

# **Metro**

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



**Metro**<sup>®</sup>

## **Agenda - Final**

**Thursday, October 18, 2018**

**9:00 AM**

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

### **Operations, Safety, and Customer Experience**

#### **Committee**

*Mike Bonin, Chair*

*Hilda Solis, Vice Chair*

*Jacquelyn Dupont-Walker*

*John Fasana*

*Robert Garcia*

*Shirley Choate, non-voting member*

*Phillip A. Washington, Chief Executive Officer*

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

**PUBLIC INPUT**

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

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

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

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

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

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

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

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

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

## DISCLOSURE OF CONTRIBUTIONS

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

## ADA REQUIREMENTS

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## LIMITED ENGLISH PROFICIENCY

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



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

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

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

TDD line (800) 252-9040

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

## CALL TO ORDER

## ROLL CALL

**APPROVE Consent Calendar Item(s): 14, 15, 16, 17, 18, 19**

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

### CONSENT CALENDAR

**14. SUBJECT: ARTICULATED ZERO EMISSION TRANSIT BUSES**

[2018-0488](#)

#### **RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to:

- A. EXECUTE Modification No. 3 to Contract No. OP28367-001, Part D, awarded to New Flyer of America, for the acquisition of sixty foot Zero Emission Buses (ZEB), to upgrade and increase the onboard bus battery capacity in the firm fixed price amount of \$2,792,074, for a total contract amount of \$70,970,417; and
- B. NEGOTIATE AND EXECUTE with New Flyer of America future contract modifications to Contract No. OP28367-001, Part D, for a not to exceed amount of \$1,000,000 for each contract modification.

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

**15. SUBJECT: BUS C-FRAMES**

[2018-0491](#)

#### **RECOMMENDATION**

CONSIDER:

- A. FINDING that the procurement of Bus C-Frames under Public Utilities Code (PUC) Section 130237, as an Original Equipment Manufacturer (OEM) item, constitutes a single source procurement method for the purpose of duplicating equipment already in use; and
- B. AUTHORIZING the Chief Executive Officer to award a single source two-year, Indefinite Delivery, Indefinite Quantity Contract No. MA53981000 to The Aftermarket Parts Company, LLC (New Flyer Parts) for C-Frames Left Hand (LH) and Right Hand (RH). The Contract first year base amount

is \$653,889, inclusive of sales tax, and the second year Contract amount is \$653,889, inclusive of sales tax for a total Contract Not-to-Exceed value of \$1,307,778.

(REQUIRES TWO-THIRDS VOTE)

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

**16. SUBJECT:      BUS OPERATOR SEAT ASSEMBLIES** [2018-0570](#)

**RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to award a two year, Indefinite Delivery, Indefinite Quantity Contract No. MA54977000 to The Aftermarket Parts Company, LLC (New Flyer Parts), the lowest responsive and responsible bidder for bus operator seat assemblies. The award is for a base year not-to-exceed amount of \$692,806, inclusive of sales tax, and a one year option for a not-to-exceed amount of \$713,590, inclusive of sales tax, for a total not-to-exceed contract value of \$1,406,397, subject to resolution of protest(s), if any.

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

**17. SUBJECT:      BUS ENGINE IGNITION CONTROL MODULES** [2018-0572](#)

**RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to award a two year, Indefinite Delivery, Indefinite Quantity Contract No. MA44849-2000 to Cummins Incorporated the lowest responsive and responsible bidder for bus engine ignition control modules. The award is for a Base year not-to-exceed \$678,866, inclusive of sales taxes, and a one year Option for a not-to-exceed amount of \$694,369, inclusive of sales tax, for a total not-to-exceed contract value of \$1,373,235, subject to resolution of protest(s), if any.

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

**18. SUBJECT:      TRANSIT OPERATIONS SUPERVISORS UNIFORM -  
                                 BUS/RAIL** [2018-0578](#)

**RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to:

- A. AWARD a five-year, firm fixed unit rate Contract No. PS113404000 to Becnel Uniforms, Inc. to provide uniforms for Bus and Rail Transit

Operations Supervisors (TOS), in an amount not-to-exceed \$819,773 for the three-year base term and \$400,000 for one, two year option, for a combined total not-to-exceed amount of \$1,219,773 effective January 1, 2019, subject to resolution of protest(s), if any; and

- B. AWARD a five-year, firm fixed unit rate Contract No. PS113405000 to LA Uniforms and Tailoring to provide uniforms for Bus and Rail Transit Operations Supervisors (TOS), in an amount not-to-exceed \$221,602 for the three-year base period and \$100,000 for one, two year option, for a combined total not-to-exceed amount of \$321,602 effective January 1, 2019, subject to resolution of protest(s), if any.

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

**19. SUBJECT:        METRO RED LINE (MRL) UNINTERRUPTIBLE POWER  
                                  SUPPLY (UPS) BATTERIES**

[2018-0579](#)

**RECOMMENDATION**

CONSIDER:

- A. ESTABLISH two contract agreements solicited as Request for Information and Qualification (RFIQ) No. OP44570-2 with M.C. Dean, Incorporated and Skyler Electric Company, Incorporated for goods and services for amount of \$2,244,000 for a two year base period and \$1,000,000 for three one year options for a total not-to-exceed cumulative value of \$3,244,000, subject to resolution of protest(s), if any;
- B. AUTHORIZE the CEO to award Task Orders to qualified UPS Battery suppliers under the approved not-to-exceed cumulative total value of \$3,244,000; and
- C. AUTHORIZE the CEO to add additional qualified Uninterruptible Power Supply (UPS) Battery suppliers to the Bench subject to each potential supplier meeting the same RFIQ evaluation criteria qualifications; and award Task Orders to these qualified suppliers within the approved not-to-exceed cumulative total value of \$3,244,000.

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

NON-CONSENT

20. **SUBJECT: OPERATIONS EMPLOYEES OF THE MONTH** [2018-0508](#)

**RECOMMENDATION**

Operations Employees of the Month

**Attachments:** [Presentation](#)

21. **SUBJECT: ORAL REPORT ON OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE** [2018-0509](#)

**RECOMMENDATION**

RECEIVE oral report on System Safety, Security and Operations.

**Attachments:** [Presentation](#)

22. **WITHDRAWN: SUBJECT: CRENSHAW/LAX - GREEN LINE OPERATING PLAN (MOTION 40.1 RESPONSE)** **2018-0554**

**RECOMMENDATION**

CONSIDER:

- A. APPROVING Alternative C-1 (Norwalk - Crenshaw/Expo, and Redondo Beach - Aviation/Century) as the preferred service plan for Crenshaw/LAX - Green Line; and
- B. DIRECTING the CEO to reevaluate the service plan one year prior to the opening of the Green Line extension to Torrance to determine if travel patterns and other relevant factors show a need for a change in service pattern.

**Attachments:** Attachment A - Motion 40.1  
Attachment B - Crenshaw\_LAX Green Line Alternative Service Plan Evaluation  
Attachment C - Comparison of Final 6 Operating Alternatives  
Presentation

23. SUBJECT: NEXTGEN UPDATE: TRANSIT COMPETITIVENESS AND MARKET POTENTIAL

[2018-0555](#)

**RECOMMENDATION**

RECEIVE AND FILE an update on NextGen transit competitiveness and market potential information.

**Attachments:** [Attachment A - NextGen FAQ Presentation](#)

(ALSO ON EXECUTIVE MANAGEMENT COMMITTEE)

24. SUBJECT: MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE

[2018-0630](#)

**RECOMMENDATION**

RECEIVE AND FILE Monthly Update on Transit Policing Performance.

**Attachments:** [Attachment A - System-Wide Law Enforcement Overview August 2018](#)  
[Attachment B - Detail by Rail Line August 2018](#)  
[Attachment C - Key Performance Indicators August](#)  
[Attachment D - Transit Policing Summary \(August\)](#)  
[Attachment E - Uniform Crime Reporting Program Guidelines](#)

25. SUBJECT: TELEPHONE SYSTEM MAINTENANCE

[2018-0609](#)

**RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to award a firm fixed price Contract No. PS51796000 for telephone system maintenance, service, and repair to Scottel Voice & Data, Inc., dba Black Box Network Services, for a not-to-exceed amount of \$1,521,764 for the three-year base period effective November 1, 2018, plus \$1,037,075 for the first two-year option, and \$1,058,899 for the second two-year option, inclusive of sales tax, for a combined total not-to-exceed amount of \$3,617,738, subject to resolution of protest(s), if any.

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



**41. WITHDRAWN: SUBJECT: MOTION BY HAHN, SOLIS, AND BONIN**

[2018-0688](#)

**METRO/FTA DIESEL BUS REPLACEMENT PLAN**

WE, THEREFORE, direct the CEO to:

- A. apply the \$5.5 million grant from the Federal Transit Administration to a bus replacement implementation plan that prioritizes routes in the South Bay and Gateway cities that service the following criteria:
  1. Environmentally disadvantaged communities, as defined by SB 535
  2. Congested arterial streets
  3. Goods movement corridors
  
- B. provide a quarterly update to the Board on the progress of the Zero Emission Bus (ZEB) Program Master Plan as it relates to Metro's replacement priorities of the existing fleet, and to specifically address how those priorities address areas in the greatest need of pollution and emissions relief.
  
- C. report back to the Metro Board with the bus replacement implementation plan during the January Board cycle.

**SUBJECT: GENERAL PUBLIC COMMENT**

[2018-0665](#)

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**

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**File #:** 2018-0488, **File Type:** Contract**Agenda Number:** 14.

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**OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE  
OCTOBER 18, 2018****SUBJECT: ARTICULATED ZERO EMISSION TRANSIT BUSES****ACTION: APPROVE RECOMMENDATIONS****RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to:

- A. EXECUTE Modification No. 3 to Contract No. OP28367-001, Part D, awarded to New Flyer of America, for the acquisition of sixty foot Zero Emission Buses (ZEB), to upgrade and increase the onboard bus battery capacity in the firm fixed price amount of \$2,792,074, for a total contract amount of \$70,970,417; and
- B. NEGOTIATE AND EXECUTE with New Flyer of America future contract modifications to Contract No. OP28367-001, Part D, for a not to exceed amount of \$1,000,000 for each contract modification.

**ISSUE**

Consistent with Metro Board direction, motion by Directors Garcetti, Krekorian and Antonovich on Oct 27, 2016 Regular Board Meeting Item 42 (File ID 2016-0852), Metro is in the process of converting the Metro Orange Line (MOL) from 100% Compressed Natural Gas (CNG) operation to 100% Zero Emission Buses (ZEB) operation by 2020.

Contract No. OP28367-001, Part D, requires the delivery of buses, depot chargers and on-route chargers. Due to the rapidly changing improvement in battery density, Metro has an option to transition to a battery configuration with more capacity and still maintain the high charge rates. New Flyer has proposed to upgrade the battery capacity from 250 kW-hr to 320 kW-hr. This option was not available during the solicitation of the contract award; and the final battery configuration has recently been designed. Approval of Recommendation A authorizes the increase in battery capacity.

The project delivery schedule is very aggressive and challenging in part due to the long lead times associated with designing and installing charging equipment at multiple locations and the coordination required with outside organizations such as the Los Angeles Department of Water and Power. Recommendation B will allow Metro and the Contractor to negotiate future change orders in a timely manner to ensure that the maximum cost and schedule benefits are realized. The request

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for an increase in Contract Modification Authority (CMA) from \$500,000 to \$1,000,000 for individual changes is consistent with Board authorized CMA's for other Rolling Stock programs, such as for the light rail vehicle Contracts P3010 and P2550, and the 45-foot CNG Composite Buses under Contract OP33202082.

## **BACKGROUND**

In November 2017, Metro issued notice to proceed (NTP) on Contract No. OP28367-001, Part D for 35 (subsequently increased to 40 buses in the March 2018 Board Meeting under File #2016-0836) zero emission battery electric buses, on-route and depot charging equipment. At the time of the award, New Flyer proposed a battery capacity of 250 kW-hr.

## **DISCUSSION**

During the March 1, 2018 Advanced Transit Vehicle Consortium (ATVC) board meeting, New Flyer mentioned that as a result of improvements to energy density their standard battery capacity was increasing in 2019. In response to staff's inquiry, New Flyer confirmed that an increase from 250 kW-hr to 320 kW-hr would be available for Metro's deliveries beginning in 2019. The higher capacity translates directly to an increase in bus range; e.g., permitting an increase from 1.5 to 2 roundtrips between the Chatsworth and North Hollywood stations. Approval of Recommendation A offers Metro further operational flexibility, such as deferring charging of buses when electrical rates are cheaper, reducing charging times at layovers, and mitigation of any risk if a charger is inoperable.

Approval of Recommendation B increases the CEO's Contract Modification Authority, allows for unforeseen changes to be successfully negotiated and addressed with New Flyer in an expedited manner, minimizing impact to the project schedule.

## **DETERMINATION OF SAFETY IMPACT**

There are not any anticipated impacts to safety from this action.

## **IMPLEMENTATION OF STRATEGIC PLAN GOALS**

Approval of this recommendation supports the following Metro Strategic Plan Goal: Transform Los Angeles County through Regional collaboration and national leadership. This action will advance Metro's goal of converting the Metro Orange Line (MOL) from 100% Compressed Natural Gas (CNG) operation to 100% Zero Emission Buses (ZEB) operation by 2020.

## **FINANCIAL IMPACT**

Funding of \$40,980,229 for this contract is included in the FY19 budget in project 201073. Because this is a multi-year contract, the Cost Center Manager will be responsible for ensuring that future year funding is programmed.

### **Impact to Budget**

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There is no anticipated impact to the FY19 budget for this action. Current year funding is Proposition C 40% Discretionary. Future funding for this procurement may come from various eligible available federal, state and local funding sources including financing options and grants that are eligible for bus capital projects. Staff will pursue all sources of funding maximizing their use for these activities.

**ALTERNATIVES CONSIDERED**

Staff considered remaining with 250 kW-hr battery capacity. This alternative was not considered due to improvements in battery technology and the fleet operational flexibility offered by increased battery capacity.

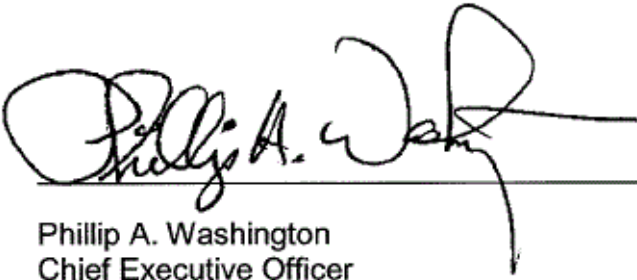
**NEXT STEPS**

Upon Board approval, staff will execute the Contract Modification with New Flyer of America.

**ATTACHMENTS**

- Attachment A - Procurement Summary
- Attachment B - Contract Modification/Change Order Log
- Attachment C - DEOD Summary
- Attachment D - Regular Board Meeting Motion Item 42 (File ID 2016-0852)

Prepared by: Steve Schupak, Sr. Manager, Project Control, (213) 617-6294  
Jesus Montes, Sr. Executive Officer, Vehicle Engineering & Acquisition, (213) 418-3277  
Reviewed by: James T. Gallagher, Chief Operations Officer, (213) 418-3108  
Debra Avila, Chief Vendor/Contract Management Officer, (213) 418-3051



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Phillip A. Washington  
Chief Executive Officer

## PROCUREMENT SUMMARY

## 60' LOW FLOOR ZERO EMISSION TRANSIT BUSES/OP28367-001

1.	<b>Contract Number:</b> OP28367-001		
2.	<b>Contractor:</b> NEW FLYER OF AMERICA, INC.		
3.	<b>Mod. Work Description:</b> Upgrade battery capacity from 250kW-hr to 320kW-hr for 37 units of production buses		
4.	<b>Contract Work Description:</b> Manufacture and delivery of 40 60-foot zero emission buses		
5.	<b>The following data is current as of:</b> 09/02/18		
6.	<b>Contract Completion Status</b>		<b>Financial Status</b>
	<b>Contract Awarded:</b>	07/27/17	<b>Contract Award Amount:</b> \$60,050,097
	<b>Notice to Proceed (NTP):</b>	11/15/17	<b>Total of Modifications Approved:</b> \$8,128,246
	<b>Original Complete Date:</b>	09/16/19	<b>Pending Modifications (including this action):</b> \$2,792,074
	<b>Current Est. Complete Date:</b>	09/16/19	<b>Current Contract Value (with this action):</b> \$70,970,417
7.	<b>Contract Administrator:</b> Elizabeth Hernandez		<b>Telephone Number:</b> (213) 922-7334
8.	<b>Project Manager:</b> Steven Schupak		<b>Telephone Number:</b> (213) 922-6652

**A. Procurement Background**

This Board Action is to approve Contract Modification No. 3 issued in support of Metro's bus fleet replacement plan for the manufacture and delivery of 40 units of 60' zero emission buses from New Flyer of America Inc. This Modification is to upgrade the 37 production buses to higher density battery capacity from 250kw-hr to 320kw-hr for increased bus range and operational flexibility benefits.

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

- On July 27, 2017, Contract No. OP28367-001 was awarded to New Flyer America Inc. for the manufacture and delivery 60' zero emission transit buses in the amount of \$51,211,033, including charging equipment, taxes and delivery.
- An additional not-to-exceed amount of \$8,839,064 was awarded for Optional Vehicle Features, Spare Parts, and Training Aids for a total combined contract amount not-to-exceed \$60,050,097.
- At the ATVC (Advanced Transit Vehicle Consortium) board meeting in March 2018, New Flyer indicated that battery capacity for the 60' ZE bus

configuration could be increased from 250 kW-hr to 320 kW-hr and will be available for Metro’s base buy order. On August 29, 2018, Vehicle Engineering and Acquisition staff recommended the upgrade of battery capacity for increased bus range and operational capability. Based on Metro staff’s delegated contract authority, Contract Modification No. 2 was issued for the upgrade of battery capacity for 3 pilot buses in the amount of \$226,384.

- The recommended Contract Modification would increase the battery capacity for 37 production buses.

**B. Cost/Price Analysis**

The recommended price of \$2,792,094 has been determined to be fair and reasonable based upon MAS audit findings, an independent cost estimate, cost analysis, technical evaluation, fact finding, and negotiations.

The cost differential between Metro’s ICE was caused by differences in statement of work requirements and assumptions made by the ICE. The ICE did not account for a complete redesign of the battery pack configuration utilizing higher capacity battery cells, or an increase in the number of battery strings necessary to increase the battery capacity to 320 kWh. Metro’s ICE also did not include an extended 12-year warranty.

<b>Proposal Amount</b>	<b>Metro ICE</b>	<b>Negotiated Amount</b>
\$2,792,074	\$2,125,520	<b>\$2,792,074</b>

## CONTRACT MODIFICATION/CHANGE ORDER LOG

## 60' LOW FLOOR ZERO EMISSION TRANSIT BUSES/OP28367-001

<b>Mod. no.</b>	<b>Description</b>	<b>Status (approved or pending)</b>	<b>Date</b>	<b>\$ Amount</b>
1	Increase: 1) Base buy from 35 to 40 vehicles; 2) On Route/Opportunity Chargers from 7 to 8; and 3) Shop/ Division chargers from 1 to 2, including applicable delivery charges and taxes	Approved	3/22/18	\$ 7,901,862
2	Upgrade battery capacity from 250 kWh to 320 kWh for the 3 pilot buses	Approved	8/31/18	\$ 226,384
3	<b>Upgrade battery capacity from 250 kWh to 320 kWh for 37 buses</b>	<b>Pending</b>	<b>9/27/18</b>	<b>\$ 2,792,074</b>
	<b>Modification Total:</b>			<b>\$10,920,320</b>
	<b>Original Contract:</b>			<b>\$60,050,097</b>
	<b>Total:</b>			<b>\$70,970,417</b>

DEOD SUMMARY

60' LOW FLOOR ZERO EMISSION TRANSIT BUSES/ OP28367-001

**A. Small Business Participation**

New Flyer of America is a Transit Vehicle Manufacturer (TVM) and is on the Federal Transit Administration's (FTA) list of eligible TVMs. New Flyer of America reported that it submitted its overall Disadvantaged Business Enterprise (DBE) goal of 4.20% to FTA for FY18, in compliance with 49 Code of Federal Regulations (CFR) Section 26.49(a)(1). TVMs submit overall DBE goals and report participation directly to FTA annually.

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

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

**C. Prevailing Wage Applicability**

Prevailing wage is not applicable to the Modification.

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

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

**E. Local Employment Plan Program**

Local Employment Plan (LEP) Program is applicable on this contract. Staff will be monitoring progress on all LEP commitments, including the contractual commitments in creating employment opportunities in the State of California and the 40% commitment to hire disadvantaged workers.

Local Employment Plan Commitment:

LEP Commitment for Base + All Options	\$ 227,991
LEP Actuals to Date	\$0.00
Balance of LEP to be attained	\$ 227,991
Disadvantaged Workers attainment	\$0.00

The manufacturer has advised that the LEP achievements and Disadvantaged Worker participation will commence in Q4-FY19.





**Board Report**

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**File #:** 2016-0852, **File Type:** Motion / Motion Response

**Agenda Number:** 42.

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**REGULAR BOARD MEETING  
OCTOBER 27, 2016**

**Motion by:**

**GARCETTI, KREKORIAN and ANTONOVICH**

October 27, 2016

**Relating to File ID 2016-0778**

APPROVE **Motion by Directors Garcetti, Krekorian and Antonovich** that the Board direct the CEO to report back on the following:

- A. Develop an implementation plan to use all electric buses for the Orange Line Bus Rapid Transit Line by 2020. The plan shall include, but not limited to, the following:
  - 1. Total cost of electrification
  - 2. Eligible funding sources to address the costs
  - 3. Federal and State grant opportunities
  - 4. A schedule and transition plan
  
- B. Report back on the feasibility to use all electric buses for the Silver Line. The report shall include, but not be limited to, the following:
  - 1. Type of electric bus
  - 2. Range requirements
  - 3. Charging and infrastructure needs
  - 4. A recommended schedule and transition plan



## Board Report

File #: 2018-0491, File Type: Contract

Agenda Number: 15.

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### OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE OCTOBER 18, 2018

**SUBJECT: BUS C-FRAMES**

**ACTION: AWARD CONTRACT**

#### **RECOMMENDATION**

CONSIDER:

- A. FINDING that the procurement of Bus C-Frames under Public Utilities Code (PUC) Section 130237, as an Original Equipment Manufacturer (OEM) item, constitutes a single source procurement method for the purpose of duplicating equipment already in use; and
- B. AUTHORIZING the Chief Executive Officer to award a single source two-year, Indefinite Delivery, Indefinite Quantity Contract No. MA53981000 to The Aftermarket Parts Company, LLC (New Flyer Parts) for C-Frames Left Hand (LH) and Right Hand (RH). The Contract first year base amount is \$653,889, inclusive of sales tax, and the second year Contract amount is \$653,889, inclusive of sales tax for a total Contract Not-to-Exceed value of \$1,307,778.

(REQUIRES 2/3 VOTE OF THE BOARD)

#### **ISSUE**

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

#### **BACKGROUND**

The component usage reports from Material Management revealed that on an annual basis approximately 130 left-hand and 125 right-hand C-Frame assemblies were issued to Bus Maintenance to support replacement of these components that were damaged during normal operation. The C-Frame assemblies are installed by Metro Mechanics at the Central Maintenance Shops as a part of the Bus Midlife Program and at all bus operating divisions when necessary. Buses cannot operate without C-Frames that are in adequate operating condition.

#### **DISCUSSION**

The C-Frames are being replaced during the Bus Midlife Overhaul Project on the 45' composite NABI buses. There is a C-Frame on the right hand-side and left-hand side of the bus that supports the rear drive axle and body of the bus. C-Frame cracks or damage requires that buses be removed from service in accordance with Metro Maintenance Standards and North American Out-of-Service Criteria, which are the guidelines used by the California Highway Patrol (CHP) to inspect our bus fleet during the annual bus operating division inspections.

The Contract to be awarded is a "requirements type" agreement in which we commit to order only from the awardee, up to the specified quantity for a specific duration of time, but there is no obligation or commitment for us to order any or all of the C-Frames that may currently be anticipated. The bid quantities are estimates only, with deliveries to be ordered and released as required. The Diversity and Economic Opportunity Department (DEOD) did not establish a Small Business Enterprise (SBE) goal for this solicitation due to the lack of subcontracting opportunities. The purchased C-Frame assemblies are installed by Metro Mechanics.

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

### **DETERMINATION OF SAFETY IMPACT**

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

### **FINANCIAL IMPACT**

The funding of \$653,889 for these assemblies is included in the FY19 budget under account 50441, Parts - Revenue Vehicle within multiple bus operating cost centers in project 306002 Operations Maintenance and in the Central Maintenance cost center 3366, under project 203024 Midlife Project.

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

### **Impact to Budget**

The current source of funds for this action are Federal section 5339 and Proposition C 40% local matching. This funding source currently maximizes allowable project fund allocations given approved funding provisions and guidelines.

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

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

**ALTERNATIVES CONSIDERED**

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

**NEXT STEPS**

Metro's requirements for C-Frames will be fulfilled under the provisions of the Contract.

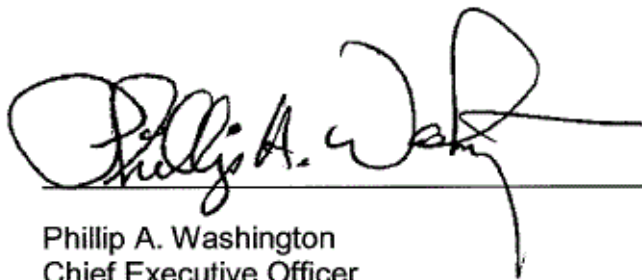
**ATTACHMENTS**

Attachment A - Procurement Summary

Attachment B - DEOD Summary

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

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



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Phillip A. Washington  
Chief Executive Officer

PROCUREMENT SUMMARY

BUS C-FRAMES LH AND RH/MA53981000

1.	<b>Contract Number:</b> MA53981000	
2.	<b>Recommended Vendor:</b> The Aftermarket Parts Company, LLC (New Flyer Parts), 3229 Sawmill Parkway, Delaware, OH 43015	
3.	<b>Type of Procurement (check one):</b> <input type="checkbox"/> IFB <input checked="" type="checkbox"/> RFP <input type="checkbox"/> RFP-A&E <input type="checkbox"/> Non-Competitive <input type="checkbox"/> Modification <input type="checkbox"/> Task Order	
4.	<b>Procurement Dates:</b>	
	<b>A. Issued:</b> 6/8/18	
	<b>B. Advertised/Publicized:</b> N/A Sole Source	
	<b>C. Pre-proposal/Pre-Bid Conference:</b> N/A	
	<b>D. Proposals/Bids Due:</b> 7/10/18	
	<b>E. Pre-Qualification Completed:</b> 7/30/18	
	<b>F. Conflict of Interest Form Submitted to Ethics:</b> 7/30/18	
	<b>G. Protest Period End Date:</b> 10/19/18	
5.	<b>Solicitations Picked up/Downloaded:</b> 0	<b>Bids/Proposals Received:</b> 1
6.	<b>Contract Administrator:</b> Tanya Allen	<b>Telephone Number:</b> 213/922-1018
7.	<b>Project Manager:</b> Alex DiNuzzo	<b>Telephone Number:</b> 213/922-5860

**A. Procurement Background**

This Board Action is to approve Contract No. MA53981 in support of the procurement for C-Frames left hand (LH) and right hand (RH).

The RFP for a sole source was issued to the Original Equipment Manufacturer (OEM) The Aftermarket Parts Company, LLC (New Flyer Parts) on June 8, 2018 in accordance with Metro’s Acquisition Policy and the contract type is a not-to exceed Indefinite Delivery, Indefinite Quantity (IDIQ).

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

**B. Evaluation of Bids**

This is a sole source procurement. The proposal was found to be technically acceptable and fully responsive to all the RFP requirements. The firm recommended for award, New Flyer Parts, was found to be responsive and responsible.

### **C. Cost/Price Analysis**

A price analysis was performed in lieu of a cost analysis in accordance with Metro's Acquisition Policy for a sole source acquisition. Cost element data was not made available by the single source Original Equipment Manufacturer (OEM). Instead, staff conducted market research, and assessed historical price and invoice data to determine price fairness and reasonableness. Based on staff's price analysis assessment it was determined that the total price proposed by the OEM is fair and reasonable.

<b>Proposer Name</b>	<b>Proposal Amount</b>	<b>Metro ICE</b>
New Flyer Parts	\$1,370,778	\$1,194,318

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

The recommended firm, New Flyer Parts is located in Delaware, OH and has been in business for eighty-eight (88) years. New Flyer Parts has provided similar products for other agencies including Metropolitan Paul Revere Transportation (Green Bus Depot), Dallas Area Rapid Transit (DART), Miami Dade Transit, and Transdev Services Incorporated. New Flyer Parts currently has multiple contracts with Metro and in the past they have satisfactorily delivered goods and services to Metro.

DEOD SUMMARY

BUS C-FRAMES LH AND RH/MA53981

**A. Small Business Participation**

The Diversity and Economic Opportunity Department (DEOD) did not establish a Disadvantaged Business Enterprise (DBE) goal for this procurement based on the lack of subcontracting opportunities. This solicitation is a sole source, non-competitive procurement. The Aftermarket Parts Company, LLC dba New Flyer Parts, is the Original Equipment Manufacturer (OEM) of the C-Frames Drive Axles and ships the parts directly to Metro.

**B. Living/Prevailing 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 wages are not applicable to this Contract.

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

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

**Board Report**

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**File #:** 2018-0570, **File Type:** Contract**Agenda Number:** 16.

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**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE  
OCTOBER 18, 2018****SUBJECT: BUS OPERATOR SEAT ASSEMBLIES****ACTION: AWARD CONTRACT****RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to award a two year, Indefinite Delivery, Indefinite Quantity Contract No. MA54977000 to The Aftermarket Parts Company, LLC (New Flyer Parts), the lowest responsive and responsible bidder for bus operator seat assemblies. The award is for a base year not-to-exceed amount of \$692,806, inclusive of sales tax, and a one year option for a not-to-exceed amount of \$713,590, inclusive of sales tax, for a total not-to-exceed contract value of \$1,406,397, subject to resolution of protest(s), if any.

**ISSUE**

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

**BACKGROUND**

The component usage reports from Material Management revealed that on an annual basis nearly 200 bus operator seat assemblies were issued to Bus Maintenance to support scheduled seat assembly replacement activities during the bus midlife program and to replace any malfunctioning seats on an as-needed basis. The bus operator seat assemblies are installed by Metro Mechanics at the Central Maintenance Shops as a part of the Bus Midlife Program and at all bus operating divisions as necessary. Buses cannot operate safely without a properly functioning operator seat assembly.

**DISCUSSION**

The USSC Q91 series seats purchased through this procurement are designed to reduce day-to-day operator fatigue and stress. The operator's weight remains centered over the center of the seat scissor suspension system at all adjustment locations, which reduces suspension torque, minimizes maintenance, and increases the life of the seat suspension. The operator seat belts are mounted directly to the seat frame, move with the seat, and provide a completely integrated restraint system for optimized sensitivity, operator comfort and functional use. The USSC Q91 seats have been proven in both transit and off-road applications, and provide durability for extreme-use and various



operator environments.

The contract to be awarded is a “requirements type” agreement in which we commit to order only from the awardee, up to the specified quantity for a specific duration of time, but there is no obligation or commitment for us to order any or all of the bus operator seat assemblies that may be anticipated. The bid quantities are estimates only, with deliveries to be ordered and released as required. The Diversity and Economic Opportunity Department (DEOD) confirmed that the Aftermarket Parts Company met the goal of 2% Disadvantaged Business Enterprise commitment. The purchased bus operator seat assemblies are installed by Metro Mechanics.

Bus operator seat assemblies will be purchased and maintained in inventory and managed by Material Management. As bus operator seat assemblies are issued, the appropriate budget project numbers and accounts will be charged.

### **DETERMINATION OF SAFETY IMPACT**

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

### **FINANCIAL IMPACT**

Funding in the amount of \$692,806 for these bus operator seat assemblies is included in the FY19 budget under account 50441, Parts - Revenue Vehicle in multiple bus operating cost centers under project 306002 Operations Maintenance, and in the Central Maintenance cost center 3366, under project 203024 Midlife Project.

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

#### **Impact to Budget**

The current source of funds for this action are Federal Section 5339 with local matching of Proposition C 40%. This funding source currently maximizes allowable project fund allocations given approved funding provisions and guidelines.

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

Approval of this recommendation supports the following Metro Strategic Plan Goal: Provide high-quality mobility options that enable people to spend less time traveling. The new bus operator seat assemblies will help maintain safety and reliability standards in an effort to provide a world-class transportation system that enhances quality of life for all who live, work, and play within LA County.

### **ALTERNATIVES CONSIDERED**

The alternative not to award the Contract and procure bus operator seat assemblies on the open market on an as-needed basis is not recommended since it does not provide a commitment from the supplier to ensure availability and price stability.

### **NEXT STEPS**

Metro’s requirements for bus operator seat assemblies will be fulfilled under the provisions of the

Contract.

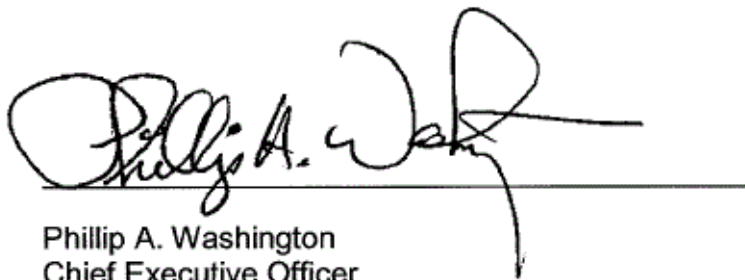
**ATTACHMENTS**

Attachment A - Procurement Summary

Attachment B - DEOD Summary

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

Reviewed by: Debra Avila, Chief Vendor/Contract Management (213) 922-6383  
James T. Gallagher, Chief Operations Officer (213) 922-4424



Phillip A. Washington  
Chief Executive Officer

## PROCUREMENT SUMMARY

## BUS OPERATOR SEAT ASSEMBLIES/MA54977000

1.	<b>Contract Number:</b> MA54977000	
2.	<b>Recommended Vendor:</b> The Aftermarket Parts Company, LLC (New Flyer Parts), 3229 Sawmill Parkway, Delaware, OH 43015	
3.	<b>Type of Procurement (check one):</b> <input checked="" type="checkbox"/> IFB <input type="checkbox"/> RFP <input type="checkbox"/> RFP-A&E <input type="checkbox"/> Non-Competitive <input type="checkbox"/> Modification <input type="checkbox"/> Task Order	
4.	<b>Procurement Dates:</b>	
	A. Issued: 6/27/18	
	B. Advertised/Publicized: 6/27/18	
	C. Pre-proposal/Pre-Bid Conference: N/A	
	D. Proposals/Bids Due: 8/9/18/18	
	E. Pre-Qualification Completed: 8/30/18	
	F. Conflict of Interest Form Submitted to Ethics: 8/30/18	
	G. Protest Period End Date: : October 19, 2018	
5.	<b>Solicitations Picked up/Downloaded:</b> 9	<b>Bids/Proposals Received:</b> 3
6.	<b>Contract Administrator:</b> Tanya Allen	<b>Telephone Number:</b> 213/922-1018
7.	<b>Project Manager:</b> Alex DiNuzzo	<b>Telephone Number:</b> 213/922-5860

**A. Procurement Background**

This Board Action is to approve Contract No. MA54977000 issued for the procurement of Bus Operator Seat Assemblies. Board approval of contract award is subject to resolution of any properly submitted protest.

IFB No. MA54977 was issued in accordance with Metro's Acquisition Policy and the contract type is Indefinite Delivery, Indefinite Quantity (IDIQ).

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

A total of three bids were received on August 9, 2018.

## **B. Evaluation of Bids**

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

1. Muncie Reclamation and Supply
2. The Aftermarket Parts Company, LLC (New Flyer Parts)
3. Zen Industrial Services, LLC

All firms were determined to be in full compliance with the bid and technical requirements. Each bidder was deemed responsive and responsible to the IFB requirements.

## **C. Price Analysis**

The recommended bid price from The Aftermarket Parts Company, LLC (New Flyer Parts) has been determined to be fair and reasonable based upon adequate price competition and the selection of the lowest responsive and responsible bidder.

<b>Bidder Name</b>	<b>Bid Amount</b>	<b>Metro ICE</b>
The Aftermarket parts Company, LLC (New Flyer Parts)	\$1,406,397.20	\$1,391,400
Muncie Reclamation and Supply	\$1,528,218.79	
Zen Industrial Services. LLC	\$1,564,631.70	

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

The recommended firm, New Flyer Parts is located in Delaware, OH and has been in business for 88 years. New Flyer Parts has provided similar products for other agencies including Metropolitan Paul Revere Transportation (Green Bus Depot), Dallas Area Rapid Transit (DART), Miami Dade Transit, and Transdev Services Inc. New Flyer Parts has provided satisfactory service and product to Metro on previous purchases.

## DEOD SUMMARY

## BUS OPERATOR SEAT ASSEMBLIES/MA54977000

**A. Small Business Participation**

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

<b>Small Business Goal</b>	<b>2.00% DBE</b>	<b>Small Business Commitment</b>	<b>2.00% DBE</b>
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	<b>DBE Subcontractors</b>	<b>Ethnicity</b>	<b>% Committed</b>
1.	Say Cargo Express, Inc.	Hispanic	2.00%
<b>Total Commitment</b>			<b>2.00%</b>

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

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

**C. Prevailing Wage Applicability**

Prevailing wage is not applicable to this Contract.

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

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



## Board Report

File #: 2018-0572, File Type: Contract

Agenda Number: 17.

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### OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE OCTOBER 18, 2018

**SUBJECT: BUS ENGINE IGNITION CONTROL MODULES**

**ACTION: AWARD CONTRACT**

#### **RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to award a two year, Indefinite Delivery, Indefinite Quantity Contract No. MA44849-2000 to Cummins Incorporated the lowest responsive and responsible bidder for bus engine ignition control modules. The award is for a Base year not-to-exceed \$678,866, inclusive of sales taxes, and a one year Option for a not-to-exceed amount of \$694,369, inclusive of sales tax, for a total not-to-exceed contract value of \$1,373,235, subject to resolution of protest(s), if any.

#### **ISSUE**

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

#### **BACKGROUND**

The component usage reports from Material Management revealed that on an annual basis nearly 500 engine ignition control modules were issued to Bus Maintenance to replace failed components and to support replacement during engine rebuild programs. The engine ignition control modules are installed by Metro Mechanics at the Central Maintenance Shops and at all bus operating divisions. Buses cannot operate without properly functioning engine ignition control modules.

#### **DISCUSSION**

Ignition control modules are an electronic engine management component that is part of the bus's ignition system. The ignition control module energizes the ignition coils for the designated cylinders in the firing sequence for the engine. Problems with the ignition control module can quickly lead to engine performance issues. The engine ignition control modules support over 90% of our bus fleet which have Cummins 8.9 ISLG and L9N Near-Zero engines.

The contract award is a "requirements type" agreement in which Metro commits to order only from

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the awardee, up to the specified quantity for a specific duration of time, but there is no obligation or commitment for us to order any or all of the ignition control modules that may be anticipated. The bid quantities are estimates only, with deliveries to be ordered and released as required. The Diversity and Economic Opportunity Department (DEOD) did not establish a Disadvantaged Business Enterprise (DBE) goal for this solicitation due to lack of subcontracting opportunities.

The purchased engine ignition control modules are installed by Metro Mechanics. Bus engine ignition control modules will be purchased and maintained in inventory and managed by Material Management. As ignition coils are issued, the appropriate budget project numbers and accounts will be charged.

### **DETERMINATION OF SAFETY IMPACT**

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

### **FINANCIAL IMPACT**

Funding in the amount of \$665,829 for these ignition control modules is included in the FY19 budget under account 50441, Parts - Revenue Vehicle in multiple bus operating cost centers under project 306002 Operations Maintenance, and in the Central Maintenance cost center 3366 under project 203025 Bus Engine Replacement Project.

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

#### **Impact to Budget**

The source of funds for this action are Federal Section 5339 and TDA Article 4. These funding sources currently maximize allowable funding allocations given approved funding provisions and guidelines.

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

Approval of this recommendation supports the following Metro Strategic Plan Goals: Provide high-quality mobility options that enable people to spend less time traveling. The new driver seat assemblies will help maintain safety and reliability standards in an effort to provide a world-class transportation system that enhances quality of life for all who live, work, and play within LA County.

### **ALTERNATIVES CONSIDERED**

The alternative to not award the contract and procure engine ignition control modules on the open market on an as-needed basis is not recommended since it does not provide a commitment from the supplier to ensure availability and price stability.

### **NEXT STEPS**

Metro's requirements for bus engine ignition control modules will be fulfilled under the provisions of the Contract.

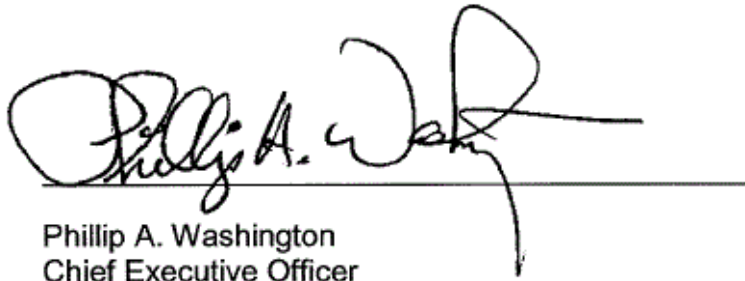
**ATTACHMENTS**

Attachment A - Procurement Summary

Attachment B - DEOD Summary

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

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



Phillip A. Washington  
Chief Executive Officer



## PROCUREMENT SUMMARY

## BUS ENGINE IGNITION CONTROL MODULES / MA44849-2000

1.	Contract Number: MA48849-2000	
2.	Recommended Vendor:	
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: May 3, 2018	
	B. Advertised/Publicized: May 4, 2018	
	C. Pre-Bid Conference: N/A	
	D. Bids Due: June 6, 2018	
	E. Pre-Qualification Completed: June 25, 2018	
	F. Conflict of Interest Form Submitted to Ethics: June 25, 2018	
	G. Protest Period End Date: October 19, 2018	
5.	Solicitations Picked up/Downloaded: 7	Bids Received: 3
6.	Contract Administrator: Mona Ismail	Telephone Number: 213-922-7376
7.	Project Manager: Alex DiNuzzo	Telephone Number: 213-922-5860

**A. Procurement Background**

This Board Action is to approve Contract No. MA48849-2000 issued in support of procurement of ignition control modules for Metro's natural gas fueled heavy duty engines. Board approval of contract award is subject to resolution of any properly submitted protest.

IFB No. MA48849-2 was issued in accordance with Metro's Acquisition Policy and the contract type is an Indefinite Delivery, Indefinite Quantity (IDIQ).

No amendments were issued during the solicitation phase of this IFB.

A total of three bids were received on June 6, 2018.

## **B. Evaluation of Bids**

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

1. CBM US, Inc.
2. Cummins Inc.
3. The Aftermarket Parts Co. DBA New Flyer Parts

Cummings Inc. and The Aftermarket Parts Co. were determined to be responsive and responsible to the IFB, and in full compliance with the technical requirements. CBM US, Inc. was not compliant to the IFB's Buy America requirement and was deemed non-responsive and ineligible for contract award.

## **C. Price Analysis**

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

<b>Bidder Name</b>	<b>Bid Amount</b>	<b>Metro ICE</b>
Cummins Inc.	\$1,373,235.12	<b>\$1,353,600.00</b>
The Aftermarket Parts Co.	\$1,622,684.88	<b>\$1,353,600.00</b>

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

The recommended firm, Cummins Inc., located in Irvine, CA has been in business for 99 years, and is a leader in heavy duty commercial engines. Cummins currently has multiple contracts with Metro for fuel flow valves, head assembly kits and for fuel pressure regulator valves. Cummins has and continues provided satisfactory products and services to Metro.

**DEOD SUMMARY**

**BUS ENGINE IGNITION CONTROL MODULES /MA44849-2000**

**A. Small Business Participation**

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. Cummins Inc. is an Original Equipment Manufacturer (OEM) of the Bus Engine Ignition Coil part that is shipped directly to Metro and installed by Metro staff.

**B. Living/Prevailing 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 wages are not applicable to this Contract.

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

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



## Board Report

File #: 2018-0578, File Type: Contract

Agenda Number: 18.

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### OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE OCTOBER 18, 2018

**SUBJECT: TRANSIT OPERATIONS SUPERVISORS UNIFORM - BUS/RAIL**

**ACTION: APPROVE CONTRACT AWARD**

#### **RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to:

- A. AWARD a five-year, firm fixed unit rate Contract No. PS113404000 to Becnel Uniforms, Inc. to provide uniforms for Bus and Rail Transit Operations Supervisors (TOS), in an amount not-to-exceed \$819,773 for the three-year base term and \$400,000 for one, two year option, for a combined total not-to-exceed amount of \$1,219,773 effective January 1, 2019, subject to resolution of protest(s), if any; and
- B. AWARD a five-year, firm fixed unit rate Contract No. PS113405000 to LA Uniforms and Tailoring to provide uniforms for Bus and Rail Transit Operations Supervisors (TOS), in an amount not-to-exceed \$221,602 for the three-year base period and \$100,000 for one, two year option, for a combined total not-to-exceed amount of \$321,602 effective January 1, 2019, subject to resolution of protest(s), if any.

#### **ISSUE**

The existing uniform contract with Galls, LLC will expire on December 31, 2018. A new uniform contract is required to comply with Metro's collective bargaining agreement.

#### **BACKGROUND**

Per the current AFSCME collective bargaining unit agreement Article 35, Metro is required to provide each eligible full time TOS employee an annual credit of \$475 to purchase a uniform on the employee AFSCME classification date.

#### **DISCUSSION**

In order to gather recommendations for selecting a uniform company vendor to best meet Metro's requirements, a TOS Uniform Review Committee comprised of a diverse group of Bus and Rail Operations represented/non-represented employees was established over the past year. This

approach was taken to help integrate employee feedback and address concerns regarding quality and garment preference, improve customer service delivery, and enhance vendor accessibility for TOS staff requiring uniform replenishment. The following departments were represented as a part of the committee: Operations Central Instruction (OCI), Vehicle Operations (VO), Bus Operations Control (BOC), Division (Admin), Rail Operations Control (ROC), and Rail Field Supervision. One of the committee's recommendations focused on requiring uniform vendors to allow TOS staff to physically visit the uniform site to select and be measured for uniforms.

The new contracts will facilitate the standardization of TOS uniforms and enhance the appearance and visibility of supervisory staff in Operations uniforms items at a pre-determined price. Each TOS will receive an annual voucher to use with selected vendors. Supervisors will travel to the physical location of vendor stores to purchase necessary uniform item(s). The uniform voucher amount is in accordance with the union agreement which provides an annual individual stipend in the amount of \$475. The new uniform will provide consistency in appearance for TOS staff as there will be no major changes in color or style from the existing uniform. Also, the approved uniform is made to withstand prolonged wear and ease of maintenance. The selection and choices of uniform garment pieces may be expanded or changed contingent on recommendations from the TOS uniform committee and review from Metro management. Lastly, Metro customers and emergency first responders will continue to easily identify Metro Supervisors for assistance as we deliver transportation service.

This procurement is eligible for Metro's Small Business Prime Program which sets aside applicable contracts, such as the TOS Uniform Contract, where only Metro certified Small Business Enterprise (SBEs) can compete. As a result, staff is recommending awarding to multiple awardees, Becnel Uniforms and LA Uniforms and Tailoring, as they are certified SBEs who have been determined as responsive and qualified to provide TOS uniforms to Metro for the duration of this contract term.

### **DETERMINATION OF SAFETY IMPACT**

The approval of this item will ensure the required supply of uniforms to Metro represented labor employees as they work to deliver safety, service, reliability, and cleanliness on our system.

### **FINANCIAL IMPACT**

Funding of \$166,250 for this Contract is included in the FY19 budget in multiple transportation cost centers, account - 50215 (F/B Uniforms), projects 306001 (Bus Operations), 300022 (Blue Line Operations), 300033 (Green Line Operations), 300044 (Red Line Operations), 300055 (Gold Line Operations), 301012 (Orange Line Operations), and 300066 (Expo Line).

Since this is a multi-year contract, the cost center manager, and the Sr. Executive Officer, Transportation will be accountable for budgeting the cost in future fiscal years, including any option(s) exercised.

### **Impact to Budget**

The current source of funds for this action are Federal Section 5307, Proposition A/

C, Measure R/M, TDA Article 4, and include Passenger Fares. These funding sources currently maximize allowable fund allocation given approved funding provisions and guidelines.

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

Approval of this recommendation supports the following Metro Strategic Plan Goal: Provide responsive, accountable, and trustworthy governance within the Metro organization. This uniform contract will allow Metro supervisory personnel to be easily identified and continue to represent the agency and our commitment to safety, service, reliability, as we work to provide a world-class transportation system that enhances quality of life for all who live, work, and play within LA County.

### **ALTERNATIVES CONSIDERED**

The board may choose not award these Contracts; however, this alternative is not recommended as Metro supervisory staff would not be provided adequate uniform services which are a requirement per the current AFSCME collective bargaining agreement.

### **NEXT STEPS**

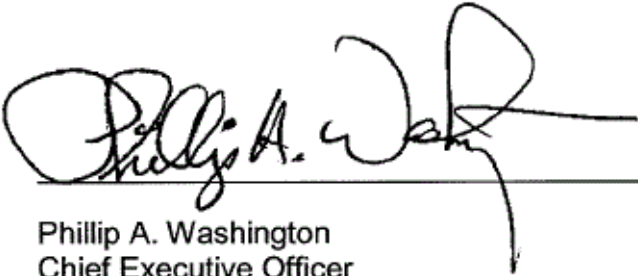
Upon approval by the Board, staff will execute Contract No. PS113404000 to Becnel Uniforms, Inc. and Contract No. PS113405000 to LA Uniforms and Tailoring effective January 1, 2019, to provide uniform services to Metro represented bus and rail Transit Operation Supervisors.

### **ATTACHMENTS**

Attachment A - Procurement Summary  
Attachment B - DEOD Summary

Prepared by: Gary Shiroishi, Mgr, Transportation Planning, Operations, (213) 922-1305  
Liz Elkins, Chief Adm. Analyst, Operations, (213) 418-3321  
Demetrius Jones, Director, Transportation Operations, (310) 854-3101

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



Phillip A. Washington  
Chief Executive Officer

## PROCUREMENT SUMMARY

**TRANSIT OPERATIONS SUPERVISOR UNIFORMS – BUS/RAIL  
PS113404000 and PS113405000**

1.	<b>Contract Number A: PS113404000</b> <b>Contract Number B: PS113405000</b>	
2.	<b>Recommended Vendor A:</b> Becnel Uniforms, Inc. <b>Recommended Vendor B:</b> LA Uniforms and Tailoring	
3.	<b>Type of Procurement (check one):</b> <input type="checkbox"/> IFB <input checked="" type="checkbox"/> RFP <input type="checkbox"/> RFP-A&E <input type="checkbox"/> Non-Competitive <input type="checkbox"/> Modification <input type="checkbox"/> Task Order	
4.	<b>Procurement Dates:</b>	
	<b>A. Issued:</b> May 17, 2018	
	<b>B. Advertised/Publicized:</b> May 17, 2018	
	<b>C. Pre-Proposal/Pre-Bid Conference:</b> May 24, 2018	
	<b>D. Proposals/Bids Due:</b> July 12, 2018	
	<b>E. Pre-Qualification Completed:</b> July 25, 2018	
	<b>F. Conflict of Interest Form Submitted to Ethics:</b> August 22, 2018	
	<b>G. Protest Period End Date:</b> October 23, 2018	
5.	<b>Solicitations Picked up/Downloaded:</b> 7	<b>Bids/Proposals Received:</b> 2
6.	<b>Contract Administrator:</b> Rommel Hilario	<b>Telephone Number:</b> (213) 922-4654
7.	<b>Project Manager:</b> Gary Shiroishi	<b>Telephone Number:</b> (213) 922-21305

**A. Procurement Background**

This Board Action is to approve two contract awards to provide uniform and work apparel to approximately 550 bus and rail Transit Operation Supervisors (TOS), both men and women, with new quality embroidered clothing per the current American Federation of State, County and Municipal Employees (AFSCME) agreement between Metro and AFSCME Local 3624, as outlined in Request for Proposal (RFP) No PS53045. Board approval of contract awards are subject to resolution of any properly submitted protest(s).

Prior to the release of the RFP, the Diversity and Economic Opportunity Department (DEOD) conducted outreach to uniform firms in the Los Angeles County area. In April 2018, an email was sent out to a number of firms, including the incumbent, highlighting the contract opportunity and providing information on how to obtain an SBE certification which was a condition of award. Additionally, the RFP due date was extended three weeks to accommodate SBE applications that were pending approval with DEOD.

On May 17, 2018, the RFP was released into the SBE Prime Program, and issued as a competitively negotiated procurement in accordance with Metro's Acquisition Policy. The contract type is firm fixed unit rate. As stated in the RFP, it was Metro's intention to award multiple contracts to local SBE firms to maximize accessibility to

TOS supervisors to purchase their uniforms and work apparel at store front businesses throughout Los Angeles County.

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

- Amendment No. 1, issued on May 30, 2018, included pre-proposal documents - agenda, sign-in sheets, reference check form, and planholder's list.
- Amendment No. 2, issued on June 12, 2018, extended the proposal due date.

A pre-proposal conference was held on May 24, 2018. A total of two participants representing two firms were in attendance.

On July 12, 2018, Metro received two proposals from the firms listed below in alphabetical order:

1. Becnel Uniforms, Inc.
2. LA Uniform and Tailoring

**B. Evaluation of Proposals**

The Proposal Evaluation Team (PET), consisting of members representing Transit Operation Supervisors and Rail Transit Operator Supervisors, was convened and conducted a comprehensive technical evaluation of the proposals received.

The Evaluation was divided into three phases: Minimum Qualifications Review, Technical Review, and Site Visits. Proposals were evaluated based on the following criteria and weights:

- Degree of Contractor's (Firm and Staff) Skills & Experience 40%
- Understanding of the Work Plan 40%
- Cost 20%

The following is a summary of the PET scores:

1	FIRM	Average Score	Factor Weight	Weighted Average Score	Rank
2	<b>Becnel Uniforms, Inc.</b>				
3	Degree of Contractor's (Firm and Staff) Skills & Experience	98.30	40%	39.32	
4	Understanding of the Work Plan	98.30	40%	39.32	



5	Cost	100.00	20%	20.00	
6	<b>Total</b>		<b>100.00%</b>	<b>98.64</b>	<b>1</b>
7	<b>LA Uniform and Tailoring</b>				
8	Degree of Contractor's (Firm and Staff) Skills & Experience	80.00	40%	32.00	
9	Understanding of the Work Plan	84.30	40%	33.72	
10	Cost	85.00	20%	17.00	
11	<b>Total</b>		<b>100.00%</b>	<b>82.72</b>	<b>2</b>

**C. Cost/Price Analysis**

The two contract awards represent the best value to Metro. The recommended prices have been determined to be fair and reasonable based upon adequate competition, unit rate price analysis, fact finding, and technical evaluation.

<b>PROPOSER</b>	<b>PROPOSED AMOUNT</b>	<b>METRO ICE</b>	<b>AWARD AMOUNT</b>
Becnel Uniforms, Inc.	\$1,219,772.50	\$1,541,375	\$1,219,773
LA Uniforms and Tailoring	\$1,456,361.60		\$321,602

As stated earlier, it was Metro's intention to award multiple contracts to local SBE firms who provide TOS supervisors the ability to purchase their uniforms and work apparel at store front businesses in Los Angeles County. As a result, the decision was made to award a contract to LA Uniforms and Tailoring located within 25 miles of Metro Headquarters. It is anticipated that a number of employees living near the City of Lawndale and adjacent areas can conveniently access uniforms at the store.

The rationale to award Becnel a not-to-exceed amount of \$1,219,773 is due to an anticipated majority of supervisors purchasing their uniforms at their store located less than a mile from Metro Headquarters.

**D. Background on Recommended Contractors**

Becnel Uniforms

Becnel Uniforms, Inc. (Becnel), a Metro certified SBE, was established in 1952 and was incorporated in 1976. Becnel employs expert tailors and embroidery personnel. Many of their employees have decades of experience. In addition, they carry a large

inventory of uniforms available to Metro employees. Currently, Becnel has three contracts with Metro and have performed satisfactorily.

LA Uniform and Tailoring

LA Uniforms and Tailoring (LA Uniforms), a Metro certified SBE, was founded in 2017. The firm has invested in advanced machinery that offers all the functions and tools to create embroidery projects. LA Uniforms provide customized tailoring for any uniform purchased. The owner carries over 25 years of experience in tailoring and embroidery.



**DEOD SUMMARY**

**TRANSIT OPERATIONS SUPERVISOR UNIFORMS – BUS/RAIL  
PS113404000 and PS113405000**

**A. Small Business Participation**

Pursuant to 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 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**.

Becnel Uniforms, Inc., and LA Uniforms ~~and~~ Tailoring, both SBE primes, committed to perform 100% of the work with their own workforce.

**SMALL BUSINESS PRIME (SET-ASIDE)**

	<b>SBE Contractors</b>	<b>SBE % Committed</b>
1.	Becnel Uniforms, Inc. (Prime)	100%
2.	LA Uniforms and Tailoring (Prime)	100%
	<b>Total Commitment</b>	<b>100%</b>

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

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

**C. Prevailing Wage Applicability**

Prevailing wage is not applicable to this ~~C~~econtract.

**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~~LA/CCP is applicable only to construction contracts that have a construction contract value in excess of \$2.5 million.



## Board Report

File #: 2018-0579, File Type: Agreement

Agenda Number: 19.

### OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE OCTOBER 18, 2018

**SUBJECT: METRO RED LINE (MRL) UNINTERRUPTIBLE POWER SUPPLY (UPS) BATTERIES**

**ACTION: ESTABLISH A MRL UPS BATTERY SUPPLIER BENCH**

#### **RECOMMENDATION**

CONSIDER:

- A. ESTABLISHING two contract agreements solicited as Request for Information and Qualification (RFIQ) No. OP44570-2 with M.C. Dean, Incorporated and Skyler Electric Company, Incorporated for goods and services for amount of \$2,244,000 for a two year base period and \$1,000,000 for three one year options for a total not-to-exceed cumulative value of \$3,244,000, subject to resolution of protest(s), if any;
- B. AUTHORIZING the CEO to award Task Orders to qualified UPS Battery suppliers under the approved not-to-exceed cumulative total value of \$3,244,000; and
- C. AUTHORIZING the CEO to add additional qualified Uninterruptible Power Supply (UPS) Battery suppliers to the Bench subject to each potential supplier meeting the same RFIQ evaluation criteria qualifications; and award Task Orders to these qualified suppliers within the approved not-to-exceed cumulative total value of \$3,244,000.

#### **ISSUE**

The Uninterruptible Power Supply units and batteries on the Metro Red Line Segments 2 and 3 are in need of replacement as this system has become obsolete. During the July 2018 Board meeting, Contract No. OP36847000 was approved (File ID 2018-0069) for the purchase of the UPS units and staff is now seeking approval to award Bench contracts for the purchase of MRL UPS batteries as they are critical in providing backup power for emergency lighting, fire and life safety equipment, and communications in the event of power loss on the Red and Purple Lines.

Task Orders for the efficient and timely procurement of MRL UPS batteries is necessary as batteries have a shelf life or period in which they remain effective, useful, or suitable for consumption, of only a few months. Therefore, it is neither recommended nor cost effective to order more quantities than needed at any specific time to have in inventory ready for field installation. In addition, UPS Batteries are manufactured with metals such as lead and copper and their cost varies with fluctuations in the

commodity market, affecting pricing stability. Also, commercial UPS batteries required for critical Metro emergency systems are produced by manufacturers, which have impacted acquisition lead times by approximately eight to ten weeks.

This bench will ensure that Metro has multiple qualified, reliable vendors who are able to provide batteries at a competitive price and within a reasonable timeframe over a five year period, particularly during emergencies or situations that can adversely impact safety, service and reliability for our customers and employees. The bench will also allow additional prospective suppliers to apply, be evaluated against the same RFIQ evaluation criteria, and if deemed qualified, join the MRL UPS bench, increasing competitive pricing, stability and reliability relative to battery supply for Metro.

## **BACKGROUND**

The Metro Red Line has sixteen passenger stations and two facilities underground. These locations have a total of 36 UPS' with two or four hour battery banks in service. These banks of batteries are required to operate the UPS' and are critical for Fire and Life Safety functions. The UPS batteries provide emergency power for lighting and communication systems in order to evacuate patrons and employees when normal utility power to the underground passenger stations and facilities is interrupted or lost.

## **DISCUSSION**

The UPS in the Red and Purple Lines provides backup power for emergency lighting, fire and life safety equipment, and communications in the event of power loss. These systems facilitate the safe evacuation of passengers and staff during an emergency on the subway system. The UPS equipment is a complex system of electronic controls, transformers, inverters, circuit boards, battery banks, and a battery charger. When battery or other system failures occur, it is essential that Metro have the staff and battery components available to restore system functionality in the shortest possible time to minimize risk and continue the delivery of service.

In the event of a loss of utility power, each station has one or two banks of emergency back-up batteries that provide up to four hours of emergency power to (1) provide traction power control power, (2) provide power to operate Supervisory Control and Data Acquisition systems (SCADA), (3) operate Communication Systems, (4) operate Fire Life Safety monitoring (such as fire alarm, gas analyzers, etc.), and (5) Fire Life Safety mitigation systems (such as standpipes, deluge systems, etc.). The banks of batteries being proposed for replacement have reached the end of their useful life.

Staff recommends Task Orders to cover the immediate replacement of batteries that have reached the end of their useful life and subsequent batteries as they reach their lifespan end during the next five years.

## **DETERMINATION OF SAFETY IMPACT**

Approval of this award will have a positive impact on safety as the UPS is required for the proper functioning of critical emergency lighting for tunnels and passenger station evacuations. UPS

batteries also provide electrical power to operate law enforcement and Metro Security radio and communication systems, Variable Message Signs and Supervisory Control and Data Acquisition systems (SCADA). UPS batteries are also required for the control power to operate substation High Voltage Switchgears.

### **FINANCIAL IMPACT**

The total five-year contract amount is not to exceed \$3,244,000. Funding for Task Orders will come from Capital Project (CP) 205106 - Metro Red Line UPS Batteries Replacement and any future or ongoing capital projects established for the purchase of batteries for the Red Line as a part of Metro's State of Good Repair program . The Board approved a Life-of-Project (LOP) budget of \$3,684,000 in FY 17 for CP 205106. Funding of \$943,232 in CP 205106 is included in the FY 19 budget in cost center 3960 Rail Transit Engineering, project 205106, account 53102 - acquisition of equipment.

Since this is a multi-year contract, the Project Manager will ensure that the balance of funds is budgeted in future fiscal years in the appropriate capital projects.

### **Impact to Budget**

The current source of funds for this action are Proposition A 35%. This funding source currently maximizes allowable project funding allocations given approved funding provisions and guidelines.

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

Approval of this recommendation supports the following Metro Strategic Plan Goal 1: Provide responsive, accountable, and trustworthy governance within the Metro organization. This project will help maintain safety, service and reliability standards in an effort to provide a world-class transportation system that enhances quality of life for all who live, work, and play within LA County.

### **ALTERNATIVES CONSIDERED**

These requirements could be filled, as they occur, through a series of single source procurements, however, this approach is not recommended since it adds unnecessary cycle time and adds to the risk brought about by a battery failure. There are no other suitable energy sources to operate the critical emergency loads.

### **NEXT STEPS**

Upon Board approval, staff will proceed with issuing contracts and compete Task Orders among qualified suppliers on the bench.

### **ATTACHMENTS**

Attachment A - Expenditure Plan


Attachment B - Procurement Summary

Attachment C - DEOD Summary

Prepared by: Winston Dixon, Manager, Wayside Systems (213) 272-8229

Errol Taylor, Senior Executive Officer, Maintenance and Engineering, (213) 922-3227

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



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Phillip A. Washington  
Chief Executive Officer



**Expenditure Plan and Source of Funds**

**Metro Red Line Uninterrupted Power Supply (UPS) and Batteries Replacement**

<b>Item</b>	<b>Past ITD</b>	<b>Current FY 2019</b>	<b>Future FY 2020</b>	<b>Future FY 2021</b>	<b>Future FY 2022+</b>	<b>Total</b>
OP44570-2000 - UPS Batteries (Skyler Electric Co. and McDean Inc.)		\$ 500,000	\$ 400,000	\$ 1,344,000	\$ 1,000,000	\$ 3,244,000
OP36847000 - Uninterruptible Power Supply (Tristar Power Solutions)		\$ 300,000	\$ 240,000	\$ 240,000	\$ 224,000	\$ 1,004,000
OP10599800048045 - Rigging Services (United Riggers and Erectors)		\$ 25,000	\$ 25,000	\$ 25,000	\$ 25,000	\$ 100,000
PS54830-MOW-TO4 - Project Control Services (Gannett Fleming)		\$ 6,000	\$ 6,000	\$ 6,000	\$ 6,000	\$ 24,000
Services	\$ 18,724					\$ 18,724
Metro Labor	\$ -	\$ 114,200	\$ 118,460	\$ 122,669	\$ 134,680	\$ 490,009
<b>Total</b>	<b>\$ 18,724</b>	<b>\$ 945,200</b>	<b>\$ 789,460</b>	<b>\$ 1,737,669</b>	<b>\$ 1,389,680</b>	<b>\$ 4,880,733</b>

**Yearly Cash Flow Forecast:**

Project 205106 - MRL UPS Batteries	\$ 18,724	\$ 945,200	\$ 789,460	\$ 993,669	\$ 936,947	\$ 3,684,000
Other Capital Projects Established/Utilized for the Purchase of MRL Batteries				\$ 744,000	\$ 452,733	\$ 1,196,733

## PROCUREMENT SUMMARY

## Metro Red Line UPS Batteries OP44570-2000

1.	<b>Contract Number: OP44570-2000</b>	
2.	<b>Recommended Vendor:</b> M.C. Dean Inc. & Skyler Electric Co. Inc.	
3.	<b>Type of Procurement (check one):</b> <input type="checkbox"/> IFB <input type="checkbox"/> RFP <input type="checkbox"/> RFP-A&E <input type="checkbox"/> Non-Competitive <input type="checkbox"/> Modification <input checked="" type="checkbox"/> Task Order RFIQ	
4.	<b>Procurement Dates:</b>	
	<b>A. Issued:</b> 5/4/18	
	<b>B. Advertised/Publicized:</b> 4/27/18	
	<b>C. Pre-Proposal Conference:</b> 5/10/18	
	<b>D. Proposals Due:</b> 7/3/18	
	<b>E. Pre-Qualification Completed:</b>	
	<b>F. Conflict of Interest Form Submitted to Ethics:</b> 7/13/18	
	<b>G. Protest Period End Date:</b> 10/19/18	
5.	<b>Solicitations Picked up/Downloaded:</b> 22	<b>Bids/Proposals Received:</b> 2
6.	<b>Contract Administrator:</b> Aryani L. Guzman	<b>Telephone Number:</b> 213-922-1387
7.	<b>Project Manager:</b> Winston Dixon	<b>Telephone Number:</b> 213-922-3323

**A. Procurement Background**

This Board Action is to establish a pool of qualified vendors to be on a Task Order Bench to support Metro's Maintenance of Way (MOW) Department in the procurement of various UPS battery types for Metro Red Line (MRL) Station locations. Board approval of no cost contract agreements to be subsequently assigned competed Task Orders, are subject to resolution of any properly submitted protest.

A Request for Interest and Qualifications (RFIQ) was issued in accordance with Metro's Acquisition Policy.

Two (2) amendments were issued during the solicitation phase of this RFIQ:

- Amendment No. 1, issued May 31, 2018; to add battery types to Statement of Work.
- Amendment No. 2, issued June 5, 2018; to revise proposal due date.

A total of two (2) Interest and Qualification Statements were received on July 3, 2018.

## **B. Evaluation of Interest & Qualification Statement**

Interest and Qualification Statements were reviewed by the Source Selection Committee (SSC). The SSC consisted of technical staff members from Metro's MOW department that conducted a "Go" or "No-Go" evaluation based the following minimum qualifications as were defined in the RFIQ:

### **Experience**

- Knowledge and technical understanding of UPS Batteries
- A minimum of five (5) years of active engagement in installing and commissioning of industrial battery banks
- List of completed UPS Battery projects

### **Technical**

- Required to have a current & valid C10 electrical license
- Required to have a qualified technical & operations team (resumes required)
- Provide sample battery bank design, sizing, calculation similar to Metro's application
- Provide sample of battery Midtronics or Cellcorder test instrument test results for review

To qualify to be on the UPS Battery Bench a proposer was required to meet all the defined RFIQ minimum qualifications. Accordingly, an assigned "No Go" rating against any defined minimum qualification was cause for elimination from the evaluation process deeming the proposer non-responsive and ineligible for participation on Bench.

The following two firms met the RFIQ minimum qualifications, and were deemed responsive and responsible to the RFIQ solicitation requirements:

1. M.C. Dean, Incorporated
2. Skyler Electric Company, Incorporated

Placement on the Bench will not guarantee an award of any task order.

## **C. Cost/Price Analysis**

There was no price information required for the Interest and Qualification evaluation phase. Cost/Price Analysis will be performed, as appropriate, on resultant Task Order competitions.

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

### **M.C. Dean Inc.**

M.C. Dean, Incorporated has over 69 years of experience in providing electrical services to federal, state, and local governments, as well as transportation

authorities throughout the nation. M.C. Dean has local offices in California, including in Torrance, Concord, and Santa Clara. The Torrance office in Southern California will be the operational center for this project, with reach-back from their other California offices and their corporate headquarters located in the Washington, D.C. Metropolitan area. M.C. Dean has performed over 1,000 plus battery installations throughout hundreds of jobs in Southern California.

**Skyler Electric Co. Inc.**

Skyler Electric Company, Incorporated was founded in 1997 specializing in maintenance of complete DC plants and battery systems for telecommunications, rail systems, utilities, data centers and UPS industries. Its products include batteries, rectifiers, power distribution, power boards, converters, inverters and UPS systems. The firm has extensive experience in providing services to public agencies including Metro, and private entities such as AT&T and T-Mobile. Skyler has provided and installed UPS batteries at multiple Metro rail stations and their performance has been satisfactory. Skyler have local offices in Huntington Beach and Grass Valley California, and office locations in Kent, Washington and Bedford, Texas.

## DEOD SUMMARY

## METRO RED LINES UPS BATTERIES / OP44570-2000

**A. Small Business Participation**

The Diversity and Economic Opportunity Department (DEOD) established a 5% Small Business Enterprise (SBE) and 3% Disabled Veteran Business Enterprise (DVBE) goal for this solicitation. M.C. Dean, Inc. and Skyler Electric Company, Inc. formed teams that included SBE and DVBE firms without schedules or specific dollar commitments prior to the establishment of this Task Order Contract and have committed to meeting the 5% SBE and 3% DVBE goals.

In response to a task order request, the prime contractor will be required to identify SBE/DVBE subcontractor activity and actual dollar value commitments for that task order.

**Prime: M.C. Dean, Inc.**

<b>Small Business Goal</b>	<b>5% SBE 3% DVBE</b>	<b>Small Business Commitment</b>	<b>5% SBE 3% DVBE</b>
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	<b>SBE Subcontractor</b>	<b>% Committed</b>
1.	RBT Electric	5%
	<b>Total SBE Commitment</b>	<b>5%</b>

	<b>DVBE Subcontractor</b>	<b>% Committed</b>
1.	3531 Trucking Inc.	3%
	<b>Total DVBE Commitment</b>	<b>3%</b>

**Prime: Skyler Electric Company, Inc.**

<b>Small Business Goal</b>	<b>5% SBE 3% DVBE</b>	<b>Small Business Commitment</b>	<b>5% SBE 3% DVBE</b>
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	<b>SBE Subcontractor</b>	<b>% Committed</b>
1.	Southbay Transport Inc.	5%
	<b>Total SBE Commitment</b>	<b>5%</b>

	<b>DVBE Subcontractor</b>	<b>% Committed</b>
1.	SigTel, Inc	3%
	<b>Total DVBE Commitment</b>	<b>3%</b>

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

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

**C. Prevailing Wage Applicability**

Prevailing wage is not applicable to this Contract.

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

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



Metro

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

## Board Report

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**File #:** 2018-0508, **File Type:** Oral Report / Presentation

**Agenda Number:** 20.

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**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE  
OCTOBER 18, 2018**

**SUBJECT: OPERATIONS EMPLOYEES OF THE MONTH**

**RECOMMENDATION**

Operations Employees of the Month

**DISCUSSION**

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

# October Employees of the Month





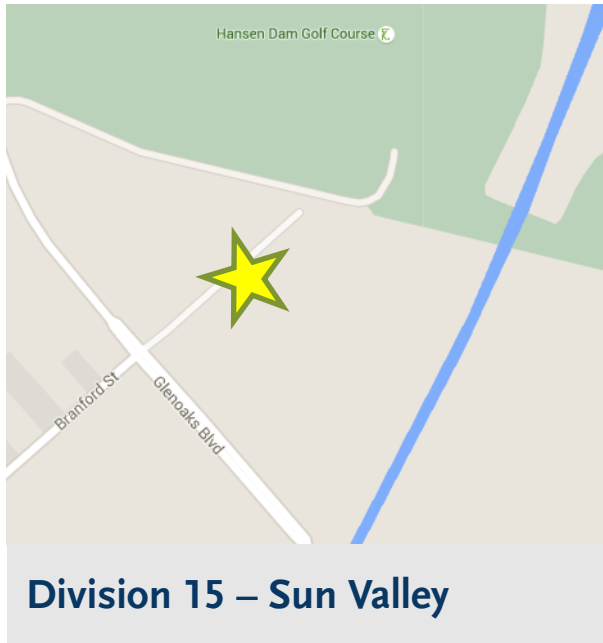
# Employees of the Month



## Transportation

Bus Operator

Darrin White

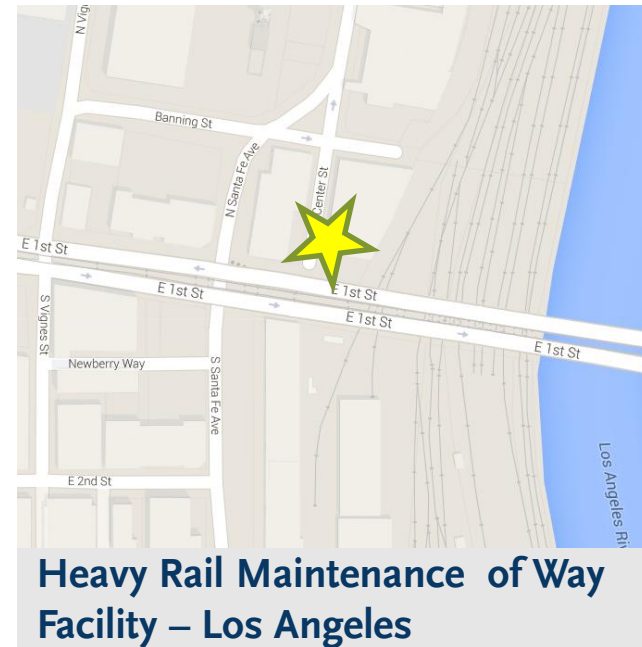


Division 15 – Sun Valley

## Maintenance

Signal Inspector

Fernando Manlutac



Heavy Rail Maintenance of Way  
Facility – Los Angeles



Metro



Metro

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

## Board Report

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**File #:** 2018-0509, **File Type:** Oral Report / Presentation

**Agenda Number:** 21.

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**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE  
OCTOBER 18, 2018**

**SUBJECT: ORAL REPORT ON OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE**

**RECOMMENDATION**

RECEIVE oral report on System Safety, Security and Operations.

# Metro Operations Cleanliness Program Update

October 18, 2018

*Operations, Safety and Customer Experience Committee*



**Metro**

# Customer Feedback on Cleanliness & Metro Goals

## Metro 2017 Customer Satisfaction Survey Results

- Surveyed over 18K respondents from diverse demographics representing a variety of transportation users
- 20% of respondents agreed that Metro is satisfactory in terms of cleanliness

## Metro Cleanliness Program Goals and KPI Information

- Metro Vision 2028 and Goal #2: Deliver Outstanding Trip Experiences for all Users of the Transportation System – Includes a Focus on Cleanliness Efforts
- Quality Assurance Staff Performs Monthly Bus and Rail Cleanliness Inspections
- Metro Cleanliness Goal/KPI for Bus and Rail vehicles is a 9/10
- FY18: Bus had a total of 13,614 complaints and 0.04% were related to cleanliness
- FY18: Rail had a total of 2,880 complaints and 2.01% were related to cleanliness

## Improvement Opportunities

- Cleanliness survey methodology can be better
- Metro can lead engaging others – Cities, County, and Railroads
- Metro can improve its own procedure and staff deployments

# Scope of Regular Bus and Rail Maintenance Activities

## Scope of Activities

- Bus and Rail Car Equipment
- Rail & Bus Maintenance Facilities
- Rail Stations & End of Line Maintenance Support
- Bus Terminals and Stops
- Active Rights-of-Way
- Metrolink ROW (in Metro area of responsibility)
- Caltrans Owned Park & Ride Lots

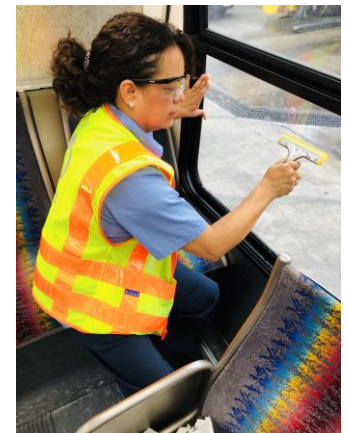
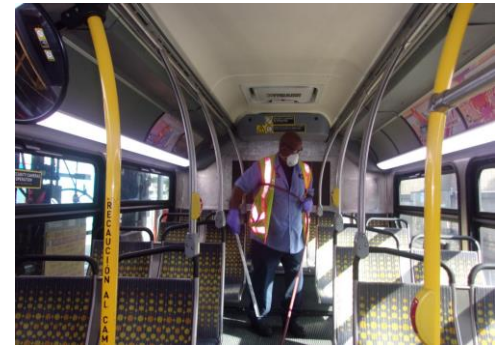
# Bus Equipment Cleanliness

## Daily Bus Exterior

- Buses washed every other day or as needed
- Division supervision performs daily cleanliness inspections

## Daily Bus Interior

- Thoroughly blowout/ vacuum interior of bus
- Mop floors
- Remove graffiti
- Windows and stanchions wiped down
- Clean and or replace seat inserts
- Remove gum
- Wipe down dash, drivers area and farebox



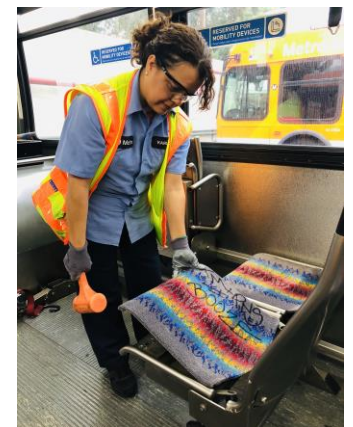
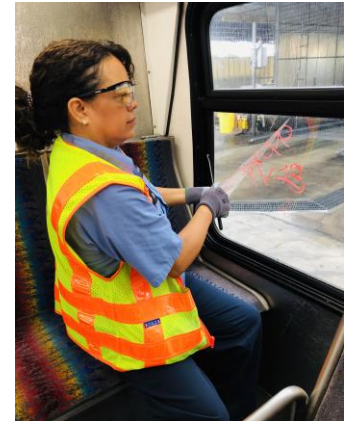
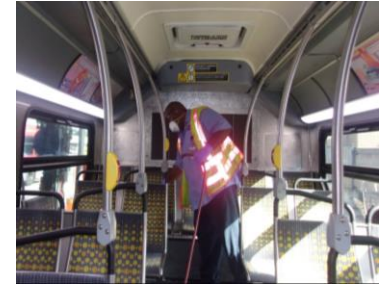
# Bus Equipment Cleanliness

## Monthly

- Deep interior cleaning
- Clean inside and behind all doors
- Clean rear, upper and lower AC vents
- Replace damaged window guards and seat inserts

## Quality Assurance Inspections

- To monitor maintenance activities and maintain Metro cleanliness standards, Quality Assurance performs monthly cleanliness inspections at all Bus Divisions



# Rail Car Cleanliness: Daily Mainline Activities

## Rail Car Cleaning Performed at Stations

- Union Station
- 7<sup>th</sup> and Metro
- Redondo Beach Station
- Downtown Santa Monica

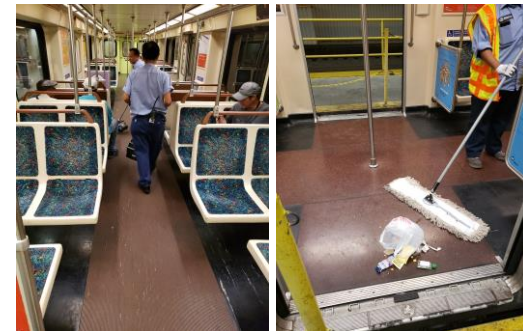
## Rail Car Mainline Cleaning Activities

- Sweep
- Clean up spills
- Trash removal

## Staffing

- 1<sup>st</sup> and 2<sup>nd</sup> Shifts – All 4 stations mentioned above
- 3<sup>rd</sup> Shift – Personnel are dispatched as required

*Evaluate deployment to rail lines and end of line stations.*





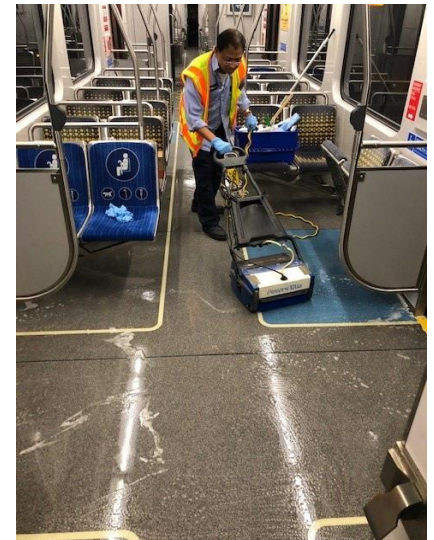
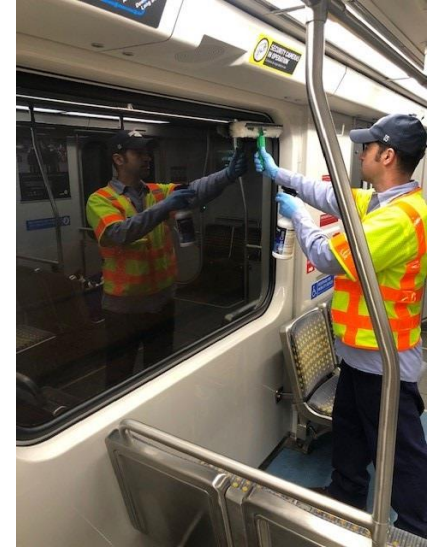
# Rail Car Cleanliness Update: Division Activities

## Rail Car Exterior

- Revenue rail cars are cleaned via automatic car wash facilities at the Divisions

## Daily Rail Car Interior

- Sweep and mop floors
- Clean and vacuum fabric seat inserts
- Wipe down seat frames, stanchions and windows
- Remove trash from operator cabs
- Remove graffiti and gum



# Rail Car Cleanliness Update: Division Activities

## Bi-Weekly

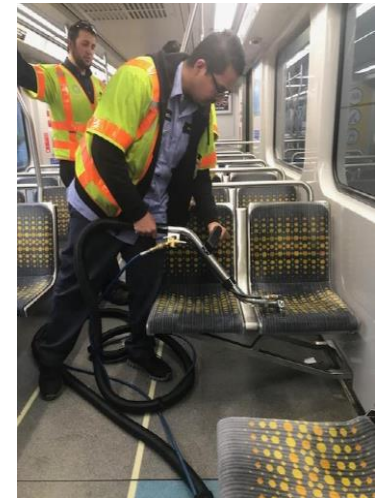
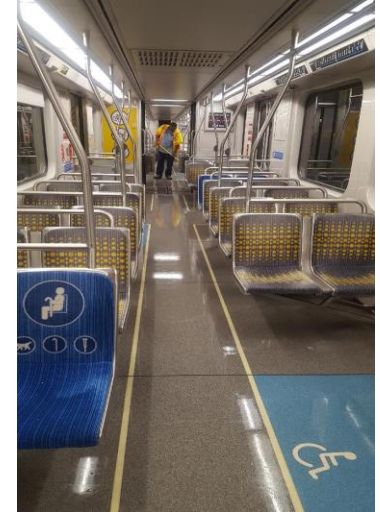
- Treatment for pesticides

## Monthly

- Interior deep cleaning and detailing: including floor scrubbing, fabric seat insert deep cleaning or replacement, interior appointments and panels scrub, and paint touch-ups
- Replace window vandal film as required

## Quality Assurance

- To monitor maintenance activities and maintain Metro cleanliness standards, Quality Assurance performs monthly cleanliness inspections on all rail car lines



# Rail Station Custodial Cleanliness Update

## Daily

- All rail stations are cleaned at a minimum of twice daily which includes:
  - Trash receptacle emptying
  - Spot sweeping and mopping (floors and stairs)
  - Dusting and wiping of ticket machines, map cases, handrails, and pylons
  - Elevator cleanup
  - Odor mitigation

## Weekly

- All heavy/light rail stations are pressure washed at a minimum of once per week which includes the use of a heated and high-pressure water spray to eliminate and disinfect the following from surfaces and structures :
  - Grime
  - Dirt
  - Gum
  - Human waste



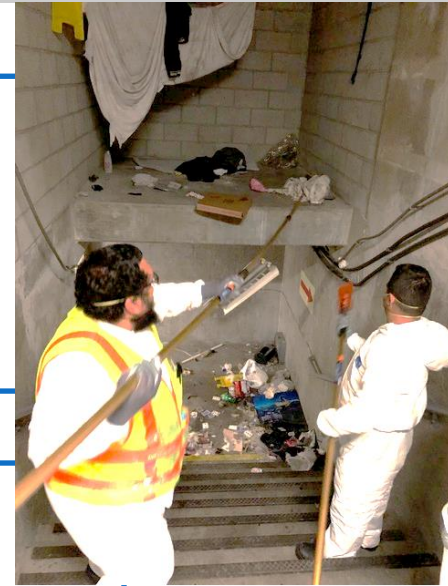
# Rail Station Custodial Cleanliness Update

## Monthly

- Each station is detailed at least once per month which includes:
  - Deep stain cleaning
  - Scrub/wipe of all station elements
  - Odor mitigation

## As-Needed

- Respond to the following within two hours of receiving notification:
  - Debris
  - Liquid spills
  - Broken glass
  - Human waste cleanups
- Respond to ancillary corridor intrusion cleanups within 24-hours of notification.
- Provide custodial support for special events



# ROW, Station, Facilities and Lots Update

## Daily

- Graffiti abatement services at Rail Stations



Before – Blue Line



After – Blue Line

## Weekly

- Landscape maintenance
- Irrigation maintenance
- Trash removal and waste management services
- Power sweeping services



Before- Red Line



After – Red Line

## Monthly

- Glass and stainless steel anti-graffiti film replacement services
- Pest and bird control services



Before – Green Line



After – Green Line

# ROW, Station, Facilities and Lots Update

## Quarterly

- Vegetation and weed removal including herbicide application services

## As-Needed/Other

- Waste management services
- Tree trimming services
- Fencing repairs
- Graffiti abatement along the ROW
- Glass-repair at stations on an as needed basis
- Red and Gold Line tunnel washing services



# Metro Blue Line - ROW



Metro Fence Line & UP Wilmington Sub-Division



Adjacent Property Graffiti



UP Train

*Metro can engage Cities, County and Railroads more efficiently*

# Metro Blue Line



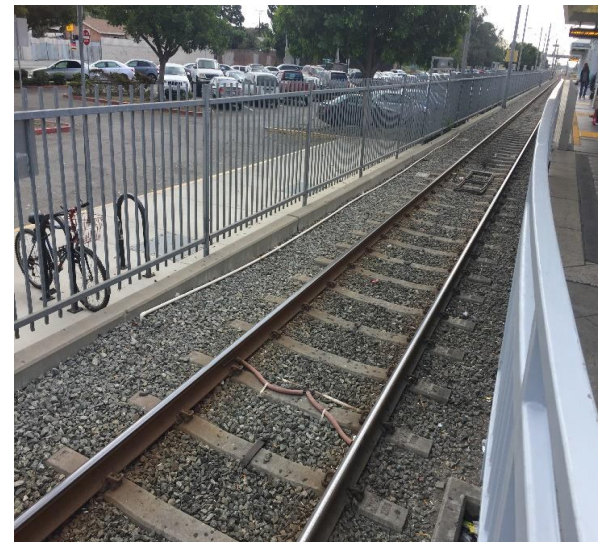
Trash free ROW Del Amo Station



Trash free ROW Del Amo Station



Trash free ROW Pico Station



Trash free ROW Florence Station





# Metro Expo Line



Expo - Expo/Vermont Station – Trash Free



Jefferson/USC Station – Trash Free & Trees Trimmed

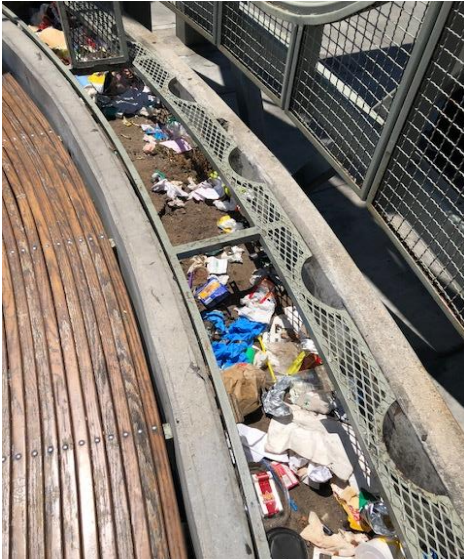
# Green Line



Vermont/Athens Station - Before



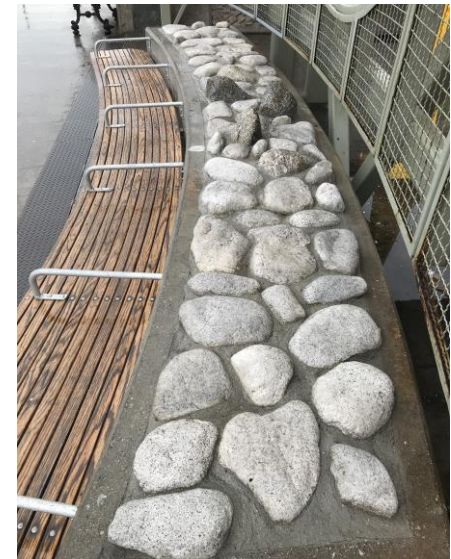
Vermont/Athens Station - After



Vermont/Athens Station - Before



Vermont/Athens Station - After



Vermont/Athens Station - Final



**Metro**

# Gold Line



Lincoln/Cypress Station - Before



Lincoln/Cypress Station - After

# ROW Cleanliness: Challenges, QA Programs and Path Forward



## ROW Locations Heavily Affected by Cleanliness and Homelessness – FY19 Emphasis

- Metro is developing encampment clean-up priorities and protocols to keep our ROWs safe and clean

## Path Forward: Partnership Opportunities & Improved Cleanliness Evaluation Tools



- FY19: \$4.2M homelessness outreach program to allow for enhanced outreach and placement services of homeless on Metro ROWs
- Opportunity for cooperation and collaboration between external partner agencies to contribute to Metro's Cleanliness results throughout LA County, Cities, and shared ROWs & Railroads
- Commitment from Operations to strengthen station and terminal and vehicle cleanliness evaluation tools and procedures



## Board Report

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**File #:** 2018-0555, **File Type:** Informational Report

**Agenda Number:** 36.

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**OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE  
EXECUTIVE MANAGEMENT COMMITTEE  
OCTOBER 18, 2018**

**SUBJECT: NEXTGEN UPDATE: TRANSIT COMPETITIVENESS AND MARKET POTENTIAL**

**ACTION: RECEIVE AND FILE**

### **RECOMMENDATION**

RECEIVE AND FILE an update on NextGen transit competitiveness and market potential information.

### **ISSUE**

On June 28, 2018, the Board of Directors approved Motion 38.1 in relation to Item 38: NextGen Bus Study Service Parameters. The Motion directed the NextGen Bus Study to endorse travel speed, service frequency, and system reliability as the highest priority service parameters to guide the work of the project. With these service parameters defined, this report responds with detailed findings on where these service parameters fit as Metro seeks to prioritize service concepts in the next phase of the project.

### **BACKGROUND**

The goal of the NextGen Bus Study is to design a new bus network that is more relevant, reflective of, and attractive to the residents of LA County. Since 2014, Metro has seen a decline in bus ridership around 20%. This is consistent with many transit agencies across the nation. There are a number of potential explanations for the ridership decline, so it is important to fully understand these issues, particularly as it relates to the diverse needs of LA County.

While Metro's bus network carries over 70% of combined Metro bus and rail ridership, the bus network has not seen major changes in over 25 years. Today, there are more people, more places to go, and more ways to get there. As a result, Metro's bus network has fallen out of alignment with the way people need to travel today.

### **DISCUSSION**

The NextGen Bus Study seeks to improve the bus network for current, former and potential customers. While it is critical to examine the data, it is important to engage with the community and

understand their preferences. As a result, the project has completed a robust campaign of outreach to date.

- 113,000 Multi-lingual Take Ones
- 350,000 Database Contacts
- 30+ Community Based Organization, Faith-Based & Community Events/Presentations
- 25+ Regional Service Council Presentations
- 18+ Community Pop-Up Events
- 10 Rap Sessions with Bus Divisions
- 3 Working Group Meetings
- 3 Customer Care Focus Group Sessions
- 2 Da Vinci High School Student Workshops
- 2 Telephone Town Halls
- 2 Technical Advisory Committee Meetings
- 2 Internal Working Group Meetings

The NextGen Bus Study has determined that there are four types of riders.

- 7% Frequent (ride 3-4 times per week)
- 22% Occasional (ride 2-3 times per month)
- 55% Infrequent (ride 1-2 times per year)
- 16% Non-Rider

While the number of frequent riders only accounts for 7% of all LA County residents, frequent riders represent 80% of all Metro bus boardings. However, the frequent rider base has been declining, as there are a number of publicized factors for this, including affordable car loans, more reliable cars, ease of getting a driver's license, rideshare expansion, and displacement. This means that every frequent rider lost accounts for 2-3 times loss in ridership. The question becomes whether it is prudent to continue prioritizing a shrinking ridership base or explore emerging markets which may have different travel preferences.

According to the Metro Customer Survey conducted in 2017, 31% of current riders stated that their main reason for riding for convenience. Some other positive attributes included not wanting to drive in traffic, good for the environment, and cheaper than parking. Primary improvements desired among current riders were more frequent and reliable service. When compared with Non-Riders, their main reason for not riding is because the bus is too slow from traffic and too many transfers. However, both current riders and non-riders agree that the most important service parameters Metro should focus on are being fast, frequent and reliable. This is consistent with the service parameters outlined in Motion 40.1.

With existing levels of service, Metro cannot be fast, frequent and reliable along every corridor, all day and everyday. Therefore, policy choices must be made to prioritize where and when it makes sense to implement these parameters.

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While many people perceive the Metro bus network to not go where people want to travel, the Metro system in fact covers 85% of all trips in LA County. In many cases, however, these trips are not time competitive with other options. The study examined transit speed competitiveness by using a combination of TAP data and cell phone, location-based data to learn where and when people wanted to travel for both transit and non-transit trips. These trips were then calculated through trip planners to compare travel times and establish which markets are compatible for transit. The analysis revealed that transit can be competitive with other trips so long as it does not take more than twice as long as driving.

A transit journey generally consists of two components, the walk/wait time at the bus stop, then the on-board time as the bus is traveling. These two factors make up total transit travel time. For short trips, the walk/wait time is more critical to riders, as studies show the perception of wait time can be 2-3 times the actual time. For longer trips, the on-board time becomes more critical, as riders spend the majority of time traveling on the bus as opposed to waiting at a bus stop. This reveals that to be competitive for short trips, frequency is critical for minimizing the walk/wait time. To be competitive for long trips, travel speed is critical for minimizing the on-board time. Travel speed can be improved by a number of strategies, including dedicated bus lanes, transit signal priority, and bus stop consolidation.

Today, Metro captures the greatest market share on long distance riders traveling over 10 miles. However, the overall market for long distance trips, whether transit or non-transit, represents only 16% of total trips taken in LA County. The largest amount of total trips are within a shorter distance of 1-5 miles, representing 46% of total trips taken in LA County. If Metro can match its transit share of this 1-5 mile segment with the long distance segment, bus ridership would increase by 500,000 trips.

In order to address the large, short distance trip market, Metro must understand when, where and why these trips generally occur. Short trips serve a variety of purposes, including workers traveling to a local business, single mothers running errands with children, and people traveling for dining or entertainment. These trips all share a similar attribute that the travel occurs primarily during the midday and evening period. This is in contrast to the long distance, commute trips which tend to be during the morning and evening rush hour, focused on major employment centers. As a result, while Metro service currently serves the morning and evening commute trips well, there are missed opportunities for midday and late evening travel when many short distance, non-commute trips are being made.

In summary, there are two areas where Metro should focus on to better meet the needs of LA County travel. First, Metro should build on its success of long distance, commute trips by improving on-board travel times. Second, Metro should enter the short distance, non-commute market where nearly 50% of total LA County trips are made by improving frequencies to reduce wait time at bus stops. These areas for improvement will be selected based on a data driven analysis and extensive public outreach.

## **DETERMINATION OF SAFETY IMPACT**

The recommended action of improving on-board travel times and service frequencies will enhance Metro's ability to provide service that is safe and reliable.

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## **IMPLEMENTATION OF STRATEGIC PLAN GOALS**

Approval of this recommendation supports the following Metro Strategic Plan Goals: Provide high-quality mobility options that enable people to spend less time traveling. Deliver outstanding trip experiences for all users of the transportation system. Enhance communities and lives through mobility and access to opportunity. Provide responsive, accountable, and trustworthy governance within the Metro organization. This project will improve safety, service, and reliability in an effort to provide a world-class transportation system that enhances quality of life for all who live, work, and play within LA County.

## **ALTERNATIVES CONSIDERED**

The fulfillment of this project could be accomplished through maintaining the existing bus network. For this project, staff does not recommend this approach. Staff asserts that there are distinct advantages to Metro in better responding to meet the needs of where, when and why people travel in LA County today. As a result, Metro expects bus ridership to improve both in quantity and quality.

## **NEXT STEPS**

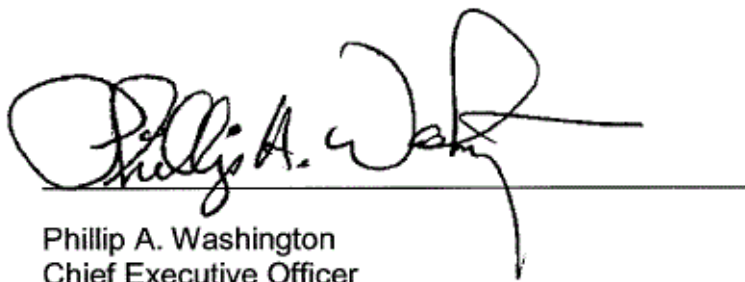
Staff will continue working with the NextGen Working Group to prioritize service concepts, then return to the Board in January 2019 with a recommendation on service concepts. If approved, staff will begin translating service concepts into line-by-line improvements for service changes starting in December 2019 and continuing through June 2020.

## **ATTACHMENTS**

Attachment A - NextGen FAQ

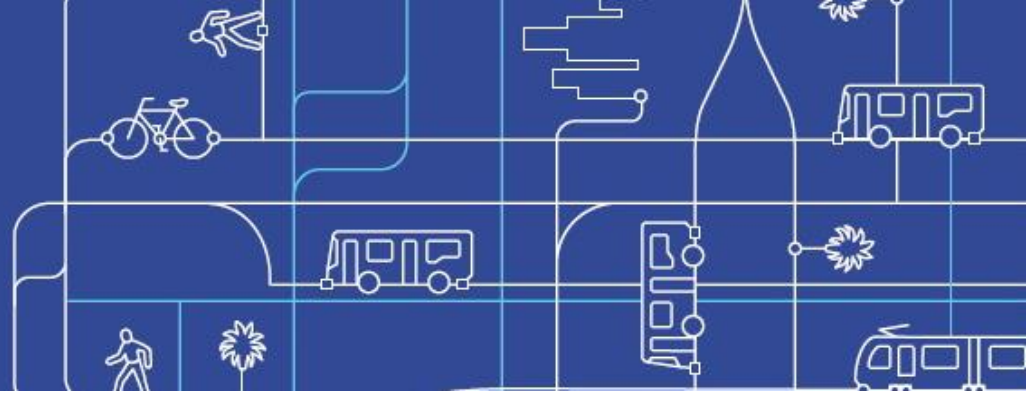
Prepared by: Stephen Tu, Sr. Manager, Operations, (213) 418-3005  
Conan Cheung, Sr. Executive Officer, Operations, (213) 418-3034

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



Phillip A. Washington  
Chief Executive Officer





## NextGen Bus Study: Frequently Asked Questions

### OVERVIEW

#### 1) What is the NextGen Bus Study?

Metro has set out to design a new bus network that is more relevant, reflective of, and attractive to the residents of LA County. We believe this redesigned network will improve service to current riders, attract a new generation of users and win back past customers. The NextGen Bus Study consists of four steps. At each stage, the public will be encouraged to actively participate and provide informative and valuable input.

#### 2) Why is Metro doing this now?

Simply put, the bus network in LA County carries over 70% of Metro customers but has not had a major overhaul in 25 years. Since that time, our county has evolved dramatically. Over a million residents have been added, transforming many local communities with new travel patterns. The Metro Rail system was just beginning 25 years ago, but now LA County has 105 miles of service and service will continue to grow steadily over the next 25 years. In addition, with new transportation options like ride hailing apps and bike share, it is important that our bus system integrates with all the ways Angelinos travel today, with flexibility built in for the future.

#### 3) When is the NextGen Bus Study happening?

The NextGen Bus Study began in Spring 2018 and is estimated to take 18 months to be completed.

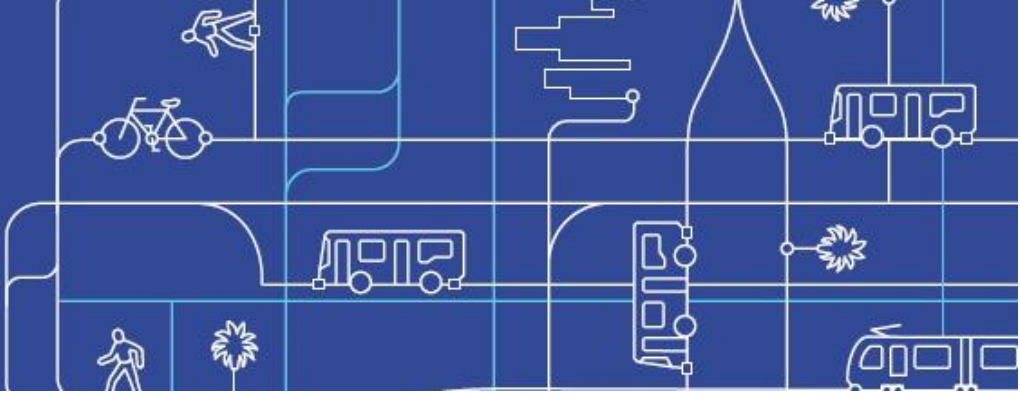
#### 4) When will the NextGen Bus Service Plan be implemented?

Bus service changes will be implemented starting in Fall 2019.

#### 5) Will the NextGen Bus Study result in minor adjustments to the current bus network or truly redesign the system with a “clean slate approach”?

The goal of the NextGen Bus Study is to create an attractive and competitive world-class bus system. To achieve this goal, all aspects of Metro bus service are on the table for study, including speed, distance, frequency, time of day, reliability as well as quality of service and safety. Some of the most heavily traveled lines, e.g. Vermont Ave., Western Ave., Ventura Blvd., may not see major changes, but may be modified to provide better connections to other routes and services. Public input along with the technical evaluation of travel data will inform the extent of the changes.

# NEXTGEN Bus Study



## **COORDINATION WITH OTHER STUDIES/SERVICE PROVIDERS**

### **6) How is the NextGen Bus Study integrating with Metro’s Bus Rapid Transit (BRT) Vision and Principles Study?**

The BRT Vision and Principles Study will establish and build consensus on a clear vision, goals and objectives for the BRT system and develop guidance on the design of the BRT network. It will also facilitate the identification and prioritization of future BRT candidate corridors. The NextGen Bus Study will coordinate and share data with the BRT study team in order to improve bus speeds and maximize Metro’s investment in future BRT corridors. Data to be shared includes travel demand data, identification of congested corridors, and auto vs. transit travel time ratios for major travel corridors, which will assist the BRT study with the identification and prioritization of the first decade Measure M BRT project, which has an expected opening date of FY 2022-2024. In addition, the NextGen Bus Study will develop short term recommendations for “hot spot” speed and reliability improvements on major transit corridors based on guidelines, which will further help guide BRT investment.

### **7) How is the NextGen Bus Study integrating with future Metro Rail/BRT capital projects?**

The NextGen Bus Study is focusing on a 10-year horizon (2030). Therefore, all rail lines under construction, including Crenshaw/LAX, Regional Connector, and Westside Purple Line Extension Phase 1, 2, 3, are assumed as part of the existing transit infrastructure. In addition, future projects currently in the planning stage and expected to be under construction within the next 10 years will be considered in route planning and scheduling decisions, including the East San Fernando Valley Transit Corridor, Sepulveda Transit Corridor Project, West Santa Ana Branch Transit Corridor, Gold Line Foothill Extension Phase 2B to Claremont, Green Line Torrance Extension, Vermont Corridor BRT, North Hollywood to Pasadena Transit Corridor BRT, and North San Fernando Valley Transit Corridor BRT.

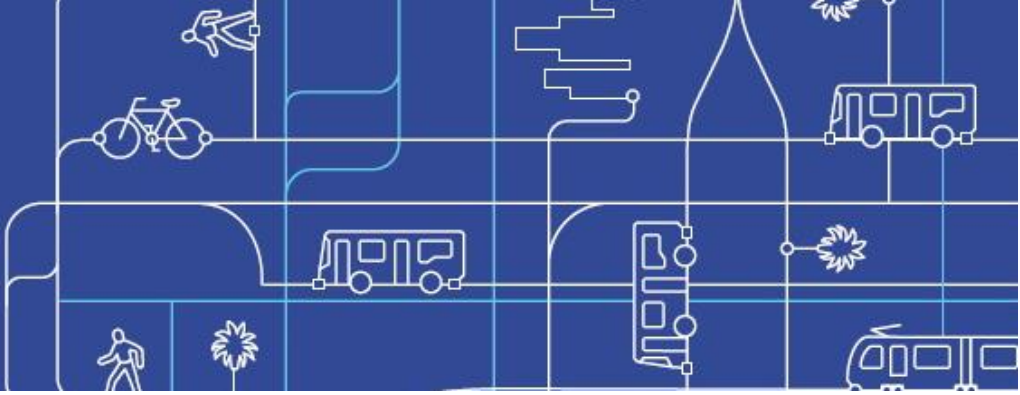
### **8) How is the NextGen Bus Study integrating with the MicroTransit Pilot Project and Mobility on Demand Grant Program?**

The Mobility on Demand Program and the MicroTransit Pilot Projects will be integrated into the network once they have been implemented. The NextGen Bus Study will account for these during the study process.

### **9) Will bus service provided by the LA County municipal transit operators also be included in the NextGen Bus Study?**

Through the NextGen Bus Study, we are taking a holistic approach to the LA County bus system that does not look at Metro alone but instead leverages all resources, including municipal operators.

# NEXTGEN Bus Study



## **10) How is the Long Range Transportation Plan integrating the NextGen Bus Study in its update process?**

The NextGen Bus Study and the Long Range Transportation Plan (LRTP) are already integrating in terms of coordinated public outreach efforts and travel demand data sharing. The LRTP has many components, but the portion on future bus system operations will be structured around the findings and outcomes from the NextGen Bus Study, along with other Metro policies and programs. This includes a thorough examination of how the system can best function in future decades based on what NextGen tells us about Metro's current system, combined with other forecasts about future regional growth, and how to ensure the bus infrastructure is funded and maintained in a constant state of good repair. This is a sequential coordination with each phase informing the next.

## **FUNDING/RESOURCES**

### **11) Will the NextGen Bus Service Plan be constrained to the 7 million service hours currently available?**

The initial assumption of the NextGen Bus Study is to develop a service plan within the range of 7 million service hours, plus or minus 10 percent (6.3 million to 7.7 million hours). However, this does not preclude Metro from developing a service plan that exceeds this range should the benefits justify any tradeoffs to other Metro projects and programs.

### **12) How will fares be affected?**

The NextGen Bus Study is a study of the bus system; fares are not being considered as part of this effort.

## **PUBLIC INVOLVEMENT & COMMUNITY ISSUES**

### **13) Will there be further opportunities for public input on the NextGen Bus Study?**

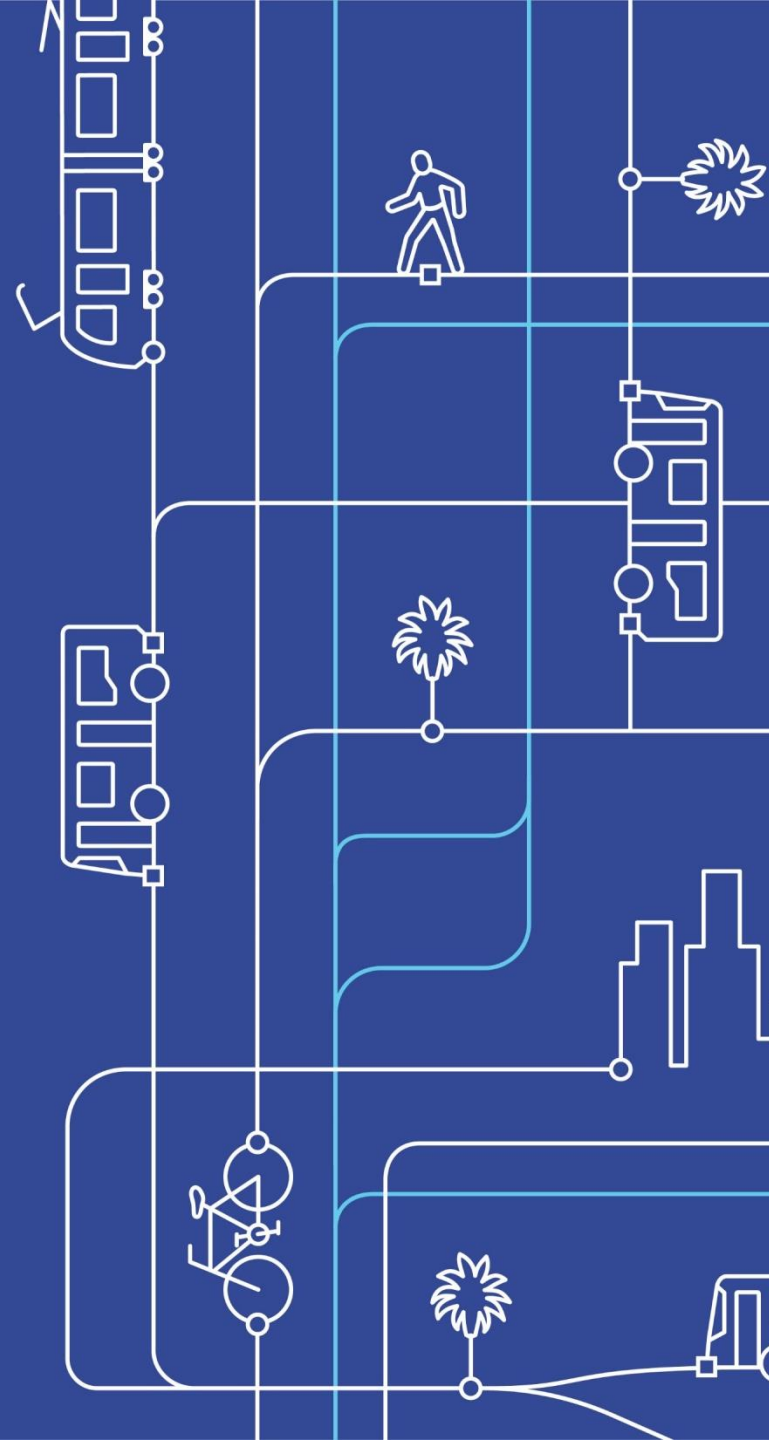
Yes. Public engagement is critical to the success of the NextGen Bus Study and Metro is actively soliciting input. Here are some of the current and upcoming opportunities:

- Help Metro rank and prioritize bus service characteristics with our online engagement tool: <https://nextgen.metroquest.com>.
- Attend a public meeting in November 2018 - visit [www.metro.net/nextgen](http://www.metro.net/nextgen) for more details.
- Email your thoughts or request a presentation for your organization by contacting Robert Cáliz at [nextgen@metro.net](mailto:nextgen@metro.net).

# NEXTGEN Bus Study

## Transit Competitiveness and Market Potential

Operations, Safety, and  
Customer Experience Committee  
Executive Management Committee  
10.18.18



# Study Process

SPRING/SUMMER 2018

FALL 2018/WINTER 2019

SPRING/SUMMER 2019

FALL 2019/WINTER 2020

## Step 1

### Market Demand and Travel Patterns, Existing Service Evaluation

Project awareness and listening to what the market tells us about how we travel, evaluate how existing bus service relates to the needs of the rider.

## Step 2

### Policy Choices for Service (or Market) Priorities, Service Characteristics, and Network Design

Policies to develop potential bus service priorities to better meet the needs of the rider.

## Step 3

### Service Design Guidelines and Route/Schedule Changes

Redesign new routes and schedules based on guidelines and parameters reflecting the adopted Policy Choices.

## Step 4

### Implementation and Marketing

Implement new routes and schedules that reflect the way people travel today. Market the new services to existing, former, and non-riders through education and information sharing tools.



Continuous public engagement →

Telephone Town Hall Meetings



Community Pop-up Events



Community Based Organization Briefings



Service Council/Board Briefings



Community Pop-up Events



Working Group & Stakeholder Briefings



Public Meetings & Webcasts



Service Council/Board Briefings



Metro Board Approval



Telephone Town Hall Meetings



Muni Operators & Local Jurisdictions Collaboration



Formal Public Hearings



Service Council/Board Briefings



Marketing & Messaging



Community Pop-up Events



Public Meetings & Webcasts



Service Council/Board Briefings

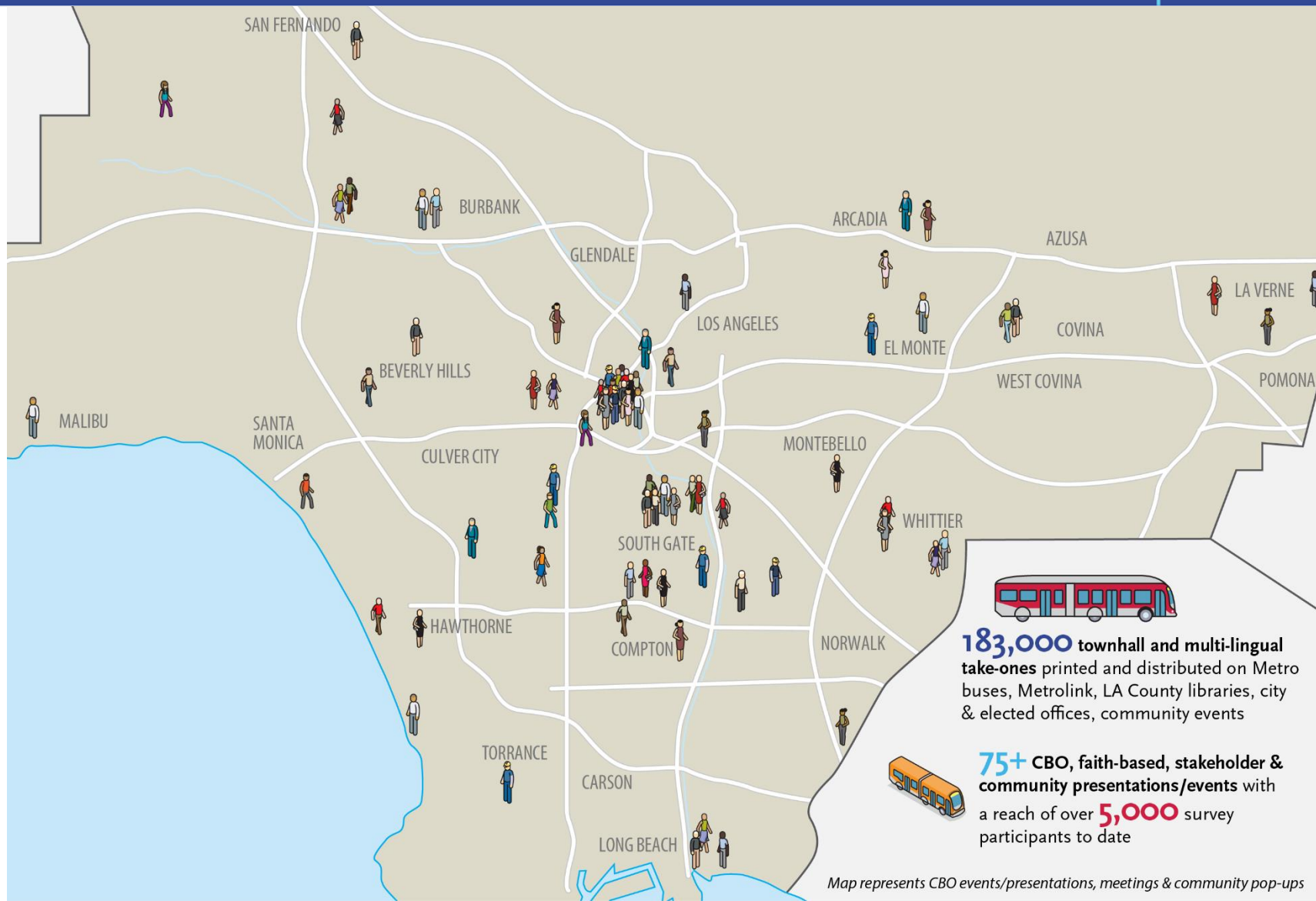


Metro Service Council/Board Approval



Continuous online engagement tools: questionnaire, interactive survey and map →

# Stakeholder Engagement



# Service Parameters

## All Riders

Travel Speed

Frequency

Reliability

## Current

More Service

Fares

Information

## Former

Security  
(women, certain geographies)

First/Last Mile  
(elderly, higher income)

Comfort  
(odors, crowding)

## Infrequent/ Non-Rider

Information  
(non-riders)

First/Last Mile  
(women, youth, elderly)

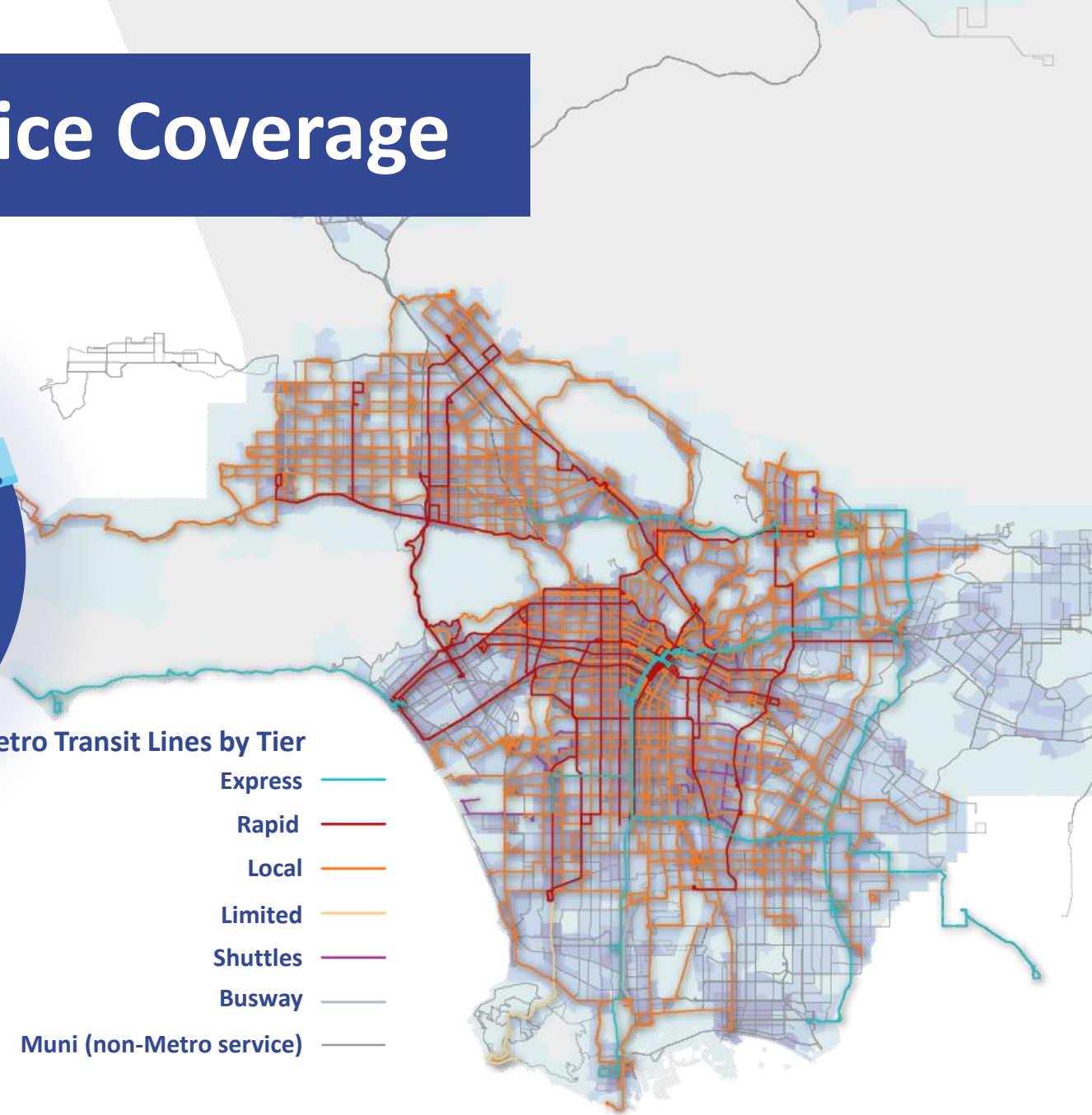
Comfort  
(odors, crowding)

# Transit Service Coverage

Transit is accessible to 85% of all trips made in the region.

## Metro Transit Lines by Tier

- Express —
- Rapid —
- Local —
- Limited —
- Shuttles —
- Busway —
- Muni (non-Metro service) —





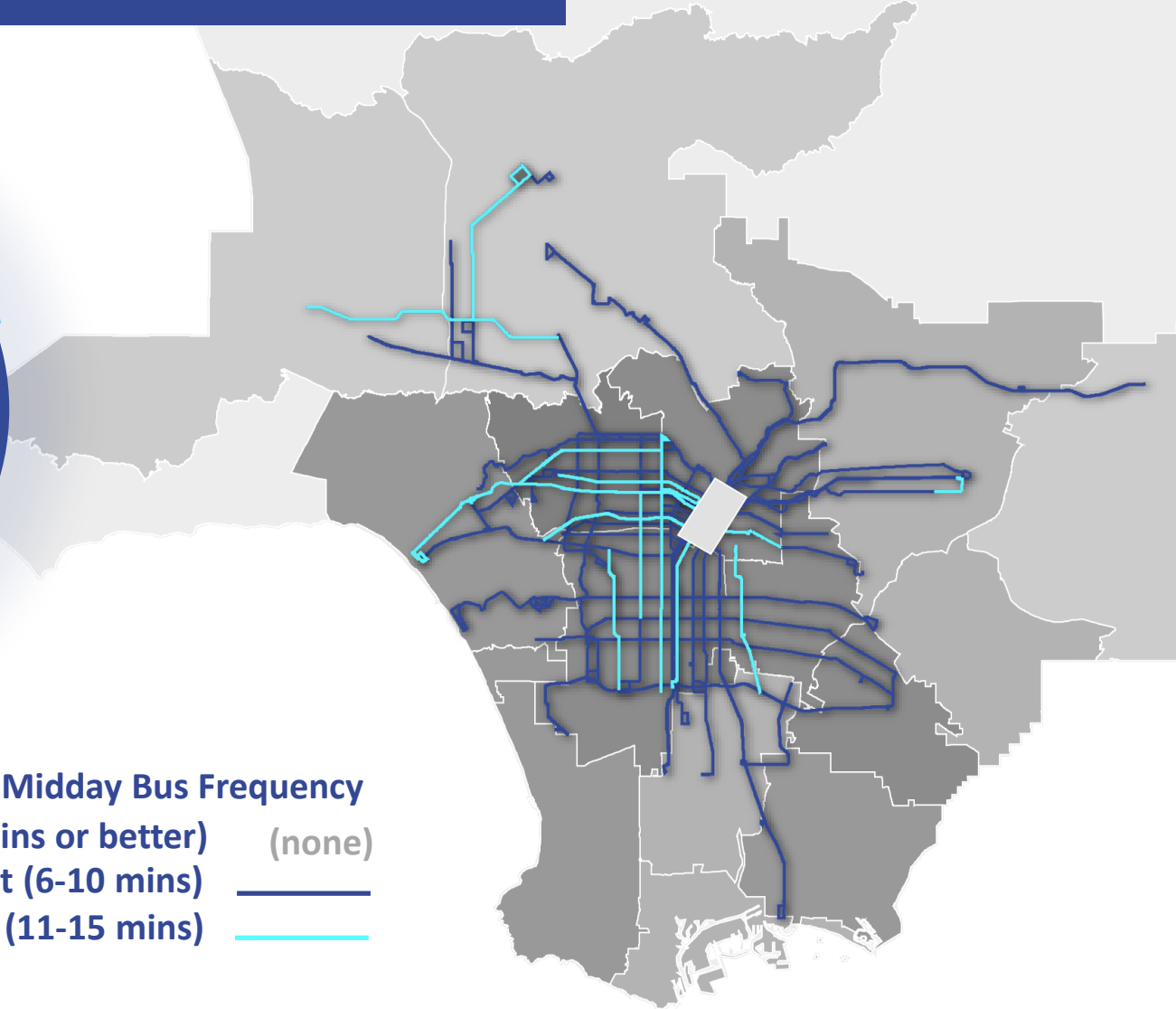


# Transit Service Density

  
**All day  
frequent service  
is concentrated  
in Central LA  
County**

### Midday Bus Frequency

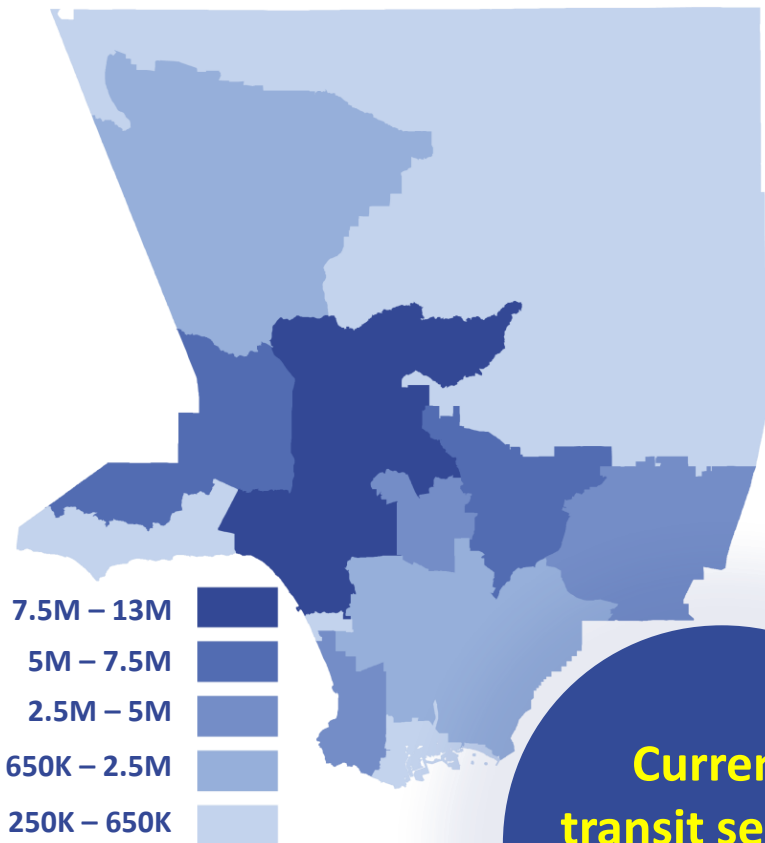
- Super Frequent (5 mins or better) (none)
- Very Frequent (6-10 mins) 
- Frequent (11-15 mins) 



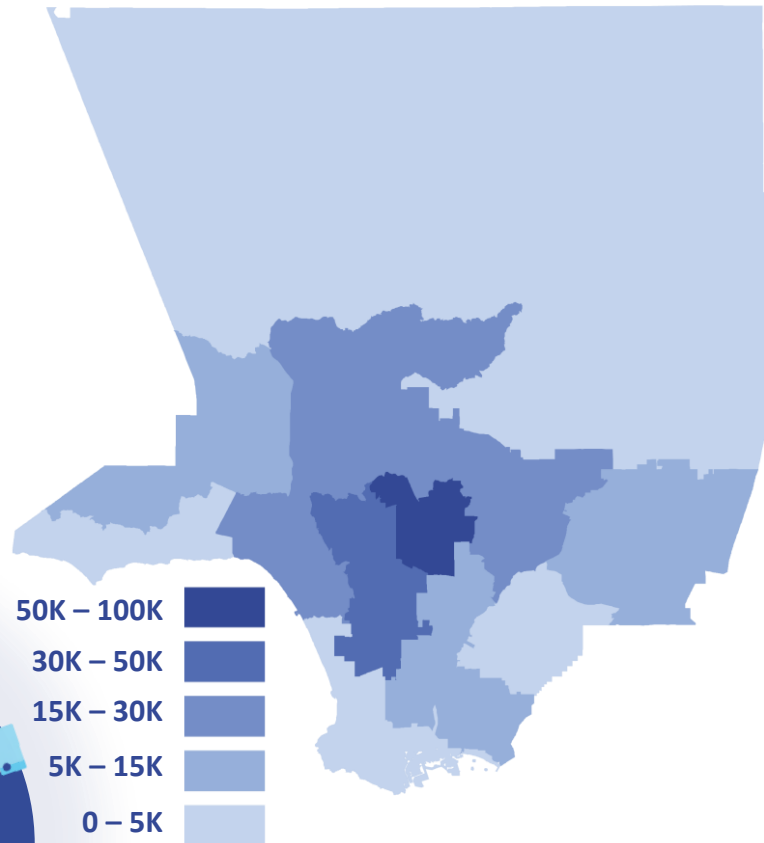
# Trip Origins

# Total vs Transit Trips

All Trip Origins (cell phone data)



Transit Origins (TAP data)



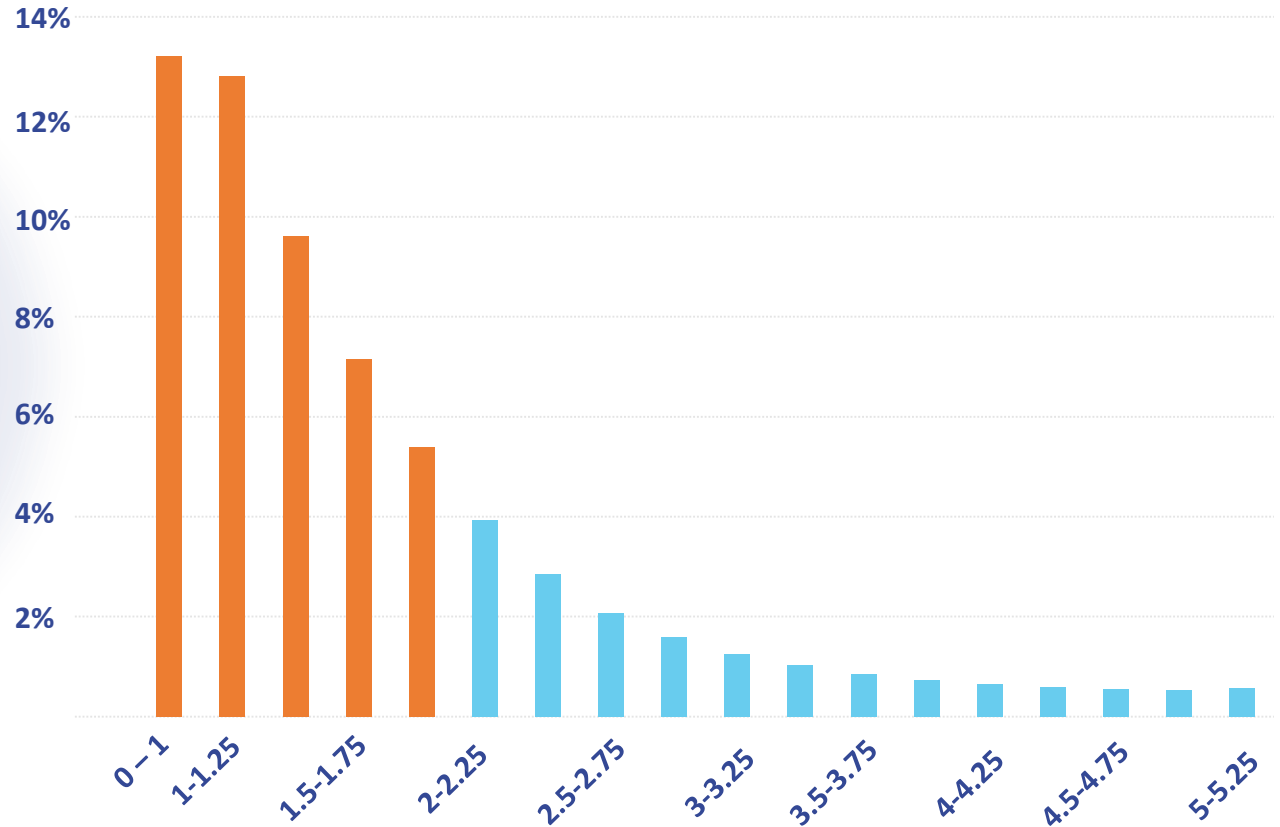
**Current  
transit service  
is not always  
competitive**

# Competitiveness of Relative Travel Times

## Travel Time Comparison with Auto

Transit Market Share

Transit is most competitive when no more than 2x slower than auto



Transit to Drive Time Ratio

# Understanding Trip Purposes

## Commuter Trips

Travel from home to a regular destination at an employment center during peak hours



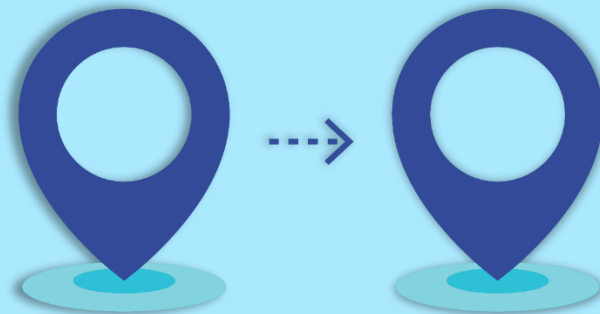
## Work Trips

Travel from home to a regular destination nearby anytime during the day or week



## Other Trips

Occasional travel from a changing origin to a changing destination



# When is Travel Speed important?

*For Long Distance Trips: 10 to 12.5 Miles*

Travel Speed is the key factor for longer trips.



30% of time getting to/from transit

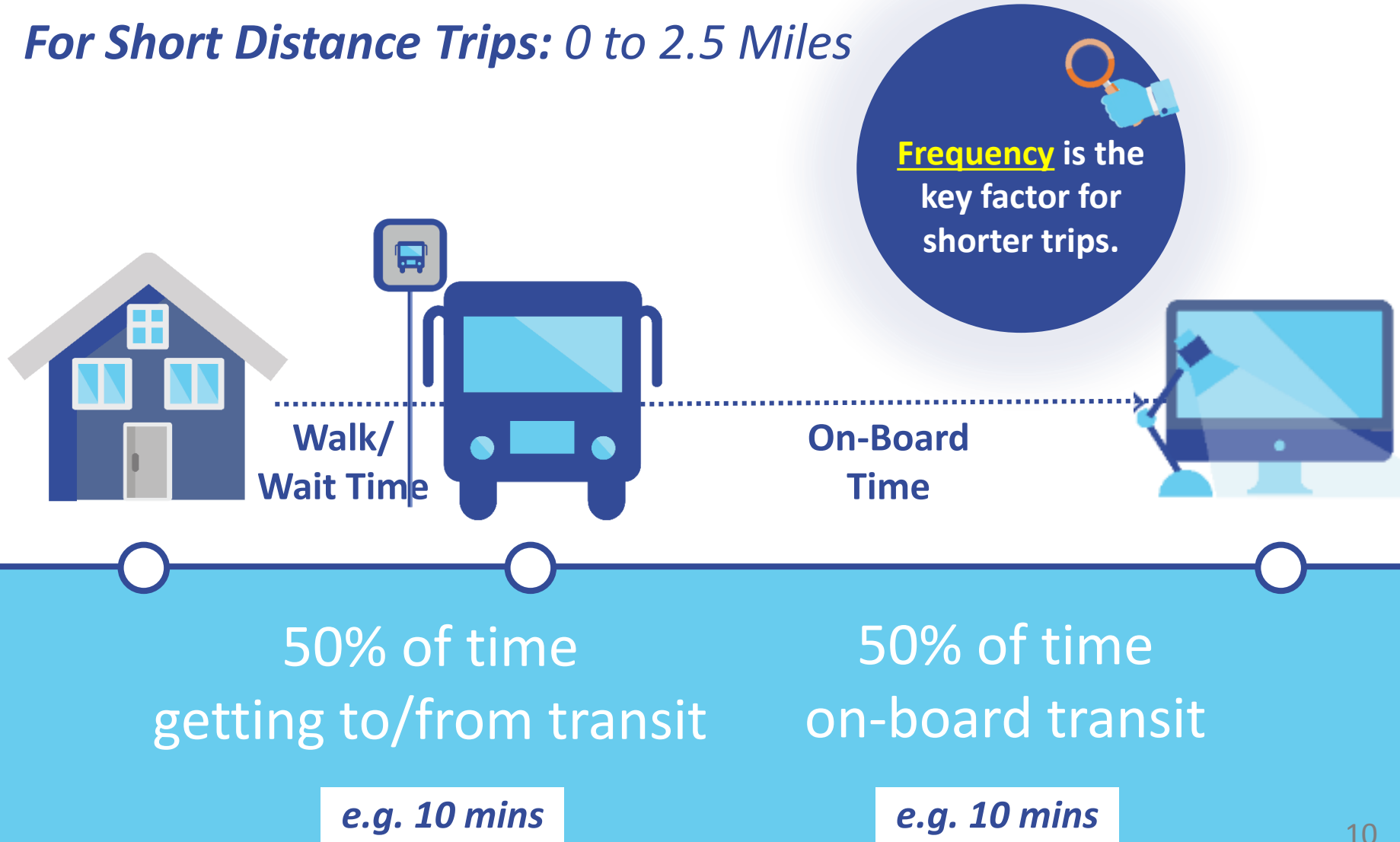
*e.g. 10 mins*

70% of time on-board transit

*e.g. 25 mins*

# When is Frequency important?

*For Short Distance Trips: 0 to 2.5 Miles*



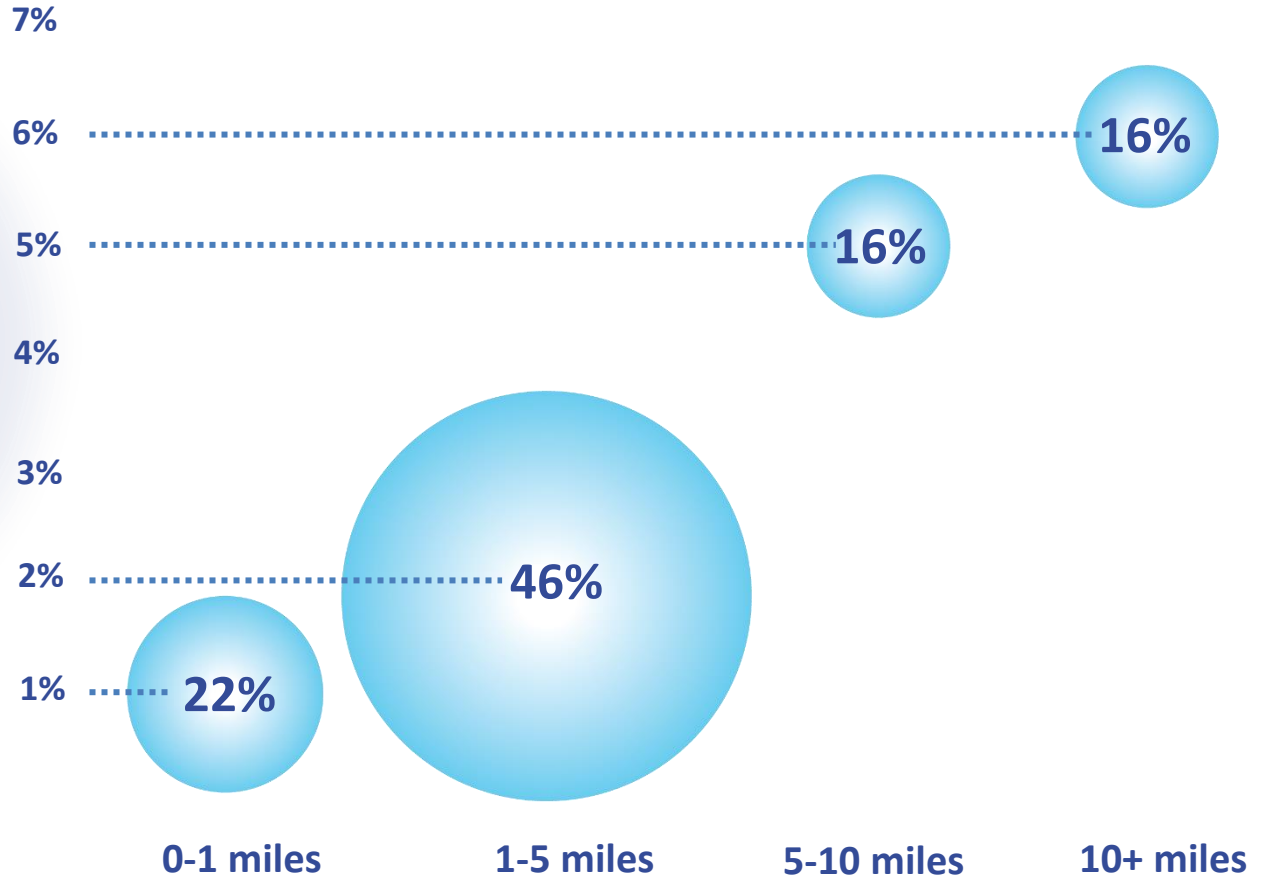
# Competitiveness and Market Potential

## Transit Market Share by Distance & Percent of Total Trips

Transit Market Share

Increasing our transit share of short distance trips to 6% means 500,000 new trips

% of total trips



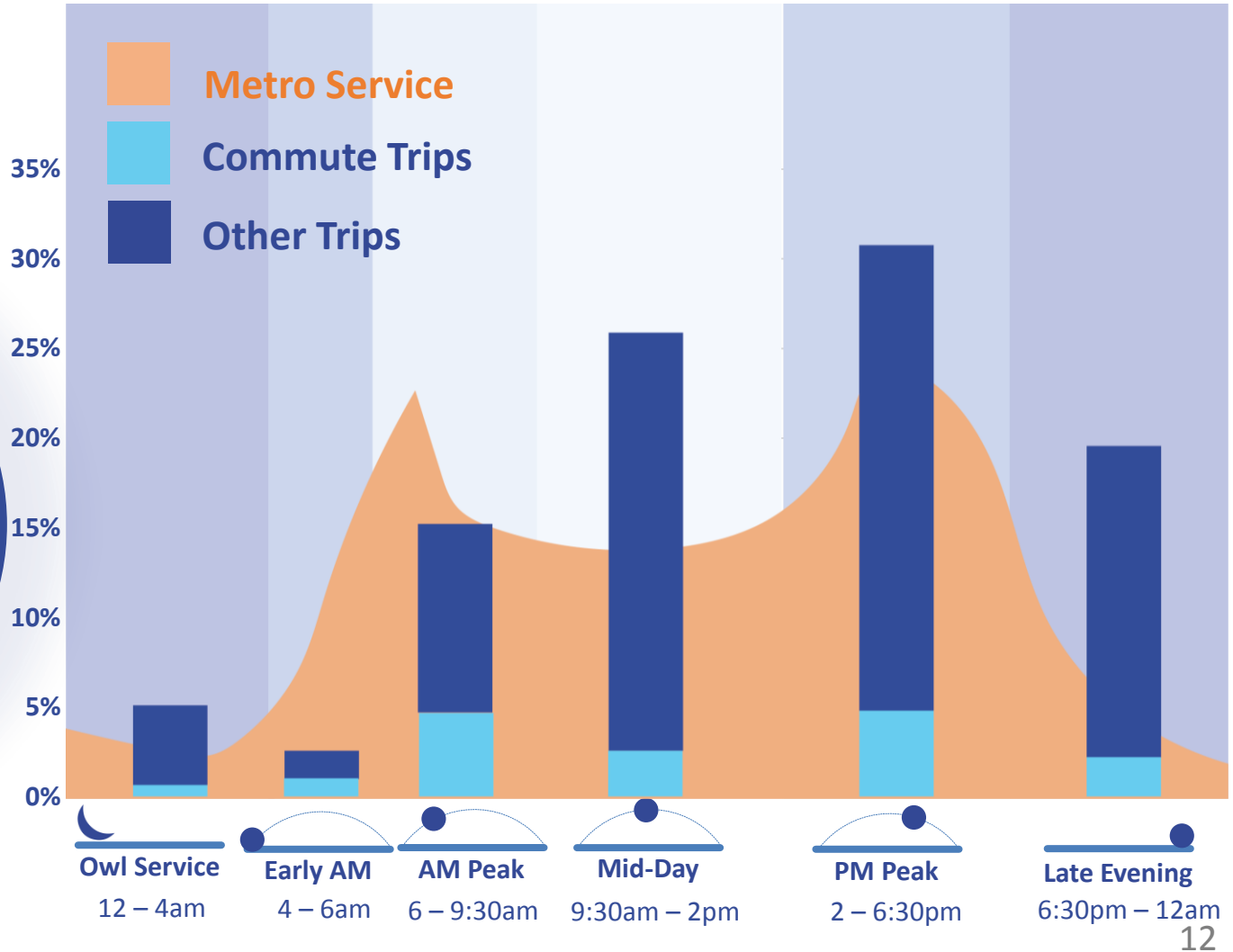
Trip Distance

# More Frequent Service for Non-Commute Trips

## Travel and Operations by Time of Day

Share of all trips and service by time of day

Current service does not match midday and evening travel demand.



Note: Bar chart shows data by time period while area plot shows hourly data



# Market Priorities

## Short Distance



*Frequency*

## Long Distance



*Speed*

### Commute Trips



*Peak Hour*

**8% of all trips**  
**5% transit market share**

**We are successful here and should continue to focus on this travel market.**

### Other Trips



*All Day*

**We are not competing well in our biggest potential market and need to rethink our service to better capture short trips.**

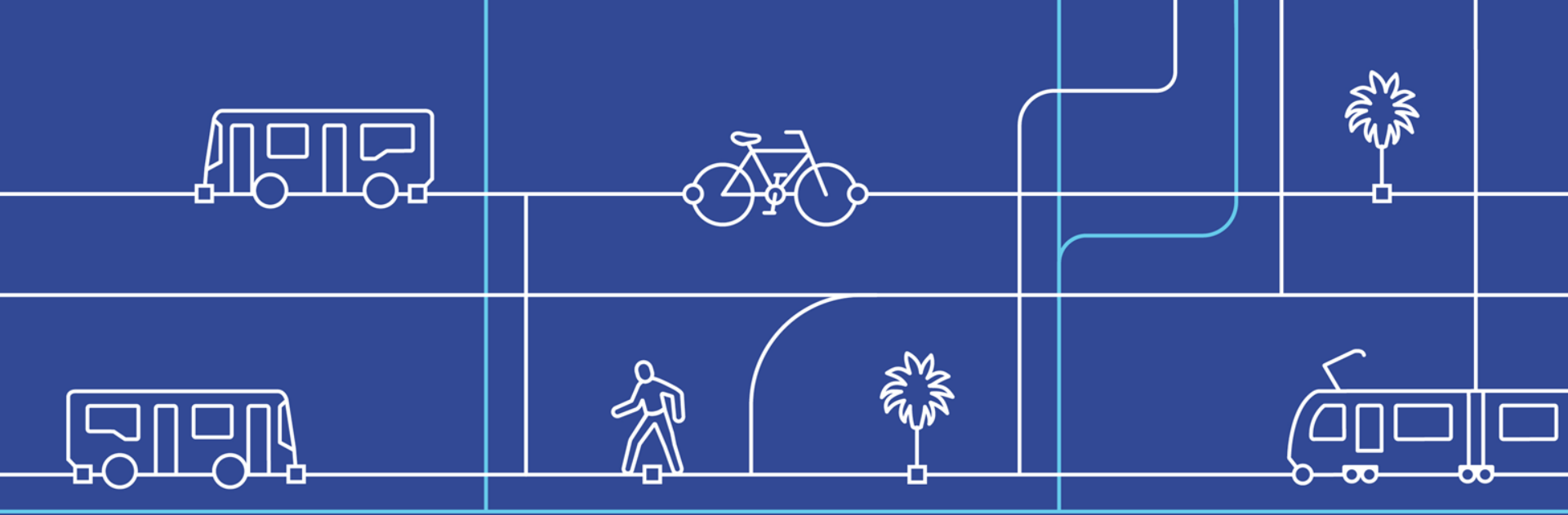
**24% of all trips**  
**4% transit market share**

# Next Steps on Service Concepts

Date	Stakeholder	Topic
Sept 2018 Sept 6, 2018 Oct 15, 2018	Service Councils Board Staff Metro Board	Transit Competitiveness & Market Potential
Sept 25, 2018 Jan 2019 Jan 2019	External Working Group Service Councils Public Workshops	Tradeoffs & Service Concepts
Jan-Feb, 2018 TBD	External Working Group Board Staff	Recommend Service Concepts (for Board approval)
Mar 2019	Metro Board	Draft Service Concepts (Policy Guidance)
Apr 2019	Metro Board	Final Service Concept* (Policy Guidance)



\*Beginning of detailed route and schedule planning based on Service Concept



# Thank You



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## Board Report

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**File #:** 2018-0630, **File Type:** Informational Report

**Agenda Number:** 24.

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**OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE  
OCTOBER 18, 2018**

**SUBJECT: MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE**

**ACTION: RECEIVE AND FILE**

**RECOMMENDATION**

RECEIVE AND FILE Monthly Update on Transit Policing Performance.

**ISSUE**

This report reflects August 2018 performance data as reported under the transit policing deployment strategy which is a combination of in-house fare compliance officers, private security for fixed assets and a multi-agency law enforcement deployment strategy by the Los Angeles Police Department (LAPD), Los Angeles County Sheriff's Department (LASD), and Long Beach Police Department (LBPD). The information in this report summarizes system-wide Part 1 and Part 2 crime data under Uniform Crime Reporting (UCR) Program, average emergency response times, assaults on bus operators, and Metro's fare compliance and homeless outreach efforts. The Six Key Performance Indicators (KPI) are System Wide Part 1 and Part 2 Crimes, Average Emergency Response Times, Percentage of Time Spent on the System, Ratio of Staffing Levels vs Vacant Assignments, Ratio of Proactive vs Dispatched Activity, and Number of Grade Crossing Operations.

**BACKGROUND**

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

**DISCUSSION**

**Crime stats are as follows:**

**Crimes Against Persons**

For the month of August 2018, crimes against persons decreased by 7% system-wide compared to the same period last year.

**Crimes Against Property**

For the month of August 2018, crimes against property decreased by 20% system-wide compared to the same period last year.

### **Crimes Against Society**

For the month of August 2018, crimes against society increased by 131% system-wide compared to the same period last year. The increase is the the direct result of focused, proactive police operations to address trespassing and disorderly conduct, which also netted several arrests for narcotics and weapons offenses.

### **August Bus Operator Assaults:**

There were 8 bus operator assaults reported in August, which is 3 more operator assaults compared to the same period last year, resulting in a 60% increase.

### **Average Emergency Response Times:**

Emergency response times averaged 4.58 minutes for the month of August.

### **Physical Security Improvements:**

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

The Transportation Security Administration (TSA) administrator Admiral Pecoske visited Metro on August 14<sup>th</sup>. The administrator was shown the Thruvision detection at large technology, which was purchased by Metro. The CEO and the administrator had a press conference where the technology purchase was announced; we are the first transportation agency in the nation to purchase and deploy the detection at range technology to screen passengers for explosive devices.

### **Significant Activities:**

#### ***Los Angeles Police Department***

**8/1/18-** Subjects were arrested for robbery at Blue Line 7<sup>th</sup> St / Metro Center Station.

**8/20/18-** Subject was arrested for sexual battery on board a bus at Wilshire Bl and Vermont Av.

**8/31/18-** Subject was arrested for battery on a security officer at Red Line 7<sup>th</sup> St / Metro Center Station.

#### ***Los Angeles County Sheriff's Department***

**8/8/18-** Subject was arrested for assault at Green Line Vermont Station.

**8/10/18-** Subject was arrested for carrying a concealed weapon and making criminal threats on board a bus at Imperial Hwy and Studebaker Rd.

**8/22/18-** Subject was arrested for robbery and grand theft at Green Line Avalon Station.

#### ***Long Beach Police Department***

**8/1/18-** The police department was made aware of an incident where a patron dragged a medically impaired patron off the train at Blue Line Willow St Station. The investigation was presented to the

District Attorney's Office and the City Prosecutor's Office, who both declined to press charges due to lack of a crime committed.

**8/11/18-** Subject was arrested for carrying a concealed weapon in a vehicle near the Blue Line Wardlow Station.

**8/29/18-** A vigil / protest occurred when a group of 20 to 30 people gathered at Blue Line Wardlow Station. The group left without incident.

**Community and Problem Oriented Policing Activities:**

Transit Law Enforcement Officers assessed a homeless encampment at 7800 E. Telegraph Rd in Downey on August 10.

**Metro's Homeless Efforts:**

In spring 2016, Metro created the Metro Homeless Task Force to address the displaced persons that have turned to Metro system and property for alternative shelter. Out of the Task Force, Metro created the Metro Transit Homeless Action Plan which was presented to the Metro Board of Directors in February 2017. The Action Plan's goals are to enhance the customer experience, maintain a safe and secure system, and provide coordinated outreach. Components of the plan include Metro's coordination with County and City Measure H and Measure HHH. The plan also called for the hiring of two C3 teams (County, City, Community) through the County Department of Health Services as indicated by Metro's Board of Directors. The C3 teams are to provide coordinated and responsive outreach to the homeless and to ultimately get them in housing resources.

**Metro's C3 Homeless Outreach Teams:**

Metro's C3 Homeless Outreach teams' twelve-month pilot program began on May 22, 2017 with initial homeless outreach on the Red Line. Since the launch of Metro's C3 Homeless Outreach teams they have provided substantial homeless outreach-with 3,022 total unduplicated homeless contacts, 698 of whom have been placed into permanent housing solutions. Metro will expand C3 outreach in the FY19 budget to provide homeless outreach on rail, night owl bus service and Union Station during the evening hours.

**C3 Homeless Outreach August 2018:**

Performance Measure	August Number Served	Project Year to date Number Served
---------------------	----------------------	------------------------------------

Contacts with unduplicated individuals	143	3,022
Unduplicated individuals engaged	123	1,950
Unduplicated individuals provided services (obtaining vital documents, follow-up activities, transportation, CES packet, clinical assessment, etc.) or successful referral (supportive services, benefits linkage etc.)	79	1,121
Unduplicated individuals engaged who are successfully linked to an interim housing resource	38	382
Unduplicated individuals engaged who are linked to a permanent housing resource	3	275
Unduplicated individuals engaged who are permanently housed	3	41

**C3 Coordination with Law Enforcement**

With Metro System Security and Law Enforcement personnel as the lead, Metro’s C3 teams coordinate with LAPD’s Homeless Outreach and Protective Engagement (HOPE) Teams, LASD’s Mental Evaluation Teams (MET), Long Beach PD, and Metro’s Transit Security Officers, in an effort to engage the homeless and provide placement into services. These law enforcement entities provide gap service to the Red Line when the C3 Teams are off duty and provide outreach support for the rest of the system that is not part of pilot program. Being that LAPD’s patrol includes the Red Line, connections were made between C3 teams and LAPD during the C3 pilot program. Of the above homeless contacts that were permanently housed for the month of July 2018, three individuals were referred by LAPD and contacted by the County E6 team. Two of these people engaged with staff, completed homeless service Coordinated Entry Service (CES) packets, and were placed in a motel. One of these two individuals is a father with four young children. A little after a week, the family was quickly matched to permanent housing. The second individual was referred to interim housing. The third individual was referred and connected to a permanent housing program. As Metro’s C3 teams expand, they will coordinate with the respective police departments of that jurisdiction to provide comprehensive outreach and engagement.

<b>ACTION</b>	<b>LAPD HOPE</b>	<b>LASD MET</b>	<b>LBPD</b>
Contacts	218	262	28
Referrals	76	86	25
5150 Hold	11	11	0
Mental Illness	35	113	0
Substance Abuse	24	77	0

Veterans	7	1	0
Shelter	13	7	0
Motel With Housing Plan	0	0	0
VA Housing	0	0	0
Return To Family	0	0	0
Transitional Long-Term Housing	2	1	0
Detox	1	0	0
Rehab	0	0	0

**FY19 Officer Expansion:**

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

**Metro’s Encampment Protocol:**

LAPD HOPE and Sheriff’s MET teams continue to provide enforcement and outreach on city properties abutting Metro. Metro is contracting the sorting and storage services as prescribed by the law to support the protocol.

**Measure H Generalist:**

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

**Mental Health Outreach Workers:**

Metro is in the process of launching a pilot program in partnership with the LA county Department of Mental Health to have proactive mental health outreach on the system.

**ATTACHMENTS**

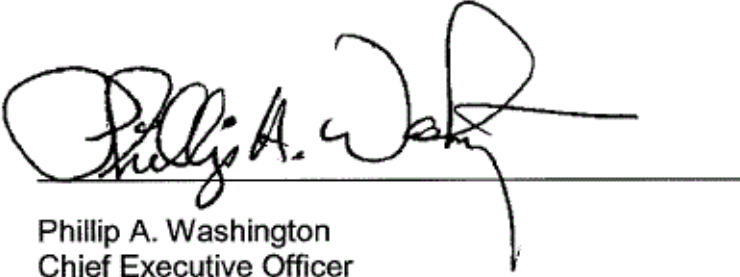
- Attachment A - System-Wide Law Enforcement Overview August 2018
- Attachment B - Detail by Rail Line August 2018
- Attachment C - Key Performance Indicators August 2018
- Attachment D - Transit Police Summary August
- Attachment E - Uniform Crime Reporting Program Guidelines

Prepared by: Alex Z. Wiggins, Chief, System Security and Law Enforcement,



(213) 922-4433

Reviewed by: Stephanie Wiggins, Deputy Chief Executive Officer, (213) 922-1023



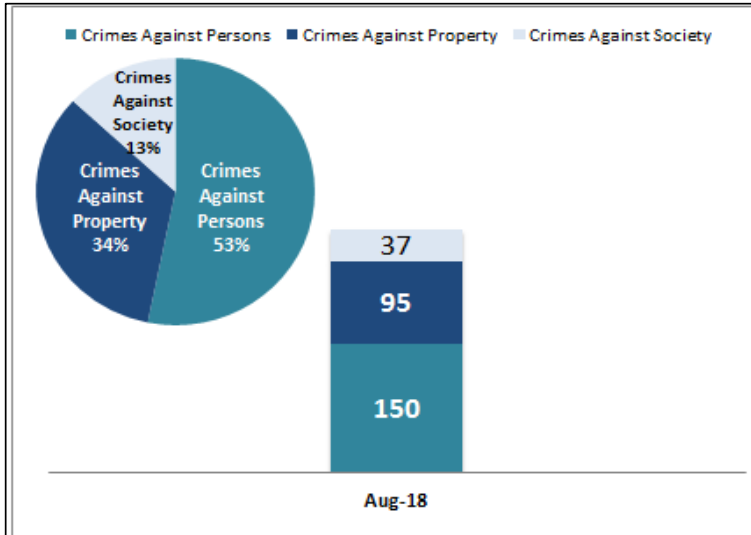
Phillip A. Washington  
Chief Executive Officer

# SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW

AUGUST 2018

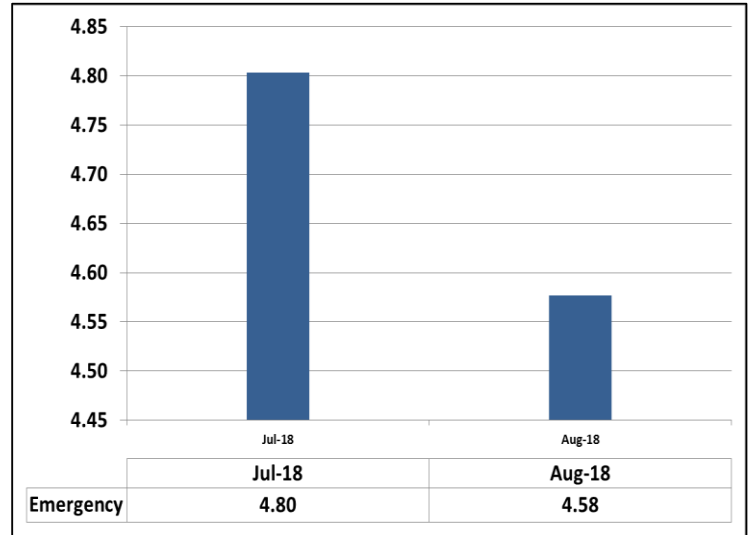
Attachment A

## Crimes Against Persons, Property, and Society



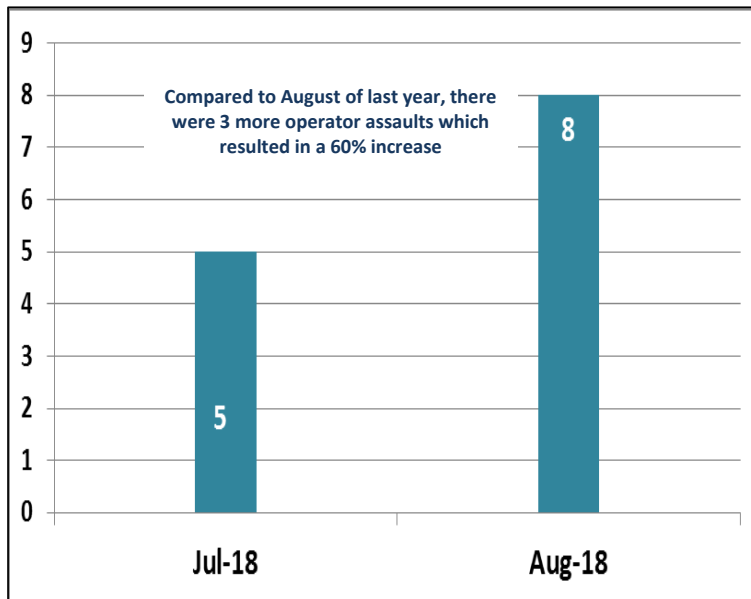
For the month of August 2018, Crimes Against Persons decreased by 7% system-wide when compared to the same period last year, Crimes Against Property decreased by 20% system-wide when compared to the same period last year, and Crimes Against Society increased by 131% system-wide when compared to the same period last year.

## Average Emergency Response Times



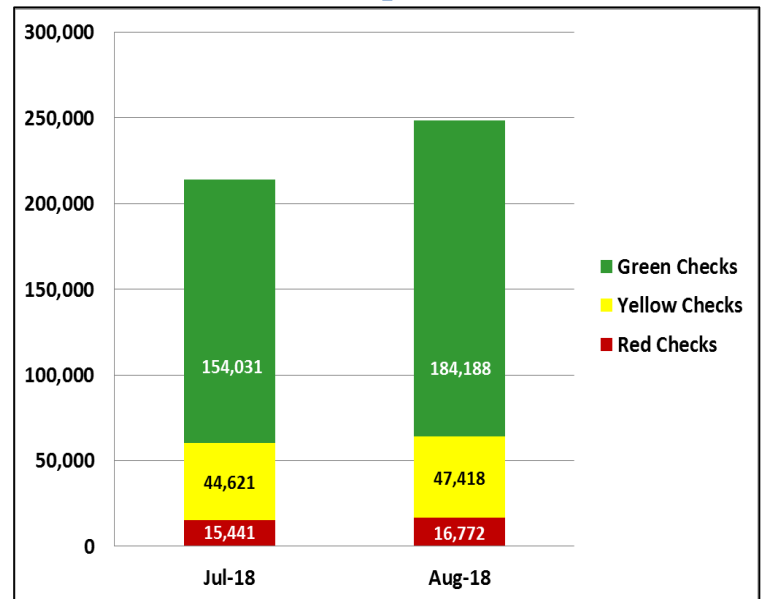
Average emergency response times were 4.58 mins.

## Bus Operator Assaults



For the month of August 2018, bus operator assaults increased by 60% compared to the same period last year. When comparing months, there were 3 more bus operator assaults in August than in July, resulting in a 60% increase.

## Fare Compliance



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

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

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

# Attachment B

## Detail by Rail Line August 2018

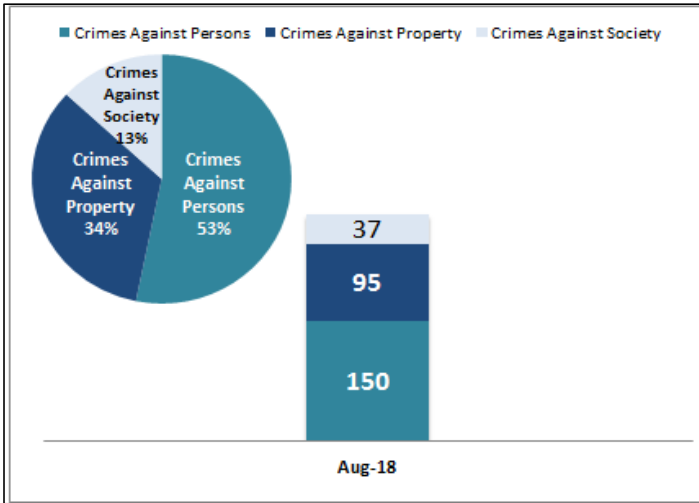
[http://libraryarchives.metro.net/DB Attachments/180921 Supporting%20Data.pdf](http://libraryarchives.metro.net/DB_Attachments/180921_Supporting%20Data.pdf)

# Key Performance Indicators

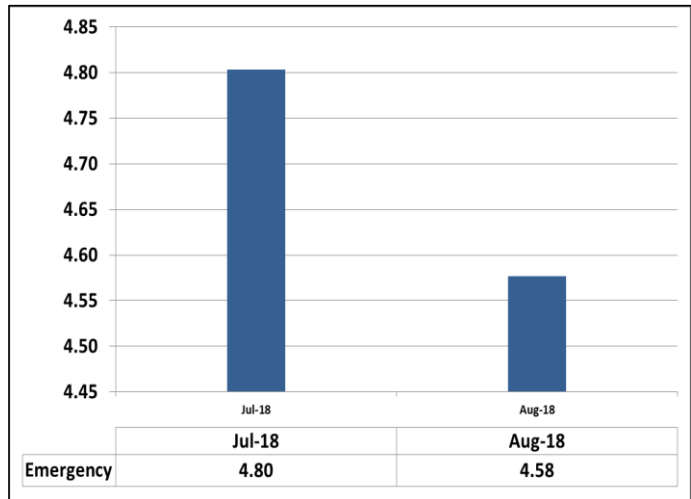
August 2018

Attachment C

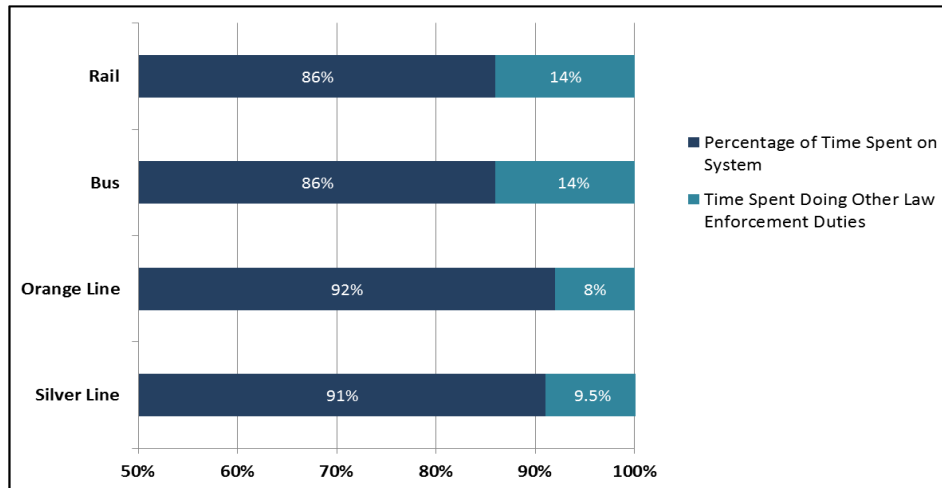
## Crimes Against Persons, Property, and Society



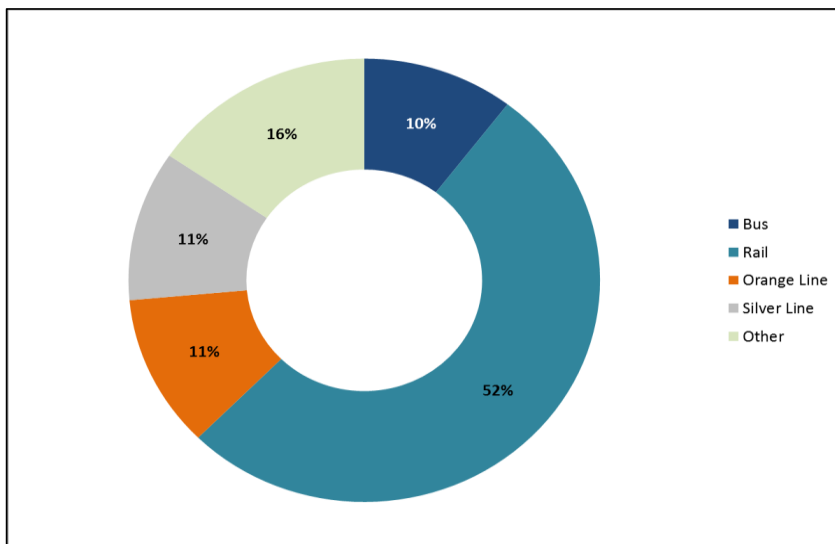
## Average Emergency Response Times



## Percentage of Time Spent on the System



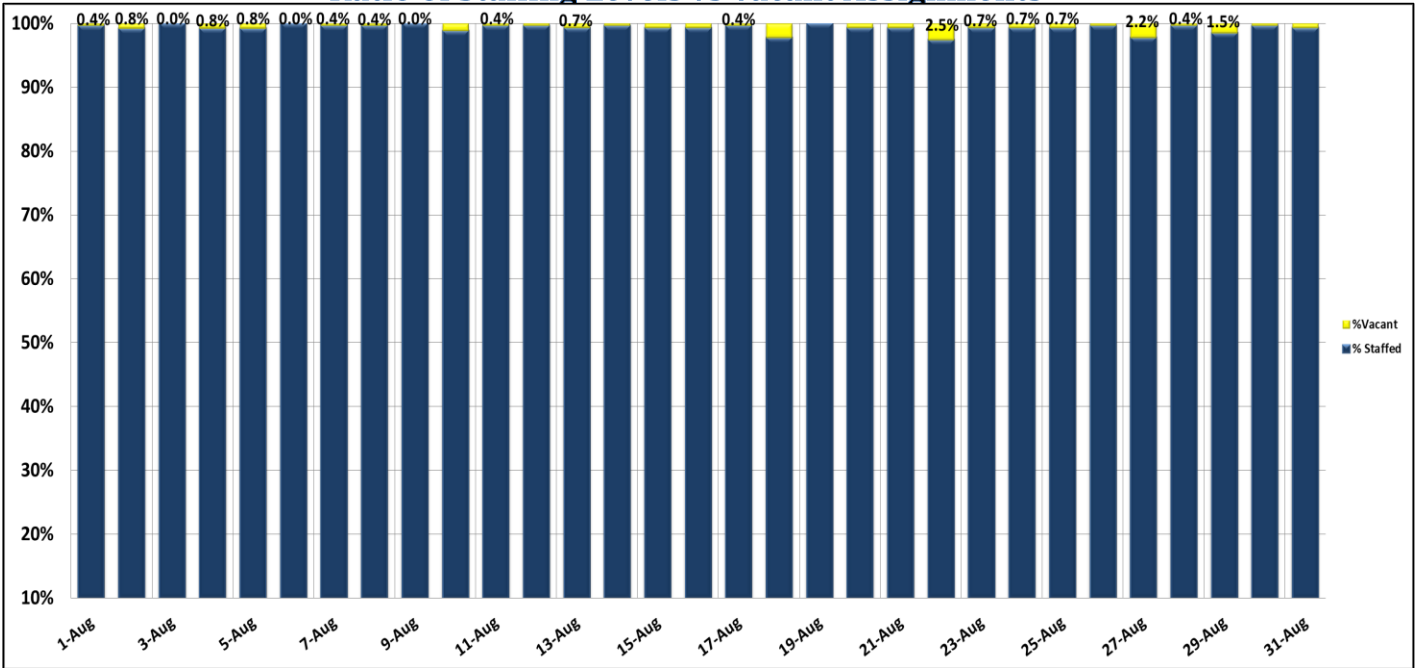
## Percentage of Time Spent on the System as a Whole



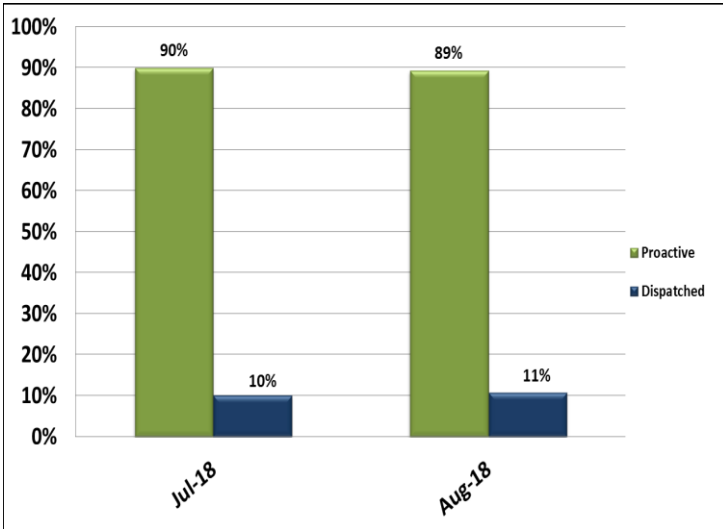
# Key Performance Indicators

August 2018

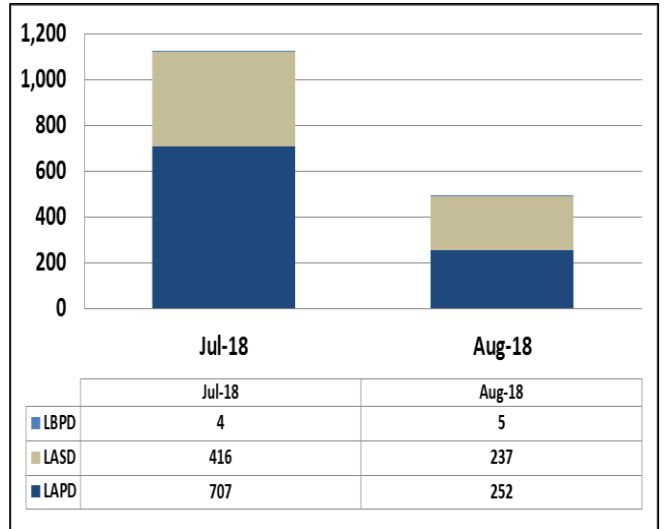
## Ratio of Staffing Levels vs Vacant Assignments



## Ratio of Proactive vs Dispatched Activity



## Grade Crossing Operations



### Grade Crossing Operation Locations August:

1. Blue Line Stations (141)
2. Expo Line Stations (135)
3. Gold Line Stations (218)

# Transit Police

## Monthly Crime Report



Attachment D

	2017	2018
	August	August
<b>CRIMES AGAINST PERSONS</b>		
Homicide	0	0
Rape	1	1
Robbery	47	28
Aggravated Assault	24	28
Aggravated Assault on Operator	0	3
Battery	73	70
Battery Rail Operator	5	8
Sex Offenses	12	12
<b>SUB-TOTAL</b>	<b>162</b>	<b>150</b>
<b>CRIMES AGAINST PROPERTY</b>		
Burglary	1	3
Larceny	89	60
Bike Theft	0	10
Motor Vehicle Theft	6	4
Arson	0	0
Other	0	2
Vandalism	23	16
<b>SUB-TOTAL</b>	<b>119</b>	<b>95</b>
<b>CRIMES AGAINST SOCIETY</b>		
Weapons	5	8
Narcotics	7	25
Trespassing	4	4
<b>SUB-TOTAL</b>	<b>16</b>	<b>37</b>
<b>TOTAL</b>	<b>297</b>	<b>282</b>
<b>ENFORCEMENT EFFORTS</b>		
Arrests	297	267
Citations	894	1,271
Fare Checks	254,262	248,378
Calls for Service	1,399	1,642



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## Crimes Against Persons, Property, and Society

Each NIBRS offense belongs to one of three categories: Crimes Against Persons, Crimes Against Property, and Crimes Against Society. Crimes Against Persons, e.g., murder, rape, and assault, are those whose victims are always individuals. The object of Crimes Against Property, e.g., robbery, bribery, and burglary, is to obtain money, property, or some other benefit. Crimes Against Society, e.g., gambling, prostitution, and drug violations, represent society's prohibition against engaging in certain types of activity; they are typically victimless crimes in which property is not the object.

For counting purposes, agencies should count one offense for each victim of a Crime Against Person, one offense for each distinct operation of a Crime Against Property (with the exception of motor vehicle theft, where one offense is counted for each stolen vehicle), and one offense for each Crime Against Society.

In addition, each offense reported in the NIBRS is either a Group A or Group B offense type. There are 22 Group A offense categories comprised of 46 Group A offenses and 10 Group B offense categories including 10 Group B offenses. Law enforcement agencies report Group A offenses as part of a NIBRS incident report, but they report only arrest data for Group B offenses.

The listings of the Group A and Group B offenses appearing in this section indicate whether offenses are Crimes Against Persons, Property, or Society. The crime categories are presented in alphabetical order within each offense grouping.

### Group A Offenses

<b>Offense Category</b>	<b>Offense Type</b>	<b>Crime Against</b>
<b>Arson</b>	Arson	Property
<b>Assault Offenses</b>	Aggravated Assault	Person
	Simple Assault	Person
	Intimidation	Person
<b>Bribery</b>	Bribery	Property
<b>Burglary/Breaking &amp; Entering</b>	Burglary/Breaking & Entering	Property



## Group A Offenses (continued)

<b>Offense Category</b>	<b>Offense Type</b>	<b>Crime Against</b>
<b>Counterfeiting/Forgery</b>	Counterfeiting/Forgery	Property
<b>Destruction/Damage/Vandalism of Property</b>	Destruction/Damage/Vandalism of Property	Property
<b>Drug/Narcotic Offenses</b>	Drug/Narcotic Violations	Society
	Drug Equipment Violations	Society
<b>Embezzlement</b>	Embezzlement	Property
<b>Extortion/Blackmail</b>	Extortion/Blackmail	Property
<b>Fraud Offenses</b>	False Pretenses/Swindle/Confidence Game	Property
	Credit Card/Automated Teller Machine Fraud	Property
	Impersonation	Property
	Welfare Fraud	Property
	Wire Fraud	Property
<b>Gambling Offenses</b>	Betting/Wagering	Society
	Operating/Promoting/Assisting Gambling	Society
	Gambling Equipment Violations	Society
	Sports Tampering	Society
<b>Homicide Offenses</b>	Murder & Nonnegligent Manslaughter	Person
	Negligent Manslaughter	Person
	Justifiable Homicide	Person/Not a Crime
<b>Kidnapping/Abduction</b>	Kidnapping/Abduction	Person





## Group A Offenses (continued)

<b>Offense Category</b>	<b>Offense Type</b>	<b>Crime Against</b>
<b>Larceny/Theft Offenses</b>		
	Pocket-picking	Property
	Purse-snatching	Property
	Shoplifting	Property
	Theft From Building	Property
	Theft From Coin-Operated Machine or Device	Property
	Theft From Motor Vehicle	Property
	Theft of Motor Vehicle Parts or Accessories	Property
	All Other Larceny	Property
<b>Motor Vehicle Theft</b>		
	Motor Vehicle Theft	Property
<b>Pornography/Obscene Material</b>		
	Pornography/Obscene Material	Society
<b>Prostitution Offenses</b>		
	Prostitution	Society
	Assisting or Promoting Prostitution	Society
<b>Robbery</b>		
	Robbery	Property
<b>Sex Offenses, Forcible</b>		
	Forcible Rape	Person
	Forcible Sodomy	Person
	Sexual Assault With An Object	Person
	Forcible Fondling	Person
<b>Sex Offenses, Nonforcible</b>		
	Incest	Person
	Statutory Rape	Person
<b>Stolen Property Offenses</b>		
	Stolen Property Offenses	Property
<b>Weapon Law Violations</b>		
	Weapon Law Violations	Society



There are 10 Group B offense categories. They encompass all of the crimes that are not Group A offenses. The Group B offense categories are listed below in alphabetical order.

## Group B Offenses

Offense Category	Offense Type	Crime Against
<b>Bad Checks</b>	Bad Checks	Property
<b>Curfew/Loitering/Vagrancy Violations</b>	Curfew/Loitering/Vagrancy Violations	Society
<b>Disorderly Conduct</b>	Disorderly Conduct	Society
<b>Driving Under the Influence</b>	Driving Under The Influence	Society
<b>Drunkenness</b>	Drunkenness	Society
<b>Family Offenses, Nonviolent</b>	Family Offenses, Nonviolent	Society
<b>Liquor Law Violations</b>	Liquor Law Violations	Society
<b>Peeping Tom</b>	Peeping Tom	Society
<b>Runaway*</b>	Runaway	Not a Crime
<b>Trespass of Real Property</b>	Trespass of Real Property	Society
<b>All Other Offenses</b>	All Other Offenses	Person, Property, or Society

*\*Note: In January 2011, the FBI discontinued the collection of arrest data for runaways. Agencies may continue to collect data on runaways, but the FBI will no longer use or publish that data.*



## Board Report

File #: 2018-0609, File Type: Contract

Agenda Number: 25.

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### OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE OCTOBER 18, 2018

**SUBJECT: TELEPHONE SYSTEM MAINTENANCE**

**ACTION: CONTRACT AWARD**

#### **RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to award a firm fixed price Contract No. PS51796000 for telephone system maintenance, service, and repair to Scottel Voice & Data, Inc., dba Black Box Network Services, for a not-to-exceed amount of \$1,521,764 for the three-year base period effective November 1, 2018, plus \$1,037,075 for the first two-year option, and \$1,058,899 for the second two-year option, inclusive of sales tax, for a combined total not-to-exceed amount of \$3,617,738, subject to resolution of protest(s), if any.

#### **ISSUE**

The current contract expires on October 31, 2018. The services of a qualified contractor are required to provide maintenance and repair services for the Metro owned legacy NORTEL Networks (NORTEL) telephone systems and Cisco Network VoIP telephone equipment.

#### **BACKGROUND**

These telephone systems provide telephone service at Metro Headquarters, Central Maintenance Facility (CMF), Bus/Rail operating divisions, Metro Red Line Stations, and other Metro support facilities. Maintenance, service, and repair of the telephones systems must be performed by NORTEL and Cisco certified engineers and technicians. Although Metro technicians perform basic maintenance and repair on the NORTEL telephone system, they are not certified to perform the higher levels of maintenance and repair required for the major components. Also, it is not economical for Metro to maintain the extensive inventory of replacement parts necessary to keep the telephone system operational. Therefore, Metro has historically contracted with a qualified service provider.

#### **DISCUSSION**

Metro operates six major Rail Lines, Bus Operating Divisions, Facilities Maintenance locations, and the Metro Headquarters. The telephone maintenance contract will provide maintenance and

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installation service to all telephone systems Nortel/Avaya, and Cisco VoIP, and call center equipment.

The proposals were due June 28, 2018. Evaluations were conducted in July with clarifications and negotiations leading into August. Staff requested further detail breakdown of the cost elements provided by Scottel Voice & Data, Inc. dba Black Box Network Services in order to better analyze the reasonableness of the proposed costs. Final negotiations were completed the first week of September.

This maintenance contract will ensure voice network connectivity to maintain an agency wide customer and employee safety environment. In addition, this contract will provide technical and engineering support for future Nortel/Avaya legacy equipment conversion to Cisco VoIP network system. This contract will prepare Metro for future state of the art communications systems.

### **DETERMINATION OF SAFETY IMPACT**

Making available a telephone maintenance provider will strengthen employees and public safety, while ensuring the security and movement of people throughout Metro Transportation network. Metro's telephone communications network is a major support system in providing public safety.

### **FINANCIAL IMPACT**

The annual funding of \$516,819 for this service is included in the FY19 budget in cost center 9220, ITS Operations, under project number 100001, General Overhead, 01.01 Contract Maintenance Services. Since this is a multi-year contract, the Chief Information Technology Officer will be accountable for budgeting the cost in the future years, including any option exercised.

#### **Impact to Budget**

This service is funded via Metro's federally approved indirect cost allocation plan and includes sales tax, fares and grant funds. No other sources of funds were considered because this service is used enterprise-wide.

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

The recommended contract award supports **Metro Vision 2028 Strategic Goal 2: Metro will foster and maintain a strong safety culture.** The telephone system maintenance contract will improve the ongoing commitment to safety culture as well as to continue to enhance and support programs designed to address workplace safety and security throughout the agency.

### **ALTERNATIVES CONSIDERED**

The alternative of not awarding the contract would be to shift the responsibility for repair and maintenance of the entire telephone system to Metro staff. This would require Metro to train and obtain NORTEL and Cisco certification for existing staff, hire a minimum of two additional

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NORTEL/Cisco Network Engineers and two additional NORTEL/Cisco trained technicians. Metro would need to maintain an extensive inventory of replacement parts. The expense to bring repair and maintenance of the telephone system in house would substantially exceed the cost to retain a service provider.

**NEXT STEPS**

Upon approval of the Board, staff will execute Contract No. PS51796000 with Scottel Voice & Data, Inc. dba Black Box Network Services for Metro telephone systems maintenance, service and repair.

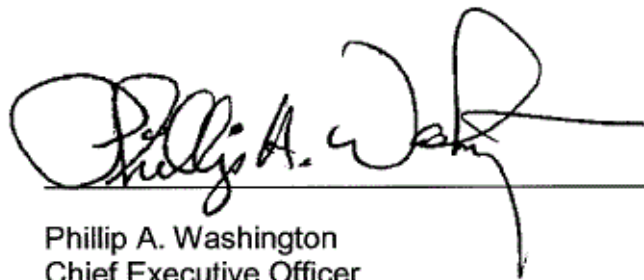
**ATTACHMENTS**

Attachment A - Procurement Summary

Attachment B - DEOD Summary

Prepared by: Roger Largaespada, Sr Manager, Systems Maintenance, (213) 922-3490  
Joe Giba, EO, Information Technology - (213) 922-3450

Reviewed by: Bryan Sastokas, Chief Information Technology Officer - (213) 922-5510  
Debra Avila, Chief Vendor/Contract Management Officer, (213) 418-3051



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Phillip A. Washington  
Chief Executive Officer

## PROCUREMENT SUMMARY

## TELEPHONE SYSTEM MAINTENANCE / PS51796000

1.	<b>Contract Number:</b> PS51796000	
2.	<b>Recommended Vendor:</b> Scottel Voice & Data, Inc., dba Black Box Network Services	
3.	<b>Type of Procurement (check one):</b> <input type="checkbox"/> IFB <input checked="" type="checkbox"/> RFP <input type="checkbox"/> RFP-A&E <input type="checkbox"/> Non-Competitive <input type="checkbox"/> Modification <input type="checkbox"/> Task Order	
4.	<b>Procurement Dates:</b>	
	<b>A. Issued:</b> May 17, 2018	
	<b>B. Advertised/Publicized:</b> May 17, 2018	
	<b>C. Pre-Proposal Conference:</b> May 24, 2018	
	<b>D. Proposals Due:</b> June 28, 2018	
	<b>E. Pre-Qualification Completed:</b> September 26, 2018	
	<b>F. Conflict of Interest Form Submitted to Ethics:</b> July 2, 2018	
	<b>G. Protest Period End Date:</b> October 23, 2018	
5.	<b>Solicitations Picked up/Downloaded:</b> 14	<b>Bids/Proposals Received:</b> 2
6.	<b>Contract Administrator:</b> Manchi Yi	<b>Telephone Number:</b> (213) 418-3332
7.	<b>Project Manager:</b> Roger Largaespada	<b>Telephone Number:</b> (213) 922-3490

**A. Procurement Background**

This Board Action is to approve the award of Contract No. PS51796000 to Scottel Voice and Data, Inc. dba Black Box Network Services to provide maintenance, service, and repair of Metro telephone system network. Board approval of contract awards are subject to resolution of any properly submitted protest.

Request for Proposal (RFP) No. PS51796 was issued in accordance with Metro's Acquisition Policy and the contract type is a firm fixed price.

No amendment was issued during the solicitation phase of this RFP.

A total of 14 firms downloaded the RFP and were included on the plan holders list. A total of two proposals were received on the due date of June 28, 2018, listed below in alphabetical order:

- Scottel Voice & Data, Inc. dba Black Box Network Services (Black Box)
- VOX Network Solutions (VOX).

**B. Evaluation of Proposals**

A Proposal Evaluation Team (PET) consisting of members representing the Operations and Service Delivery, ITS Administration, and Systems Architecture and Technology Integration departments was convened and conducted a comprehensive technical evaluation of the proposals received.

The proposals were evaluated based on the established pass/fail technical qualification criteria as published in the RFP in order to ensure the recommended firm can support all of Metro's service requirements. The firms that pass the technical qualification with the lowest price will be awarded the contract. The pass/fail criteria are listed below:

1. The Proposer shall provide proof in form of a Letter of Agreement, or similar document, between the Proposer and Nortel/Avaya Networks stating that the Proposer is an authorized Nortel/Avaya Networks 3C Service Performance Partner. The Nortel/Avaya Networks 3C Service Performance Program officially recognizes the expertise of distributors who offer the highest level of support by certifying their Competency, Capacity and Capability, while supporting their efforts to improve quality. The 3C Service Performance Program gives customers the assurance that certified service providers have a service and support organization designed around meeting the customer's business needs by focusing on the 3C's.
2. If any Sub-Contractors will be employed on this contract, the Proposer shall provide proof in form of a Letter of Agreement, or similar document, between the Sub-Contractor and Nortel/Avaya Networks stating that the Sub-Contractor is an authorized Nortel/Avaya Networks Partner.
3. The Proposer shall have the ability to provide maintenance and service to all LACMTA's Nortel Networks (Nortel/Avaya) PBXs and all CISCO Call Manager VoIP Telephone Systems including Servers associated with each system.
4. The Proposer shall have the ability to support all of LACMTA's existing telephone systems such as Nortel/Avaya PBXs, VoIP CISCO phone systems and Call Managers, including new upgrade/converting Nortel/Avaya telephone systems to VoIP telephone systems.
5. The Proposer may sub-contract for, or be a CISCO Gold Certified Partner and be designated at no less than at the advance Unified Communications Specialization Partnership level.
6. The Engineer and Professional Services personnel must have a Bachelor degree in IT or related field, experience, or equivalent combination of education and 5+ years' experience in Telecom. In-depth knowledge of Telecommunication systems and a clear understanding of Nortel/Avaya PBX network architecture. They must have a detailed knowledge of the voice network planning, design, acquisition, and implementation. Have experience with leading brands of most common voice communication equipment including PBX, Automatic Call Distributor (ACD), Interactive Voice Response (IVR), voice mail systems, reporting systems, Nortel to VoIP conversion, and video conferencing.

Of the two proposals received, Black Box’s proposal was determined to be technically acceptable and the cost proposal was opened. Black Box was chosen as the most technically qualified firm.

VOX’s proposal was determined to be not technically acceptable because it did not include a technical proposal for the CISCO VoIP maintenance which was a requirement in the RFP. As a result, VOX was not included for further consideration.

**C. Cost/Price Analysis**

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

<b>Proposer Name</b>	<b>Proposal Amount</b>	<b>Metro ICE</b>	<b>Negotiated Amount</b>
Scottel Voice & Data, Inc. d/b/a Black Box Network Services	\$4,836,786	\$2,848,650 *	\$3,617,738

\*The initial Independent Cost Estimate (ICE) was based on the Nortel and CISCO VoIP basic maintenance services. The ICE for the CISCO VoIP maintenance did not include additional cost for migrating network software such as TelStrat Portfolio, Diagenix, Audio Codes, Innova, and Calabrio support. Therefore, the ICE is lower than the negotiated amount.

**D. Background on Recommended Contractor**

The recommended firm, Black Box, is located in Eden Prairie, Minnesota, with 200 offices serving 150 countries, including a location in Los Angeles, California. Black Box has been in business for over 40 years. The firm provides comprehensive communications and infrastructure solutions services. Black Box’s centralized support resources and field service personnel have an average of more than 14 years of experience. Additionally, Black Box is the incumbent of the current contract and has worked with Metro for the past seven years and has performed satisfactorily.



## DEOD SUMMARY

## TELEPHONE SYSTEM MAINTENANCE / PS51796000

**A. Small Business Participation**

The Diversity and Economic Opportunity Department (DEOD) did not establish a Disadvantaged Business Enterprise (DBE) goal for this solicitation, which requires that the contractor must be an authorized Nortel/Avaya Networks 3C service performance partner. A subsequent market survey conducted by the Contract Administrator/Project Manager revealed that there were no certified firms meeting the minimum qualifications. Scottel Voice & Data, Inc., dba Black Box Network Services did not make a DBE commitment.

**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 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).

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

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