comprehensive Transit Ambassador Program provides customer visibility and demonstrates to communities that Metro is investing in improving the quality of commutes via the transit system. A successful Transit Ambassador Pilot Program provides Metro with a flexible workforce of trained, uniformed, unarmed personnel on the system to welcome back former transit riders to the system and encourage customers to choose transit as they move around LA County.

ALTERNATIVES CONSIDERED

The Board can consider not authorizing the requested action; however, this alternative is not recommended as it is not responsive to Metro's goal to improve the customer experience and of providing Motion 26.2 investments in public safety program initiatives.

NEXT STEPS

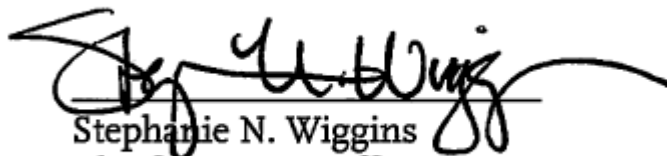
Upon Board approval, staff will execute Modification No. 5 to Contract No. PS88001001 with Strive Well-Being Inc. to continue to provide Transit Ambassador Pilot Program services.

ATTACHMENTS

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

Prepared by: Vanessa Smith, Executive Officer, (213) 922-7009
Karen Parks, Senior Director, (213) 922-4612
Carolina Coppolo, Deputy Chief Vendor/Contract Management Officer (Interim), (213)
922-4471

Reviewed by: Jennifer Vides, Chief Customer Experience Officer, (213) 922-4060



Stephanie N. Wiggins
Chief Executive Officer

PROCUREMENT SUMMARY

TRANSIT AMBASSADOR PILOT PROGRAM/PS88001001

1.	Contract Number: PS88001001		
2.	Contractor: Strive Well-Being Inc.		
3.	Mod. Work Description: Continue Transit Ambassador Pilot Program services.		
4.	Contract Work Description: Transit Ambassador Services		
5.	The following data is current as of: 3/7/24		
6.	Contract Completion Status		Financial Status
	Contract Awarded:	6/23/22	Contract Award Amount: \$15,876,242
	Notice to Proceed (NTP):	N/A	Total of Modifications Approved: \$526,993
	Original Complete Date:	8/31/25	Pending Modifications (including this action): \$7,200,000
	Current Est. Complete Date:	8/31/25	Current Contract Value (with this action): \$23,603,235
7.	Contract Administrator: Samira Baghdikian		Telephone Number: (213) 922-1033
8.	Project Manager: Karen Parks		Telephone Number: (213) 922-4612

A. Procurement Background

This Board Action is to approve Contract Modification No. 5 issued to continue Transit Ambassador Pilot Program services.

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

On June 23, 2022, the Board awarded a three-year base and two, one-year options contract to Strive Well-Being Inc. to provide a Transit Ambassador Pilot Program.

A total of four modifications have been issued to date.

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

B. Price Analysis

The recommended amount has been determined to be fair and reasonable based on the firm's fixed unit rates that were established and evaluated as part of the competitive contract awarded in June 2022.

Proposal Amount	Metro ICE	Recommended Amount
\$7,200,000	\$7,200,000	\$7,200,000

CONTRACT MODIFICATION/CHANGE ORDER LOG
TRANSIT AMBASSADOR PILOT PROGRAM/PS88001001

Mod. No.	Description	Status (approved or pending)	Date	\$ Amount
1	Retention clause reserved.	Approved	11/21/22	\$0
2	SP-20 Drug Free Workplace Policy added and scope of services revised to include duties and responsibilities for ambassadors, field supervisors and program managers.	Approved	3/14/23	\$0
3	Source naloxone (Narcan) and provide field staff with Narcan training as part of the Transit Ambassador Pilot Program for Year 1 of the base term and increases to commercial liability limits.	Approved	4/17/23	\$26,993
4	Additional ambassador staff to provide coverage at new Regional Connector stations.	Approved	2/2/24	\$500,000
5	Continue Transit Ambassador Pilot Program services.	Pending	Pending	\$7,200,000
	Modification Total:			\$7,726,993
	Original Contract:		6/23/22	\$15,876,242
	Total:			\$23,603,235

DEOD SUMMARY

METRO TRANSIT AMBASSADOR PILOT PROGRAM SERVICES/PS88001001

A. Small Business Participation

Strive Well-Being, Inc. made a 100% Small Business Enterprise (SBE) commitment. Based on payments, the project is 64% complete and the current level of SBE participation is 100%.

Small Business Commitment	100% SBE	Small Business Participation	100% SBE
----------------------------------	-----------------	-------------------------------------	-----------------

	SBE Subcontractors	% Committed	Current Participation¹
1.	Strive Well-Being, Inc. (SBE Prime)	100%	100%
	Total	100%	100%

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

B. Living Wage and Service Contract Worker Retention Policy Applicability

The Living Wage and Service Contract Worker Retention Policy (LW/SCWRP) is applicable to this modification. Metro staff will monitor and enforce the policy guidelines to ensure that applicable workers are paid at minimum, the current Living Wage rate for contracts bid in FY22 is \$24.05 per hour (\$18.10 base + \$5.95 health benefits), including yearly increases. The increase may be up to 3% of the total wage, annually. In addition, contractors will be responsible for submitting the required reports for the Living Wage and Service Contract Worker Retention Policy and other related documentation to staff to determine overall compliance with the policy.

C. Prevailing Wage Applicability

Prevailing wage is not applicable to this 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.



File #: 2024-0067, File Type: Informational Report

Agenda Number: 35.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
MARCH 21, 2024**

SUBJECT: OPERATIONS EMPLOYEES OF THE MONTH

RECOMMENDATION

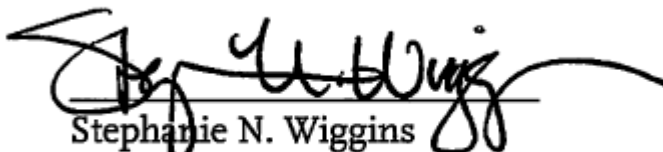
RECOGNIZE Operations Employees of the Month.

Equity Platform

Employee of the Month (EOM) nominations to the Chief Operations Officer must be for frontline employees or field supervisors serving in a customer-facing role. Operations management is encouraged to nominate employees that have achieved excellence and/or gone above and beyond their assigned job role/functions and are diverse in both gender and ethnicity. In addition, a review of the location, job responsibilities, and seniority is considered when making final selections to ensure there is diverse representation among the various groups within the department. Operations also work with Logistics, Maintenance, and System Security & Law Enforcement who nominate employees who work at our various Metro locations.

Prepared by: Diane Corral-Lopez, Executive Officer, Operations Admin (213) 922-7676

Reviewed by: Conan Cheung, Chief Operations Officer (213) 418-3034



Stephanie N. Wiggins
Chief Executive Officer

March 2024 Bus Transportation and Logistics



Metro

Operations, Safety, and Customer Experience Committee

March 21, 2024

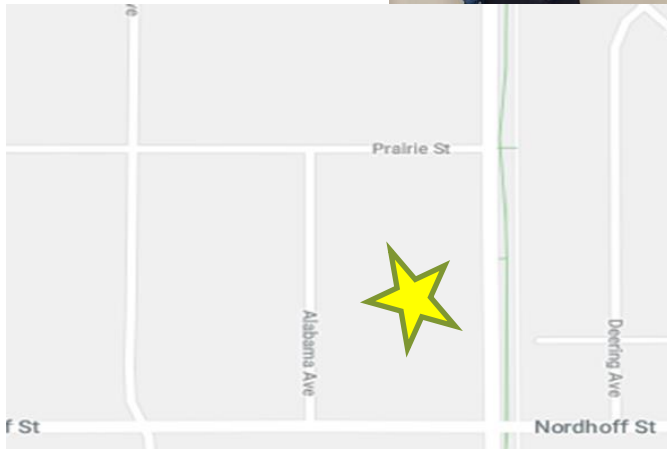
Employees of the Month



Bus Transportation

Bus Operator

Justin Hale



Division 8 – Chatsworth

Logistics

Stock Clerk

Deshawn Pree



Central Maintenance Facility (CMF) –
Downtown Los Angeles



Board Report

File #: 2024-0068, **File Type:** Informational Report

Agenda Number: 36.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
MARCH 21, 2024**

SUBJECT: CHIEF OPERATIONS OFFICER'S MONTHLY REPORT

ACTION: ORAL REPORT

RECOMMENDATION

RECEIVE oral report on Operations.

EQUITY PLATFORM

Operations collaborates with the Office of Equity and Race to identify and mitigate any concerns to ensure equitable outcomes relative to service.

Prepared by: Diane Corral-Lopez, Executive Officer, Operations Admin, (213) 922-7676

Reviewed by: Conan Cheung, Chief Operations Officer, (213) 418-3034

A handwritten signature in black ink, appearing to read 'Stephanie N. Wiggins', is written over a horizontal line.

Stephanie N. Wiggins
Chief Executive Officer

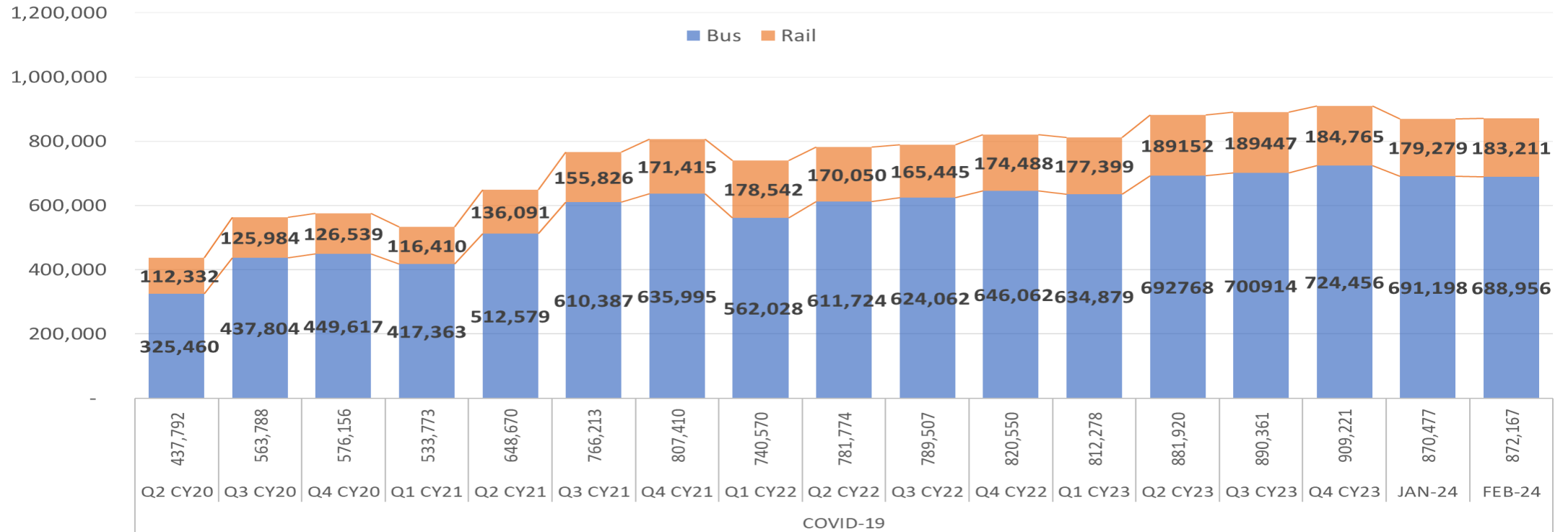


COO Monthly Report

Operations, Safety & Customer Experience Committee Meeting
March 21, 2024

Ridership Update

SYSTEMWIDE AVERAGE WEEKDAY RIDERSHIP BY QUARTER



February Ridership Percentage of Pre-Pandemic:

Systemwide:

	2024	2019	%Pre-Covid
• DX:	872,167	1,182,550	74%
• SA:	662,561	672,884	98%
• SU:	516,388	540,358	96%

February Total Ridership Percentage

Change of 2024 over 2023:

- Bus: 10.6%
- Rail: 5.4%

Ridership Analysis Relative to Equity Focus Communities (Metro 2022 EFC Map):

- Bus – Percent of all weekday bus activity within Equity Focus Communities increased from 73% in Oct 2019 to 78.7% in February 2024 (bus stop data available month to month)
- Rail – Percent of all weekday rail activity within Equity Focus Communities increased from 51.7% to 71.2% from FY19 to FY22 (rail station data available Fiscal Year level)

Cancelled Service

- Metro fully restored scheduled bus service to 7 million revenue service hours (annualized), effective December 11, 2022. This will help our riders receive more frequent and reliable service
- Cancellation rates have remained much lower than those for late 2022 and early 2023 when full service was first restored.

February Top Five Highest Service Cancellations by Line

Division	Line	Name	February 2024	February 2023
5	754	Vermont Av Rapid	5.30%	9.40%
5, 18	207	Western Av	4.20%	6.40%
5	108	Slauson Av	3.70%	3.00%
5, 18	204	Vermont Av Local	3.70%	4.30%
1	18	Whittier Bl – DTLA - W. 6th St	3.30%	8.10%

% Cancelled Service	Weekday	Saturday	Sunday
Pre- Dec 2022 Service Change 4 week Average	3.2%	3.9%	7.4%
One Year Ago WE 3/11/23	2.5%	1.3%	5.2%
Week Ending 3/9/24	1.2%	1.6%	2.3%
Week Ending 3/2/24	0.7%	0.5%	2.6%
February 2024	1.2%	0.7%	2.7%
January 2024	1.0%	0.8%	1.7%
December 2023	1.3%	1.0%	2.5%
November 2023	0.8%	0.9%	1.5%
October 2023	0.7%	0.8%	2.4%
September 2023	0.6%	0.5%	1.6%
August 2023	0.7%	0.9%	2.5%
July 2023	0.7%	0.7%	2.4%
June 2023	0.9%	1.0%	2.9%
May 2023	1.4%	1.9%	5.0%
April 2023	1.9%	1.9%	5.8%
March 2023	2.0%	1.3%	4.5%
February 2023	3.2%	3.1%	5.0%
January 2023	3.8%	3.2%	6.7%
December 2022 (from 12/11 service change)	4.2%	3.4%	11.4%

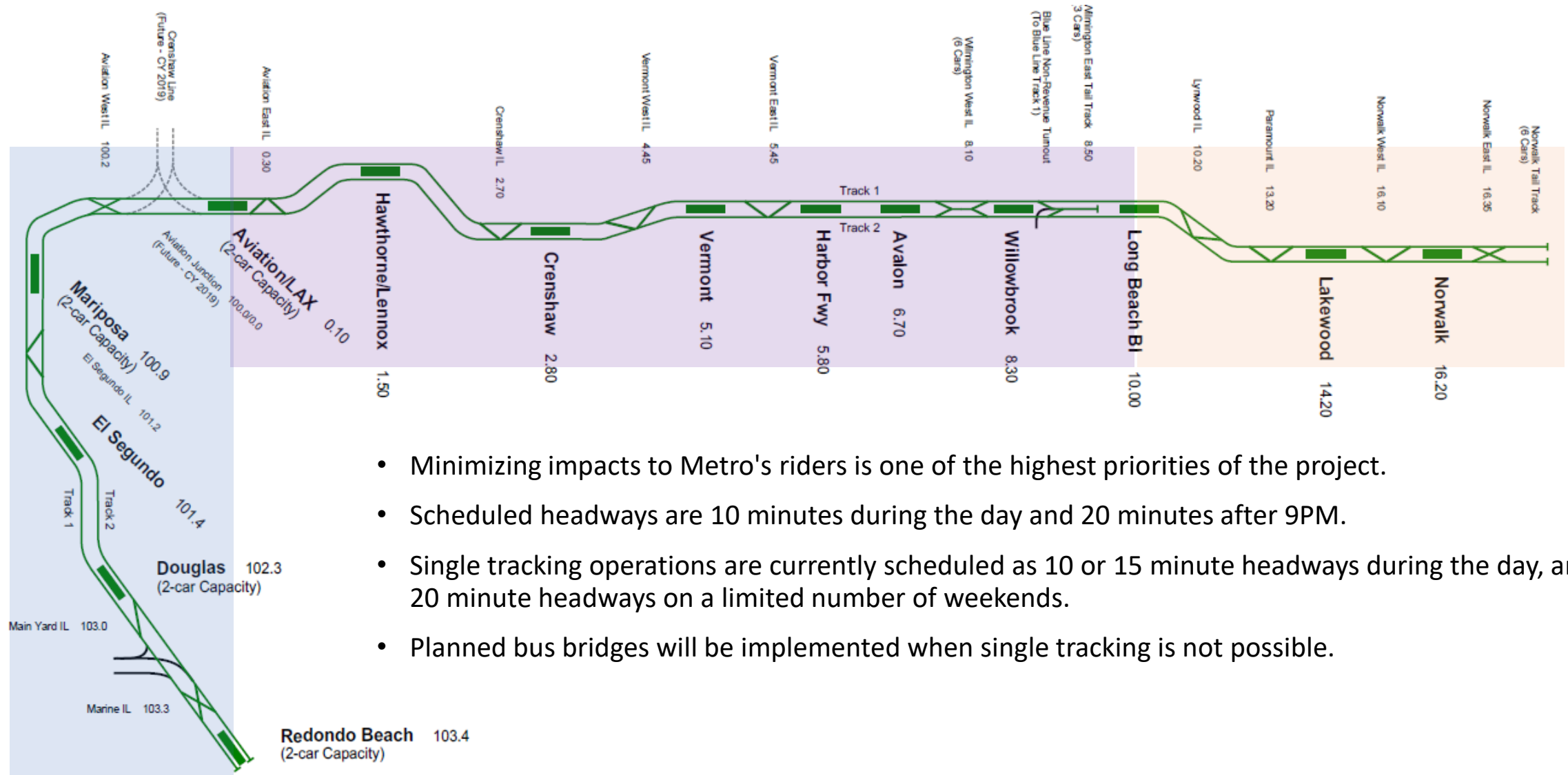
C Line OCS Replacement Project

- Since the C Line (Green) opening in 1995, no major overhaul on the Overhead Catenary System (OCS) system was performed resulting in occasional OCS system breakdowns.
- The OCS Replacement project is a State of Good Repair (SGR) project replacing about 40 miles of OCS contact wires, insulators, and 232 spring tension units.
- The rebuilt OCS will reduce unexpected delays by minimizing breakdown times and improve performance.
- The Life of Project (LOP) is \$38M and the estimated completion date is in 2027.
- The project is on schedule.



C Line OCS Work Locations Overview

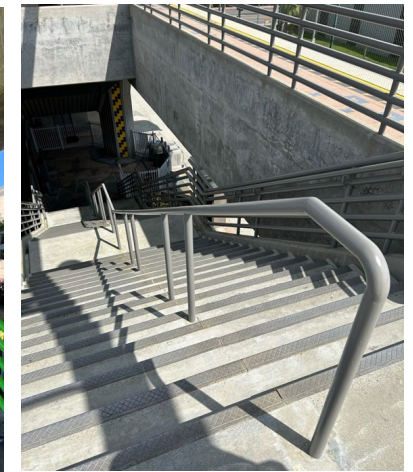
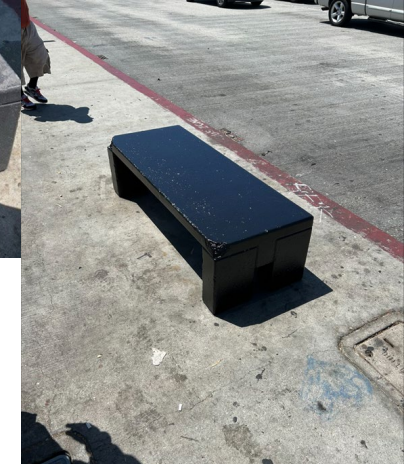
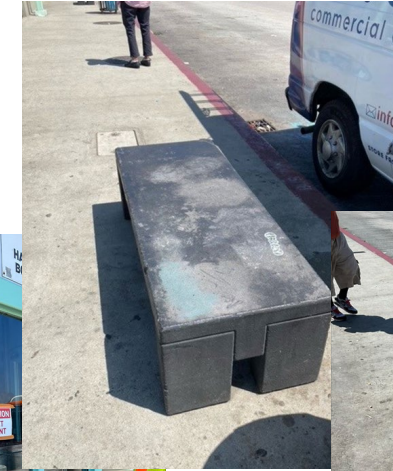
Phase A – Redondo Beach Station to Aviation Station | **Phase B – Aviation Station to Long Beach Station** | **Phase C – Long Beach Station to Norwalk Station**



- Minimizing impacts to Metro's riders is one of the highest priorities of the project.
- Scheduled headways are 10 minutes during the day and 20 minutes after 9PM.
- Single tracking operations are currently scheduled as 10 or 15 minute headways during the day, and 20 minute headways on a limited number of weekends.
- Planned bus bridges will be implemented when single tracking is not possible.

Station Condition Improvements

- The infrastructure maintenance team will take advantage of the single tracking by performing the following work:
 - Painting surfaces and addressing corrosion mitigation
 - Rehabilitating and replacing station lighting as needed
 - Replacing signage as needed
 - Repair damaged thermoplastic material as needed (Stay Behind Yellow Line)
 - Replacing damaged trash receptacles with new
 - Detailed pressure washing and cleaning
 - Encasing trackway cables in concrete to prevent theft



Outreach for the OCS Project



Service Advisory: C Line overhead power replacement project set to begin this Saturday, August 12

BY LEXI HINTON, AUGUST 7, 2023

UPDATE: Starting Monday, September 25, for a period of approximately two months, the C Line will run every 10 minutes between Norwalk Station and Aviation/LAX Station during daytimes. Trains between Aviation/LAX and Redondo Beach will run every 20 minutes — i.e. every other train.

Westbound C Line Riders should look at the head sign on the front of to determine if the destination is Aviation/LAX or Redondo Beach.

At night and early mornings, 20-minute service will operate along the full C Line between Norwalk Station and Redondo Beach Station.

Heads up, C Line riders: Metro will intermittently suspend service and close select stations as we begin long-term overhead power line upgrades Saturday, August 12, through Sunday, September 24. The project is especially significant as C Line approaches its 30-year anniversary.

To perform the work, train service will be interrupted in phases on the western segment of the line between Hawthorne/Lennox and Redondo Beach Station. The first series of station closures will take place in separate phases as follows:

- Sat, Aug 12, start of service through Sat, Aug 19: bus shuttles replace rail service between Hawthorne/Lennox and Redondo Beach stations
- Sun, Aug 20, through Sun, Sep 24: bus shuttles replace service between Aviation/LAX and Redondo Beach

Metro personnel will be on hand to assist at all stations impacted by the work. Regular C Line service will resume at the beginning of service on Mon, Sep. 25.

A second stage of closures on the eastern portion of the line will happen at a later date and take place between the Long Beach and Norwalk stations. The three stations that will be affected are Norwalk, Lakewood and Long Beach.

The third stage of closures in the middle of the line will take place between the Hawthorne/Lennox and

Metro Los Angeles @metrolosangeles Promote

crews in Feb put a fresh coat of 🍷 on the C Line

see pics 📷

makes difference, eh?

part of our work to give you a cleaner + safer + more pleasant system!

Blanca Ordoñez Top fan
This is very beautiful everything 🍷 2
6d Like Reply Send message See Original (Spanish) Hide

Ana Sales
Very nice I was on the metro Rail today 🍷
6d Like Reply Send message See Original (Spanish) Hide

Metro Los Angeles @metrolosangeles · Mar 7

Service Advisory: Buses replace C Line service between Redondo Beach Station this weekend due to upgrade work. metro.la/4icK50QNUpH

Summary
Metro is committed to maintaining and improving our system, so a section of Metro C Line will undergo signal upgrades. This work will require two overnight interruptions of rail service between Aviation/LAX Station to Redondo Beach Station.

Essentials

Station	Shuttle BSS Stop
Aviation/LAX	Bay 4
Mariposa	Northbound Nash St. - Far side of Mariposa Av
	Southbound Nash St. - Near side of Mariposa Av
El Segundo	Westbound El Segundo Bl - Far side on Nash St
	Eastbound El Segundo Bl - Near side on Nash St
Douglas	Westbound Douglas St - Far side of Park Pl
	Eastbound Douglas St - Near side of Park Pl
Redondo Beach	Bay 3 (Line 625)

What to Expect
Service will be maintained with free bus shuttles. Passengers can follow the temporary signs for directions. Train service will continue to run from Norwalk Station to Aviation/LAX Station.

Contact Us
Metro Customer Projects Hotline: 213-662-4613
serviceimprovements@metro.net

Metro Los Angeles Published by Steve Hyman · 6d

Our awesome maintenance crews were busy in February giving the C Line a much-needed fresh coat of paint. Check out the pics! This is part of our ongoing work to provide you a clean + safe + overall pleasant system to use.

See insights and ads Boost post

188 18 comments 7 shares



Roberto Cienfuegos
I want to congratulate you for the effort made for us Metro users

5d Like Reply Send message See Original (Spanish) Hide Edit

Leslie Ridings @Leslie.Ridings · Mar 7
Love it. Quality of life goes a long way!!!



Media Coverage for the OCS Project

- **Press Releases** – Aug. 11, Sept. 20
- **PIO Media Briefing** - Aug. 11, Metro held a media day at the C Line Aviation/LAX Station to detail the suspended rail service and selected station closures, noting that work would be between Aug. 12 and Sept. 25
- **Results**
 - Stories: **71**
 - Print, Online & Broadcast Impressions: **41M**
 - Print, Online & Broadcast Ad Value: **376K**



SEED LA: Operations Module

The SEED LA creates pathways to college and career readiness by engaging students in computer sciences, engineering, and studies of systems and societies through transportation infrastructure.

120 Scholars – 3 Week Module (Jan-Feb 2024)

- Operations Overview
- Positions and Career Pathways
- Customer Service and ADA Compliance
- Service Planning and Budgeting
- Vehicle and Infrastructure Maintenance
- Special Event Coordination
- Incident Response

Emphasis on 3 Key Words

Customer Impact



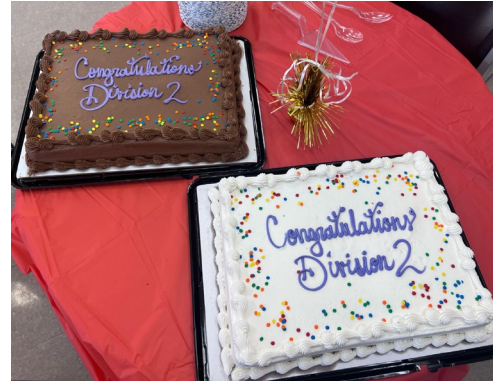
Action



Service Reliability



Division 2 100% Mystery Rider Compliance



Division 2 -FY24 Q2 - Mystery Rider Program Survey

Wheelchair Assistance	October 2023	November 2023	December 2023	FY24 Q2 Total Numbers	Goal	Goal Met/Exceeded or Not Met	delta
Successful Boarding of Customers Using Wheelchairs	100.0%	100.0%	100.0%	100.0%	97.5%	Met/Exceeded	2.5%
Securement Procedure Followed	100.0%	100.0%	100.0%	100.0%	97.5%	Met/Exceeded	2.5%
Wheelchair Secured Properly	100.0%	100.0%	100.0%	100.0%	95.0%	Met/Exceeded	5.0%
Lap/Shoulder Belt Offered	100.0%	100.0%	100.0%	100.0%	80.0%	Met/Exceeded	20.0%



Board Report

File #: 2024-0026, File Type: Contract

Agenda Number: 37.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE MARCH 21, 2024

**SUBJECT: CONTRACT MODIFICATIONS FOR RENEWABLE NATURAL GAS (RNG)
CONTRACTS**

ACTION: APPROVE RECOMMENDATION

RECOMMENDATION

AUTHORIZE the Chief Executive Officer (CEO) to:

- A. EXECUTE Modification No. 6 to Contract No. OP73960000 with Clean Energy Renewable Fuels, LLC. to increase the contract value by \$20,204,040 from \$56,048,630 to \$76,252,670 and extend the contract performance end date by seventeen months from July 31, 2024, to December 31, 2025, to provide renewable natural gas to five bus operating divisions;
- B. EXECUTE Modification No. 4 to Contract No. OP59812000A with Clean Energy Renewable Fuels to increase the 5-year base contract value by \$22,023,615 from \$43,626,286 to \$65,649,901;
- C. EXECUTE Modification No. 3 to Contract No. OP59812000B with Shell Energy North America (US) to increase the 5-year base contract value by \$4,224,175 from \$10,888,120 to \$15,112,295; and
- D. EXECUTE Modification No. 2 to Contract No. OP59812000C with Trillium USA Company, LLC. to increase the 5-year base contract value by \$7,112,949 from \$12,379,477 to \$19,492,426.

ISSUE

Metro uses Renewable Natural Gas (RNG) fuel to power the engines on the majority of the bus fleet. RNG fuel is currently being procured under four contracts due to limited RNG availability from one single supplier, with one contract scheduled to conclude on July 31, 2024, and the remaining three contracts set to expire on December 31, 2025.

This Board action is intended to add contract value to all the current RNG contracts and extend one current RNG contract term. The intent is to align the four existing contracts to expire on December 31, 2025. Since the volume of RNG has become more readily available regardless of the source or supplier, staff will initiate the procurement of one consolidated contract for RNG in late 2024 and

return to the Board for approval of the new consolidated contract prior to the expiration of the existing contracts in December 2025.

BACKGROUND

Metro's bus fleet operates using RNG, which is procured under four contracts. The first contract number OP7396000 with Clean Energy was approved by the Board in July 2017. The contract consisted of a one-year base and one four-year option. It was subsequently extended by an additional two years, which brought the expiration date to July 31, 2024. The contract serves five Metro bus divisions. Metro was unable to procure RNG for all facilities utilizing the 2017 contract due to the limited availability of RNG. In October 2020, Metro awarded three additional contracts that expanded the delivery of RNG fuel to the remaining bus divisions. At that time, RNG sources had become more available. These five-year contracts with Clean Energy, Shell, and Trillium will expire on December 31, 2025.

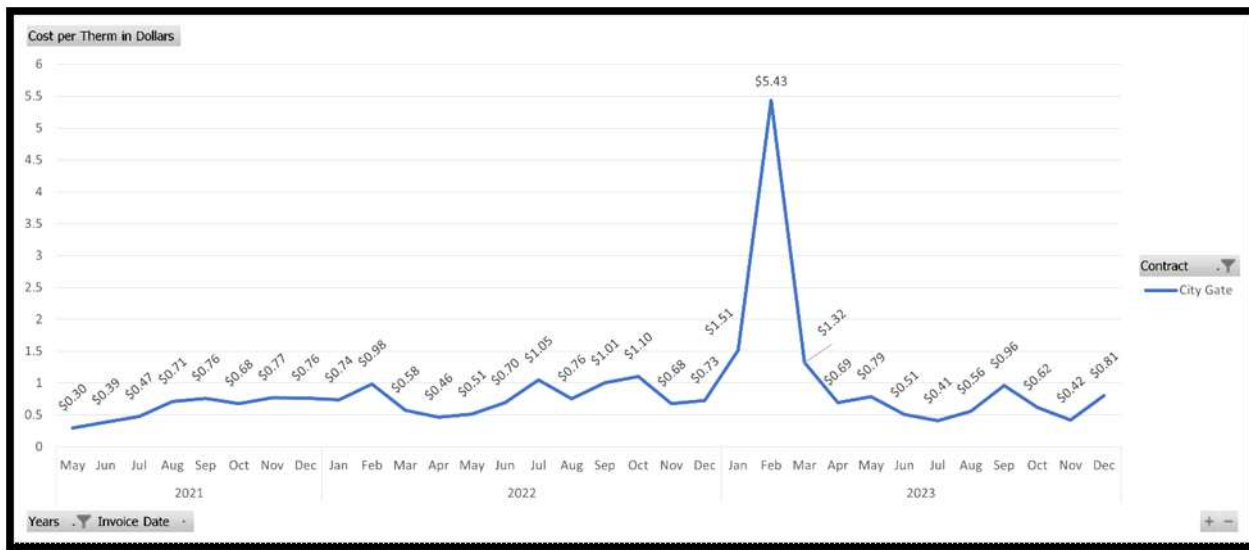
DISCUSSION

Metro continues the development and installation of the electric bus charging infrastructure and procurement of new electric buses. Metro will continue to achieve greenhouse gas emissions and criteria air pollutant reduction goals during this transition by using Compressed Natural Gas (CNG) buses using RNG fuel during this transition.

Renewable natural gas can be difficult to differentiate from fossil fuel based natural gas, since both gases can be used interchangeably in the same applications. The main difference between natural gas and RNG lies in each gases' production methods, and consequently their environmental impacts. RNG is a carbon-neutral fuel that captures human-generated biogas already present in the environment in landfills, wastewater treatment plants and livestock operations. Raw biogas or methane from these sources is then converted into RNG at a treatment plant. Methane capturing helps mitigate climate change by capturing harmful gases that would otherwise be released into the atmosphere and pollute the communities where landfills and livestock operations exist. RNG is considered renewable as it comes from naturally occurring sources.

As Metro phases in Zero-Emission Buses (ZEBs), beginning at the G and J-Lines, staff will be able to collect data that will inform the pace of RNG reduction over the next few years. The phasing of new ZEB deliveries and completion of ZEB infrastructure will further refine the information.

The contracts' end date synchronization will provide staff with time to accurately assess future gas consumption needs, although RNG consumption is anticipated to decline with the expanded delivery and use of ZEBs.. The procurement of electric buses is currently underway, and construction of the charging infrastructure is in process. As additional electric buses are placed into service, staff will be able to more accurately assess the declining demand for RNG as CNG buses are systematically retired from service. Additional funding is required to fuel the existing fleet of Metro buses operating on RNG to prepare Metro for any future significant cost fluctuations. This provides reliable and essential transit service to our customers through the smooth and uninterrupted operation of the bus fleet.



Action is required to increase the contract values for all contracts at this time due to limited contract authority. The contracts are now approaching their maximum value due to the unprecedented price spike in the gas industry from late 2022 to early 2023. The graph above illustrates that the price per therm increased to \$5.43 compared to \$0.98 in the same period in 2022, which resulted in increased expenditures of about \$17.5 million over a four-month period. Prices have since stabilized.

DETERMINATION OF SAFETY IMPACT

The award of this contract will ensure that all operating divisions have an adequate supply of renewable natural gas for the Metro bus fleet that provides safe, clean, and reliable transportation service for Metro customers. The use of RNG improves safety since RNG is a carbon-neutral fuel that is produced through the capture of human-generated biogas that is already present in the environment in landfills, wastewater treatment plants, and livestock operations. The capturing of these gases improves the safety of our communities by capturing the harmful gases that would otherwise be released to the atmosphere and pollute our environment.

FINANCIAL IMPACT

The contract modifications will increase \$53,564,779 in contract authority to provide funding for renewable natural gas at existing market rates and provide contingency in the event of future spikes in the market rate for natural gas. Funding for RNG will be included in FY25 and FY26 operating budgets in various bus divisions cost centers, under project 306002 - Operations Maintenance, under line item 50402 FUEL CNG - REVENUE EQUIPMENT. Cost center managers and the Chief Operations Officer will be responsible for budgeting the cost of RNG in the future fiscal years.

Under the California Air Resources Board’s (CARB) Low Carbon Fuel Standard (LCFS) and the US Environmental Protection Agency’s Renewable Index Numbers (RINs) programs, Metro is currently generating credits through the dispensing of natural gas for bus fueling and use of electricity for light

and heavy rail propulsion. Specific to renewable natural gas, the lower carbon index value of the fuel allows us to generate carbon credits. These carbon credits are managed through the Metro Office of Sustainability and sold by Metro's Vendor/Contract Management, with proceeds reinvested towards Metro sustainability and resiliency initiatives, consistent with the 2020 10-year Sustainability Strategic Plan.

Impact to Budget

The current sources of funds for this action are Federal 5307, Proposition A, Proposition C, Measure R, Measure M, and Transportation Development Act. This funding is eligible for bus and rail operations.

EQUITY PLATFORM

This action ensures the uninterrupted operation of Metro's bus fleet that serves Los Angeles County and disproportionately serves marginalized and vulnerable transit riders. RNG is needed to be able to provide reliable and safe bus service until ZEBs can be phased in and ensure that the bus fleet that serves most regions in Los Angeles County, including many underserved communities, can provide safe, clean, and reliable services to neighborhoods where disparities within the region can exist between residents' access to jobs, housing, education, health, and safety. Bus Fleet Management works to maintain equity in bus assignments in accordance with Title VI of the Federal regulations. Fleet Management will continue to focus on maintaining equity in EFC/low-income communities as newer buses arrive in the coming years.

The Diversity & Economic Opportunity Department did not establish a Disadvantaged Business Enterprise (DBE) goal for this project due to the lack of subcontracting opportunities. The Prime Contractor, Clean Energy Renewable Fuels, LLC, is performing the work with its own workforce.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

The RNG contracts support Strategic Goal 2: Deliver outstanding trip experiences for all users of the transportation system. Renewable natural gas is required for the bus fleet, providing clean, safe, and reliable transportation services for Metro customers.

ALTERNATIVES CONSIDERED

The alternative is to continue procurement of RNG utilizing the four contracts with various contract end dates. In this scenario, Metro would still need to increase the contract authority for three contracts, Contract No. OP59812000A with Clean Energy, Contract No. OP59812000B with Shell, and Contract No. OP59812000C with Trillium as a separate board item. This approach is not recommended since conversion to a single contract for RNG is anticipated to provide better pricing and services for the delivery of natural gas. There is currently enough renewable natural gas supply accessible to any single supplier in the market.

Procurement of renewable natural gas from retail stations outside of the contract is not feasible due to the large size of our bus fleet. The procurement of non-renewable natural gas is not recommended as it would result in the loss of environmental benefits, carbon credits, and

revenues.

Another alternative considered to address price volatility is hedging. Commodity Swap/Cash Settlement Agreements ("Commodity Hedges") can be entered into to mitigate the volatility in index pricing. Staff monitors the market pricing of Commodity Hedges regularly. Historically, on average the price of entering Commodity Hedges has either exceeded the price of purchasing RNG at market rates or RNG market rates have fallen within a reasonable range of annual budgetary tolerance. At this time, staff does not recommend entering into Commodity Hedges but will continue to monitor market pricing of these instruments.

NEXT STEPS

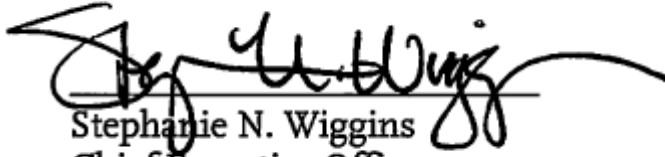
Upon approval, staff will execute Modification No. 6 to Contract No. OP73960000 with Clean Energy, Modification No. 4 to Contract No. OP59812000A with Clean Energy, Modification No. 3 to Contract No. OP59812000B with Shell, and Modification No. 2 to Contract No. OP59812000C with Trillium, to continue supplying renewable natural gas for Metro's bus fleet to December 31, 2025.

ATTACHMENTS

Attachment A - Procurement Summary OP7396000 Clean Energy
Attachment B - Contract Modification Change Order Log OP7396000 Clean Energy
Attachment C - DEOD Summary OP7396000 Clean Energy
Attachment D - Procurement Summary OP59812000A Clean Energy
Attachment E - Contract Modification Change Order Log OP59812000A Clean Energy
Attachment F - DEOD Summary OP59812000A Clean Energy
Attachment G - Procurement Summary OP59812000B Shell Energy
Attachment H - Contract Modification Change Order Log OP59812000B Shell Energy
Attachment I - DEOD Summary OP59812000B Shell Energy
Attachment J - Procurement Summary OP59812000C Trillium USA
Attachment K - Contract Modification Change Order Log OP59812000C Trillium USA
Attachment L - DEOD Summary OP59812000C Trillium USA

Prepared by: Irina Conway, Chief Administrative Analyst, (213) 922-5934
James Pachan, Sr. Executive Officer, (213) 922-5804
Cris Liban, Deputy Chief Sustainability Officer, (213) 922-2471
Matthew Dake, Deputy Chief Operations Officer, (213) 922-4061
Debra Avila, Deputy Chief, Vendor/Contract Management Officer, (213) 418-3051

Reviewed by: Conan Cheung, Chief Operations Officer (213) 418-3034



Stephanie N. Wiggins
Chief Executive Officer

PROCUREMENT SUMMARY

RENEWABLE NATURAL GAS (RNG)/
CONTRACT NO. OP7396000

1.	Contract Number: OP7396000		
2.	Contractor: Clean Energy Renewable Fuels		
3.	Mod. Work Description: Extend the Period of Performance by 17 months and add funds to the contract		
4.	Contract Work Description: Biomethane provider		
5.	The following data is current as of: 01-05-24		
6.	Contract Completion Status		Financial Status
	Contract Awarded:	08-01-2017	Contract Award Amount: \$1,240,520
	Notice to Proceed (NTP):	08-01-2017	Total of Modifications Approved: \$54,808,110
	Original Complete Date:	07-31-24	Pending Modifications (Including this action): \$20,204,040
	Current Est. Complete Date:	12-31-25	Current Contract Value (with this action): \$76,252,670
7.	Contract Administrator: Loretta Norris		Telephone Number: 213-922-2632
8.	Project Manager: Dan Ramirez		Telephone Number: 213-922-5797

A. Procurement Background

This Board Action is to approve Contract Modification No. 6 issued in support of:

Extending the term and increasing the total not-to-exceed amount by \$20,204,040 to \$76,252,670.

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

The original contract was approved by the Board on May 25, 2017, to Clean Energy Renewable Fuels for a one-year base period in the amount of \$1,240,520 with a four-year option term for a total not-to-exceed amount of \$56,048,630.

5 (five) contract modifications have been issued to date.

(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 the analysis completed as part of the total contract amount. The price of the contract was established in May 2017 as part of the competitive contract award and shall remain unchanged. Extending the contract term will provide continuity of the service and is in the best interest of Metro. Clean Energy Renewable Fuels is not escalating their competitively obtained unit rates for the 17-month extension, which was the basis of Metro's ICE. Therefore, the proposed amount, Metro ICE, and the negotiated amount are all consistent.

Proposal Amount	Metro ICE	Negotiated Amount
\$76,252,670	\$76,252,670	\$76,252,670

ATTACHMENT B

CONTRACT MODIFICATION/CHANGE ORDER LOG

RENEWABLE NATURAL GAS (RNG)/CONTRACT NO. OP7396000

Mod. no.	Description	Status (approved or pending)	Date	\$ Amount
1	Revised Exhibit G, Transaction Confirmation form	Approved	8.02.17	\$0.00
2	Revised Exhibit G, Transaction Confirmation form	Approved	8.07.17	\$0.00
3	Exercise four-year option term	Approved	8.01.18	\$54,808,110
4	Revised Exhibit G, Transaction Confirmation form	Approved	3.19.20	\$0.00
5	Extend period of performance through 7/31/24	Approved	6.13.22	\$0.00
6	Increase contract value and extension of period of performance through 12/31/25	Pending	TBD	\$20,204,040
	Modification Total:			\$75,012,150
	Original Contract:	Approved	8.01.17	\$1,240,520
	Total:			\$76,252,670

DEOD SUMMARY

RENEWABLE NATURAL GAS (RNG) CONTRACTS/OP73960000

A. Small Business Participation

The Diversity & Economic Opportunity Department did not establish a Disadvantaged Business Enterprise (DBE) goal for this project due to the lack of subcontracting opportunities. The Prime Contractor, Clean Energy Renewable Fuels, LLC, is performing the work with its own workforce.

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.

PROCUREMENT SUMMARY

RENEWABLE NATURAL GAS (RNG)/ CONTRACT NO. OP59812000A

1.	Contract Number: OP59812000A			
2.	Contractor: Clean Energy Renewable Fuels			
3.	Mod. Work Description: Add funds to the contract			
4.	Contract Work Description: Biomethane provider			
5.	The following data is current as of: 01.05.24			
6.	Contract Completion Status		Financial Status	
	Contract Awarded:	01-01-2021	Contract Award Amount:	\$25,231,467
	Notice to Proceed (NTP):	01-01-2021	Total of Modifications Approved:	\$18,394,819
	Original Complete Date:	12-31-25	Pending Modifications (Including this action):	\$22,023,615
	Current Est. Complete Date:	12-31-25	Current Contract Value (with this action):	\$65,649,901
7.	Contract Administrator: Lorretta Norris		Telephone Number: 213-922-2632	
8.	Project Manager: Dan Ramirez		Telephone Number: 213-922-5797	

A. Procurement Background

This Board Action is to approve Contract Modification No. 4 issued in support of:

Increasing the total not-to-exceed amount by \$22,023,615 to \$65,649,901.

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

The original contract was approved by the Board on October 15, 2020, to Clean Energy Renewable Fuels for a five-year base period with a three-year option term for a total not-to-exceed amount of \$43,626,286.

3 (three) contract modifications have been issued to date.

(Refer to Attachment D – Contract Modification/Change Order Log)

B. Cost/Price Analysis

The recommended price has been determined to be fair and reasonable based on the analysis completed as part of the total contract amount. The price of the contract was established in October 2020 as part of the competitive contract award and shall remain unchanged. Increasing the contract value will provide continuity of the service and is in the best interest of Metro. Clean Energy Renewable Fuels is not escalating their competitively obtained unit rates, which was the basis of Metro’s ICE. Therefore, the proposed amount, Metro ICE, and the negotiated amount are all consistent.

Proposal Amount	Metro ICE	Negotiated Amount
\$65,649,901	\$65,649,901	\$65,649,901

ATTACHMENT E

CONTRACT MODIFICATION/CHANGE ORDER LOG

RENEWABLE NATURAL GAS (RNG)/ CONTRACT NO. OP59812000A

Mod. no.	Description	Status (approved or pending)	Date	\$ Amount
1	Revised Exhibit C, Transaction Confirmation form	Approved	2.19.21	\$0.00
2	Contractor's name correction	Approved	7.11.22	\$0.00
3	Increase contract value	Approved	5.01.23	\$18,394,819
4	Increase contract value	Pending	TBD	\$22,023,615
	Modification Total:			\$40,418,434
	Original Contract:	Approved	1.01.21	\$25,231,467
	Total:			\$65,649,901

DEOD SUMMARY

RENEWABLE NATURAL GAS (RNG) CONTRACTS / OP59812000A

A. Small Business Participation

The Diversity & Economic Opportunity Department did not establish a Disadvantaged Business Enterprise (DBE) goal for this project due to the lack of subcontracting opportunities. The Prime Contractor, Clean Energy Renewable Fuels, LLC, is performing the services with its own workforce.

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.

PROCUREMENT SUMMARY

RENEWABLE NATURAL GAS (RNG)/CONTRACT NO. OP59812000B

1.	Contract Number: OP59812000B		
2.	Contractor: Shell Energy North America (US)		
3.	Mod. Work Description: Add funds to the contract		
4.	Contract Work Description: Biomethane provider		
5.	The following data is current as of: 01.05.24		
6.	Contract Completion Status		Financial Status
	Contract Awarded:	01-01-2021	Contract Award Amount: \$6,504,988
	Notice to Proceed (NTP):	01-01-2021	Total of Modifications Approved: \$4,383,132
	Original Complete Date:	12-31-25	Pending Modifications (Including this action): \$4,224,175
	Current Est. Complete Date:	12-31-25	Current Contract Value (with this action): \$15,112,295
7.	Contract Administrator: Lorretta Norris		Telephone Number: 213-922-2632
8.	Project Manager: Dan Ramirez		Telephone Number: 213-922-5797

A. Procurement Background

This Board Action is to approve Contract Modification No. 3 issued in support of:

Increasing the total not-to-exceed amount by \$4,224,175 to \$15,112,295.

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

The original contract was approved by the Board on October 15, 2020, to Shell Energy North America (US) for a five-year base period with a three-year option term for a total not-to-exceed amount of \$10,888,120.

2 (two) contract modifications have been issued to date.

(Refer to Attachment F – Contract Modification/Change Order Log)

B. Cost/Price Analysis

The recommended price has been determined to be fair and reasonable based on the analysis completed as part of the total contract amount. The price of the contract was established in October 2020 as part of the competitive contract award and shall remain unchanged. Increasing the contract value will provide continuity of the service and is in the best interest of Metro. Shell Energy North America (US) is not escalating their competitively obtained unit rates, which was the basis of Metro's ICE. Therefore, the proposed amount, Metro ICE, and the negotiated amount are all consistent.

Proposal Amount	Metro ICE	Negotiated Amount
\$15,112,295	\$15,112,295	\$15,112,295

ATTACHMENT H

CONTRACT MODIFICATION/CHANGE ORDER LOG

RENEWABLE NATURAL GAS (RNG)/CONTRACT NO. OP59812000B

Mod. no.	Description	Status (approved or pending)	Date	\$ Amount
1	Revised Exhibit C, Transaction Confirmation form	Approved	2.10.21	\$0.00
2	Increase contract value	Approved	5.01.23	\$4,383,132
3	Increase contract value	Pending	TBD	\$4,224,175
	Modification Total:			\$8,607,307
	Original Contract:	Approved	1.01.21	\$6,504,988
	Total:			\$15,112,295

DEOD SUMMARY

RENEWABLE NATURAL GAS (RNG) CONTRACTS / OP59812000B

A. Small Business Participation

The Diversity & Economic Opportunity Department did not establish a Disadvantaged Business Enterprise (DBE) goal for this project due to the lack of subcontracting opportunities. The Prime Contractor, Shell Energy North America (US), is performing the services with its own workforce.

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.

PROCUREMENT SUMMARY
BIOMETHANE (RENEWABLE NATURAL GAS)
CONTRACT NO. OP59812000C

1.	Contract Number: OP59812000C		
2.	Contractor: Trillium USA Company		
3.	Mod. Work Description: Add funds to the contract		
4.	Contract Work Description: Biomethane provider		
5.	The following data is current as of: 01.05.24		
6.	Contract Completion Status		Financial Status
	Contract Awarded:	01-01-2021	Contract Award Amount: \$7,884,833
	Notice to Proceed (NTP):	01-01-2021	Total of Modifications Approved: \$4,494,644
	Original Complete Date:	12-31-25	Pending Modifications (Including this action): \$7,112,949
	Current Est. Complete Date:	12-31-25	Current Contract Value (with this action): \$19,492,426
7.	Contract Administrator: Loretta Norris		Telephone Number: 213-922-2632
8.	Project Manager: Dan Ramirez		Telephone Number: 213-922-5797

A. Procurement Background

This Board Action is to approve Contract Modification No. 2 issued in support of:

Increasing the total not-to-exceed amount by \$7,112,949 to \$19,492,426.

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

The original contract was approved by the Board on October 15, 2020, to Trillium USA Company for a five-year base period with a three-year option term for a total not-to-exceed amount of \$12,379,477.

1 (one) contract modification has been issued to date.

(Refer to Attachment H – Contract Modification/Change Order Log)

B. Cost/Price Analysis

The recommended price has been determined to be fair and reasonable based on the analysis completed as part of the total contract amount. The price of the contract was established in October 2020 as part of the competitive contract award and shall remain unchanged. Increasing the contract value will provide continuity of the service and is in the best interest of Metro. Trillium USA Company is not escalating their competitively obtained unit rates, which was the basis of Metro's ICE. Therefore, the proposed amount, Metro ICE, and the negotiated amount are all consistent.

Proposal Amount	Metro ICE	Negotiated Amount
\$19,492,426	\$19,492,426	\$19,492,426

ATTACHMENT K

CONTRACT MODIFICATION/CHANGE ORDER LOG

RENEWABLE NATURAL GAS (RNG)/CONTRACT NO. OP59812000C

Mod. no.	Description	Status (approved or pending)	Date	\$ Amount
1	Increase contract value	Approved	5.01.23	\$4,494,644
2	Increase contract value	Pending	TBD	\$7,112,949
	Modification Total:			\$11,607,593
	Original Contract:	Approved	1.01.21	\$7,884,833
	Total:			\$19,492,426

DEOD SUMMARY

RENEWABLE NATURAL GAS (RNG) CONTRACTS / OP59812000C

A. Small Business Participation

The Diversity & Economic Opportunity Department did not establish a Disadvantaged Business Enterprise (DBE) goal for this project due to the lack of subcontracting opportunities. The Prime Contractor, Trillium USA Company, LLC, is performing the services with its own workforce.

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.



Renewable Natural Gas (RNG)

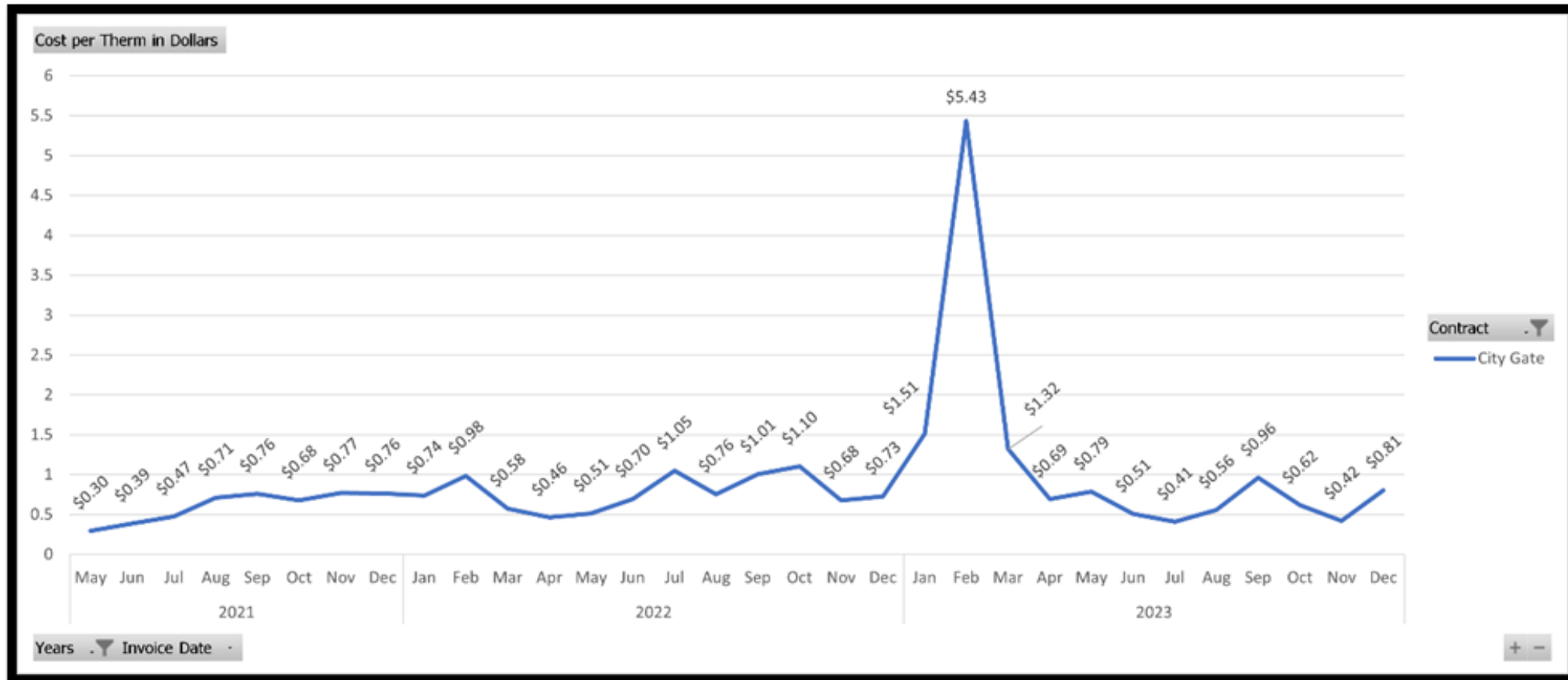
Operations, Safety, and Customer Experience
March 21, 2024

Renewable Natural Gas (RNG) - Background

- Majority of Metro's fleet of over 2,000 buses use Renewable Natural Gas (RNG)
 - Battery electric buses currently account for 50 buses and will increase to 145 buses this year
- RNG was procured under four contracts due to limited availability
 - Clean Energy contract approved in July 2017 for five bus divisions
 - Contract expiration date is July 31, 2024
 - Shell, Trillium, and Clean Energy contracts awarded in October 2020
 - Three contracts provide fuel for remaining five bus divisions
 - Contract expiration is December 31, 2025
- Spike in natural gas prices in 2023 impacted remaining Board authority

Renewable Natural Gas (RNG) – Impact to Budget Authority

- Board action required due to unprecedented spike in natural gas prices
 - Price per therm increased from \$0.98 to \$5.43 in 2023
 - Multi-million dollar budget impact resulted in need to act earlier than original plans



Renewable Natural Gas (RNG) – Requested Actions

- **Modification to original Clean Energy contract**
 - Increase contract authority by \$20,204,040 and extend performance end date to December 31, 2025
 - Includes small contingency to address potential future fuel price spikes
- **Modifications to three other contracts with Shell, Trillium, and Clean Energy**
 - Increase contract authority by \$33,360,739
 - Includes small contingency to address potential future fuel price spikes
- **RNG expenditures occur on an as-needed basis**
 - RNG fuel dispensed into buses each evening when buses return to divisions
 - Expenditures may be less if RNG fuel prices remain stable to current prices

Benefits of Proposed Actions

- Provides consolidated and adequate contract authority for RNG contracts through December 31, 2025
- Provides framework to procure one consolidated contract after existing contracts expire
- Allows staff to further analyze RNG needs with transition to Battery Electric Buses
 - 145 battery electric buses will be in operation in 2024
 - Modeling of RNG demand will use data from actual reductions in RNG use
 - New contracts will include provisions for continued reduction in RNG use
 - New contracts will also include provisions for future reductions in fueling station maintenance requirements



THANK YOU!



Board Report

File #: 2024-0089, **File Type:** Informational Report

Agenda Number: 38.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
MARCH 21, 2024**

SUBJECT: MONTHLY UPDATE ON PUBLIC SAFETY

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE the Public Safety Report.

ISSUE

Metro is committed to providing outstanding trip experiences for all transportation system users. In furtherance of the Vision 2028 Plan, Metro implemented a multi-faceted plan to improve safety and safety perceptions for riders and employees. The following summarizes current initiatives to accomplish this objective and recent public safety trends.

BACKGROUND

Within Metro’s Public Safety Mission statement, the agency recognizes that each individual is entitled to a safe, dignified, and human experience. In March 2023, the Board adopted a revised Code of Conduct, a Bias-Free Policing Policy, and a Public Safety Analytics Policy to avert racial profiling and bias in the deployment of Metro security and law enforcement services. Furthermore, since July 2023, Metro has been using a multi-layered deployment model to utilize all resources from the public safety ecosystem.

These actions align with numerous initiatives to improve safety and the perception of safety on the system, including the increased, strategic, and layered deployment of personnel (comprised of customer-centered ambassadors and community intervention specialists, as well as transit security, private security, and law enforcement officers) and the piloting of safety and security interventions to address specific concerns (e.g., drug use and crime) on the system.

DISCUSSION

System Security & Law Enforcement (SSLE) is responsible for overseeing safety initiatives on the Metro system and works in coordination with other departments, including Operations and Customer Experience, to implement strategies to advance this objective. SSLE forms the foundation of Metro’s multi-layered approach to safety and security, focused specifically on protecting our customers and

employees by preventing and addressing crime on our system, enforcing Metro's Code of Conduct, ensuring the safety of our facilities, directing the deployment of law enforcement and private security presence throughout the system, and proactively identifying and addressing areas of possible concern.

The following is a snapshot of activities and performance and outcome-related data for January, the most recent month for which systemwide law enforcement data is available.

DEPLOYMENTS AND TRENDS

Metro continues to incorporate enhancements and find proactive ways that our safety and security model can address evolving common community issues displayed on our system. The agency's multi-layered approach continues to strategically address challenges, as reflected in the recent crime data with declines in serious crimes and the constant pursuit of increased arrests for trespassing and drug use on the system.

SSLE's steady coordination with our law enforcement partners, contract security, transit security, and other multi-layered partners allowed for strategic safety and security operations to be incorporated, enhanced, and continued. In December 2023, we demonstrated the success of the Multi-Layered Planned Deployment, with increased enforcement resulting in a reduction of serious crime systemwide. January presented an opportunity to see whether the success would continue into the new year. So far, a reduction in serious crime on the system has continued. The success of the Multi-Layered Planned Deployment further provided an opportunity to reflect on January 2023. A year ago, Metro had been impacted by significant drug use and crime and lacked holistic enforcement and a fully cohesive multi-layered deployment. Data from this January demonstrates a tangible example of how collaborative efforts have resulted in a safer and more secure system. In addition, we saw calls for service increase significantly in the fall of 2023, from 1,381 in September 2023 to 3,483 in October 2023 (an increase of 152%). Since then, calls for service have remained relatively high in comparison to prior years, and we credit this to the increased visibility of our security and law enforcement personnel systemwide.

Systemwide Crime Stats

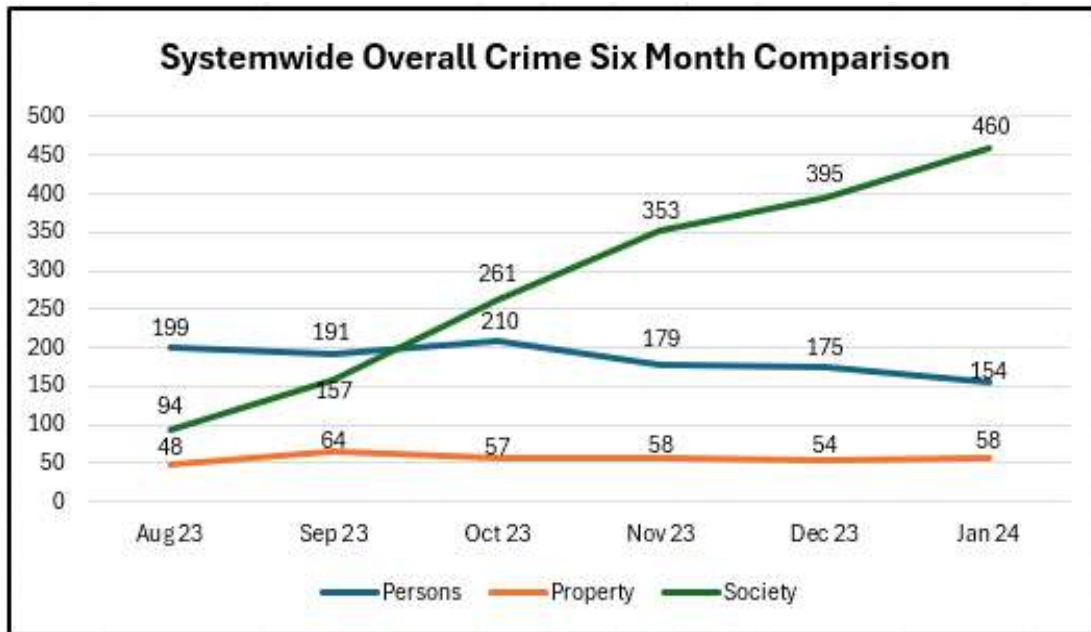
The following represents crime statistics and data analysis for the month of January 2024.

In January, ridership was 24,024,647, an increase of 2.8% from December 2023 (23,362,749) and an increase of 13.1% from January 2023 (21,234,326). Crimes Against Persons systemwide went down 12.0% in January compared to December 2023 (154 vs. 175) and down 16.8% from a year ago in January 2023 (154 vs. 185). By mode, this correlates to a decrease in Crimes Against Persons of 27.0% (81 vs. 111) on the rail system in January 2024 when compared to December 2023, with specific declines in aggravated assaults (16 vs. 29) and robberies (12 vs. 19). When compared to January 2023, Crimes Against Persons on the rail system decreased by 36.2% (81 vs. 127) in January 2024.

By contrast, Crimes Against Persons on the bus system increased by 14% (73 vs. 64) in January 2024 when compared to December 2023. This is due to an increase in batteries (46 vs. 36) and a slight uptick in aggravated assaults (13 vs. 11). Meanwhile, robberies decreased on the bus system by 46.2% (7 vs. 13). When compared to January 2023, Crimes Against Persons on the bus system increased by 25.9% in January 2024. This is due to increases in aggravated assaults (13 vs. 11), batteries (46 vs. 41), and robberies (7 vs. 4).

Enforcement-related arrests for trespassing and narcotics resulted in a 16.5% increase (460 vs. 395) in Crimes Against Society systemwide. The enhanced efforts of law enforcement, transit security, and contract security in critical areas led to a 17.3% increase (373 vs. 318) in trespassing arrests and a 15% increase (69 vs. 60) in narcotics arrests in January 2024 versus December 2023. On the rail system, Crimes Against Society saw increases in trespassing arrests of 16.7% (371 vs. 318), narcotics arrests of 23.5% (63 vs. 51), and weapons arrests of 50.0% (15 vs. 10). When compared to January 2023, Crimes Against Society on the rail system increased by 780.4% (449 vs. 51) in January 2024 due to the increase in narcotics, trespassing, and weapon arrests. On the bus system, Crimes Against Society decreased by 31.3% when compared to December 2023 (11 vs. 16). When compared to January 2023, Crimes Against Society decreased by 38.9% in January 2024.

In January, our law enforcement partners conducted task forces and operations on the system in response to data analysis that identified certain problem areas. Los Angeles Police Department's (LAPD) Special Problems Unit (SPU) conducted three task forces on the B Line. The SPU team was responsible for making significant arrests, including several arrests for possession of concealed firearms, possession of firearms during the sales of narcotics, possession of methamphetamines, and arrests for organized retail theft. The Los Angeles County Sheriff's Department (LASD) conducted undercover operations on the Metro system. The Transit Services Bureau (TSB), in conjunction with LASD's Human Trafficking Task Force, conducted a plain clothes operation at the C Line Long Beach Blvd Station. The operation resulted in several arrests of suspects soliciting decoys for prostitution in and around Metro's property, particularly at bus stops and layovers. In addition, LASD conducted two plain clothes operations at the A Line Azusa Downtown Station. The operation called for plain clothes personnel to observe individuals committing crimes and the use of any controlled substance(s) at this station, resulting in several arrests of suspects.



In January 2024, Crimes Against Persons per 1 million boardings decreased by 14.4% compared to December 2023 (see table below).

Systemwide	Jan-24	Dec-23	% Change
Crimes Against Persons	154	175	-12.0%
Ridership	24,024,647	23,362,749	2.8%
Crimes Against Persons per 1 Million Boardings	6.41	7.49	-14.4%

When comparing January 2024 to one year ago, we see that Crimes Against Persons per 1 million boardings have decreased by 26.4% (see table below).

Systemwide	Jan-24	Jan-23	% Change
Crimes Against Persons	154	185	-16.8%
Ridership	24,024,647	21,234,326	13.1%
Crimes Against Persons per 1 Million Boardings	6.41	8.71	-26.4%

Deployment Results

The following reflects the results of the deployment for the month of January and the effects of preventing and reducing crime on the system.

Law Enforcement

LAPD, LASD, and LBPD enforce the penal code on the system, including conducting trespass investigations. Ejections represent law enforcement engagements during trespass investigations in which an individual is removed after determining they did not possess a TAP Card or pay fare to access the rail or bus system.

Law Enforcement Efforts (January 2024)	Arrests	Citations	Warnings
LAPD	577	455	1281
LASD	171	195	661
LBPD	3	24	0

*Law

enforcement citations and warnings are not related to fare but for trespassing, loitering, and moving violations.

Law enforcement homeless outreach data has been omitted from this report as staff works to align how homeless outreach data is defined and reported. Currently, each law enforcement partner defines their outreach efforts differently, which can make it challenging to demonstrate the impact of their work across the system. Once the data has been aligned, staff will resume reporting.

End of Line

Contract security (CS) officers offload trains at the end-of-line (EOL) stations and provide security support for maintenance employees while performing their duties. CS cleared 18,363 trains and offloaded 28,363 patrons during January. The significant increase directly correlates with adding three stations to the end-of-line initiative. The three end-of-line stations added were Atlantic, APU/Citrus College, and Wilshire/Western Stations. There is also a direct correlation between the increase in train clearing and offloading.

December 2023

Station	Trains Cleared	Offloading
North/Hollywood	2,488	3,508
Union Station	9,077	6,012
APU/ Citrus	836	1,793
Grand Total	12,401	11,313

January 2024

Station	Trains Cleared	Offloading
North/Hollywood	2,067	2,000
Union Station	6,282	7,934
APU/ Citrus	4,221	7,854
Atlantic	3,327	6,332
Wilshire/ Western	2,466	4,338
Grand Total	18,363	28,458

CS shares their observations during weekly Multi-Layered Planned Deployment meetings with Metro Homeless Outreach and law enforcement partners. CS observations are compared with feedback from Metro Blue Shirts and Transit Ambassadors to understand where unhoused riders require the most resources. The table below reflects the entirety of the homeless outreach efforts throughout January’s Multi-Layered Planned Deployment.

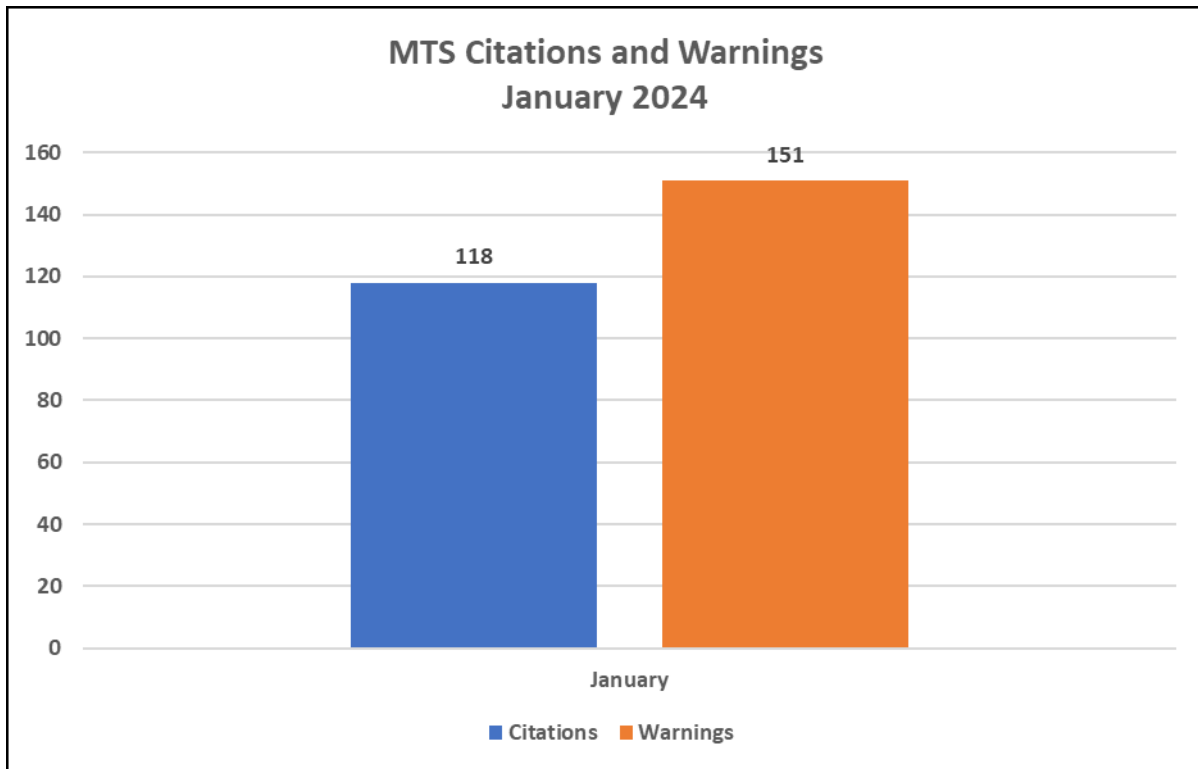
Metro Homeless Outreach Efforts	January Totals
Engagements	2047
Enrollments into Homeless Management Information System (HMIS)	186
Interim Placements	43
Permanent Housing Placements	9

Metro Homeless Outreach has fixed posts at key EOL stations within the Multi-Layered Planned Deployment. Staff currently provides support for six EOL stations (Union Station, Downtown Santa Monica, Downtown Long Beach, Atlantic, North Hollywood, and APU/Citrus). The efforts at EOL account for 1,462 (71%) of 2,047 total engagements during the month of January. The table below reflects the outreach efforts at EOL stations.

Metro Homeless Outreach Efforts (End of Line)	January Totals
Engagements	1462
Enrollments into Homeless Management Information System (HMIS)	160
Interim Placements	34
Permanent Housing Placements	9

Transit Security

The primary role of Metro Transit Security (MTS) in the Multi-Layered Planned Deployment is Code of Conduct enforcement. Since the onset of the Multi-Layered Planned Deployment, SSLE has noted that 96% of the Code of Conduct violations cited on the system have been for fare evasion since the revised Code of Conduct was incorporated in June 2023. In January, MTS officers issued 118 citations and 151 written warnings for Code of Conduct violations. Of those, 260 (97%) were due to individuals failing to provide proof of fare. The remaining citations and written warnings issued in January were for Code of Conduct violations: throwing objects, smoking/vaping, urination/defecation, and failure to comply with a lawful order. The numbers reflect MTS's continued efforts to deter those attempting to access the system for non-transit purposes in violation of the Code of Conduct. Code of Conduct enforcement is critical to maintaining order on the system and deterring non-destination travelers.



TRANSIT SECURITY FARE COMPLIANCE TEAMS - JANUARY 2024			
DEPLOYMENT PERIOD	LINES COVERED ¹	REMOVALS - FARE ²	REMOVALS - CoC ³
01/01/24 - 01/05/24	A, B, E	35	27
01/08/24 - 01/12/24	A, B, E	41	13
01/15/24 - 01/19/24	A, B, C, E	417	152
01/22/24 - 01/26/24	A, B, C, E	490	255
01/29/24 - 02/02/24	A, B, C, E	516	211

¹ Refers to Focus Stations and End-of-Line Stations on indicated rail line.

² Combined number of persons removed from rail station at fare gate, mezzanine, or platform for fare evasion (No proof of fare).

³ Combined number of persons removed from rail station at mezzanine or platform for Code of Conduct violations.

TRANSIT SECURITY TRAIN RIDING TEAMS - JANUARY 2024				
DEPLOYMENT PERIOD	LINES COVERED	TRIPS ¹	REMOVALS - FARE ²	REMOVAL - CoC ³
01/01/24 - 01/05/24	A, C, E	38	39	14
01/08/24 - 01/12/24	A, E	12	20	11
01/15/24 - 01/19/24	A, B, E	73	54	39
01/22/24 - 01/26/24	A, B, E	31	28	17
01/29/24 - 02/02/24	A, C, E	30	17	11

¹ Combined number of trips taken by TRT on the referenced rail lines.

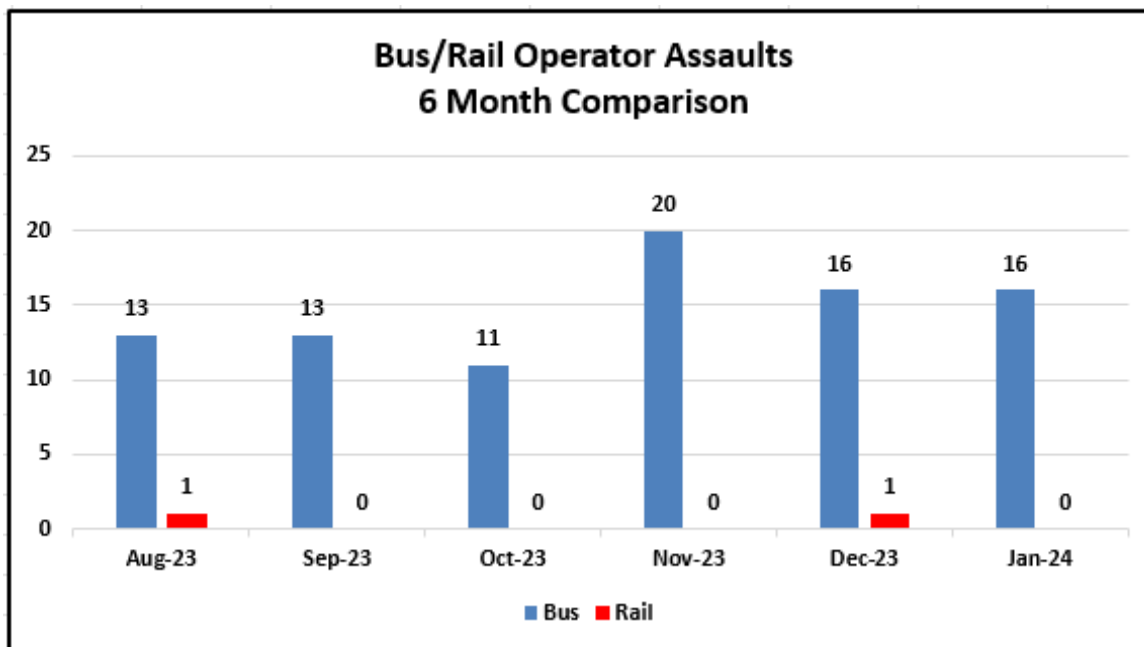
² Combined number of persons removed from the train for fare evasion (No proof of fare).

³ Combined number of persons removed from the train for Code of Conduct violations.

Operator Safety

In January, operator assaults decreased by one assault when compared to December 2023 (16 vs. 17). Using hands (punch, slap), spitting on the operator, and brandishing a gun were the top three methods of assault. Of the 16 assaults, eight were reported to have a bus barrier in use, one occurred outside of the bus, and the remaining seven did not provide details of bus barrier use. Of the reported assaults, three victims were transported by a Metro employee to see the company doctor, one victim required medical transport, and one victim received medical treatment on scene.

Assaults in January were higher than historical averages over the past six years, as shown in Figure A. The methods of assaults that occurred in January are summarized in Figure B.



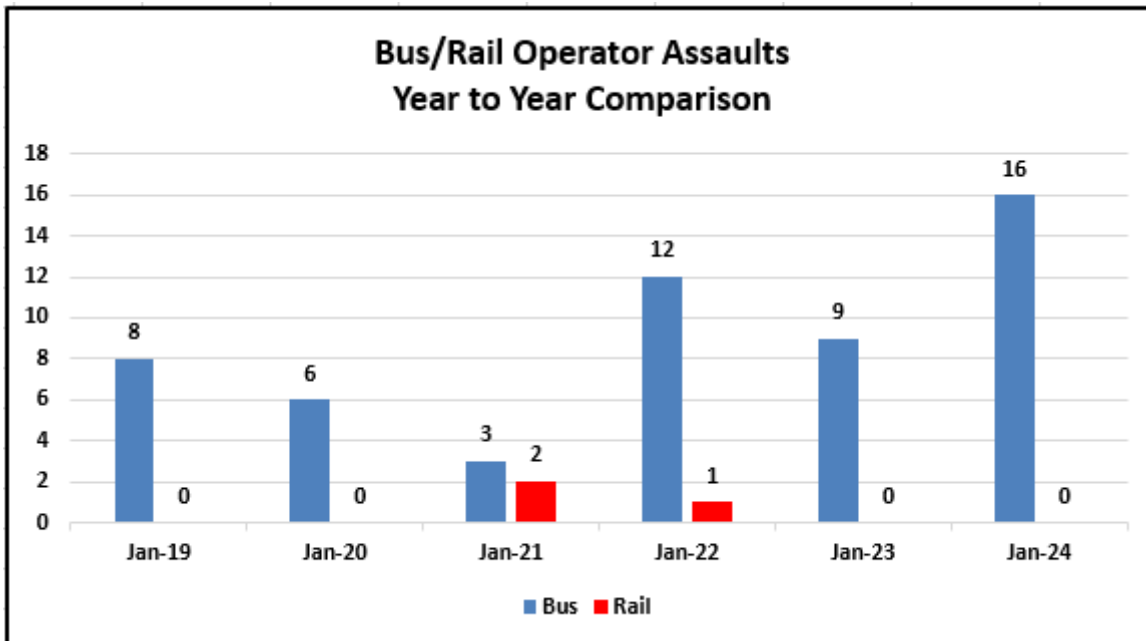


Figure A: Bus/Rail Operator Assaults Year-to-Year Comparison

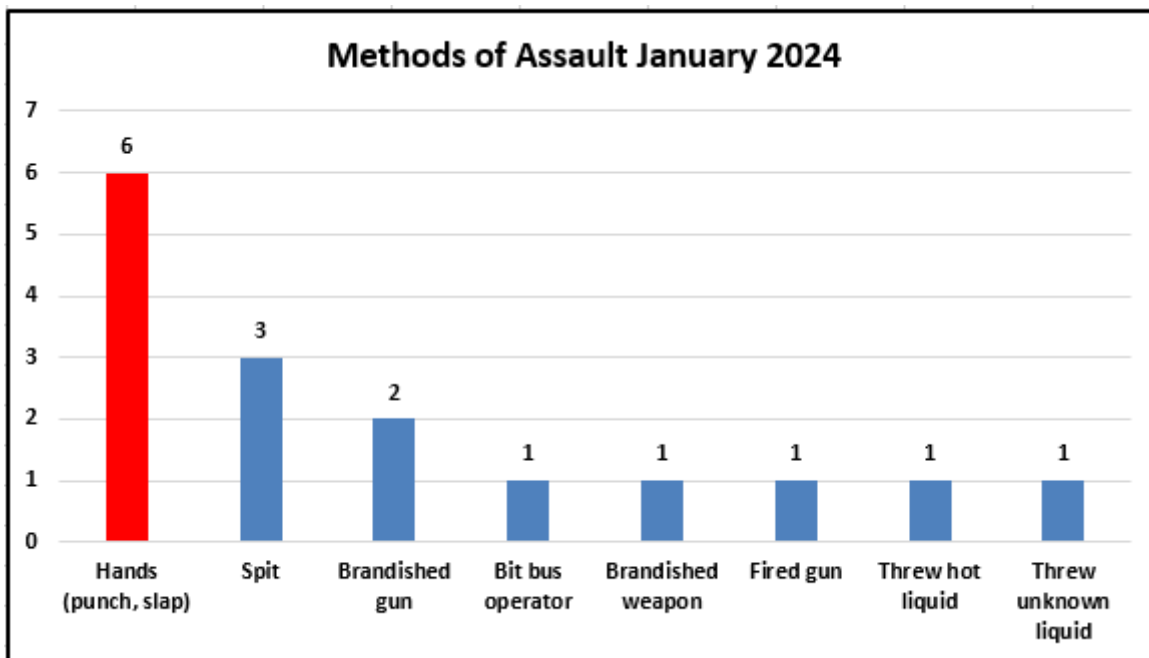


Figure B: Methods of Assault

Bus Riding Teams

Transit Security Bus Riding Teams continue to rotate across the top 10 bus lines with reported incidents of operator assaults and lines with newly reported incidents of operator assaults to enforce Metro’s Code of Conduct. In January, seven Transit Security Bus Riding Teams were deployed across the five service areas of Metro’s bus system. Three teams were deployed on the Day Shift

and PM Shift, and one team was deployed on the Early Morning Shift (Owl Service). The following table illustrates the Bus Riding Team deployment for January and the number of trips. A reduced number of trips occurred in the last two weeks of January due to the redeployment of resources to support systemwide needs due to the inclement weather and resulting station of emergency in the City of Los Angeles.

TRANSIT SECURITY BUS RIDING TEAMS - JANUARY 2024				
DEPLOYMENT PERIOD	LINES COVERED	TRIPS ¹	REMOVALS ²	VERBAL WARNINGS ³
01/01/24 - 01/05/24	164, 207, 754	84	99	92
01/08/24 - 01/12/24	111, 204, 754	91	178	158
01/15/24 - 01/19/24	233, 234, G Line	93	109	59
01/22/24 - 01/26/24	18, 60, 260	65	58	36
01/29/24 - 02/02/24	111, 115, 117	62	106	29

¹ Combined number of trips taken by BRT on the referenced bus lines.
² Combined number of persons removed at the bus door for fare evasion.
³ Combined number of verbal warnings given inside the bus for Code of Conduct violations.

Two remaining Transit Security Bus Riding Teams are tentatively scheduled to be deployed by Spring 2024. The MTS teams are augmented with the support of law enforcement. In January, there were 11,707 and 8,781 bus boardings by LAPD officers and LASD deputies, respectively. As a crime reduction measure, staff are coordinating with LAPD Transit to increase law enforcement presence on bus lines that have shown a noticeable increase in crime.

In addition to Code of Conduct enforcement, TSOs provide riders with safety tips, such as being aware of their surroundings while using their mobile phones and informing them of the Transit Watch application to report incidents. Several TSOs are bilingual and can assist patrons in Spanish, Korean, and Thai, among other languages. TSOs also engage with bus operators to obtain information regarding safety issues or areas of concern that the Bus Riding Teams can address.

Staff will continue to review crime statistics and physical assault data to identify potential trends and patterns that will inform deployment strategies to reduce crime on the bus system and help decrease and prevent bus operator assaults. In addition, staff engage with bus operators from all ten bus divisions at monthly RAP sessions to obtain feedback on lines and geographical areas where bus operators have safety concerns.

ACTIVITIES

Narcan Deployment

MTS did not have a Narcan incident during the month of January. This marks the first time Transit

Security Officers have not been involved in a Narcan incident since they began administering it on the system in March 2023.

As for Metro Ambassadors, they reported **18 Narcan incidents**, with two drug-related fatalities:

- (6) Incidents at WLMP Station
- (2) Incidents On Train
- (2) Incidents at Grand Avenue Arts/Bunker Hill Station - 1 of 2 was a fatal incident
- (2) Incidents at Union Station - 1 of 2 was a fatal incident
- (1) Incident at Wilshire/Western
- (1) Incident at Del Amo Station
- (1) Incident at 7th Street/Flower Bus Stop
- (1) Incident at Universal City/Studio City
- (1) Incident at Little Tokyo/Arts District Station
- (1) Incident at 7th Street/Metro Center Station

In total, Ambassadors reported 18 incidents in January, which is the same number of reported incidents in December.

Public Facing Dashboard Update

SSLE and ITS continued working with the external vendor project team throughout January regarding the Public Facing Dashboard project. The primary goal of this project is to design and create a user-friendly and informative public dashboard that pulls specific data from the internal SSLE Crime Dashboard, integrating crime statistics, arrests, calls for service, the Customer Comment Analysis & Tracking System (CCATS), Transit Watch App data, and citations.

The current scope performance period for the Public Facing Dashboard delivery remains on track for FY24 Q4. SSLE will continue to update the Committee on the progress and timeline of delivery.

Emergency Management Update

Emergency Training and Exercises

On January 25, the Emergency Management Department (EMD) conducted its first of 11 planned exercises for the calendar year. The tabletop discussion-based exercise was conducted at the Non-Revenue and Rail Communications, Division 10. The objectives were to increase employee awareness of Metro's Active Shooter Lockdown Procedures, increase first responder knowledge of Metro's non-revenue sites, and improve emergency response coordination between Metro and local

first responders. Participants included representation from LAPD, Allied and Inter-Con Contract Security, Metro Transit Security, Vehicle Non-Revenue, Rail Communications, Bus Operations Control, Vehicle Operations, System Security and Law Enforcement, and the Emergency Management Department.



On January 28, EMD coordinated LAPD's K-9 annual certification at Rail Division 21. Five K-9 teams participated in the certification process, which was evaluated by the Transportation Security Administration (TSA). Certification is required annually to ensure LAPD K-9 teams are well-trained to respond to and perform searches on Metro vehicles.

CUSTOMER COMMENTS

In January, we continue to see riders on social media accounts requesting increased security. This request for increased security personnel has continued a trend from October to the present. SSLE will continue to ensure visible security presence on the system through the security of multi-layer resources.

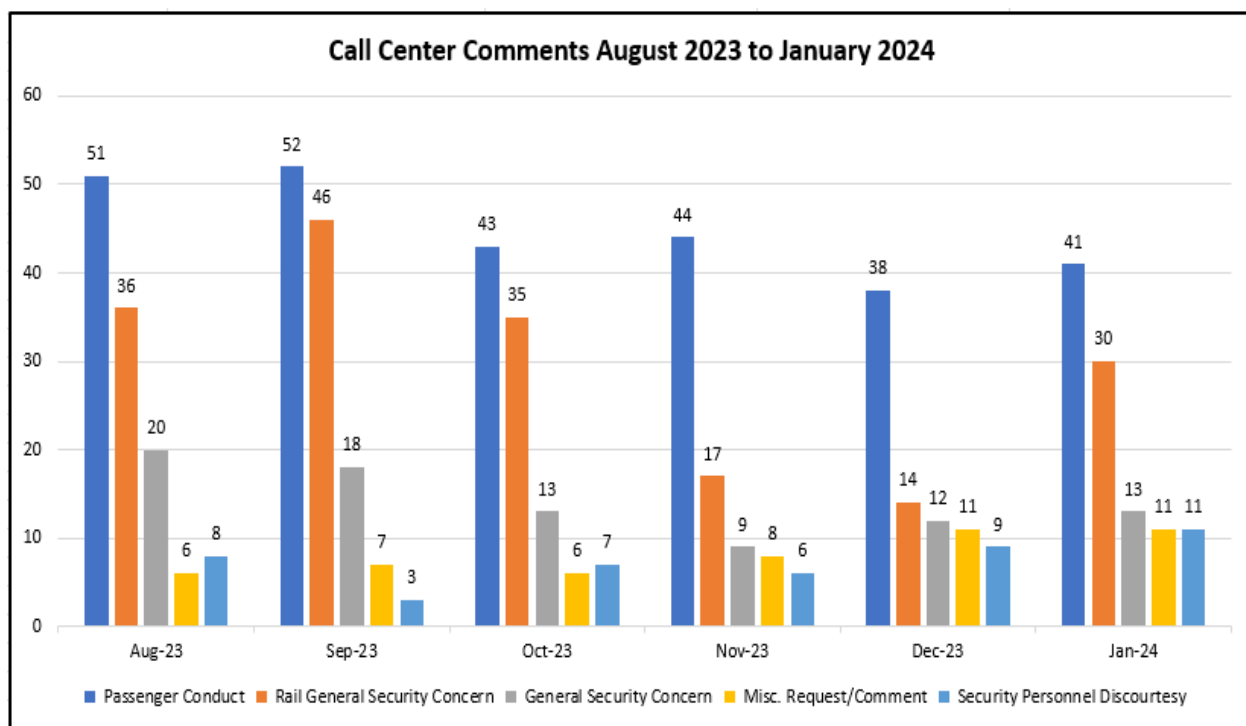
The Safety Personnel subtopic generated the highest volume of engagement overall, with Safety and Security having the highest volume of positive engagement. On Reddit, we observed multiple accounts positively commenting about the Ambassadors, emphasizing the distinction between security and Ambassadors, and clarifying the role of Ambassadors in Metro.

Call Center Comments

From December to January, customer comments related to *Passenger Conduct* increased from 38 to 41. Customer comments related to *Rail General Security Concern* increased from December to

January from 14 to 30. For customer comments related to *General Security Concern*, there was an increase from December to January from 12 to 13. Examples of some of the most common comments received are riders complaining about individuals smoking on the train, drinking alcoholic beverages, and playing loud music. SSLE will continue highlighting top themes from comments submitted to the Call Center and collaborate with its public safety partners to address them as part of the Multi-Layered Planned Deployment.

Staff reviews all safety and security-related customer comments for trends and patterns to inform possible shifts of uniformed personnel deployments to where ongoing Code of Conduct and crime issues are identified. Moreover, any customer comment referencing criminal activity is forwarded to law enforcement for a follow-up with the customer to investigate the incident and file a crime report.



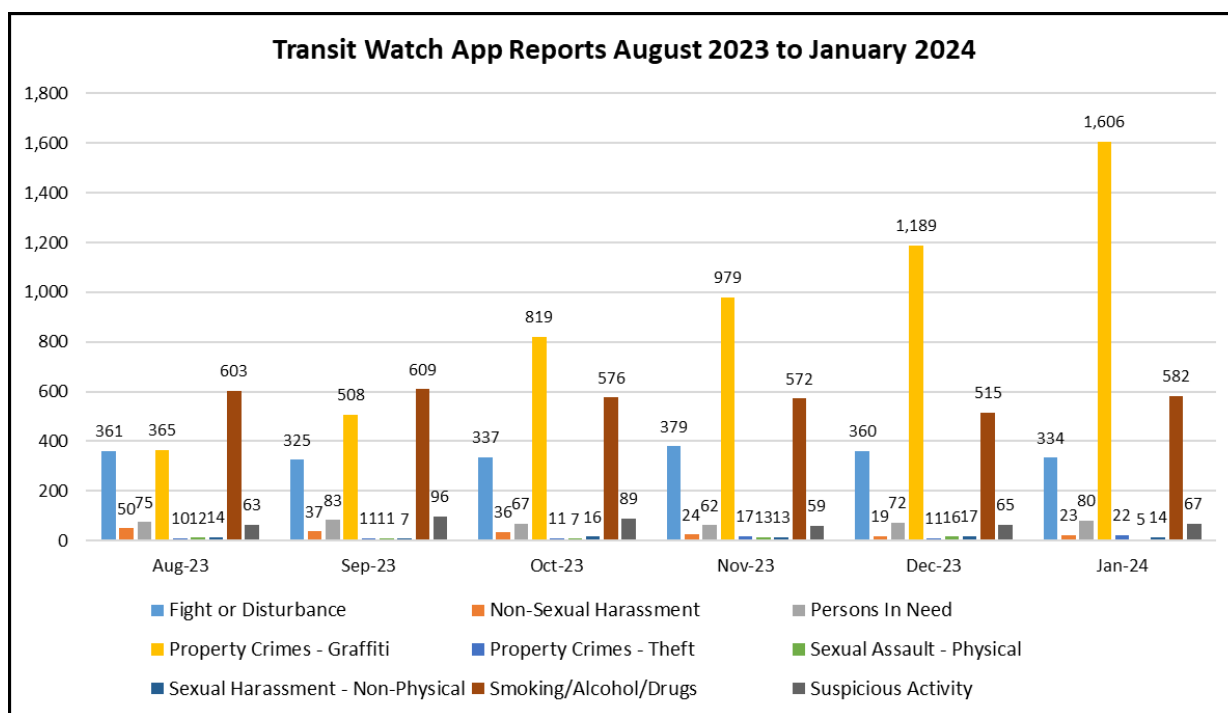
Transit Watch (TW) App

Transit Watch App reports related to safety and criminal elements for January totaled 2,733, an increase of 20.7% compared to December. The Security Operations Center’s Security Control Specialists (SCS) response time for receiving the report to initial contact with the reporting party has remained unchanged from December to January (0.57 minutes). By comparison, in FY23, the average response time was 4.9 minutes, exceeding the fiscal year’s target of 4 minutes. For FY24, SSLE established a target response time of 2 minutes to ensure a faster process for determining the proper response and dispatch of resources, improving calls for service response times on the system. The reported number for January exceeded the target goal and demonstrates Metro’s commitment to providing excellent customer service and timely security resources to keep patrons and employees safe.

Types of Reported Incidents

Of the incident types reported through the Transit Watch application, graffiti, theft, and non-sexual harassment saw the highest increases in reporting from December to January.

Graffiti incidents reported in January were 1,606 vs. 1,189 in December (a 35.1% increase). Of the 1,606 graffiti incidents captured, Ambassadors reported 71% (1,146) of these occurrences, a 40% increase compared to 817 reported in December. The number of theft reports submitted in January was 22 vs. 11 in December (a 100% increase), while non-sexual harassment reports submitted in January were 23 vs. 19 in December (a 21% increase).



Transit Watch reports highlighted increased property crime and cleanliness issues along the A, B, C, and E lines. These observations resulted in increased patrols at stations with the highest observations. The strategies developed as a result of Transit Watch reporting have led to a 10.2% decline in fights/disturbances, sexual assault-physical, and sexual harassment-non-physical incidents from December to January.

Moreover, in January, SSLE utilized the weekly meetings between members of the Multi-Layered Planned Deployment to discuss observed increases in security incidents, which included theft and harassment. These efforts led to a 69% decrease in sexual assault reports, from 16 reports in December to five reports in January. SSLE continues to explore best practices such as messaging/awareness campaigns, education, and video analytics to address both sexual assault and harassment systemwide.

Stations with the Most Reported Incidents

For graffiti incidents, the top three locations in January were Lincoln/Cypress Station (51), Pico Station (51), and Vermont/Santa Monica Station (42). The top two locations reporting theft incidents were Willowbrook/Rosa Parks Station (2) and Wilshire/Vermont Station (2). The remaining theft reports were reported sporadically across different stations. The top two locations reporting non-sexual harassment incidents were Pico Station (2) and Little Tokyo/Arts District Station (2). The remaining non-sexual harassment reports were reported sporadically across different stations.

METRO AMBASSADOR PROGRAM UPDATE

A Metro Ambassador's role is to improve the perception of safety by providing support to riders, connecting riders to resources, and reporting incidents or maintenance needs. Metro Ambassadors were deployed on all rail lines, G Line, J Line, and bus lines 210, 40, 20, and 720.

By the numbers

For the month of **January 2024**, Metro Ambassadors conducted 61,536 customer interactions and reported the following:

- 2,557 Cleanliness Issues
- 1,146 Graffiti Incidents
- 372 Elevator and Escalator Problems
- 223 Safety Issues

EQUITY PLATFORM

Metro continues to take a cross-disciplinary approach to address the system's various safety needs. Using a multi-layered public safety model, SSLE collaborates with law enforcement partners, contract security, multi-disciplinary outreach teams, and Metro Ambassadors to support vulnerable and unhoused riders, respond to customer concerns, and improve cleanliness and security on the system. Staff recognizes that there are different avenues for the public to share their experience using our system. By monitoring social media posts, customer comments received at the Call Center, and reports from the Transit Watch App, SSLE can better understand public feedback on current security initiatives and how they can be improved for a better, safer rider experience. Recent positive engagement on social media demonstrates the effectiveness of the multi-layered public safety model as Metro and its public safety partners work collectively to address reported issues. The safety of our operators is equally important, and as such, SSLE maintains its presence through the deployments of Metro Transit Security Bus Riding Teams.

NEXT STEPS

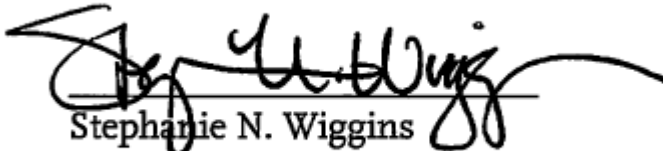
SSLE continues to manage our law enforcement partners, private security, and Transit Security Officer performance, monitor crime stats, and consider information from surveys, customer complaints, and physical security assessments, amongst other sources, to analyze safety-related issues, adjust deployment strategies, and formulate new interventions.

ATTACHMENTS

- Attachment A - Arrests by Race & Ethnicity January 2024
- Attachment B - Total Crime Summary January 2024
- Attachment C - Systemwide Law Enforcement Overview January 2024
- Attachment D - MTA Supporting Data January 2024
- Attachment E - Bus & Rail Operator Assaults January 2024
- Attachment F - Sexual Harassment Crimes January 2024

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Stephanie N. Wiggins
Chief Executive Officer



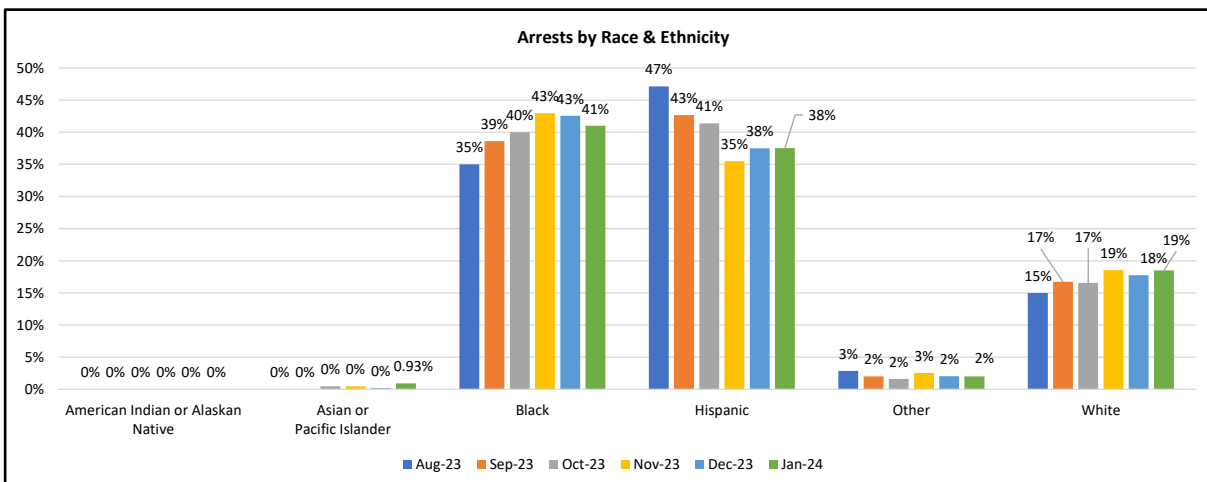
SYSTEM SECURITY & LAW ENFORCEMENT

Attachment A

Arrests January 2024	American Indian or Alaskan Native		Asian or Pacific Islander		Black		Hispanic		Other		White		Total
	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	
Systemwide - Arrests	0	0	0	7	42	266	31	251	0	15	28	111	751
Total	0		7		308		282		15		139		751
% Share	0.00%		0.93%		41.01%		37.55%		2.00%		18.51%		100.00%

Arrests January 2024	American Indian or Alaskan Native		Asian or Pacific Islander		Black		Hispanic		Other		White		Total
	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	
Bus Systemwide (includes G & J Lines)	0	0	0	0	5	19	3	33	0	2	2	9	73
Rail Systemwide	0	0	0	7	37	247	28	216	0	12	26	102	675
Union Station and 7th & Metro Station	0	0	0	0	0	0	0	2	0	1	0	0	3
Total	0		7		308		282		15		139		751
% Share	0.00%		0.93%		41.01%		37.55%		2.00%		18.51%		100.00%

Arrests (by Line, Bus, Union Station, and 7th & Metro Station) January 2024	American Indian or Alaskan Native		Asian or Pacific Islander		Black		Hispanic		Other		White		Total
	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	
A Line (Blue)	0	0	0	1	4	43	10	49	0	2	7	18	134
B Line (Red)	0	0	0	6	30	182	15	129	0	10	19	71	462
C Line (Green)	0	0	0	0	0	5	3	28	0	0	0	4	40
D Line (Purple)	0	0	0	0	2	5	0	5	0	0	0	6	18
E Line (Expo)	0	0	0	0	1	6	0	4	0	0	0	2	13
Bus - G Line (Orange)	0	0	0	0	0	0	0	0	0	0	0	0	0
Bus - J Line (Silver)	0	0	0	0	0	0	1	0	0	0	0	0	1
K Line	0	0	0	0	0	6	0	1	0	0	0	1	8
Union Station	0	0	0	0	0	0	0	2	0	1	0	0	3
7th & Metro Station	0	0	0	0	0	0	0	0	0	0	0	0	0
Bus Systemwide (excludes G & J Lines)	0	0	0	0	5	19	2	33	0	2	2	9	72
Total	0		7		308		282		15		139		751
% Share	0.00%		0.93%		41.01%		37.55%		2.00%		18.51%		100.00%





SYSTEM SECURITY & LAW ENFORCEMENT

Attachment B

Part 1 Crimes 5-Year Trend - Systemwide

January	2020	2021	2022	2023	2024
Part 1 Crimes					
Agg Assault	23	19	33	44	29
Arson	2	0	0	0	0
Bike Theft	7	1	2	0	1
Burglary	1	0	3	2	0
Homicide	0	1	1	1	0
Larceny	45	22	35	40	43
Motor Vehicle Theft	3	1	2	2	4
Rape	4	1	0	0	2
Robbery	23	15	24	28	19
Totals	108	60	100	117	98

Part 1 Crimes 5-Year Trend - Rail

January	2020	2021	2022	2023	2024
Part 1 Crimes					
Agg Assault	20	14	24	33	16
Arson	2	0	0	0	0
Bike Theft	4	0	2	0	1
Burglary	1	0	3	2	0
Homicide	0	1	0	1	0
Larceny	34	17	26	31	28
Motor Vehicle Theft	3	1	2	2	1
Rape	4	1	0	0	0
Robbery	19	12	21	24	12
Totals	87	46	78	93	58

Part 1 Crimes 5-Year Trend - Bus

January	2020	2021	2022	2023	2024
Part 1 Crimes					
Agg Assault	3	5	9	11	13
Arson	0	0	0	0	0
Bike Theft	3	1	0	0	0
Burglary	0	0	0	0	0
Homicide	0	0	1	0	0
Larceny	11	5	9	9	15
Motor Vehicle Theft	0	0	0	0	3
Rape	0	0	0	0	2
Robbery	4	3	3	4	7
Totals	21	14	22	24	40

Part 2 Crimes 5-Year Trend - Systemwide

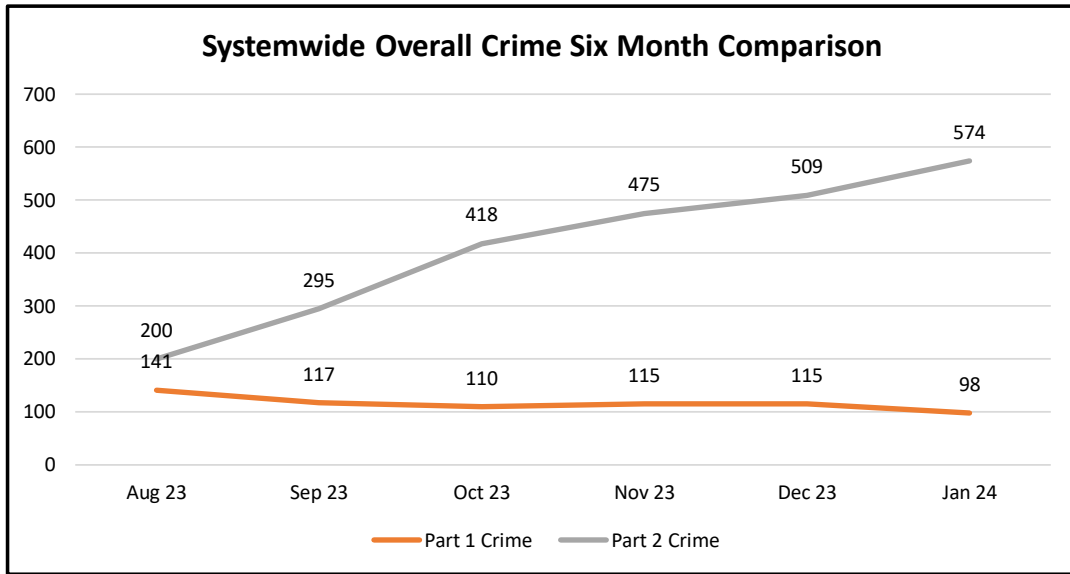
January	2020	2021	2022	2023	2024
Part 2 Crimes					
Battery	84	42	102	109	97
Narcotics	8	9	8	33	69
Sex Offenses	8	3	5	3	7
Trespassing	8	8	5	31	373
Vandalism	13	23	29	15	10
Weapons	3	2	3	5	18
Totals	124	87	152	196	574

Part 2 Crimes 5-Year Trend - Rail

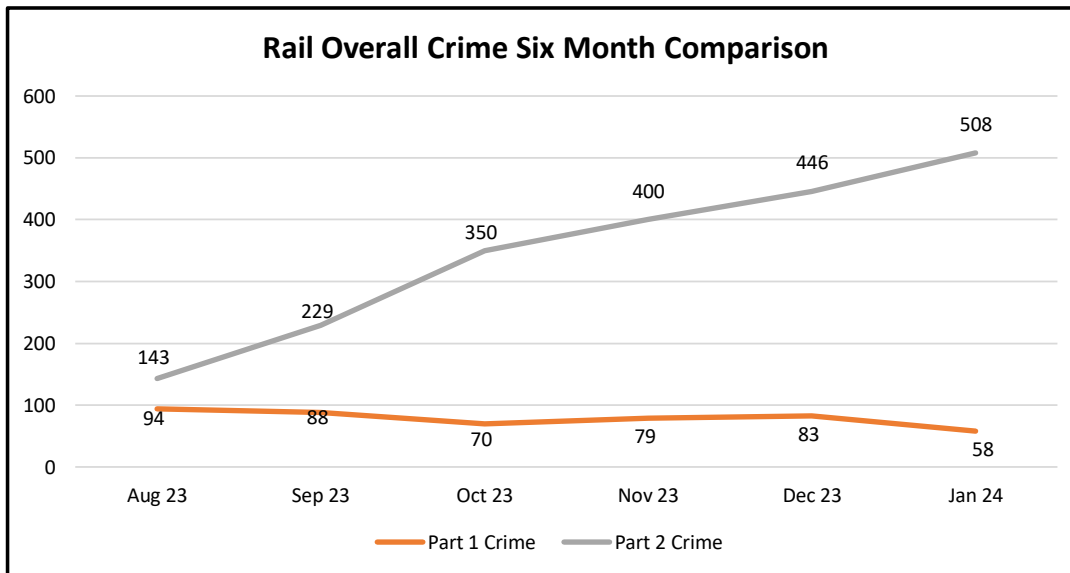
January	2020	2021	2022	2023	2024
Part 2 Crimes					
Battery	48	31	61	68	51
Narcotics	5	2	4	17	63
Sex Offenses	6	3	5	1	2
Trespassing	8	8	4	31	371
Vandalism	9	18	19	7	6
Weapons	1	2	3	3	15
Totals	77	64	96	127	508

Part 2 Crimes 5-Year Trend - Bus

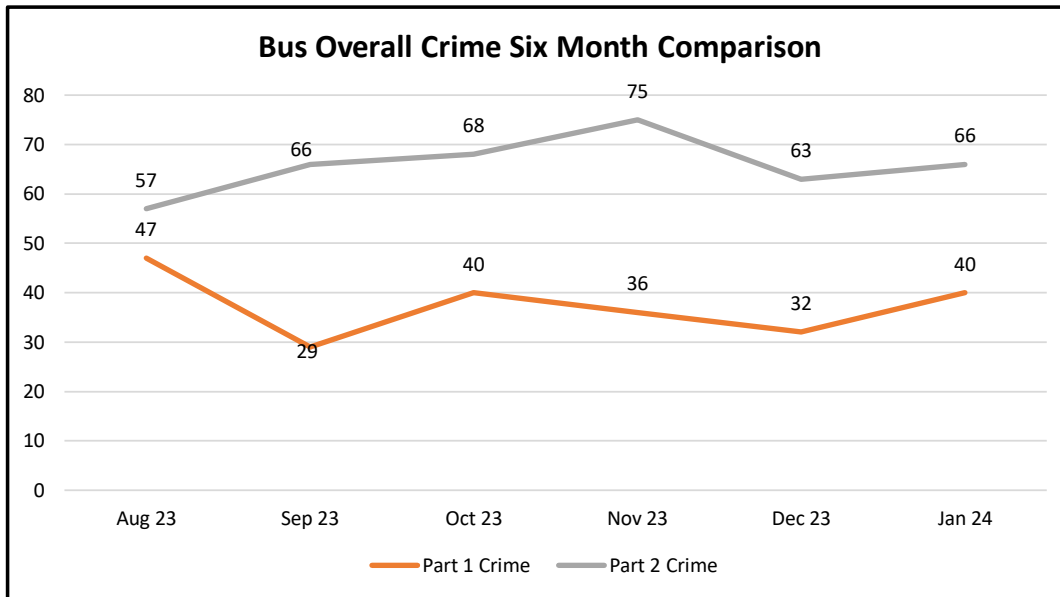
January	2020	2021	2022	2023	2024
Part 2 Crimes					
Battery	36	11	41	41	46
Narcotics	3	7	4	16	6
Sex Offenses	2	0	0	2	5
Trespassing	0	0	1	0	2
Vandalism	4	5	10	8	4
Weapons	2	0	0	2	3
Totals	47	23	56	69	66



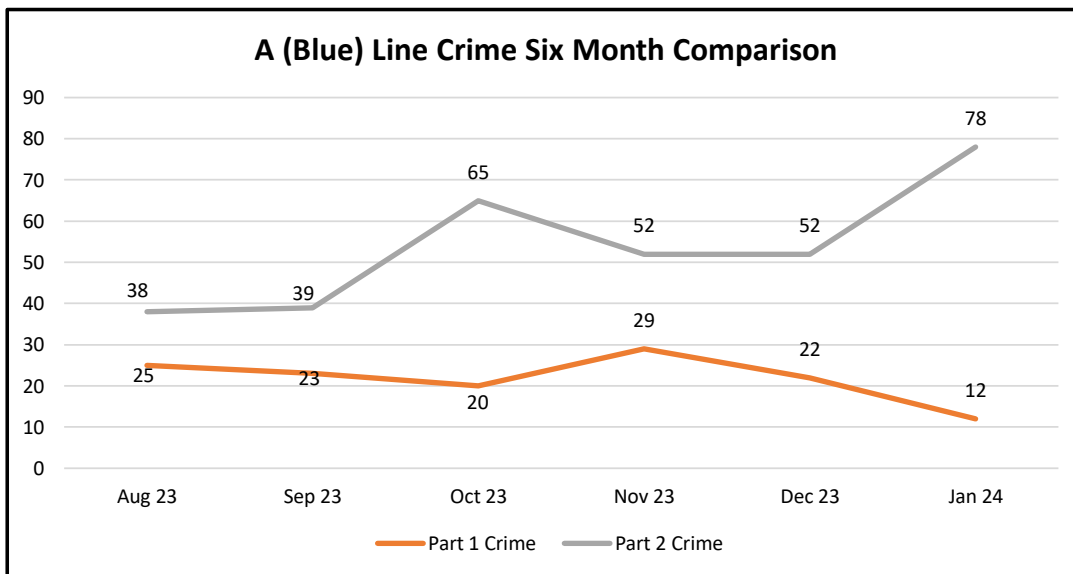
In January, total crime systemwide increased by 7.7% compared to the previous month (672 vs 624). Part 1 crimes decreased by 15% (98 vs 115) which was a result of decreases in aggravated assaults (29 vs 40) and robberies (19 vs 32). Part 2 crimes increased by 13% (574 vs 509) as a result of increases in trespassing arrests (373 vs 318), narcotics arrests (69 vs 60), and batteries (97 vs 94).



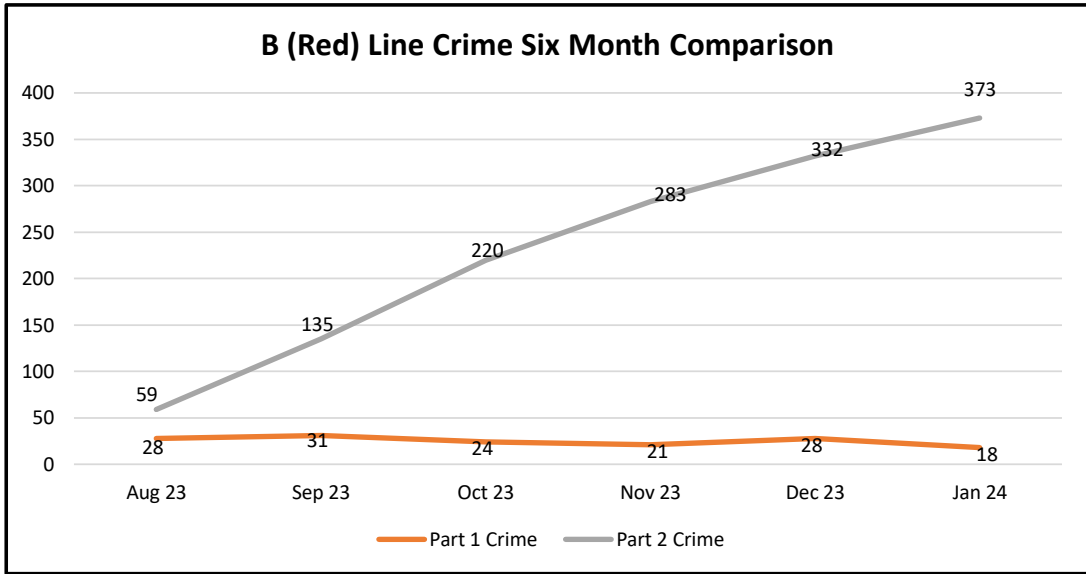
In January, total crime on the rail lines increased by 7% compared to the previous month (566 vs 529). Part 1 crimes decreased by 30% (58 vs 83) as a result of decreases in aggravated assaults (16 vs 29) and robberies (12 vs 19). Part 2 crimes increased by 14% (508 vs 446) as a result of increases in trespassing (371 vs 318), narcotics (63 vs 51), and weapons arrests (15 vs 10).



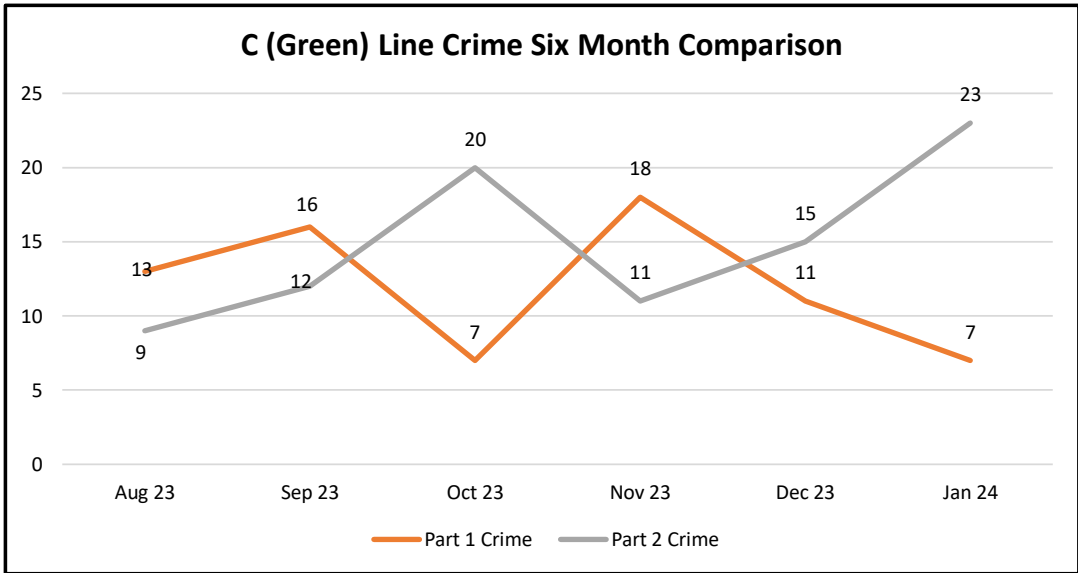
In January, crime on buses increased by 12% (106 vs 95). Part 1 crimes increased by 25% (40 vs 32) as a result of increases in aggravated assaults (13 vs 11), larcenies (15 vs 7), and rapes (2 vs 0). Part 2 crimes increased by 5% (66 vs 63). This was due to increases in batteries (46 vs 36), sex offenses (5 vs 4), and trespassing arrests (2 vs 0). At the same time, there were decreases in vandalism (4 vs 7), narcotics (6 vs 9), and weapons arrests (3 vs 7).



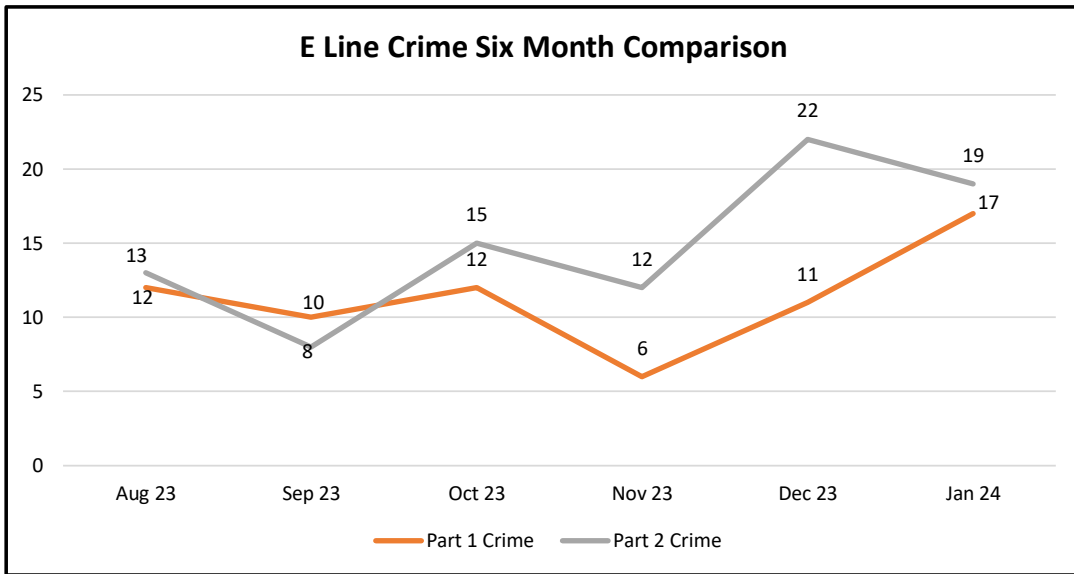
In January, the A (Blue) Line saw a 22% increase in total crime compared to the previous month (90 vs 74). Part 1 crimes decreased by 46% (12 vs 22) which was a result of decreases in aggravated assaults (6 vs 11) and larcenies (4 vs 7). Part 2 crimes increased by 50% (78 vs 52) as a result of increases in batteries (16 vs 11), narcotics (9 vs 8), trespassing (48 vs 29), and weapons arrests (4 vs 2).



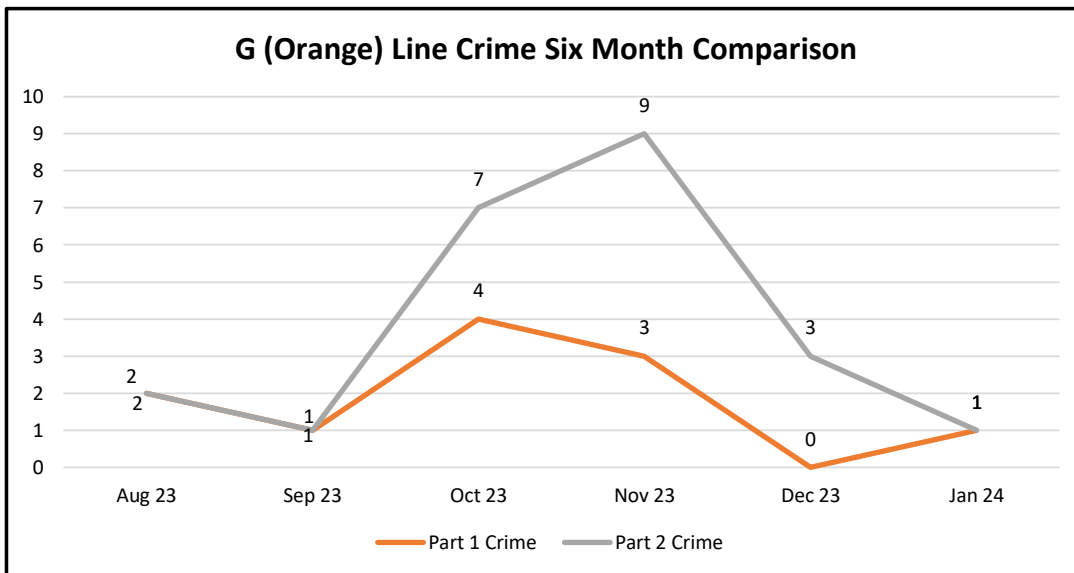
In January, the B (Red) Line saw a 8.6% increase in total crime compared to the previous month (391 vs 360). Part 1 crimes decreased by 36% (18 vs 28) as a result of decreases in aggravated assaults (5 vs 13) and robberies (4 vs 8). Part 2 crimes increased by 12% (373 vs 332). This was due to increases in narcotics (39 vs 30), trespassing (306 vs 266), and weapons arrests (10 vs 6), while also experiencing decreases in batteries (14 vs 25).



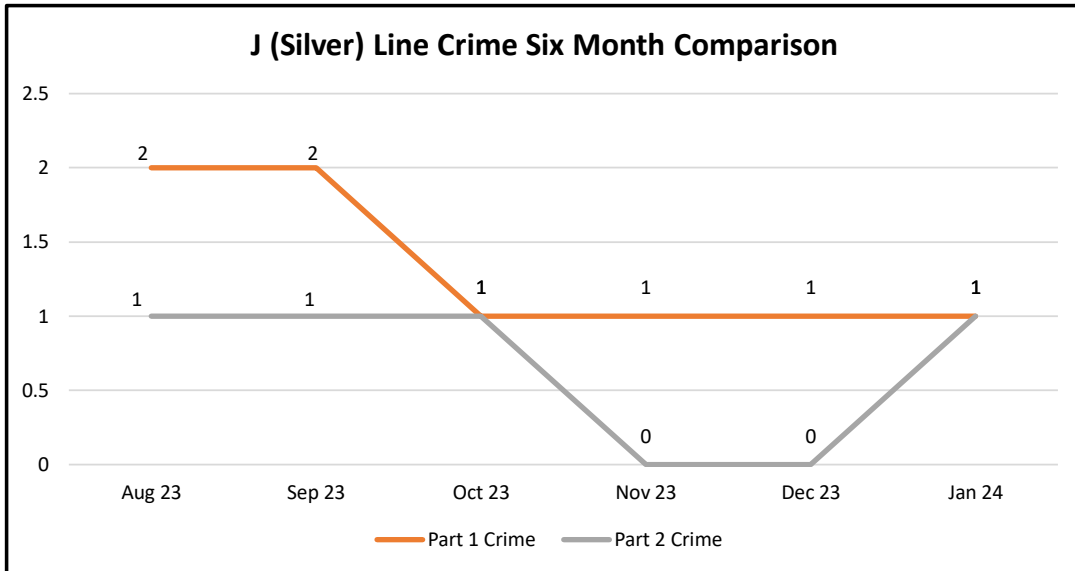
In January, the C (Green) Line saw a 15% increase (30 vs 26) in total crime compared to the previous month. Part 1 crimes decreased by 36% (7 vs 11) as a result of decreases in aggravated assaults (1 vs 2), burglaries (0 vs 2), and robberies (1 vs 3). Part 2 crimes increased by 53% (23 vs 15). This was a result of increases in batteries (3 vs 2), narcotics arrests (15 vs 5), and vandalism (1 vs 0), while also experiencing decreases in trespassing (4 vs 7) and weapons arrests (0 vs 1).



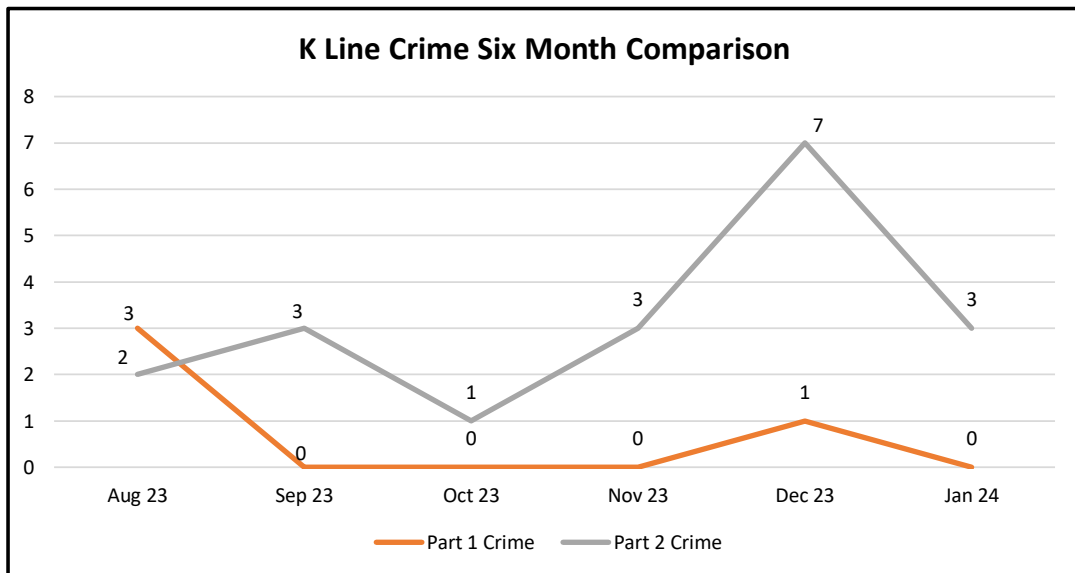
In January, the E Line saw a 9% increase (36 vs 33) in total crime compared to the previous month. Part 1 crimes increased from 11 to 17 as a result of increases in aggravated assaults (4 vs 1), bike thefts (1 vs 0), and larcenies (8 vs 3). Part 2 crimes decreased by 14% (19 vs 22) due to decreases in narcotics (0 vs 2) and zero batteries on rail operators (0 vs 1).



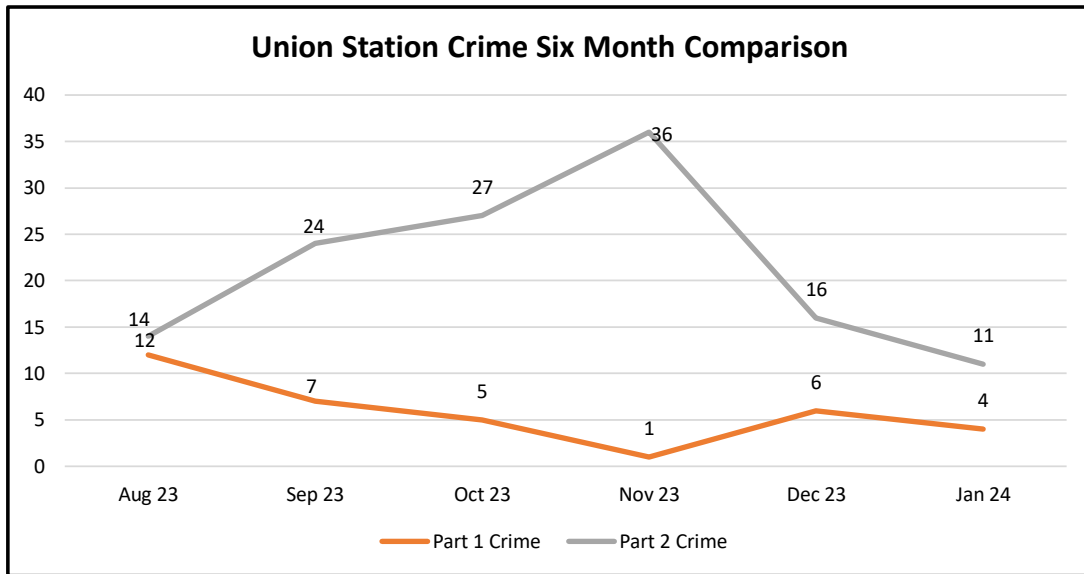
In January, the G (Orange) Line saw a 33% decrease (2 vs 3) in total crime from the previous month. Part 1 crimes increased from 0 to 1 due to an increase in larcenies (1 vs 0). Part 2 crimes decreased by 67% due to decreases in narcotics arrests (0 vs 2).



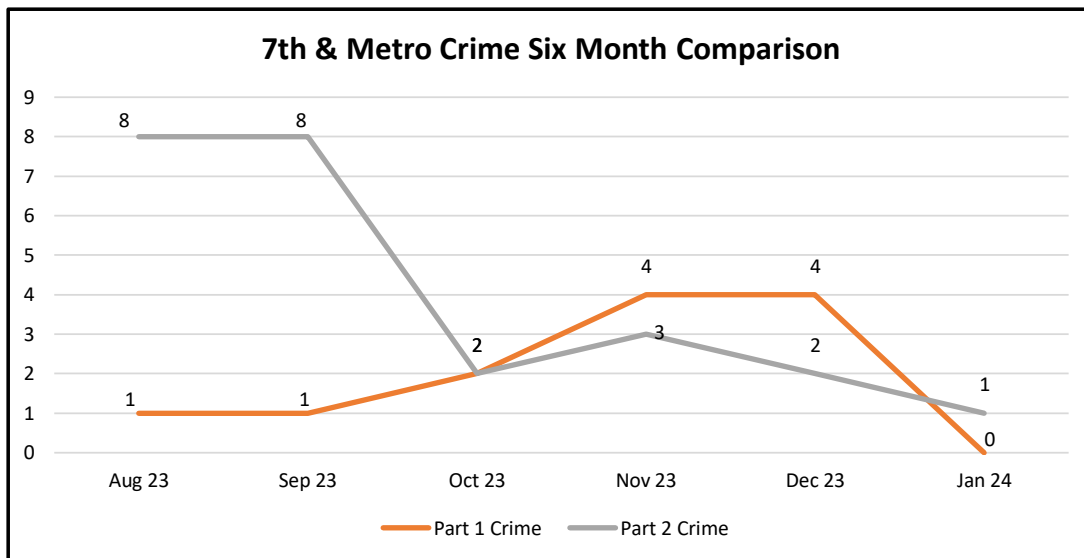
In January, crime on the J (Silver) Line increased (2 vs 1) from the previous month. There was one aggravated assault on the line during the month (1 vs 1) and there was one trespassing arrest.



In January, crime on the K Line decreased by 63% (3 vs 8) from the previous month. There were zero Part 1 crimes and Part 2 crimes decreased by 57% (3 vs 7).



In January, crime at Union Station decreased by 32% (15 vs 22). Part 1 crimes decreased by 33% (4 vs 6) as a result of decreases in aggravated assaults (0 vs 1) and larcenies (3 vs 5). Part 2 crimes decreased by 31% (11 vs 16) due to a decrease in narcotics (0 vs 2) and trespassing arrests (0 vs 3).

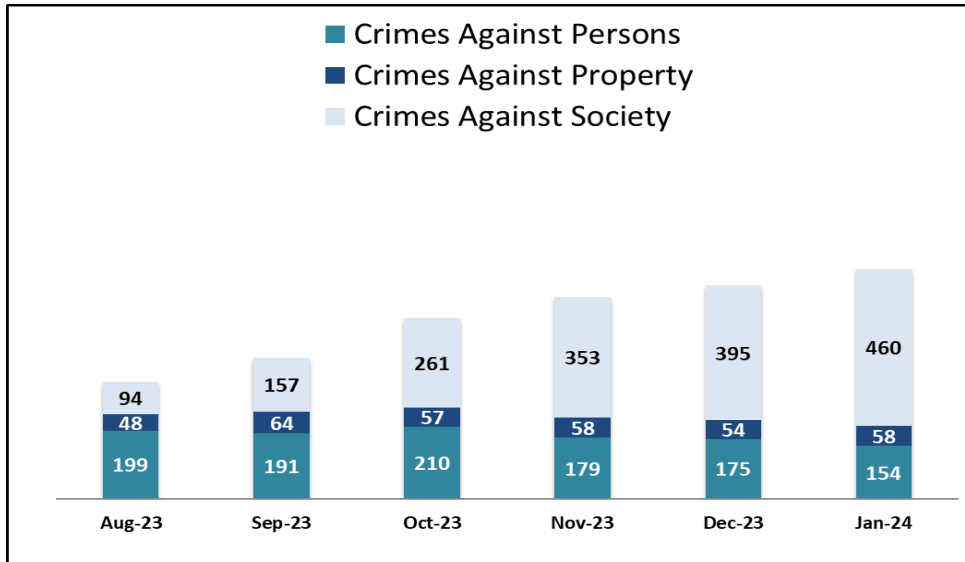


In January, crime at 7th & Metro station decreased by 83% (1 vs 6). Part 1 crimes decreased from 4 to 0. Part 2 crimes decreased by 50% (1 vs 2) due to a decrease in batteries (1 vs 2).

SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW

JANUARY 2024

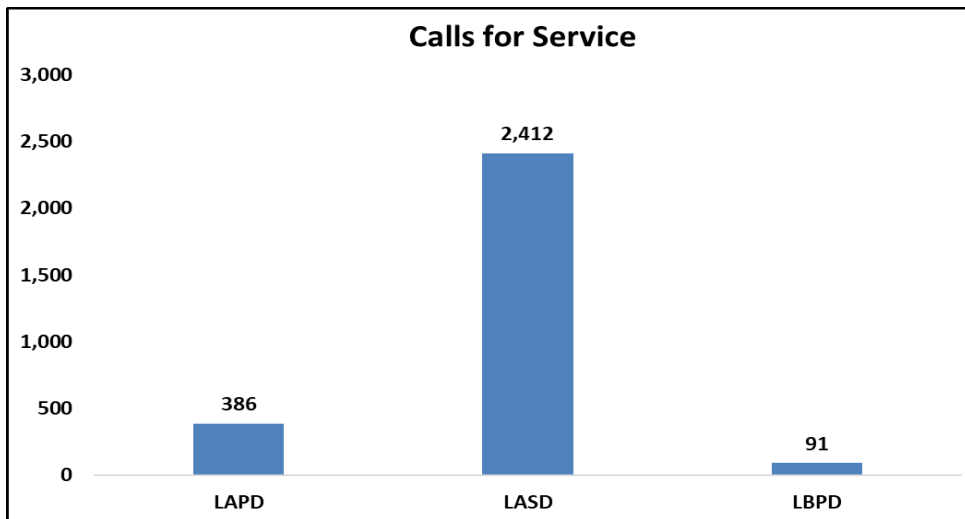
Attachment C

Total Crimes


Crimes Against Persons: violent crimes (i.e., homicide, aggravated assaults) are those in which the victims are always individuals

Crimes Against Property: crimes to obtain money, property, or some other benefit (i.e., theft, vandalism, robbery)

Crimes Against Society: represent society's prohibition against engaging in certain types of activity (i.e., drug violations)

Calls for Service


SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW

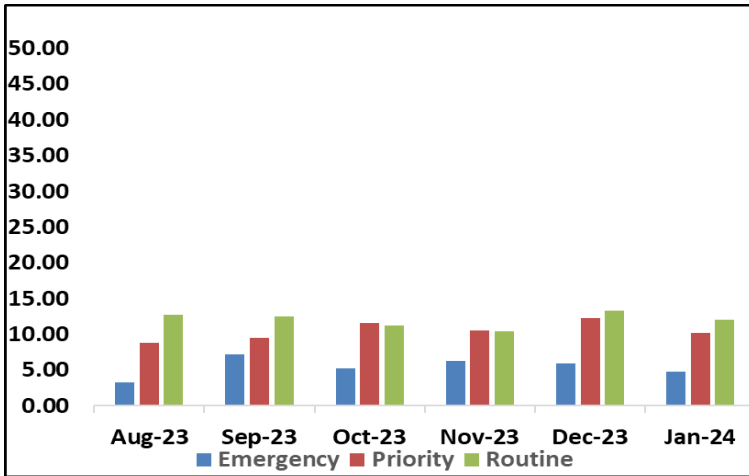
JANUARY 2024

Attachment C

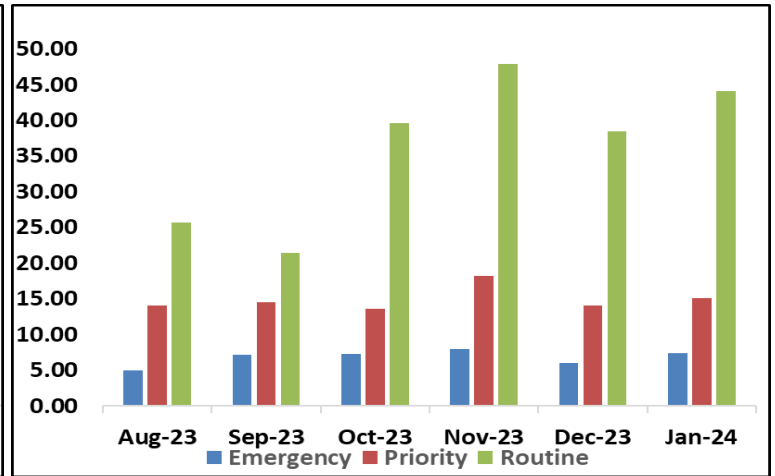
Average Incident Response Times

These graphs show how long it takes (in minutes) for LAPD, LASD, and LBPD to respond to Emergency, Priority, and Routine calls

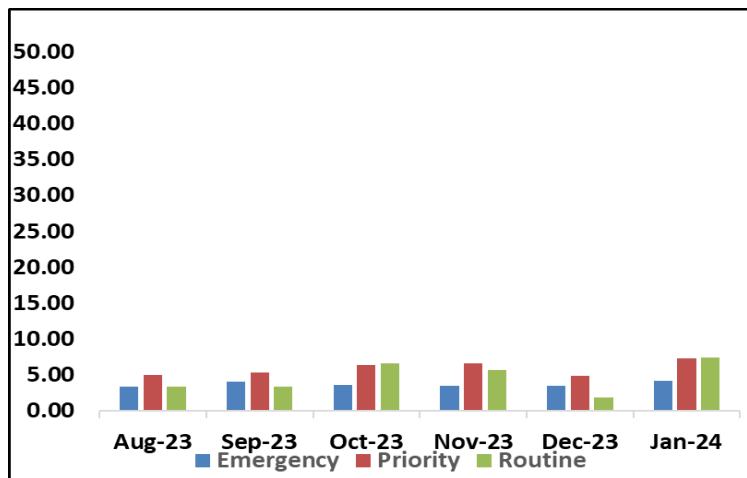
LAPD



LASD



LBPD



Transit Police

Monthly Crime Report



Attachment C

	2024	2023	%
	January	January	Change
CRIMES AGAINST PERSONS			
Homicide	0	1	-100.0%
Rape	2	0	200.0%
Robbery	19	28	-32.1%
Aggravated Assault	25	43	-41.9%
Aggravated Assault on Operator	4	1	300.0%
Battery	85	101	-15.8%
Battery on Operator	12	8	50.0%
Sex Offenses	7	3	133.3%
SUB-TOTAL	154	185	-16.8%
CRIMES AGAINST PROPERTY			
Burglary	0	2	-100.0%
Larceny	43	40	7.5%
Bike Theft	1	0	100.0%
Motor Vehicle Theft	4	2	100.0%
Arson	0	0	0.0%
Vandalism	10	15	-33.3%
SUB-TOTAL	58	59	-1.7%
CRIMES AGAINST SOCIETY			
Weapons	18	5	260.0%
Narcotics	69	33	109.1%
Trespassing	373	31	1103.2%
SUB-TOTAL	460	69	566.7%
TOTAL	672	313	114.7%
ENFORCEMENT EFFORTS			
Arrests	751	285	163.5%
Citations	674	430	56.7%
Calls for Service	2,889	1,448	99.5%



Metro

SYSTEM SECURITY & LAW ENFORCEMENT

MONTHLY, BI-ANNUAL, ANNUAL COMPARISON

JANUARY 2024

Attachment C

Crimes

Monthly

System-Wide	Jan-24	Jan-23	% Change
Crimes Against Persons	154	185	-16.76%
Crimes Against Property	58	59	-1.69%
Crimes Against Society	460	69	566.67%
Total	672	313	114.70%

Six Months

System-Wide	Aug-23-Jan-24	Aug-22-Jan-23	% Change
Crimes Against Persons	1,108	965	14.82%
Crimes Against Property	339	347	-2.31%
Crimes Against Society	1,720	244	604.92%
Total	3,167	1,556	103.53%

Annual

System-Wide	Feb-23-Jan-24	Feb-22-Jan-23	% Change
Crimes Against Persons	2,204	1,963	12.28%
Crimes Against Property	748	864	-13.43%
Crimes Against Society	2,722	390	597.95%
Total	5,674	3,217	76.38%

Average Emergency Response Times

Monthly

Jan-24	Jan-23	% Change
5:28	6:04	-9.89%

Six Months

Aug-23-Jan-24	Aug-22-Jan-23	% Change
5:18	5:28	-3.05%

Annual

Feb-23-Jan-24	Feb-22-Jan-23	% Change
5:29	5:30	-0.30%

Bus Operator Assaults

Monthly

Jan-24	Jan-23	% Change
16	9	77.78%

Six Months

Aug-23-Jan-24	Aug-22-Jan-23	% Change
91	76	19.74%

Annual

Feb-23-Jan-24	Feb-22-Jan-23	% Change
175	160	9.38%

Ridership

Monthly

Jan-24	Jan-23	% Change
24,024,647	21,234,326	13.14%

Six Months

Aug-23-Jan-24	Aug-22-Jan-23	% Change
147,930,181	132,546,969	11.61%

Annual

Feb-23-Jan-24	Feb-22-Jan-23	% Change
287,695,351	257,720,936	11.63%



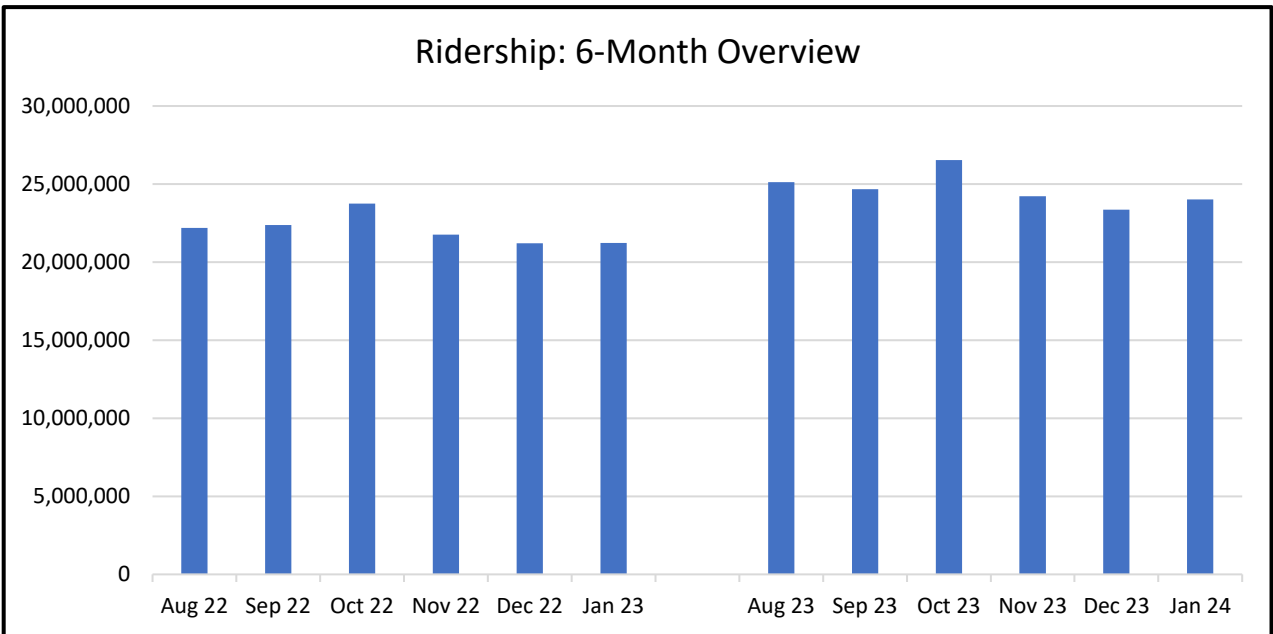
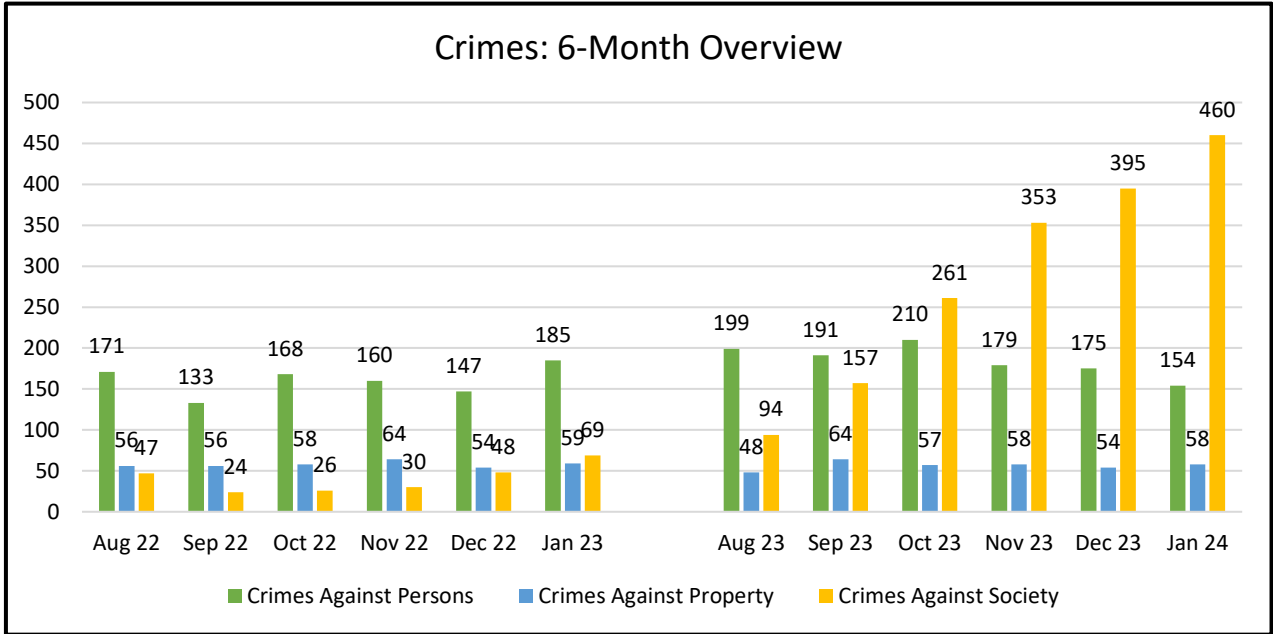
Metro

SYSTEM SECURITY & LAW ENFORCEMENT

MONTHLY, BI-ANNUAL, ANNUAL COMPARISON

JANUARY 2024

Attachment C



A LINE (BLUE)

ATTACHMENT D

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JANUARY 2024

REPORTED CRIME				
CRIMES AGAINST PERSONS	LAPD	LASD	LBPD	FYTD
Homicide	0	0	0	0
Rape	0	0	0	2
Robbery	1	1	0	41
Aggravated Assault	2	2	2	51
Aggravated Assault on Operator	0	0	0	0
Battery	4	6	6	99
Battery Rail Operator	0	0	0	1
Sex Offenses	1	0	0	8
SUB-TOTAL	8	9	8	202
CRIMES AGAINST PROPERTY	LAPD	LASD	LBPD	FYTD
Burglary	0	0	0	0
Larceny	1	3	0	45
Bike Theft	0	0	0	4
Motor Vehicle Theft	0	0	0	9
Arson	0	0	0	0
Vandalism	0	0	0	15
SUB-TOTAL	1	3	0	73
CRIMES AGAINST SOCIETY	LAPD	LASD	LBPD	FYTD
Weapons	1	3	0	23
Narcotics	0	9	0	56
Trespassing	40	5	3	161
SUB-TOTAL	41	17	3	240
TOTAL	50	29	11	515

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
APU/Citrus College	1	0	0	15
Azusa Downtown	0	0	3	9
Irwindale	0	0	0	2
Duarte/City of Hope	1	0	0	6
Monrovia	0	1	1	5
Arcadia	0	0	1	5
Sierra Madre Villa	0	0	0	9
Allen	0	0	0	1
Lake	0	0	0	5
Memorial Park	0	0	0	2
Del Mar	1	0	0	3
Fillmore	1	1	0	4
South Pasadena	0	0	0	4
Highland Park	1	0	0	6
Southwest Museum	0	0	0	3
Heritage Square	0	0	2	4
Lincoln/Cypress	0	0	4	7
Chinatown	1	0	1	10
Union Station	1	0	0	2
Little Tokyo/Arts Dist	0	0	6	22
Historic Broadway	0	0	3	7
Grand Av Arts/Bunker Hill	1	0	21	83
7th St/Metro Ctr	0	0	1	13
Pico	0	0	2	19
Grand/LATTC	1	0	0	12
San Pedro St	1	1	0	8
Washington	0	0	1	16
Vernon	1	0	0	7
Slauson	0	0	2	15
Florence	1	0	1	9
Firestone	0	0	1	13
103rd St/Watts Towers	1	0	0	5
Willowbrook/Rosa Parks	2	0	7	70
Compton	2	0	1	27
Artesia	0	1	0	11
Del Amo	0	0	0	14
Wardlow	2	0	0	5
Willow St	3	1	0	9
PCH	0	0	0	6
Anaheim St	0	0	0	14
5th St	0	0	0	3
1st St	0	0	0	5
Downtown Long Beach	2	0	3	14
Pacific Av	1	0	0	2
Blue Line Rail Yard	0	0	0	0
Other	0	0	0	1
Total	25	5	61	512

ARRESTS				
AGENCY	LAPD	LASD	LBPD	FYTD
Felony	5	11	1	112
Misdemeanor	42	73	2	547
TOTAL	47	84	3	659

CITATIONS				
AGENCY	LAPD	LASD	LBPD	FYTD
Misdemeanor Citations	0	0	0	3
Other Citations	45	105	9	606
Vehicle Code Citations	18	2	15	93
TOTAL	63	107	24	702

CALLS FOR SERVICE				
AGENCY	LAPD	LASD	LBPD	FYTD
Routine	6	874	9	4,639
Priority	48	123	56	1,320
Emergency	4	10	26	248
TOTAL	58	1,007	91	6,207

DISPATCHED VS. PROACTIVE			
AGENCY	LAPD	LASD	LBPD
Dispatched	18%	N/C	2%
Proactive	82%	N/C	99%
TOTAL	100%	0%	100%

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Blue Line-LAPD	85%
Blue Line-LASD	N/C
Blue Line-LBPD	80%

GRADE CROSSING OPERATIONS				
LOCATION	LAPD	LASD	LBPD	FYTD
Azusa	0	14	0	119
Irwindale	0	21	0	197
Duarte Station	0	3	0	36
Monrovia	0	5	0	51
Magnolia Ave	0	0	0	0
Arcadia Station	0	13	0	75
Pasadena	0	35	0	240
South Pasadena	0	31	0	118
Marmion Way	0	0	0	0
Flower St	0	0	0	0
Washington St	39	0	0	316
Slauson	0	11	0	59
Florence	0	8	0	108
Firestone	0	8	0	62
103rd St	12	0	0	55
Willowbrook	0	17	0	208
Compton	0	7	0	93
Artesia	0	6	0	62
Del Amo	0	1	0	172
Wardlow Rd	0	0	9	25
Long Beach Blvd	0	0	0	0
Pacific Av	0	0	0	0
TOTAL	51	180	9	1,996

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

B LINE (RED)

ATTACHMENT D
MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JANUARY 2024

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	1
Rape	0	2
Robbery	4	41
Aggravated Assault	5	71
Aggravated Assault on Operator	0	0
Battery	14	163
Battery Rail Operator	0	0
Sex Offenses	1	16
SUB-TOTAL	24	294
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	1
Larceny	8	51
Bike Theft	0	0
Motor Vehicle Theft	1	1
Arson	0	0
Vandalism	3	20
SUB-TOTAL	12	73
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	10	35
Narcotics	39	194
Trespassing	306	1,031
SUB-TOTAL	355	1,260
TOTAL	391	1,627

ARRESTS		
AGENCY	LAPD	FYTD
Felony	57	269
Misdemeanor	423	1,468
TOTAL	480	1,737

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	219	484
Vehicle Code Citations	15	22
TOTAL	234	506

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	19	153
Priority	124	1,058
Emergency	10	90
TOTAL	153	1,301

DISPATCHED VS. PROACTIVE	
AGENCY	LAPD
Dispatched	19%
Proactive	81%
TOTAL	100%

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Union Station	0	0	34	137
Civic Center/Grand Park	1	0	1	23
Pershing Square	1	0	67	186
7th St/Metro Ctr	4	3	49	177
Westlake/MacArthur Park	3	2	78	412
Wilshire/Vermont	0	2	3	57
Wilshire/Normandie	1	0	3	20
Vermont/Beverly	1	0	1	16
Wilshire/Western	0	0	8	28
Vermont/Santa Monica	2	0	3	26
Vermont/Sunset	0	0	11	36
Hollywood/Western	0	0	8	38
Hollywood/Vine	1	0	11	45
Hollywood/Highland	2	1	7	51
Universal City/Studio City	0	1	5	32
North Hollywood	8	3	66	308
Red Line Rail Yard	0	0	0	37
Total	24	12	355	1,629

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Red Line- LAPD	82%

LEGEND
Los Angeles Police Department

C LINE (GREEN)

ATTACHMENT D
MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JANUARY 2024

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	1
Rape	0	0	2
Robbery	1	0	20
Aggravated Assault	0	1	16
Aggravated Assault on Operator	0	0	0
Battery	1	2	23
Battery Rail Operator	0	0	0
Sex Offenses	0	0	1
SUB-TOTAL	2	3	63
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	3
Larceny	1	4	40
Bike Theft	0	0	2
Motor Vehicle Theft	0	0	3
Arson	0	0	0
Vandalism	0	1	11
SUB-TOTAL	1	5	59
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	4
Narcotics	3	12	44
Trespassing	4	0	26
SUB-TOTAL	7	12	74
TOTAL	10	20	196

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	1	4	29
Misdemeanor	7	28	139
TOTAL	8	32	168

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	3	33	286
Vehicle Code Citations	0	0	7
TOTAL	3	33	293

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	4	531	2,803
Priority	7	45	386
Emergency	1	4	47
TOTAL	12	580	3,236

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	17%	36%
Proactive	83%	64%
TOTAL	100%	100%

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Redondo Beach	0	0	0	4
Douglas	0	0	0	3
El Segundo	0	0	0	6
Mariposa	0	1	0	3
Aviation/LAX	0	0	0	11
Hawthorne/Lennox	0	0	2	21
Crenshaw	0	1	1	13
Vermont/Athens	0	1	0	8
Harbor Fwy	0	1	3	24
Avalon	2	0	4	21
Willowbrook/Rosa Parks	2	2	3	35
Long Beach Bl	1	0	2	24
Lakewood Bl	0	0	0	8
Norwalk	0	0	4	15
Total	5	6	19	196

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Green Line-LAPD	87%
Green Line-LASD	90%

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

E LINE

ATTACHMENT D
MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JANUARY 2024

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	1
Rape	0	0	0
Robbery	3	1	26
Aggravated Assault	3	1	27
Aggravated Assault on Operator	0	0	0
Battery	7	0	45
Battery Rail Operator	0	0	1
Sex Offenses	0	0	3
SUB-TOTAL	13	2	103
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	1
Larceny	7	1	26
Bike Theft	0	1	1
Motor Vehicle Theft	0	0	1
Arson	0	0	0
Vandalism	1	0	4
SUB-TOTAL	8	2	33
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	2
Narcotics	0	0	6
Trespassing	11	0	38
SUB-TOTAL	11	0	46
TOTAL	32	4	182

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	0	22
Misdemeanor	12	1	72
TOTAL	12	1	94

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	11	3	71
Vehicle Code Citations	6	0	6
TOTAL	17	3	77

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	8	293	1,589
Priority	32	24	509
Emergency	8	3	71
TOTAL	48	320	2,169

DISPATCHED VS. PROACTIVE			
AGENCY	LAPD	LASD	
Dispatched	17%		N/C
Proactive	83%		N/C
TOTAL	100%		0%

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Atlantic	0	1	0	8
East LA Civic Ctr	0	0	0	1
Maravilla	0	0	0	2
Indiana (both LAPD & LASD)	0	1	0	4
Soto	0	0	3	5
Mariachi Plaza	0	0	0	2
Pico/Aliso	1	0	3	6
Little Tokyo/Arts Dist	0	0	0	0
Historic Broadway	0	0	0	4
Grand Av Arts/Bunker Hill	0	0	0	0
7th St/Metro Ctr	0	1	0	2
Pico	1	0	0	7
LATTC/Ortho Institute	6	1	1	22
Jefferson/USC	0	0	1	7
Expo Park/USC	0	0	0	8
Expo/Vermont	1	0	1	9
Expo/Western	2	0	0	8
Expo/Crenshaw	0	4	1	18
Farmdale	0	1	0	10
Expo/La Brea	1	1	0	8
La Cienega/Jefferson	1	0	0	9
Culver City	1	0	0	3
Palms	0	0	0	5
Westwood/Rancho Park	0	0	1	3
Expo/Sepulveda	0	0	0	5
Expo/Bundy	0	0	0	4
26th St/Bergamot	0	0	0	1
17th St/SMC	0	0	0	2
Downtown Santa Monica	1	0	0	19
Expo Line Rail Yard	0	0	0	0
Total	15	10	11	182

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Expo Line-LAPD	85%
Expo Line-LASD	N/C

GRADE CROSSING OPERATIONS			
LOCATION	LAPD	LASD	FYTD
East Los Angeles	0	20	237
Figuroa St	0	0	0
Exposition Blvd	63	0	752
Culver City	0	2	12
Santa Monica	0	19	125
TOTAL	63	41	1,126

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

G LINE (ORANGE)

ATTACHMENT D
MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JANUARY 2024

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	0
Robbery	0	3
Aggravated Assault	0	6
Aggravated Assault on Operator	0	0
Battery	1	4
Battery Bus Operator	0	0
Sex Offenses	0	1
SUB-TOTAL	1	14
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	1	4
Bike Theft	0	0
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	0	2
SUB-TOTAL	1	6
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	1
Narcotics	0	9
Trespassing	0	7
SUB-TOTAL	0	17
TOTAL	2	37

ARRESTS		
AGENCY	LAPD	FYTD
Felony	0	12
Misdemeanor	0	40
TOTAL	0	52

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	7	7
Vehicle Code Citations	2	257
TOTAL	9	264

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	1	9
Priority	6	41
Emergency	0	3
TOTAL	7	53

DISPATCHED VS. PROACTIVE	
AGENCY	LAPD
Dispatched	22%
Proactive	78%
TOTAL	100%

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
Orange Line- LAPD	83%

LEGEND
Los Angeles Police Department

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
North Hollywood	0	1	0	17
Laurel Canyon	0	0	0	0
Valley College	0	0	0	1
Woodman	1	0	0	2
Van Nuys	0	0	0	3
Sepulveda	0	0	0	0
Woodley	0	0	0	0
Balboa	0	0	0	1
Reseda	0	0	0	1
Tampa	0	0	0	1
Pierce College	0	0	0	0
De Soto	0	0	0	1
Canoga	0	0	0	4
Warner Center	0	0	0	0
Sherman Way	0	0	0	1
Roscoe	0	0	0	0
Nordhoff	0	0	0	1
Chatsworth	0	0	0	1
Total	1	1	0	34

J LINE (SILVER)

ATTACHMENT D

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JANUARY 2024

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	0	0	3
Aggravated Assault	1	0	4
Aggravated Assault on Operator	0	0	0
Battery	0	0	2
Battery Bus Operator	0	0	0
Sex Offenses	0	0	0
SUB-TOTAL	1	0	9
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	0	0	1
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	0
Arson	0	0	0
Vandalism	0	0	0
SUB-TOTAL	0	0	1
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	0
Narcotics	0	0	0
Trespassing	1	0	2
SUB-TOTAL	1	0	2
TOTAL	2	0	12

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	0	3
Misdemeanor	1	0	8
TOTAL	1	0	11

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	2	2	264
Vehicle Code Citations	2	0	218
TOTAL	4	2	482

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	0	3	64
Priority	2	0	21
Emergency	0	0	5
TOTAL	2	3	90

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

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
Silver Line- LAPD	87%
Silver Line- LASD	90%

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

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
El Monte	0	0	0	2
Cal State LA	0	0	0	0
LAC/USC Medical Ctr	0	0	0	0
Alameda	0	0	0	0
Downtown	0	0	0	0
37th St/USC	0	0	0	0
Slauson	1	0	1	3
Manchester	0	0	0	1
Harbor Fwy	0	0	0	2
Rosecrans	0	0	0	0
Harbor Gateway Transit Ctr	0	0	0	2
Carson	0	0	0	1
PCH	0	0	0	1
San Pedro/Beacon	0	0	0	0
Total	1	0	1	12

K LINE

ATTACHMENT D
MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JANUARY 2024

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	1
Rape	0	0	0
Robbery	0	0	1
Aggravated Assault	0	0	2
Aggravated Assault on Operator	0	0	0
Battery	0	0	3
Battery Bus Operator	0	0	0
Sex Offenses	0	0	1
SUB-TOTAL	0	0	8
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	0	0	1
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	0
Arson	0	0	0
Vandalism	0	0	0
SUB-TOTAL	0	0	1
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	1	4
Narcotics	0	0	6
Trespassing	2	0	9
SUB-TOTAL	2	1	19
TOTAL	2	1	28

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	0	5
Misdemeanor	2	6	38
TOTAL	2	6	43

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	2	0	15
Vehicle Code Citations	0	0	0
TOTAL	2	0	15

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	0	182	898
Priority	5	2	50
Emergency	1	0	7
TOTAL	6	184	955

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	16%	46%
Proactive	84%	54%
TOTAL	100%	100%

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Expo / Crenshaw	0	0	0	1
Martin Luther King Jr Station	0	0	0	5
Leimert Park Station	0	0	1	4
Hyde Park Station	0	0	1	3
Fairview Heights Station	0	0	0	7
Downtown Inglewood Station	0	0	1	6
Westchester / Veterans Station	0	0	0	2
Total	0	0	3	28

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
K Line - LAPD	87%
K Line - LASD	90%

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

BUS PATROL

ATTACHMENT D

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JANUARY 2024

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	2	2
Robbery	4	3	66
Aggravated Assault	5	3	77
Aggravated Assault on Operator	3	1	28
Battery	29	4	188
Battery Bus Operator	8	4	77
Sex Offenses	4	1	22
SUB-TOTAL	53	18	460
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	2
Larceny	11	3	65
Bike Theft	0	0	5
Motor Vehicle Theft	0	3	4
Arson	0	0	0
Vandalism	2	2	46
SUB-TOTAL	13	8	122
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	1	2	24
Narcotics	2	4	57
Trespassing	1	0	4
SUB-TOTAL	4	6	85
TOTAL	70	32	667

LASD's Crimes per Sector		
Sector		FYTD
Westside	4	19
San Fernando	0	11
San Gabriel Valley	9	43
Gateway Cities	8	54
South Bay	11	105
Total	32	232

LAPD's Crimes per Sector		
Sector		FYTD
Valley Bureau		
Van Nuys	2	12
West Valley	1	7
North Hollywood	0	16
Foothill	2	5
Devonshire	0	6
Mission	3	9
Topanga	0	8
Central Bureau		
Central	10	63
Rampart	6	27
Hollenbeck	3	8
Northeast	4	17
Newton	6	38
West Bureau		
Hollywood	2	20
Wilshire	5	22
West LA	1	14
Pacific	1	5
Olympic	5	32
Southwest Bureau		
Southwest	3	34
Harbor	0	5
77th Street	11	68
Southeast	5	19
Total	70	435

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	12	11	145
Misdemeanor	12	37	292
TOTAL	24	48	437

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	59	41	399
Vehicle Code Citations	48	9	170
TOTAL	107	50	569

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	4	11	1,167
Priority	18	100	799
Emergency	0	207	273
TOTAL	22	318	2,239

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	0%	4%
Proactive	0%	96%
TOTAL	0%	100%

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
LAPD BUS	0%
LASD BUS	92%

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

UNION STATION

ATTACHMENT D

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JANUARY 2024

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	0
Robbery	1	6
Aggravated Assault	0	8
Aggravated Assault on Operator	0	0
Battery	10	75
Battery Rail Operator	0	0
Sex Offenses	0	4
SUB-TOTAL	11	93
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	3	30
Bike Theft	0	2
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	1	4
SUB-TOTAL	4	36
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	1
Narcotics	0	9
Trespassing	0	54
SUB-TOTAL	0	64
TOTAL	15	193

ARRESTS		
AGENCY	LAPD	FYTD
Felony	0	26
Misdemeanor	3	87
TOTAL	3	113

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	16	37
Vehicle Code Citations	0	0
TOTAL	16	37

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	11	78
Priority	61	362
Emergency	5	38
TOTAL	77	478

DISPATCHED VS. PROACTIVE	
AGENCY	LAPD
Dispatched	18%
Proactive	82%
TOTAL	100%

PERCENTAGE OF TIME SPENT ON THE SYSTEM	
Union Station	81%

LEGEND	
Los Angeles Police Department	

7TH & METRO STATION

ATTACHMENT D

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JANUARY 2024

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	0
Robbery	0	2
Aggravated Assault	0	4
Aggravated Assault on Operator	0	0
Battery	1	18
Battery Rail Operator	0	0
Sex Offenses	0	0
SUB-TOTAL	1	24
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	0	7
Bike Theft	0	0
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	0	0
SUB-TOTAL	0	7
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	1
Narcotics	0	0
Trespassing	0	11
SUB-TOTAL	0	12
TOTAL	1	43

ARRESTS		
AGENCY	LAPD	FYTD
Felony	0	1
Misdemeanor	0	4
TOTAL	0	5

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	0	21
Vehicle Code Citations	0	0
TOTAL	0	21

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	0	7
Priority	1	48
Emergency	0	4
TOTAL	1	59

DISPATCHED VS. PROACTIVE	
AGENCY	LAPD
Dispatched	19%
Proactive	81%
TOTAL	100%

PERCENTAGE OF TIME SPENT ON THE SYSTEM	
7th & Metro Station	84%

LEGEND	
Los Angeles Police Department	



**Bus/Rail Operator Assaults
January 2024**

Date	Time	Line	Bus#	Intersection/City	Narrative	Barrier	Reason	Method	Transported to Hospital?
1/1/2024	12:50	70	1802	El Monte	Suspect bit bus operator over demanding stop. Suspect pepper sprayed Metro security.	Yes	Demanded stop	Bit bus operator	No
1/1/2024	17:10	115	6080	Los Angeles	Suspect pointed gun at bus operator over traffic dispute	Yes	Traffic dispute	Brandished gun	No
1/2/2024	21:40	33	3889	Cadillac & Venice Bl	Suspect simulated a gun and simultaneously ordered victim to take-off or he would "spray" (street vernacular for shooting) the bus. Fearful, victim activated the silent emergency alarm. Victim instructed bus patrons to exit bus. PD arrived and took suspect into custody. No weapon found.	Unkn	Wanted to board	Brandished gun	No
1/8/2024	21:45	207	8831	Venice Bl & Western Av	Victim arrived at a designated bus stop. Suspect entered bus and unprovoked yelled, "You F...n "N" word" then spat towards victim. Spit landed on the plastic barrier and victim's shoulder. Suspect repeated his words four times and spat on victim a total of 3 times. LAPD arrived at scene and took suspect into custody.	Yes	No reason	Spit	No
1/9/2024	12:03	55	4015	Los Angeles	Suspect punched and spit on bus operator for unknown reasons.	Yes	No reason	Hands (punch, slap)	No
1/9/2024	15:00	260	1801	Pasadena	Suspect punched bus operator when asked to exit bus at end of line.	Yes	Told to exit	Hands (punch, slap)	No
1/14/2024	20:24	460	5677	Norwalk	Suspect spit on bus operator for missing bus stop.	Yes	Missed stop	Spit	No
1/17/2024	6:20	204	8710	Sunset Bl & Vermont	Victim parked bus passed bus layover stop (no space available in designated layover location). Victim proceeded to exit bus when suspect entered. Victim advised bus was not in service and there was another bus scheduled to arrive soon. Suspect became angry and began shouting at victim. Suspect punched victim's face and fled location.	N/A	Wanted to board	Hands (punch, slap)	No
1/18/2024	17:10	234	Unkn	Astoria & San Fernando Rd	Prior to arriving at the bus stop, suspect approached bus and attempted to place his bicycle on the bicycle rack. Victim waved to suspect, signaling for suspect to move out of the way. Suspect appeared upset with victim's request. Suspect stepped onto the bus and stated, "I'll shoot you and I'll end your life." Suspect exited bus, removed his bicycle off the bike rack and then reentered bus. Suspect reached over the barrier and spat on victim's face.	Yes	Told to wait to board	Spit	No
1/19/2024	19:40	2	8605	Sunset Bl & Alvarado Bl	Victim honked the bus horn due to suspect blocking the turning lane. Suspect exited his vehicle then returned to his vehicle. Suspect produced an unknown black object and pointed it in a shooting position towards the bus / victim. Victim observed a flash and heard a "detonation." Suspect fled in vehicle. No damaged discovered on bus.	N/A	Operator honked horn	Fired gun	No
1/21/2024	7:55	207	9505	8th St & Soto St	Suspect entered bus, bypassed fare machine and laid down on the bus bench reserved for handicapped patrons. Victim instructed suspect to sit up. Suspect began to yell obscenities and rose up out of his seat. Suspect then stated, "I'm gonna kill you." Suspect produced an unknown sharp object (later determined to be pliers) and held it in his hands. Fearful, victim stopped bus and contacted BOC. Victim exited, suspect followed victim off the bus and continued to argue with victim. LAPD responded to location and took suspect into custody.	Unkn	Upset bc was told to sit up	Brandished weapon	No
1/21/2024	14:20	233	8709	Plummer St & Sepulveda Bl	Suspect entered bus and continuously banged on the bus window and pulled the wire alerting bus operator to stop. Victim arrived at a designated bus stop and asked suspect to exit. Suspect became angry, approached victim and splashed victim's face with an unknown liquid (possibly alcohol).	Unkn	No reason	Threw unknown liquid	No
1/22/2024	11:20	81	1915	Slauson Av & Figueroa St	Suspect attempted to sneak into bus carrying an unknown beverage container. Victim observed suspect's actions and advised he needed to exit bus. Suspect refused to exit. Victim advised she would not continue until suspect exited bus. Suspect became enraged and argued with victim. Suspect approached victim and threw a unknown hot beverage at victim striking victims face, chest, torso and legs. Suspect exited bus and fled location.	Unkn	Told to exit	Threw hot liquid	No
1/25/2024	9:25	108	5917	Culver City	Suspect transient MB/67yrs arrested for attempted rape of bus operator.*	Yes	Unknown	Attempted rape	No
1/27/2024	10:40	754	9534	3rd St & Vermont Av	Suspect entered bus and approached victim. Victim thought suspect wanted to tell her something, so she leaned over the protective barrier. Suspect then spat on victim's face. Suspect exited bus, victim exited and followed suspect, causing a physical altercation to begin. Victim punched suspect and suspect struck the back of victim's head and ear with a possible purse. Citizens intervened and separated suspect and victim. Suspect fled location.	Yes	No reason	Hands (punch, slap)	No
1/27/2024	13:30	180	1713	7th St & Alvarado St	Suspect sat behind the driver's (victim) seat. Victim overheard suspect speaking explicit language to himself or as he spoke on his cell. Victim advised suspect to be quiet due to a woman and small children sitting in front of him. Suspect replied, "shut the f... up, on the set (gang statement)." Suspect further stated he was in a gang. Suspect approached victim, swung at victim and grazed victim's head. Suspect re-approached victim and continued to swing at victim multiple times. Victim was able to place suspect in a headlock and punched suspect multiple times. Suspect then bit victim's chest causing victim to release the headlock. Suspect exited bus and fled location.	No	Told to lower voice	Hands (punch, slap)	Yes
1/28/2024	6:25	Unkn	Unkn	Colorado Bl & Ellenwood Dr	Suspect approached victim on the bus and struck victim's face. Suspect then yelled, "why didn't you pick my mother at the bus stop?" Suspect exited bus and fled location.	No	No reason	Hands (punch, slap)	No

*Please note that the attempted rape on 1/25/2024 was counted as a rape and not as a bus operator assault since a crime cannot be counted more than once and an attempted rape has a higher severity than a battery.



SYSTEM SECURITY & LAW ENFORCEMENT

Attachment F

Sexual Crimes / Harassment Calls for Service January 2024

Calls related to sexual crimes / harassment are routed through System Security & Law Enforcement Operations Center, which then transfers the caller to a free 24/7 hotline — Center for the Pacific Asian Family Inc., and Sister Family Services — that can provide more directed counseling. Between January 1st and January 31st, Metro Transit Security, LAPD, LASD, and LBPD received nine (9) incidents and referred all victims of sexual crimes / harassment to the above free hotlines.

Incident Type & Totals						
	Jan 24	Dec 23	% Change	Jan 24	Jan 23	% Change
Sexual Harassment	1	0	100.0%	1	0	100.0%
Sexual Battery	4	3	33.3%	4	2	100.0%
Lewd Conduct	2	1	100.0%	2	1	100.0%
Indecent Exposure	2	3	-33.3%	2	0	200.0%
TOTAL	9	7	28.6%	9	3	200.0%

Counseling Information Provided	
	January 2024
YES	9
NO- If no, why?	0
Gone On Arrival	0
Did Not Have Info	0
Telephonic Report	0
Not Offered	0
Refused	0
Officer Witnessed Incident	0
TOTAL	9

March 2024

Monthly Update on Public Safety

Gina Osborn
Chief Safety Officer

+



January 2024 Public Safety Trends & Stats

Systemwide:

- Crimes Against Persons were **down 12%** from December 2023 and **down 16.8%** from a year ago in January 2023.
- Crimes Against Property were up 7.4% from December 2023 and down 1.7% from a year ago in January 2023.
- Crimes Against Society increased by 16.5% from December 2023 due to Metro’s continued efforts to remove individuals from the system for trespassing in the ancillary areas and for narcotics use; it increased by 566.7% compared to January 2023 before efforts to support the ancillary areas went into effect.
 - Law enforcement, transit security, and contract security’s collaborative efforts in critical areas led to a 17.3% increase in trespassing arrests and a 15% increase in narcotics arrests compared to December 2023.

Systemwide	Jan-24	Dec-23	% Change Jan 24 vs Dec 23	Jan-23	% Change Jan 24 vs Jan 23
Crimes Against Persons	154	175	-12.0%	185	-16.8%
Crimes Against Property	58	54	7.4%	59	-1.7%
Crimes Against Society	460	395	16.5%	69	566.7%
Ridership	24,024,647	23,362,749	2.8%	21,234,326	13.1%
Crimes Against Persons per 1 Million Boardings	6.41	7.49	-14.4%	8.71	-26.4%
Crimes Against Property per 1 Million Boardings	2.41	2.31	4.4%	2.78	-13.1%
Crimes Against Society per 1 Million Boardings	19.15	16.91	13.2%	3.25	489.2%

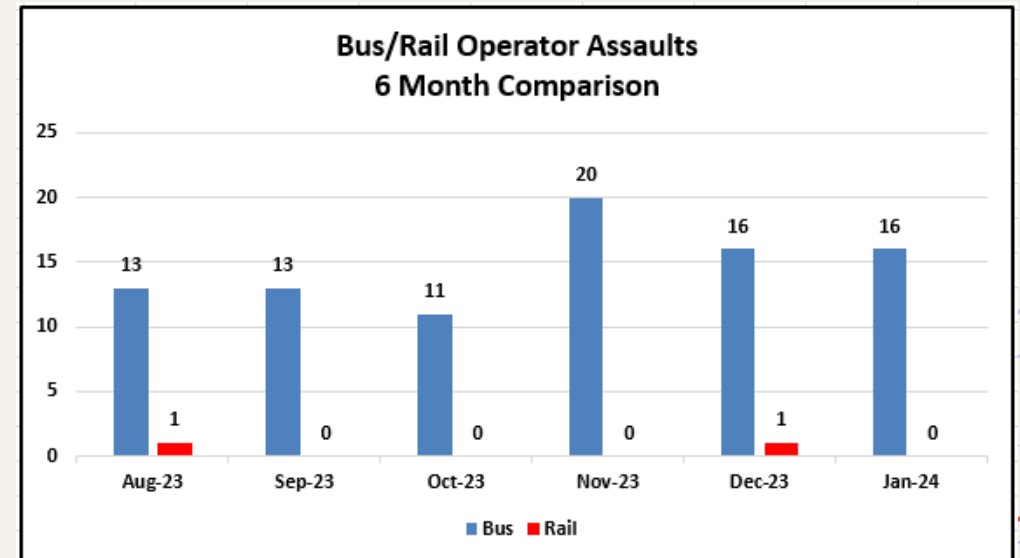
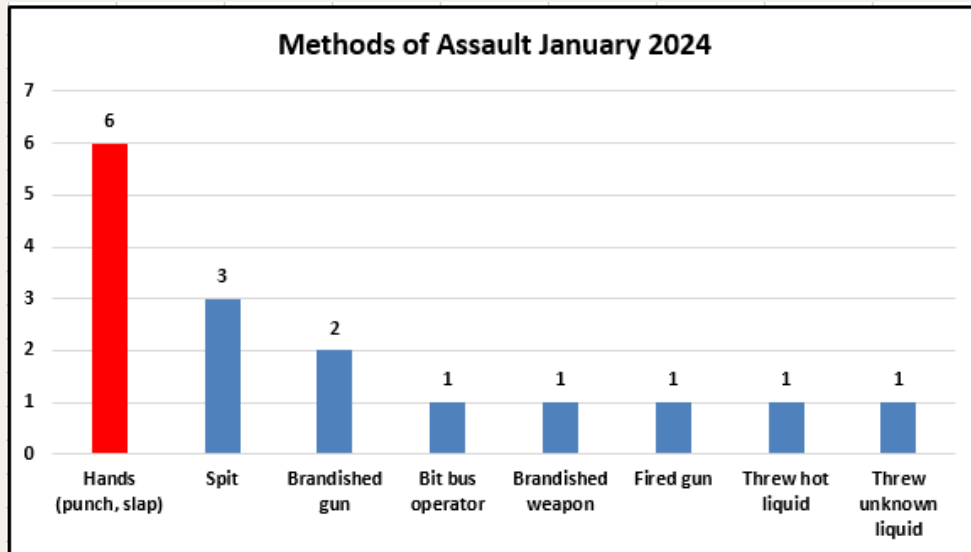
Per 1 million boardings:

- Crimes Against Persons decreased by 14.4% compared to December 2023 and decreased by 26.4% when compared to January 2023.
- Crimes Against Property increased by 4.4% compared to December 2023 and decreased by 13.1% compared to January 2023.
- Crimes Against Society increased by 13.2% compared to December 2023 and increased by 489.2% compared to January 2023.

January 2024 Operator Assaults

Top Reasons for Assault	
Reason	Count
No reason	5
Told to exit	2
Wanted to board	2
Demanded stop	1
Missed stop	1
Operator honked horn	1
Told to lower voice	1
Told to wait to board	1
Traffic dispute	1
Was told to sit up	1
Grand Total	16

- **Operator assaults decreased from 17 in December to 16 in January**
- Using hands (punch, slap), spitting on the operator, and brandishing a gun were the top three methods of assault
- No reason specified, told to exit, and wanting to board when the bus was not in service were the top reasons for assaults
- Ongoing operator safety strategies include: Dedicated Transit Security bus riding teams, Law Enforcement boarding teams, Ambassadors on buses, bus barrier retrofit, and de-escalation training.



Multi-Layered Deployment Update

Since July 10, 2023, Metro has been utilizing a multi-layered deployment, which has a significant impact across the entire rail system, including end-of-line stations and mid-point (focus) stations, decreasing the number of non-destination travelers that are required to leave the rail system at the end of the night when the system closes.

The following reflects the results of the deployment for the month of January.

- 118 citations and 151 written warnings issued by Transit Security Officers
- Contract Security cleared 18,363 trains and offloaded 28,363 patrons
- Law enforcement conducted:
 - 751 arrests
 - 674 citations
 - 1,942 warnings

Metro Ambassadors Update

Support

Metro Ambassadors continue to support riders, connect them to resources, and report incidents and maintenance needs. They were deployed on all Metro Rail Lines, including G and J lines, and bus lines 210, 40, 20, and 720.

Connect

For the month of January 2024, Metro Ambassadors conducted 61,536 customer engagements and reported the following:

- 2,557 Cleanliness Issues
- 1,146 Graffiti Incidents
- 372 Elevator and Escalator Problems
- 223 Safety Issues

Report

For the month of January 2024, Metro Ambassadors reported 18 Narcan incidents, with two drug-related fatalities:

- (6) incidents at Westlake/MacArthur Park Station
- (2) incident on a Train
- (2) Incidents at Grand Ave. Arts/Bunker Hill Station
- (2) incidents at Union Station.
- (1) incident at Wilshire/Vermont Station
- (1) Incident at Del Amo Station
- (1) Incident at 7th Street/Flower Bus Stop
- (1) Incident at Universal City/Studio City
- (1) Incident at Little Tokyo/Arts District Station
- (1) incidents at 7th St./Metro Ctr.