

# **Metro**

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



## **Agenda - Final**

**Thursday, November 19, 2015**

**10:15 AM**

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

### **System Safety, Security and Operations Committee**

*John Fasana, Chair  
Michael Antonovich, Vice Chair  
Jacquelyn Dupont-Walker  
Don Knabe  
Ara Najarian  
Carrie Bowen, non-voting member  
Phillip A. Washington, Chief Executive Officer*

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

### **PUBLIC INPUT**

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

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**

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

### **LIMITED ENGLISH PROFICIENCY**

A Spanish language interpreter is available at all Board Meetings. Interpreters for Committee meetings and 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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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

### 32. APPROVE Consent Calendar Item 33.

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

33. RECEIVE AND FILE response to **Motion #49 by Directors Ridley-Thomas, Dupont-Walker and Kuehl for additional information regarding Metro's Transit Passenger Information System.** [2015-1645](#)

Attachments: [Attachment A - Motion - Blue and Green Lines Transit Passenger Information S](#)

### Non-Consent Items

34. **Operations Employee of the Month.** [2015-1102](#)

Attachments: [Attachment A - Employee of the Month November](#)

35. RECEIVE oral **report on System Safety, Security and Operations.** [2015-1101](#)

Attachments: [Quarterly Performance Bus and Rail](#)

36. AUTHORIZE the Chief Executive Officer to award and execute a five-year, indefinite delivery, indefinite quantity Contract No. PS3825500 beginning December 1, 2015, with **Xerox Corporation the highest rated proposer for the lease and maintenance of multi-function peripherals for convenience copying** in an amount not-to-exceed \$3,757,066, inclusive of estimated sales taxes. [2015-1238](#)

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

37.

[2015-1481](#)

AUTHORIZE the Chief Executive Officer to award a 24-month, firm fixed price contract under Bid Number 15-0004 to the following lowest responsive and responsible bidders for the **purchasing of bus components** for a base amount not to exceed \$1,280,509 inclusive of sales tax, and a one year option amount of \$1,306,116 inclusive of sales tax, for a total contract amount of \$2,586,625.

Each component, contract value and award is listed as follows:

- A. **New Flyer Industrial for line item 3 (Module - ECU, ABS System)** for a total contract value of \$170,286 and;
- B. **Cummins Pacific, LLC for line items 5 (Module - Electronic Control 8.9L Gas Plus), 6 (Module - Electronic Control ISL 8.9L) and 11 (Module - Ignition Control)** for a total contract value of \$2,416,339.

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

38.

[2015-1564](#)

IMPLEMENT the **proposed Metro Silver Xpress (Line 950) and discontinue Line 450 in December 2015**, which will have no Disparate Impact on minority populations and cause no Disproportionate Burden on poverty populations.

Attachments:      [Attachment A - Equity Evaluation](#)

39. CONSIDER:

[2015-1651](#)

- A. AUTHORIZING the Chief Executive Officer to execute Modification No. 10 to Contract No. OP24122716 with **Xerox State and Local Solutions, Inc. (Xerox) to extend the Transit Court Citation Processing Services support for up to twelve (12) months**, for the period covering December 12, 2015 through December 31, 2016, for an amount of \$437,880, thereby increasing the total contract value from \$2,264,692 to \$2,702,572.
- B. INCREASING Contract Modification Authority from \$187,149 (10%) to a total of \$374,298 (20%) to allow for contract modifications as needed to address potential increased citation volume due to the opening of additional lines.

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

40. MOTION by Antonovich, Najarian and Solis that:

[2015-1673](#)

- A. The CEO assign staff to complete a comprehensive Cost/Benefit analysis for the Los Angeles County subsidy to Metrolink; and
- B. That until such analysis is completed and approved by the board, any and all funding requests from Metrolink shall come to the MTA board for approval prior to Metrolink full board approval; and
- C. That the Chair of the MTA board create an ad hoc committee to convene, as required, to vote on Los Angeles County Metrolink issues and to direct the cost/benefit analysis. Said study shall include MTA staff, including, at a minimum, finance and innovation executives, to oversee a cost/benefit analysis to look at innovative ways the MTA can best serve the Los Angeles County constituency; and
- D. That the ad hoc Metrolink committee be convened beginning January 2016; and
- E. That staff complete the cost/benefit analysis and report back to the board in March 2016.

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.

## **Adjournment**



## Board Report

**File #:** 2015-1645, **File Type:** Informational Report

**Agenda Number:** 33.

### SYSTEM SAFETY, SECURITY AND OPERATIONS COMMITTEE NOVEMBER 19, 2015

**SUBJECT: BLUE AND GREEN LINES TRANSIT PASSENGER INFORMATION SYSTEM**

**ACTION: RECEIVE AND FILE**

#### **RECOMMENDATION**

RECEIVE AND FILE response to **Motion #49 by Directors Ridley-Thomas, Dupont-Walker and Kuehl for additional information regarding Metro's Transit Passenger Information System.**

#### **ISSUE**

Metro Rail stations have a combination of passenger information systems that were installed during construction and upgraded in the intervening years to provide customer information. The Transit Passenger Information System (TPIS) is primarily used in the underground stations on the Red (all stations), Gold (three stations) and Blue (7th/Metro Center) Lines.

The TPIS improvement project was originally intended to improve the safety along the Metro Blue and Green Lines. Initial funding was allocated to upgrade the notification systems by installing TPIS Full Color Light Emitter Diode (LED) monitors at all stations. Funding became available to replace up to 300 deteriorating monitors on the Red Line system. With the completion of the current system's upgrades, the passenger information displays will be consistent with the new rail lines. The current project schedule estimates that the improvements will not be complete until January 2018. This report identifies opportunities to expedite the completion of the TPIS improvement project, presents findings of the reliability of the count-down clocks throughout the system.

#### **DISCUSSION**

The primary function of the TPIS is to provide customers with information on the time prediction for the next train, emergencies and PSA's. The system upgrades will allow for the Rail Operations Control to deliver emergency notifications and alert passengers to system delays throughout the rail system. On September 2015, the Board of Directors approved an Amendment that authorized the funding of Capital Project 212010 - Blue & Green Lines TPIS.

#### **Findings**

Staff conducted a thorough assessment of the reliability of the count-down clocks by running a prediction real time accuracy report in the NextBus system. The results determined that the

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information provided through the NextBus system is accurate whenever the rail service is operating close to a normal schedule, but not during service disruptions. Also, there is currently no ability to detect monitor failures remotely. A review of all monitors is currently being done daily by staff through a visual assessment. Failed monitors are reported to the Rail Communications Department and logged into the maintenance database. An incident report is created with each failed monitor and technical staff are dispatched to diagnose the problem.

Monitor replacements are scheduled during non-peak or non-revenue hours. Repairs are scheduled as failures are reported and the response time depends on workload, work force, and parts availability. To improve the current system review, labels have been added to the monitors for ease of reporting by Metro staff and customers. Operations is currently evaluating options to enable monitors to self-communicate failures.

The full TPIS installation will commence upon the delivery of monitors in January 2016. To expedite the completion of the installation project, staff has begun installing monitors that were already in stock at the Rosa Parks/Willowbrook Station.

The TPIS monitors will be installed at (21) Blue Line and (14) Green Line Stations. Each Blue and Green Line stations will have (8) monitors installed. The existing cabling infrastructure will be replaced with new fiber optic communications cabling. As a result, the estimated timeline for the TPIS equipment has been expedited to 18 months instead of the original forecast of 24 months.

### **NEXT STEPS**

Delivery of the TPIS monitors is expected in January 2016. Staff will begin installation upon the delivery of monitors. The TPIS monitors will be installed at (21) Blue Line and (14) Green Line Stations. Each Blue and Green Line stations will have (8) monitors installed.

Staff will continue to track the installation of the monitors, the TPIS system's reliability and the effectiveness of creating a better customer experience.

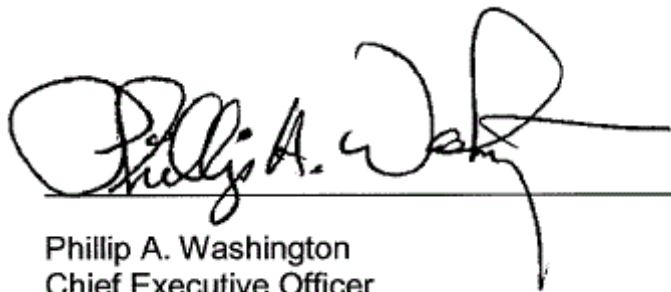
### **ATTACHMENTS**

Attachment A: Motion - Blue and Green Lines Transit Passenger Information System

Prepared by: Roger Largaespada, Wayside Systems Manager, (213) 613-2115  
Christopher Reyes, Transportation Planning Manager III, Operations  
(213) 922-4808  
Nareh Nazary, Transportation Planner I, Operations (213) 922-4163

Reviewed by: James T. Gallagher, Chief Operations Officer (213) 922-4424





Phillip A. Washington  
Chief Executive Officer

**Metro**

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

**Metro****Board Report**

**File #:**2015-1513, **File Type:**Motion / Motion  
Response

Agenda Number:

**49**

**REGULAR BOARD MEETING  
SEPTEMBER 24, 2015**

**Motion by:**

**Ridley-Thomas, Dupont-Walker and Kuehl**

September 24, 2015

**Relating to Item 49, File ID 2015-1290**

The Transit Passenger Information Systems Project (Project) includes the installation of communications infrastructure at Metropolitan Transportation Authority (Metro) rail stations in order to provide useful information to passengers in the event of an emergency. An added benefit of the project is that it can be used to announce the arrival of the next train and display public service announcements when not addressing security or safety threats.

While the public safety benefits are significant, the need for practical information, specifically an accurate announcement of when the next train is coming, is fundamental to a positive customer experience. The current project schedule estimates that the improvements will not be complete for over two years - until January 2018 - which is a significant time to wait for this much-needed improvement.

Additionally, a comprehensive report on the reliability of Metro's countdown clock displays is required, including Metro's current ability to detect and respond to display failures.

WE THEREFORE MOVE that the Board of Directors direct the Chief Executive Officer to:

- A. Make every effort to expedite completion of the Blue and Green Line Transit Passenger Information Systems;
- B. Conduct a thorough assessment of the reliability of the count-down clocks throughout the system, that includes an evaluation of Metro's current ability to detect and repair display failures in a timely manner; and
- C. Report back with findings and recommendations during the November 2015 Board cycle.



Metro

Los Angeles County  
Metropolitan Transportation  
Authority  
One Gateway Plaza  
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Los Angeles, CA

## Board Report

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**File #:** 2015-1102, **File Type:** Oral Report / Presentation

**Agenda Number:** 34.

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### SYSTEM SAFETY, SECURITY AND OPERATIONS COMMITTEE NOVEMBER 19, 2015

**Operations Employee of the Month.**

# November Operations Employees of the Month



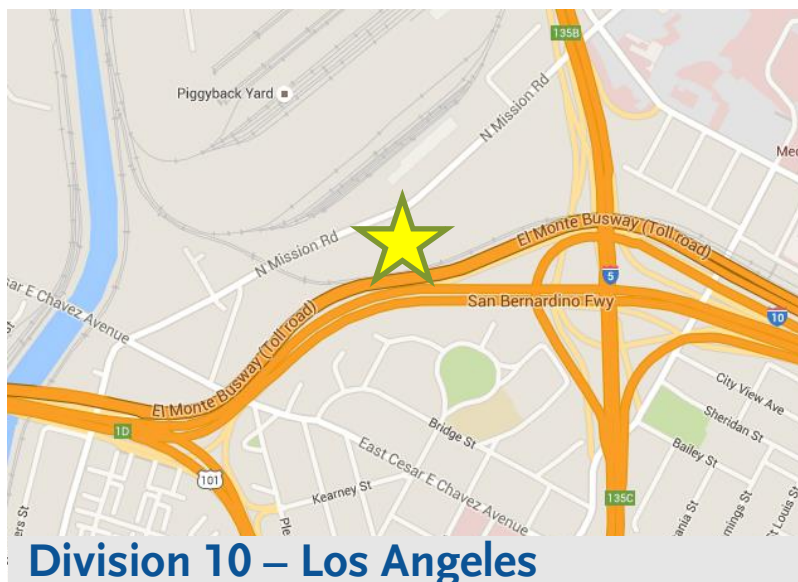
**Metro**

# Operations Employees of the Month



## Transportation

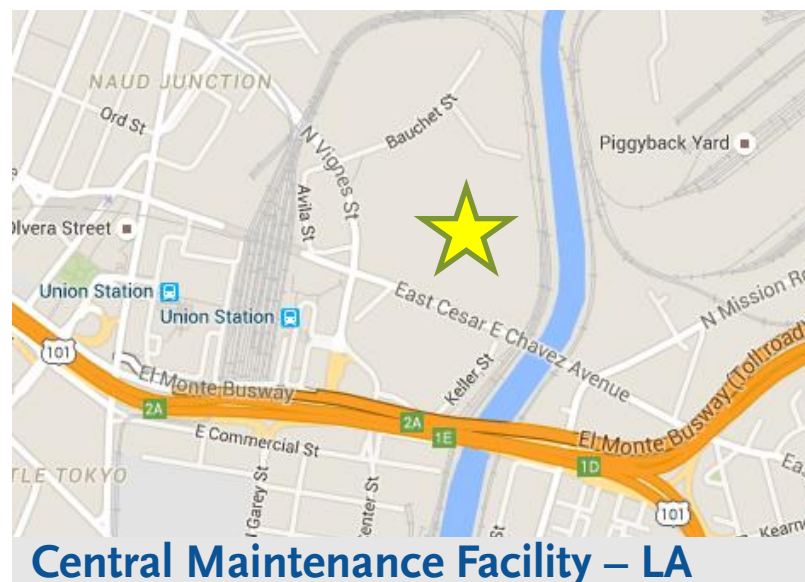
 **Bus Operator:**  
**Nelson Zapata**



**Division 10 – Los Angeles**

## Maintenance

 **Mechanic A Leader:**  
**Monica Carney Hayes**



**Central Maintenance Facility – LA**



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Los Angeles County  
Metropolitan Transportation  
Authority  
One Gateway Plaza  
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Los Angeles, CA

## Board Report

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**File #:** 2015-1101, **File Type:** Oral Report / Presentation

**Agenda Number:** 35.

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### SYSTEM SAFETY, SECURITY AND OPERATIONS COMMITTEE NOVEMBER 19, 2015

RECEIVE oral **report on System Safety, Security and Operations.**



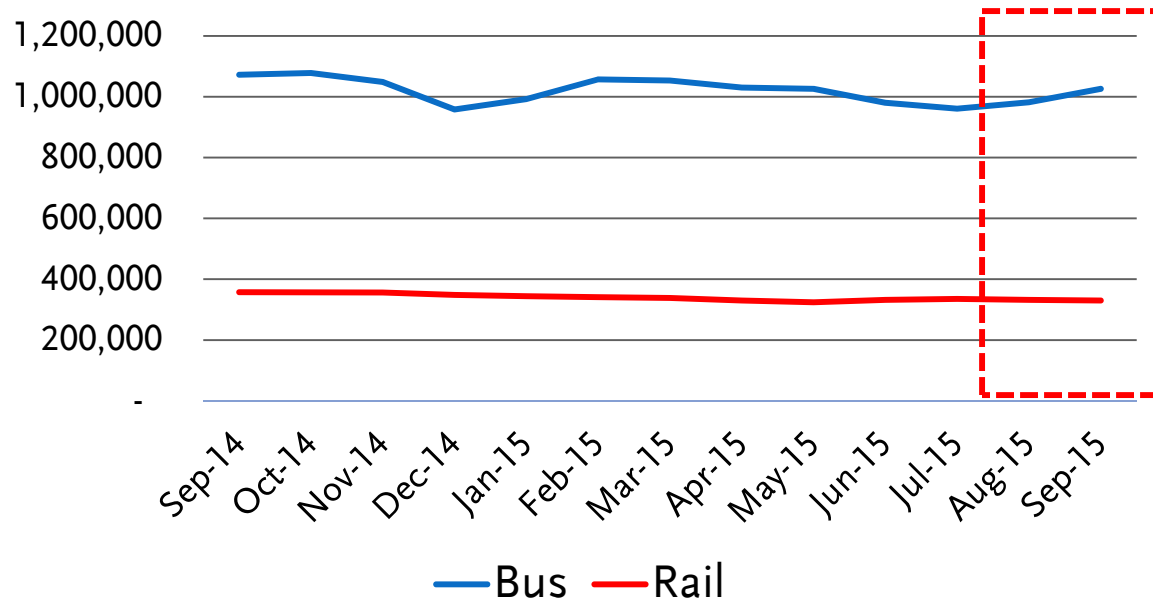
# Metro Bus & Rail Performance

## FY16 Quarter 1

### November 19, 2015

# Bus & Rail Average Weekday Ridership

**Bus & Rail Average Weekday Ridership/  
Monthly Estimates**

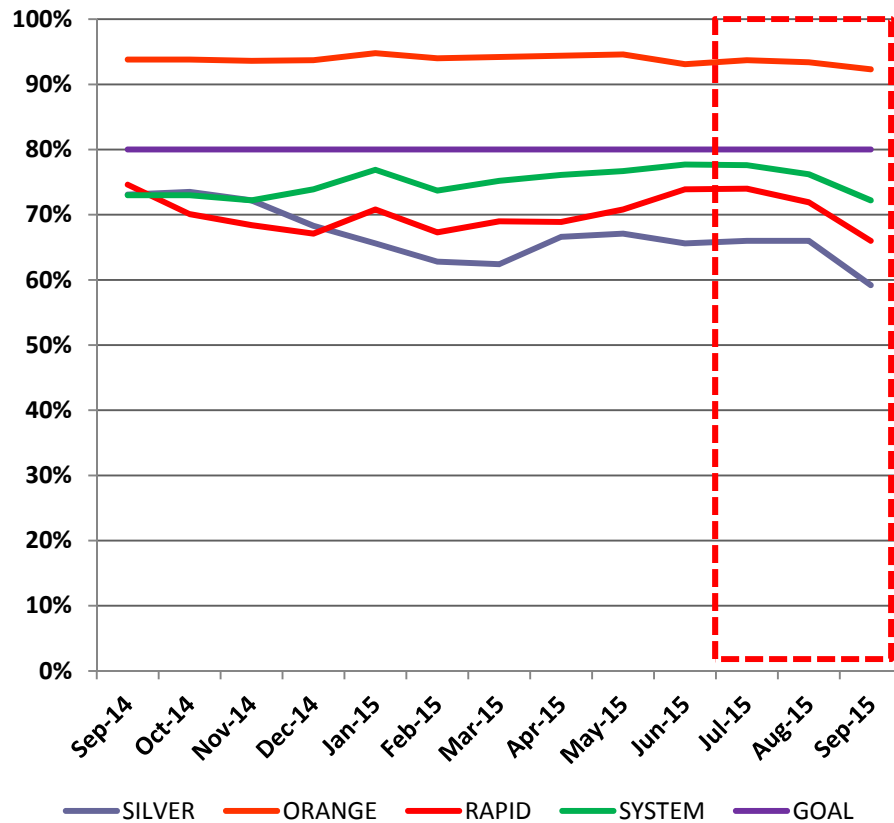


Fiscal Year	Bus	Rail
2014	1,083,697	358,513
2015	1,027,652	344,900

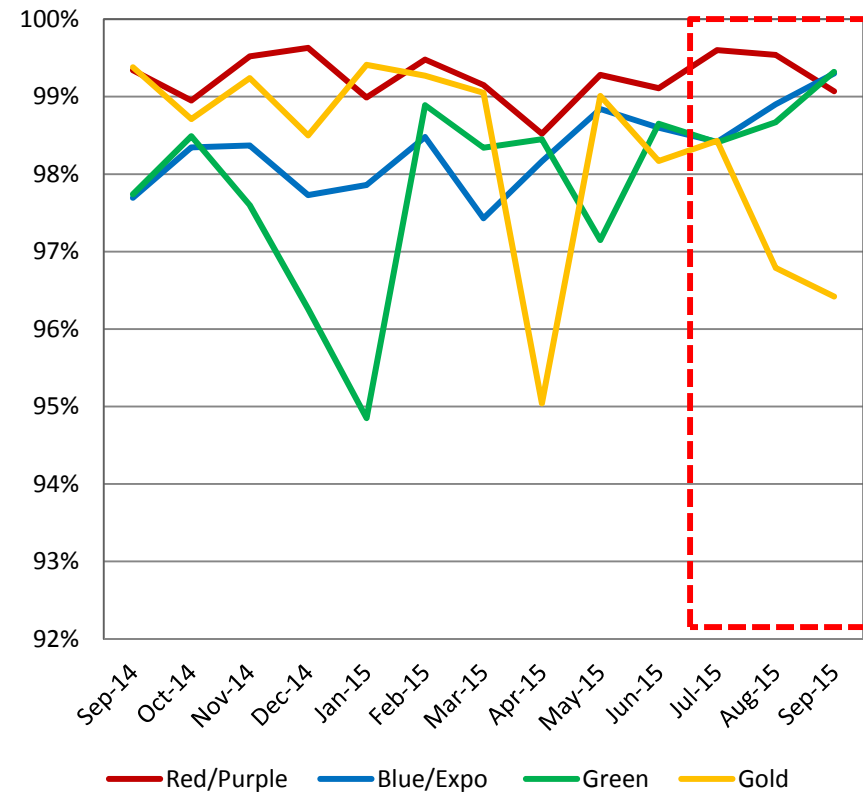


# Bus & Rail In Service On-Time Performance

## Bus ISOTP



## Rail ISOTP

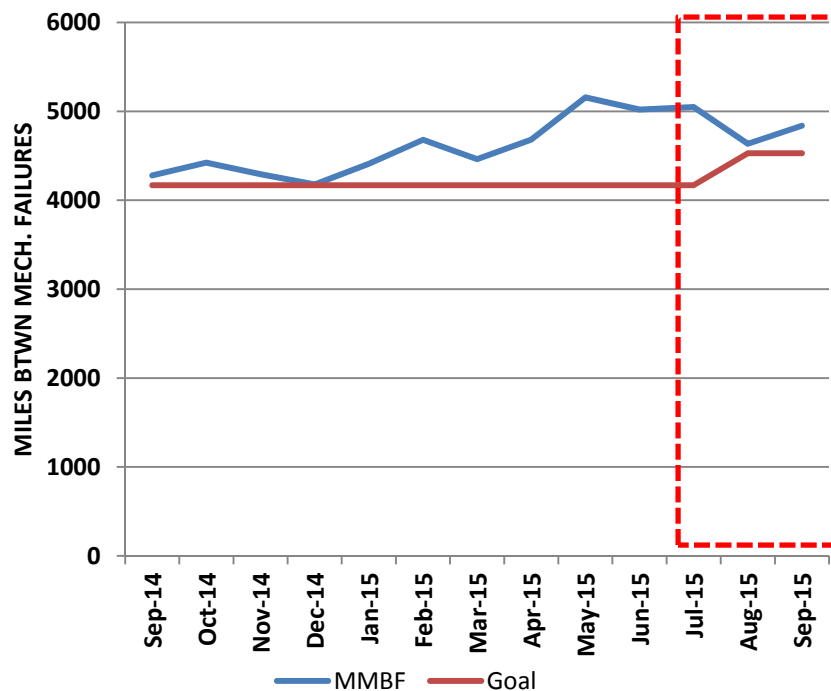


Red/Purple Blue/Expo Green Gold

Line	FY15 Actual	FY15 Goal	FY16 Goal
Red/Purple	99.13%	99.9%	99.9%
Blue	99.41%	97.76%	99.4%
Green	97.39%	99.80%	99.4%
Gold	98.56%	99.9%	99.9%
Expo	99.14%	99.14%	99.1%

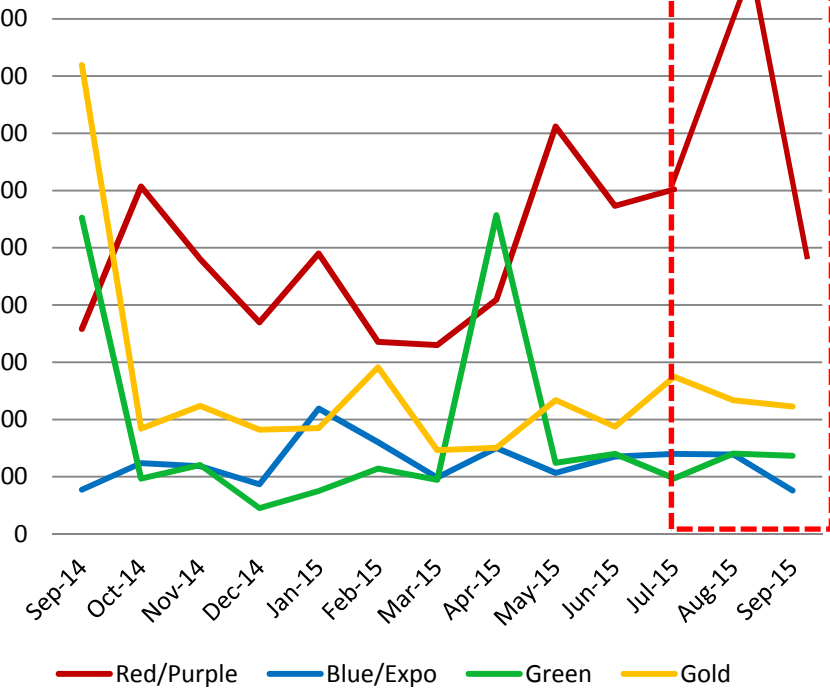
# Bus & Rail Mean Miles Between Mechanical Failures

## Directly Operated Bus Mean Miles Between Mechanical Failures



	FY 15 Actual	FY15 Goal	FY16 Goal
Bus	4,482	4,169	4,529

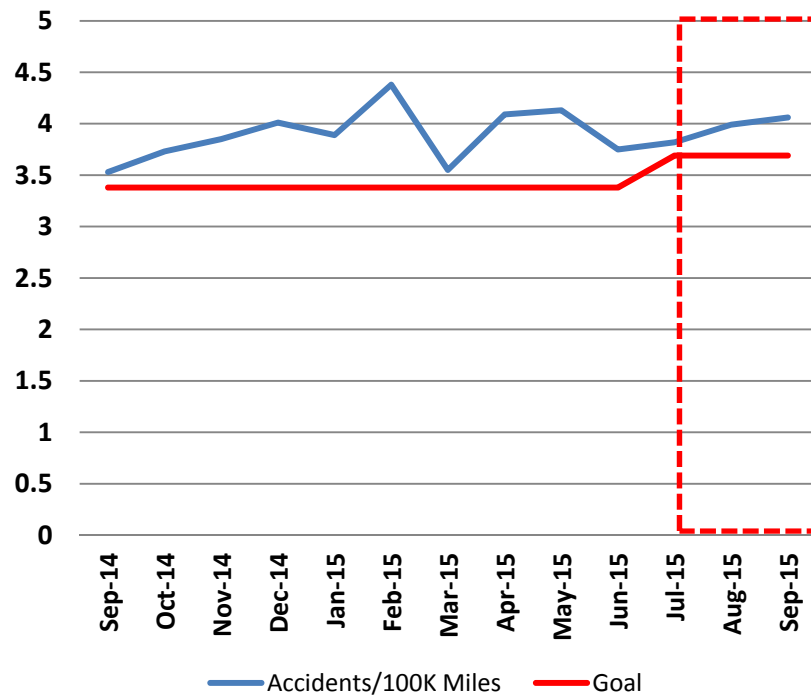
## Rail Mean Miles Between Mechanical Failures



Line	FY15 Actual	FY 15 Goal	FY16 Goal
Red/Purple	85,090	36,000	86,792
Blue/Expo	23,716	15,000	23,934
Green	21,054	16,000	21,008
Gold	44,171	23,000	45,762

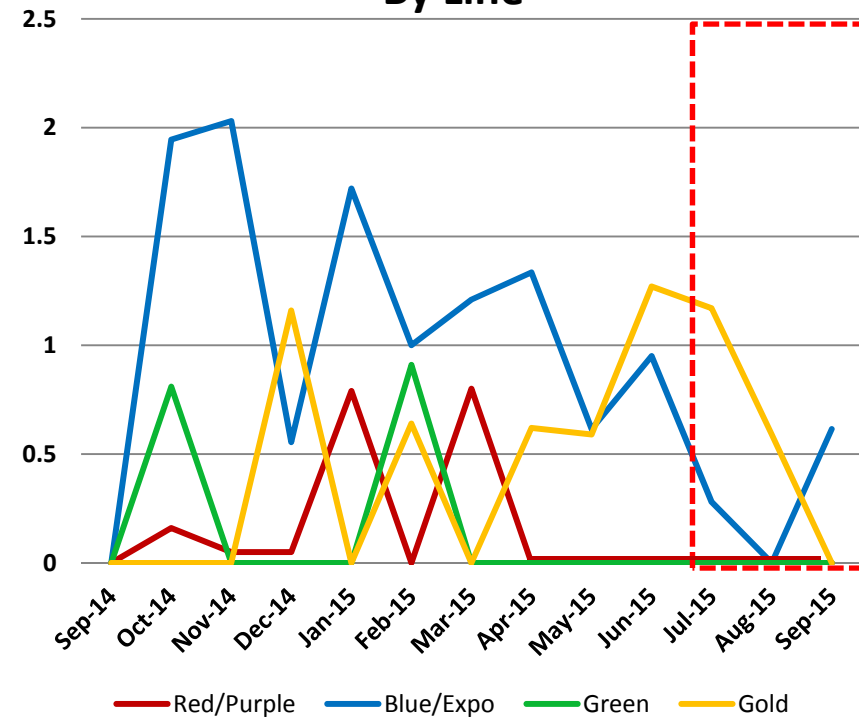
# Bus & Rail Vehicular Accidents per 100,000 Miles

## Bus Accidents/100K Miles



	FY 15 Actual	FY15 Goal	FY16 Goal
Bus	3.83	3.38	3.69

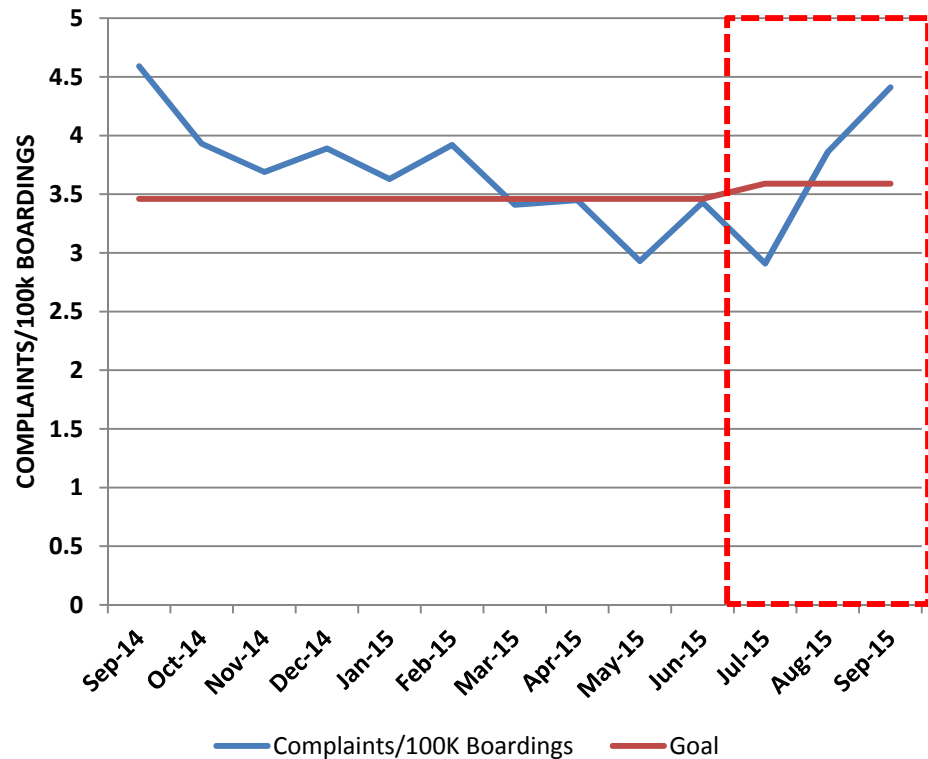
## Rail Vehicle Accidents/100K Miles By Line



Line	FY 15 Actual	FY 15 Goal	FY16 Goal
Red/Purple	0.13	0.06	0.14
Blue	0.89	1.35	1.10
Green	0.14	0.06	0.15
Gold	0.54	0.41	0.47
Expo	1.02	1.35	1.10

# Bus & Rail Customer Complaint Rates

## Bus Complaints/100K Boardings



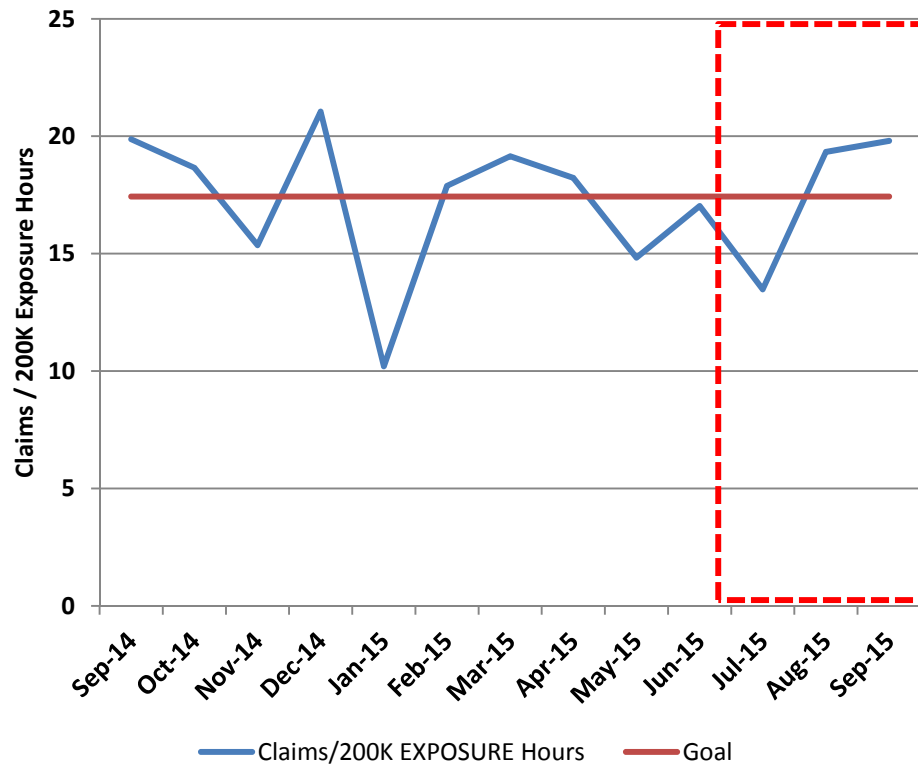
## Rail Complaints/100K Boardings



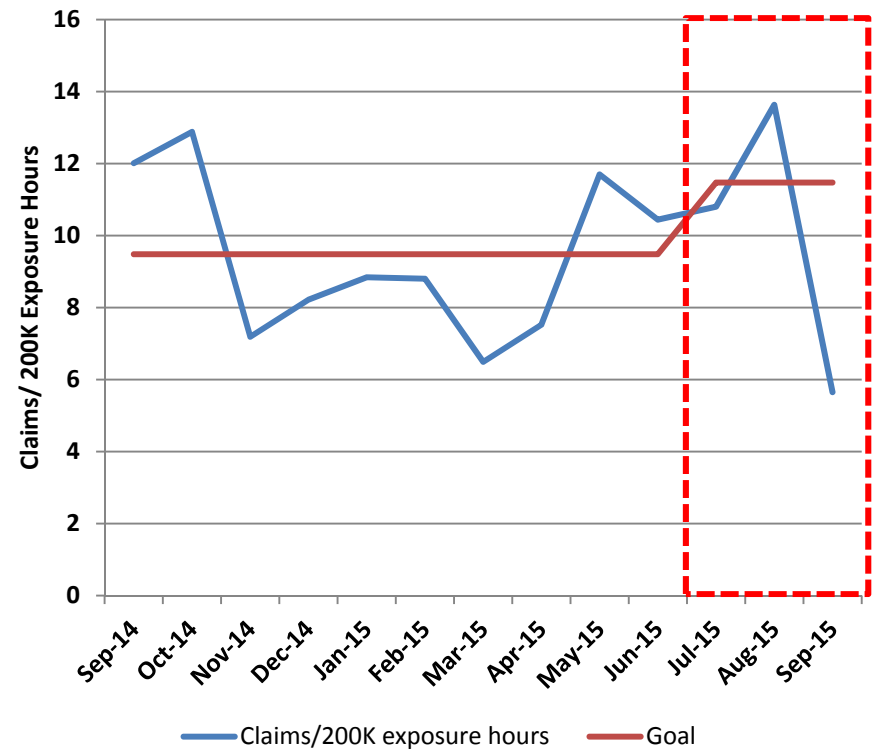
Line	FY 15 Actual	FY 15 Goal	FY16 Goal
Red/Purple	0.11	0.45	0.27
Blue	0.27	1.08	0.12
Green	0.32	0.90	0.31
Gold	0.34	1.19	0.34
Expo	0.38	1.08	0.40

# New Bus & Rail Worker's Compensation Claims

## Bus New Workers Compensation Claims/200K Exposure Hours



## Rail New Workers Compensation Claims /200K Exposure Hours





## Board Report

File #: 2015-1238, File Type: Contract

Agenda Number: 36.

### SYSTEM SAFETY, SECURITY AND OPERATIONS COMMITTEE NOVEMBER 19, 2015

**SUBJECT: CONVENIENCE COPYING SERVICES**

**ACTION: AWARD CONTRACT**

#### **RECOMMENDATION**

AUTHORIZING the Chief Executive Officer to award and execute a five-year, indefinite delivery, indefinite quantity Contract No. PS3825500 beginning December 1, 2015, with **Xerox Corporation the highest rated proposer for the lease and maintenance of multi-function peripherals for convenience copying** in an amount not-to-exceed \$3,757,066, inclusive of estimated sales taxes.

#### **ISSUE**

Metro's lease of networked MFP's will expire on December 31, 2015 and a new lease is required.

#### **DISCUSSION**

Metro's lease of 184 networked MFP's that enable staff at all Metro locations to copy, print, fax, and scan documents and reports will expire on December 31, 2015. In the next lease, Metro requires 210 units to facilitate growth, including for these new facilities:

- Division 13 - Bus Division, Downtown Los Angeles
- Division 14 - Expo Line Division, Santa Monica
- Division 24 - Gold Line Foothill Division, Monrovia
- Location 63 - One Santa Fe Office, L.A. Arts District

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

Approval of this recommendation will not impact the safety of Metro's patrons or employees.

#### **FINANCIAL IMPACT**

The funding of \$1,000,000 for convenience copying service is included in the FY16 budget in cost center 6420, Copy Services under project 100001, General Overhead, and line item 51205, Leases and Rentals. Since this is a multi-year contract, the Executive Director, Employee & Labor Relations will be responsible for budgeting the cost in future years.

### Impact to Budget

The source of funds for project 100001 is a combination of all available agency funds. General Overhead project 100001 is allocated to all direct projects based on federally approved guidelines and cost allocation plan. No other source of funds was considered for these activities as these services are used by all departments within the agency.

### **ALTERNATIVES CONSIDERED**

Alternatives to approving this recommendation:

1. Continue the current lease for multi-function devices. This alternative is not recommended because the equipment has been in use for almost five years and many of machines are worn out, unreliable and obsolete. Additionally, newer technology along with increased capabilities allows staff to print and improve document management processes.
2. Send all photocopying and printing to the Copy Center and/or an outside vendor. This alternative is not recommended because this would impede workflow. Although staff already sends large copy projects to the Copy Center, efficient and effective office productivity requires the ability to scan, copy, and print documents in smaller quantities immediately within the individual work areas.
3. Purchasing new machines. This alternative is not recommended due to the large initial capital cost that would be involved in acquiring multi-function peripherals, and the obsolescence that occurs with electronic devices.

### **NEXT STEPS**

Upon Board approval, staff will award and execute an agreement with Xerox for the lease and maintenance of multi-function peripherals for convenience copying.

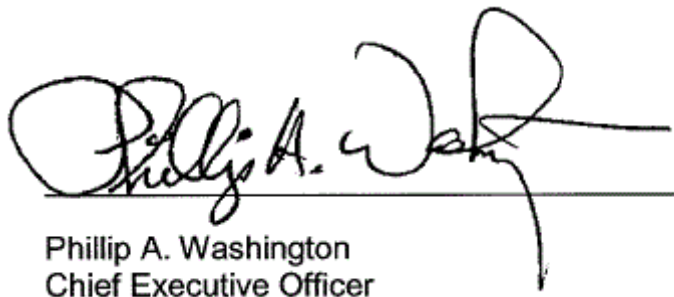
### **ATTACHMENTS**

Attachment A - Procurement Summary

Attachment B - DEOD Summary

Prepared by: Donald E. Ott, Executive Director, Employee & Labor Relations  
(213) 922-8867

Reviewed by: Ivan Page, Interim Executive Director, Vendor/Contract  
Management, (213) 922-6383  
Stephanie Wiggins, Deputy CEO, 213 922-1023



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Phillip A. Washington  
Chief Executive Officer



**PROCUREMENT SUMMARY**  
**CONVENIENCE COPYING SERVICES**

1.	<b>Contract Number:</b> PS3825500	
2.	<b>Recommended Vendor:</b> Xerox Corporation	
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> August 5, 2015	
	<b>B. Advertised/Publicized:</b> August 5, 2015	
	<b>C. Pre-proposal/Pre-Bid Conference:</b> N/A	
	<b>D. Proposals/Bids Due:</b> September 23, 2015	
	<b>E. Pre-Qualification Completed:</b> October 22, 2015	
	<b>F. Conflict of Interest Form Submitted to Ethics:</b> October 6, 2015	
	<b>G. Protest Period End Date:</b> November 24, 2015	
5.	<b>Solicitations Picked up/Downloaded:</b> 29	<b>Bids/Proposals Received:</b> 13
6.	<b>Contract Administrator:</b> Rommel Hilario	<b>Telephone Number:</b> (213) 922-4654
7.	<b>Project Manager:</b> Raul Gomez	<b>Telephone Number:</b> (213) 922-4356

**A. Procurement Background**

This Board Action is to approve contract award in support of General Services to lease and maintain a fleet of convenience copiers for use by Metro employees as outlined in Request for Proposal (RFP) No. PS15534.

The RFP was issued as a competitively negotiated procurement in accordance with Metro's Acquisition Policy. The contract type is firm fixed unit price.

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

- Amendment No. 1, issued on August 11, 2015, clarified and corrected the Schedule of Quantities and Pricing Form;
- Amendment No. 2, issued on August 20, 2015, clarified sections of the Statement of Work, extended the proposal due date, and released Questions and Answers No. 1;
- Amendment No. 3, issued on August 25, 2015, added additional information to the Schedule of Quantities and Pricing Form and released Questions and Answers No. 2;
- Amendment No. 4, issued on September 11, 2015, clarified sections of the Statement of Work and released Questions and Answers No. 3;
- Amendment No. 5, issued on September 17, 2015, extended the proposal due date to September 23, 2015.

A total of 13 proposals were received on September 23, 2015.

## **B. Evaluation of Proposals**

Proposal submittals were evaluated in accordance with the criteria established in the RFP and in compliance with Metro's Acquisition Policy.

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

- Effectiveness of Management Plan and Understanding of the Work 40%
- Degree of the Contractor's (firm and staff) Skills and Experience 30%
- Cost 30%

The evaluation criteria are appropriate and consistent with criteria developed for similar procurements for General Services. Several factors were considered when developing these weights, giving the greatest importance to the effectiveness of the management plan and understanding of the work.

Of the 13 proposals received, three were determined to be within the competitive range. The three proposers within the competitive range are listed below in alphabetical order:

1. Canon Business Solutions, Inc.
2. SoCal Office Technologies
3. Xerox Corporation

Ten firm's scores were substantially lower and determined to be outside of the competitive range and were not included for further consideration due to their inability to provide sufficient information that was required in the RFP. In general, the Proposal Evaluation Team (PET) members found these proposals lacking detail of how proposers understood the Statement of Work and lacked information to fully support the proposer's skills and experience.

The PET consisting of staff from Metro's General Services met on September 30, 2015 to conduct a comprehensive review of the technical qualifications of the proposal submissions received. The PET reviewed proposals based on the technical criteria consistent with the qualifications, experience, and resources necessary to meet the requirements of the RFP. Each proposal addressed the firm's understanding of the workplan, degree of skills and experience, and equipment necessary to perform the services outlined in the statement of work. The proposals highlighted the firms' capabilities, and the roles of the proposer's project and management teams.

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

### **CANON BUSINESS SOLUTIONS, INC.**

Canon Business Solutions, Inc. was founded in 1971. Canon Business Solutions, Inc. is a Canon U.S.A. company providing integrated systems technology that comprises one of the strongest solutions portfolios in the document management industry. Canon Business Solutions, Inc. provides networked office systems, graphic systems, copiers, printers, scanners, and fax machines. Canon Business Solutions, Inc. is currently under contract for these services with Metro and their performance has been satisfactory.

### **SOICAL OFFICE TECHNOLOGIES**

SoCal Office Technologies is one of the largest subsidiaries of Global Imaging Systems, Inc. a Xerox wholly owned company since 2009. SoCal Office Technologies has been providing document technology and services since 1977. SoCal Office Technologies offers an innovative mix of products and services that have affected the way that organizations manage their document assets.

### **XEROX CORPORATION**

Xerox Corporation (Xerox) was founded in 1906. Today, Xerox is a company focused on supporting critical business processes for enterprises of all sizes. The firm remains one of the leaders in their industry. Examples of the company's services include transaction processing services, managed and centralized print services, legal and e-Discovery services, and finance, accounting and payment services.

The PET recommendation for contract award is the following:

1	FIRM	Average Score	Factor Weight	Weighted Average Score	Rank
2	<b>Xerox</b>				
3	Effectiveness of Management Plan and Understanding of the Work	77.50	40.00%	31.00	
4	Degree of the Contractor's (firm and staff) Skills and Experience	73.33	30.00%	22.00	
5	Cost	100.00	30.00%	30.00	
6	<b>Total</b>		<b>100.00%</b>	<b>83.00</b>	<b>1</b>
7	<b>Canon Business Solutions</b>				
8	Effectiveness of Management Plan	77.00	40.00%	31.00	

	and Understanding of the Work				
9	Degree of the Contractor's (firm and staff) Skills and Experience	70.00	30.00%	21.00	
10	Cost	66.00	30.00%	20.00	
11	<b>Total</b>		<b>100.00%</b>	<b>72.00</b>	<b>2</b>
12	<b>SoCal Office Technologies</b>				
13	Effectiveness of Management Plan and Understanding of the Work	57.50	40.00%	23.00	
14	Degree of the Contractor's (firm and staff) Skills and Experience	63.33	30.00%	19.00	
15	Cost	80.00	30.00%	24.00	
16	<b>Total</b>		<b>100.00%</b>	<b>66.00</b>	<b>3</b>

### C. Cost/Price Analysis

The recommended pricing for the contract is fair and reasonable based on adequate price competition and technical evaluation. Xerox's proposed price is substantially lower than Metro's ICE because their total price is inclusive of print charges each year plus any meter volume exceeding the base allowances for black and white and color copies. Thus, this results in a difference of \$3 million from the ICE and a savings from the second rated proposer of \$1,532,224.

PROPOSER	PROPOSAL AMOUNT	METRO ICE	AWARD AMOUNT
Xerox Corporation	\$3,757,066	\$6,700,00	\$3,757,066
Canon Business Solutions, Inc.	\$5,289,290	\$6,700,00	
SoCal Office Technologies	\$4,402,781	\$6,700,00	

### D. Background on Recommended Contractor

Xerox is one of the leading enterprises for business process and document management services in the marketplace. Xerox manufactures and sells a wide variety of office equipment including scanners, printers, and multifunction systems that scan, print, copy, e-mail and fax. For the graphic communications and commercial print industries, the Xerox product portfolio includes high-volume, digital printing presses, production printers, and wide format printers that use xerographic and inkjet printing technologies. Although Xerox is a global company, they offer a

strong local support system for Metro through their local sales and technical support organizations. Xerox also maintains a Supplier Diversity Program to proactively partner with diverse and minority-owned businesses to help clients reach their own diversity goals. Xerox maintains a fleet of certified DBEs across the country that receive on-site training and technical analyst support. Through their proposal, Xerox has committed to standardize multi-functional devices across common platforms and user interfaces, reduce IT burden, streamline training and support processes, and reduce overall print costs by at least 30%-50% from our current copier contract.

**DEOD SUMMARY****CONVENIENCE COPYING SERVICES – PS3825500****A. Small Business Participation**

The Diversity and Economic Opportunity Department (DEOD) established a 5% Disadvantaged Business Enterprise (DBE) goal for this solicitation. Xerox Corporation exceeded the goal by making a 5.22% DBE commitment.

<b>Small Business Goal</b>	<b>5% DBE</b>	<b>Small Business Commitment</b>	<b>5.22% DBE</b>
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	<b>DBE Subcontractor</b>		<b>% Committed</b>
1.	Atlas Teknology Group, Inc.	Asian Pacific	5.22%
	<b>Total Commitment</b>		<b>5.22%</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.



## Board Report

File #: 2015-1481, File Type: Contract

Agenda Number: 37.

### SYSTEM SAFETY, SECURITY AND OPERATIONS COMMITTEE NOVEMBER 19, 2015

**SUBJECT: PURCHASE OF BUS COMPONENTS**

**ACTION: RECOMMENDATION FOR AWARD**

#### **RECOMMENDATION**

AUTHORIZING the Chief Executive Officer to award a 24-month, firm fixed price contract under Bid Number 15-0004 to the following lowest responsive and responsible bidders for the **purchasing of bus components** for a base amount not to exceed \$1,280,509 inclusive of sales tax, and a one year option amount of \$1,306,116 inclusive of sales tax, for a total contract amount of \$2,586,625.

Each component, contract value and award is listed as follows:

- A. **New Flyer Industrial for line item 3 (Module - ECU, ABS System)** for a total contract value of \$170,286 and;
- B. **Cummins Pacific, LLC for line items 5 (Module - Electronic Control 8.9L Gas Plus), 6 (Module - Electronic Control ISL 8.9L) and 11 (Module - Ignition Control)** for a total contract value of \$2,416,339.

#### **ISSUE**

This procurement is for the acquisition of various bus parts that are required for the repair and maintenance of the bus fleet. This ensures that the fleet is in a safe and reliable condition for revenue service. Award of these contracts are essential in maintaining adequate inventory at the operating divisions and the Central Maintenance Shops to repair and maintain the buses according to Metro maintenance standards.

#### **DISCUSSION**

The bus parts in this procurement are used to control many of the systems on Metro buses. These components are replaced as needed based on failure or as part of regularly scheduled maintenance. They allow various parts of the engine to function correctly including portions of the bus dashboard. These components are critical elements to keep the bus systems from shutting down and thus preventing road calls. These electronic components are the brains of the engine and cannot be repaired, only re-programmed or replaced.

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. However, there is no obligation or commitment for us to order any or all of these parts. The bid quantities are estimates only, with deliveries to be ordered and released as required.

### **DETERMINATION OF SAFETY IMPACT**

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

### **FINANCIAL IMPACT**

The funding of \$635,710 for the components is included in the FY16 budget under multiple bus operating cost centers in project 306002 Operations Maintenance under line 50441, Parts - Revenue Vehicle and in Central Maintenance cost center 3366, under project 203035 Engine Replacement Project and line item 50441, Parts - Revenue Vehicle.

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

#### **Impact to Budget**

The source of funds for this procurement will come from Federal, State and local funding sources that are eligible for Bus and Rail Operating or Capital Projects. These funding sources will maximize the use of funds for these activities.

### **ALTERNATIVES CONSIDERED**

The alternative is to not award the contracts and continue to procure bus component control modules on an as-needed basis at a higher cost. 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 bus modules will be fulfilled under the provisions of the contracts.

### **Attachments**

- A. Procurement Summary
- B. DEOD Summary

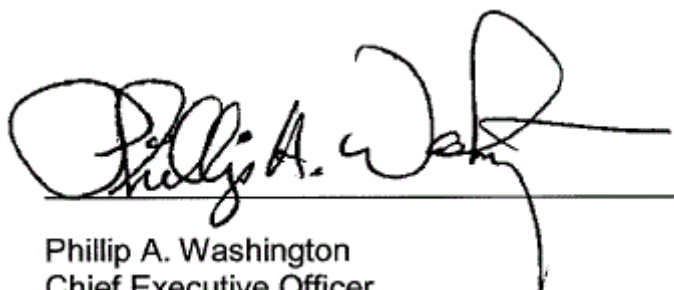
Prepared by: Amy Romero, Director of Central Maintenance, (213) 922-5709  
Christopher Reyes, Transportation Planning Manager III, (213) 922-4808



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Reviewed by: James T. Gallagher, Chief Operations Officer, (213) 922-4424

Ivan Page, Interim Executive Director, Vendor/Contract Management, (213) 922-6383



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Phillip A. Washington  
Chief Executive Officer

## PROCUREMENT SUMMARY

## PURCHASE OF BUS COMPONENTS/IFB NO. 15-0004

1.	<b>Contract Number:</b> IFB 15-0004	
2.	<b>Recommended Vendor(s):</b> New Flyer Industries, and Cummins Pacific, LLC	
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: 10/29/14	
	B. Advertised/Publicized: 10/31/14	
	C. Pre-proposal/Pre-Bid Conference: N/A	
	D. Proposals/Bids Due: 3/2/15	
	E. Pre-Qualification Completed: N/A	
	F. Conflict of Interest Form Submitted to Ethics: 9/30/15	
	G. Protest Period End Date: November 24, 2015	
5.	Solicitations Picked up/Downloaded: 26	Bids/Proposals Received: 6
6.	<b>Contract Administrator:</b> Tanya Allen	<b>Telephone Number:</b> 213/922-1018
7.	<b>Project Manager:</b> John Roberts	<b>Telephone Number:</b> 213/922-5060

**A. Procurement Background**

This Board Action is to approve multiple Contracts resulting from IFB No. 15-0004 issued in support of bus component control modules.

IFB No. 15-0004 was issued in accordance with Metro's Acquisition Policy and the contract type is a Firm Fixed Price.

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

- Amendment No. 1, issued on December 5, 2014 clarified potential bidder's questions;
- Amendment No. 2, issued on December 17, 2014 clarified potential bidder's questions;
- Amendment No. 3, issued on January 15, 2015 clarified potential bidder's questions;
- Amendment No. 4, issued on January 22, 2015 clarified potential bidder's questions.

A total of six bids were received on March 2, 2015.

## **B. Evaluation of Bids**

A total of six bidders responded to this solicitation. Three bidders were deemed nonresponsive for failure to meet the mandatory recommended 5% DBE goal and in response to Metro's inquiry demonstrated they had not engaged in Good Faith Efforts (GFE). The firm(s) recommended for award are, New Flyer Industrial for line item 3 and Cummins Pacific LLC for line items 5, 6, and 11 whose bids were found to be in full compliance with the bid requirements.

The lowest bidder for line items 1, 2, 4, 7, 8, 9, and 10 did not meet the 5% DBE goal and the second low bid price, which was responsible, is more than ten percent (10%) higher than the average inventory price and therefore not considered reasonable. Also, there was no price competition for line items 2 and 7; therefore all these bus module items will be re-bid under a separate and new IFB in the near term.

No.	Bidder Name	Bid Amount
1.	New Flyer Industrial	\$170,286
2.	Cummins Pacific, LLC	\$2,416,339

## **C. Price Analysis**

The recommended bid prices, to be awarded on a line item basis for line items 3, 5, 6, and 11 have been determined to be fair and reasonable based upon adequate price competition. The analysis for line items 2 and 7 determined there was no price competition and the analysis of line items 1, 4, 8, 9 and 10 determined the price was not fair and reasonable.

Line Item No.	Low Bidder Name	Bid Amount	Second Low Bidder Name	Bid Amount	Metro ICE
1	Will Be Rebid				
2	Will Be Rebid				
3	New Flyer Industrial	\$170,287	Valley Power Systems, Inc.	\$188,089	\$163,392
4	Will Be Rebid				
5	Cummins Pacific LLC	\$153,751	New Flyer Industries	\$182,455	\$147,168
6	Cummins Pacific LLC	\$470,953	New Flyer Industries	\$595,749	\$480,576
7	Will Be Rebid				
8	Will Be Rebid				
9	Will Be Rebid				
10	Will Be Rebid				
11	Cummins Pacific LLC	\$1,791,635	New Flyer Industries	\$2,266,407	\$1,827,696

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

##### **New Flyer Industrial**

The recommended firm for line item 3 of the IFB, New Flyer Industrial, located in Winnipeg, MB has been in business for 85 years, is a leader in the field of manufacturer of transit vehicles and is an aftermarket distributor of bus parts. New Flyer Industrial has provided similar products to other transit agencies including New York City Transit, Chicago Transit Authority, Capital Metro, Austin Texas, and Metro Transit Authority – Houston Texas, and other agencies. To date, New Flyer Industrial has provided satisfactory service and products to Metro on previous purchases.

##### **Cummins Pacific LLC**

The recommended firm for line items 5, 6 and 11 of the IFB, Cummins Pacific LLC, located in Irvine, CA has been in business for 24 years, is a leader in the field of manufacturing engines and is an aftermarket distributor of bus parts. Cummins Pacific LLC has provided similar products to other transit agencies including Orange County Transportation Authority (OCTA), Santa Monica Big Blue Bus, and San Diego Metropolitan Transit System and other agencies. To date, Cummins Pacific LLC has provided satisfactory service and products to Metro on previous purchases.

## DEOD SUMMARY

## PURCHASE OF BUS MODULES/IFB 15-0004

**A. Small Business Participation**

The Diversity and Economic Opportunity Department (DEOD) established a 5% Race Conscious Disadvantaged Business Enterprise (DBE) goal for this procurement. In accordance with the DBE Program Regulations, 49 Code Federal Regulations Part 26.53, to be considered responsive, Bidders must document enough DBE participation to meet the goal, and if commitment is less than the stated goal, submit evidence of Good Faith Efforts (GFE) undertaken to meet the goal.

Two Bidders (Cummins Pacific, Inc., and New Flyer Industries) listed DBE participation less than the stated goal, and submitted GFE documentation. To pass GFE, Bidders must receive a score of 75 out of the possible 100 GFE points. Cummins Pacific, Inc. made a 0.19% DBE commitment, and achieved a passing score of 85 points. New Flyer Industries made a 0.18% DBE commitment, and achieved a passing score of 80 points.

**Cummins Pacific, Inc.**

<b>SMALL BUSINESS GOAL</b>	<b>DBE 5%</b>	<b>SMALL BUSINESS COMMITMENT</b>	<b>DBE 0.19%</b>
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	<b>DBE Subcontractors</b>	<b>Ethnicity</b>	<b>% Committed</b>
1.	Say Cargo Express	Hispanic American	0.19%
<b>Total</b>			<b>0.19%</b>

**New Flyer Industries**

<b>SMALL BUSINESS GOAL</b>	<b>DBE 5%</b>	<b>SMALL BUSINESS COMMITMENT</b>	<b>DBE 0.18%</b>
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	<b>DBE Subcontractors</b>	<b>Ethnicity</b>	<b>% Committed</b>
1.	Say Cargo Express	Hispanic American	0.18%
<b>Total</b>			<b>0.18%</b>

**B. Living Wage Service Contract Worker Policy**

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.



Metro

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

## Board Report

File #: 2015-1564, File Type: Policy

Agenda Number: 38.

### SYSTEM SAFETY, SECURITY AND OPERATIONS COMMITTEE NOVEMBER 19, 2015

**SUBJECT: TITLE VI EQUITY EVALUATIONS FOR NEW FIXED GUIDEWAYS**

**ACTION: ADOPT THE EVALUATION FINDINGS**

#### **RECOMMENDATION**

IMPLEMENTING the **proposed Metro Silver Xpress (Line 950) and discontinue Line 450 in December 2015**, which will have no Disparate Impact on minority populations and cause no Disproportionate Burden on poverty populations.

#### **ISSUE**

The Federal Transit Administration requires the completion of an equity evaluation for major service changes prior to implementation.

#### **DISCUSSION**

Federal Transit Administration Circular 4702.1B provides requirements and guidelines for Title VI and Environmental Justice obligations of federal funds recipients. An equity evaluation of all major service changes is required prior to implementation. Major service changes are defined in Section 2-50 of Metro's Administrative Code which also establishes thresholds for determination of when a Disparate Impact on minority populations or a Disproportionate Burden on poverty populations occurs in relation to such changes.

#### **BACKGROUND**

The Board approved Motion 21 in February 2015, directing staff to extend the Silver Line to San Pedro. Staff returned to the Board with a Receive and File Report describing alternatives to the existing Silver Line and Express Line 450 that would allow for the extension. The Board directed staff to conduct a public hearing, which was held in September. Following the hearing, staff recommended discontinuing Express Line 450 and folding those resources into an improved Silver Line by creating a new Silver Xpress (Line 950). This proposal was approved in October by the South Bay Service Council and the changes will be implemented December 13, 2015.

Currently, Line 450 patrons from San Pedro have limited service in the morning and afternoon hours to and from Downtown Los Angeles. In the mid-day and on weekends, Line 450 patrons have to

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transfer at the Harbor Gateway Transit Center to the Silver Line. The new service will offer express service weekdays every 10 minutes from the Transit Center, and every 20 minutes from San Pedro. Mid-day and weekends, Line 910 will be extended to San Pedro, eliminating the transfer at the Transit Center.

Staff from Labor Relations and Metro Service Planning met with SMART in October to review the proposed changes and how it will positively affect its members.

### **DETERMINATION OF SAFETY IMPACT**

There are no safety issues associated with completing Title VI and Environmental Justice evaluations.

### **FINANCIAL IMPACT**

Adoption of the Title VI and Environment Justice findings would have no negative impact to the agency.

#### **Impact to Budget**

The projected operating costs and cost savings associated with these planned service changes are included in the adopted Metro Budget for FY2016.

### **ALTERNATIVES CONSIDERED**

The completion of equity evaluations for major service changes is a Federal Transit Administration requirement for continued funding eligibility. There are no practical nor economic alternatives to the performance of these analyses and the adoption of their findings.

### **NEXT STEPS**

Approval of the findings of the equity evaluations of these major service changes will permit staff to continue with remaining actions necessary to put these projects into revenue service.

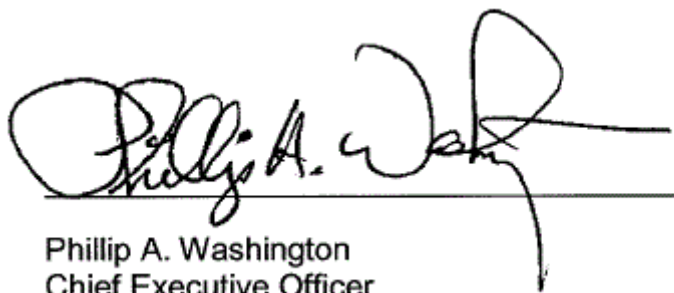
### **ATTACHMENTS**

Attachment A - Equity Evaluation of New Metro Silver Xpress (Route 950) and Line 450 Discontinuation

Prepared by: Jon Hillmer, EO of Service Planning & Development (213), 922-6972  
Dan Levy, EO Civil Rights Program Compliance & Paratransit, (213) 922-8891  
Scott Page, Director of Service Planning, (213)-922-1228  
Dana Woodbury, Transportation Project Manager IV, (213) 922-4207  
Christopher Reyes, Transportation Planning Manager III, (213) 922-4808

Reviewed by: James T. Gallagher, Chief Operations Officer





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Phillip A. Washington  
Chief Executive Officer

## **ATTACHMENT A**

### **EQUITY EVALUATION NEW METRO SILVER XPRESS (ROUTE 950) – LINE 450 DISCONTINUATION**

This document provides a service and fare equity evaluation for the implementation of a new Metro Silver Xpress, and the discontinuation of Line 450. The proposed changes are being considered for implementation in December 2015. The requirement for this evaluation is provided in FTA Circular 4702.1B which requires an evaluation of planned major service changes. Major service changes are defined in Metro's Administrative Code Section 2-50.

The proposed discontinuation of Line 450 is a major change because it affects more than 25% of the line's route miles, revenue hours, and revenue miles. The proposed Metro Silver Xpress would operate as a branch (Route 950) of the Metro Silver Line (Route 910). The added service would be a major change to the Silver Line because of accumulated revenue hour and revenue mile increases over the past three years.

## **METHODOLOGY**

FTA's Title VI guidelines provide a choice of two methodologies for conduct of a service equity evaluation. The preferred method would use rider survey data to determine impacts on minority and poverty riders on impacted services. In the event that such data is not available, census demographic data may be used to evaluate impacts on minority and poverty level persons living within walking distance of impacted services. Because Metro does not have adequate rider survey data at the route level, this evaluation uses demographic data from the U. S. Census. Minority data is available at the block group level, and household income data is available at the census tract level.

The numbers of persons within walking distance of all affected bus stops (up to one quarter mile) are categorized by minority (Title VI) and poverty household income (Environmental Justice). Major Park-Ride facilities such as the Harbor Gateway Transit Center and the El Monte Transit Center use a one-half mile walk buffer for analysis. Persons positively (positive numbers) and adversely (negative numbers) impacted are combined to determine whether or not there is a net positive or adverse impact for the proposed changes. The minority and poverty shares of the net impacted population are compared with Metro service area averages to determine whether there are significant differences. Significance has been previously defined by the Metro Board of Directors as the smaller of a 5% absolute difference, or a 20% relative difference, from Metro's service area averages. In this instance, the smallest values are at least a 5% absolute

difference in the minority share, and at least a 20% relative difference in the poverty share.

If there is a positively impacted population that is significantly less minority than Metro's service area average, or an adversely impacted population that is significantly more minority than Metro's service area average, then a finding of a Disparate Impact must be made. In order for the project to proceed, the Metro Board of Directors must find that there are overriding considerations that necessitate the proposed changes, and that there are no feasible alternatives that would have a less negative impact on minorities.

Similarly, if there is a positively impacted population that is significantly less poverty than Metro's service area average, or an adversely impacted population that is significantly more poverty than Metro's service area average, then a finding of a Disproportionate Burden must be made. In such an instance, Metro must seek to mitigate the impacts of the proposed changes.

If there is no Disparate Impact and no Disproportionate Burden, then no further action is necessary.

## ANALYSIS

The proposed discontinuation of Line 450, and its replacement by a proposed new branch of the Metro Silver Xpress (Route 950), will have no fare impact on riders. Line 450 charges a base fare plus one express premium for a cash fare of \$1.75 plus \$0.75, or \$2.50. The Metro Silver Line (Line 910) and its proposed branch (Route 950) charge a single premium fare of \$2.50.

Proposed Route 950 will operate over the same route as discontinued Line 450. Two existing northbound and one southbound stop on Line 450 in San Pedro will not be served by Route 950. Otherwise all existing Line 450 stops will continue to be served. In addition stops now served by the Metro Silver Line between downtown Los Angeles and the El Monte Transit Center would be served by the proposed Route 950 providing through connectivity to riders that is not offered now.

The bus stop changes associated with these proposals are depicted in Figure 1. Bus stops that would be discontinued on Line 450 and replaced by Route 950 are shown with both routes next to them in the figure. Bus stops to be added on Route 950 are shown with Route 950 next to them. Stops to be permanently discontinued are shown only with Line 450 next to them, and are displayed in strikeout text.

Line	Direction	stopseq	Stopnum	Along	At
450 & 950 N		1	141012	PACIFIC	21ST LAYOVER
450 & 950 N		2	13809	PACIFIC	22ND
450 & 950 N		3	5397	PACIFIC	17TH
450 & 950 N		4	5396	PACIFIC	15TH
450 & 950 N		5	5395	PACIFIC	11TH
450 & 950 N		6	5413	PACIFIC	9TH
450 & 950 N		7	5410	PACIFIC	7TH
450 N		8	5409	PACIFIC	5TH
450 & 950 N		9	5408	PACIFIC	3RD
450 & 950 N		10	3821	PACIFIC	1ST
450 & 950 N		11	3593	HARBOR	1ST
450 N		12	3591	HARBOR	O FARRELL
450 & 950 N		13	378	HARBOR BEACON PARK RIDE	
450 & 950 N		14	141079	HARBOR FWY	PACIFIC COAST
450 & 950 N		15	141080	HARBOR FWY	CARSON
450 & 950 N		16	65300038	FIGUEROA	VICTORIA
450 & 950 N		11	30005	HARBOR GATEWAY TRANSIT CENTER	
950 N		12	10855	HARBOR TRANSITWAY	HARBOR FWY STATION
950 N		13		FIGUEROA	23RD
950 N		14		FIGUEROA	PICO
950 N		15	65300042	FIGUEROA	7TH
950 N		16	5378	OLIVE	5TH
950 N		17	70500012	OLIVE	GENERAL THADDEUS KOSCIUSZKO
950 N		18	5377	1ST	HILL
950 N		19	11917	SPRING	1ST - CITY HALL
950 N		20	70	EL MONTE BUSWAY	ALAMEDA - UNION STATIO
950 N		21	15029	USC MEDICAL CTR BUSWAY STATION	
950 N		22	931	CAL STATE LA BUSWAY STATION	
950 N		23	30019	EL MONTE STATION - UPPER LEVEL	
950 S		1	30019	EL MONTE STATION - UPPER LEVEL	
950 S		2	9480	CAL STATE LA BUSWAY STATION	
950 S		3	5048	USC MEDICAL CTR BUSWAY STATION	
950 S		4	9129	EL MONTE BUSWAY	ALAMEDA - UNION STATIO
950 S		5	12416	SPRING	TEMPLE
950 S		6	15612	1ST	HILL
950 S		7	13560	GRAND	3RD
950 S		8	13488	FLOWER	5TH
950 S		9	13489	FLOWER	7TH
950 S		10		FLOWER	PICO
950 S		11	1813	FLOWER	23RD
950 S		12	2324	HARBOR TRANSITWAY	HARBOR FWY STATION
450 & 950 S		13	30005	HARBOR GATEWAY TRANSIT CENTER	
450 & 950 S		7	65300039	FIGUEROA	190TH
450 & 950 S		8	14073	HARBOR FWY	CARSON
450 & 950 S		9	142216	HARBOR FWY	PACIFIC COAST
450 & 950 S		10	378	HARBOR BEACON PARK RIDE	
450 & 950 S		11	3590	HARBOR	1ST
450 & 950 S		12	12304	PACIFIC	1ST
450 & 950 S		13	13817	PACIFIC	3RD
450 S		14	13818	PACIFIC	5TH
450 & 950 S		15	5411	PACIFIC	7TH
450 & 950 S		16	13822	PACIFIC	9TH
450 & 950 S		17	13802	PACIFIC	11TH
450 & 950 S		18	13803	PACIFIC	15TH
450 & 950 S		19	13804	PACIFIC	17TH
450 & 950 S		20	13805	PACIFIC	19TH
450 & 950 S		21	141012	PACIFIC	21ST LAYOVER

Figure 1  
Bus Stops Impacted on Routes 450 and 950

## ANALYSIS RESULTS

The results of the demographic analysis are shown in Table 1.

METRO SILVER LINE -- Lines 450 & 950 Evaluation				
	TITLE VI		ENVIRONMENTAL JUSTICE	
	Impacted Population	Impacted Minority Population	Impacted Population	Impacted Poverty Population
Route 950 - added	1,481,643	1,256,728	1,583,803	251,033
Line 450 - discontinued	-791,788	-653,479	-854,972	-146,520
Totals	689,855	603,249	728,831	104,513
Scenario Absolute Percentages		87.45%		14.34%
Metro System Percentages		70.50%		15.90%
Minimum Absolute % for No Impact		65.50%		10.90%
Minimum Relative % for No Impact		56.40%		12.72%
Beneficial Changes shown as Positive values    Adverse Changes shown as Negative values				

Table 1  
Evaluation Results

Because the proposed changes result in net positively impacted Title VI and EJ populations, minimum thresholds are established for the minority and poverty shares of the net impacted populations. Metro's adopted standards require meeting both a 5% absolute standard and a 20% relative standard. This means that the minority share of the impacted population must exceed both 70.5% less 5%, or 65.5% as well as 70.5% times 80%, or 56.4%. Similarly, the poverty share of the impacted population must exceed both 15.9% less 5%, or 10.9% as well as 15.9% times 80%, or 12.72%

Since 87.45% of the positively impacted population are minorities, exceeding the required minimums, there is no Disparate Impact from these proposals. Similarly, since the 14.34% poverty share of the impacted population exceeds the required minimums, there is no Disproportionate Burden on poverty level persons.

## FINDINGS

There is no Disparate Impact on minority populations and no Disproportionate Burden on poverty populations from the proposed service changes.



## Board Report

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**File #:** 2015-1651, **File Type:** Contract

**Agenda Number:** 39.

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### SYSTEM SAFETY, SECURITY AND OPERATIONS COMMITTEE NOVEMBER 18, 2015

**SUBJECT: TRANSIT COURT CITATION PROCESSING SERVICES**

**ACTION: CONTRACT MODIFICATION AUTHORIZATION**

**RECOMMENDATION**

- A. AUTHORIZING the Chief Executive Officer to execute Modification No. 10 to Contract No. OP24122716 with **Xerox State and Local Solutions, Inc. (Xerox) to extend the Transit Court Citation Processing Services support for up to twelve (12) months**, for the period covering December 12, 2015 through December 31, 2016, for an amount of \$437,880, thereby increasing the total contract value from \$2,264,692 to \$2,702,572.
- B. INCREASING Contract Modification Authority from \$187,149 (10%) to a total of \$374,298 (20%) to allow for contract modifications as needed to address potential increased citation volume due to the opening of additional lines.

**ISSUE**

In July 2010, the Board approved the establishment and implementation of an administrative process to resolve certain citations. At that time, the Board approved the ordinance required to create an administrative review process, referred to as the Customer Code of Conduct. The goal of the new system is to improve the Metro customer experience by providing a more direct, easier process for resolving citations received in the Metro system. Metro's approach has been anticipated by the Los Angeles Superior Courts for a number of years, as the Court prefers to spend court time addressing other more serious offenses. In February 2012, Metro Transit Court opened its doors to serve patrons who receive transit and parking citations.

The recommended contract modification will allow staff to assess whether some or all of the associated functions can be brought in house to achieve a cost savings and explore strategies to increase collection for administration citations. In addition, system enhancements will be explored and considered due to advanced electronic ticketing.

## **DISCUSSION**

Currently, Transit Court staff is provided with citation processing services to support the handling of transit and parking citations issued in accordance with the applicable state laws related to each type of citation. Transit Court staff is provided with a web based system that allows the ability to view citations, customer correspondence, citation records, record payments, and dispositions of cases. In addition to installment payment plans, community service, and the disposition of fines for Transit School, the contractor generates notices to transit customers with unpaid citations. In order to identify cost savings or system enhancements and avoid disruption in ticket processing, the recommended contract modification is necessary.

## **DETERMINATION OF SAFETY IMPACT**

Deterring fare evasion and addressing quality of life issues can be labor and cost intensive. The use of deployment strategies for both law enforcement and transit security are crucial in an effort to promote fare compliance as well as the perception of safety for the public and Metro employees with uniform presence throughout the system. Rail stations and bus intersections are selected to conduct fare enforcement operations in both a roving and static operations on a daily basis. As a result, transit related citations will be issued for patrons who do not comply with Metro's Customer Code of Conduct. In addition, daily patrols of parking lots and bus zones are conducted to enhance safety and ease in traffic congestion along busy streets.

## **FINANCIAL IMPACT**

Funding for this service is included in the FY16 budget in cost center 2412, Transit Court, under project number 300111 and task number 01.01 for Professional and Technical Services. Since this is a multi-year contract, the Deputy Executive Officer and cost center manager will be accountable for budgeting the cost in future years.

## **ALTERNATIVES CONSIDERED**

Staff would like to consider providing services with in-house resources in order to identify cost savings and system enhancements. This task will require the possibility of adding FTE's to Metro's workforce and budget.

## **NEXT STEPS**

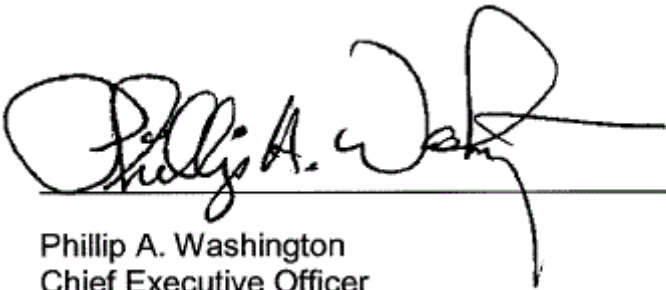
Upon Board approval, staff will execute Modification No. 10 with Xerox under Contract No. OP24122716 for the continuation of transit court citation processing services, and will move forward to identify services that can be brought in-house which could potentially lead to a cost savings as well as develop a new scope of work for a new RFP for citation processing services.

**ATTACHMENTS**

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

Prepared by: Helen Valenzuela, Citation Enforcement Manager, Transit Court, (213) 922-6928

Reviewed by: Alex Wiggins, EO, Systems Security & Law Enforcement, (213) 922-4433  
Ivan Page, Interim Executive Director, Vendor/Contract Management, (213) 922-6383



Phillip A. Washington  
Chief Executive Officer



## PROCUREMENT SUMMARY

## TRANSIT COURT CITATION PROCESSING SERVICES/OP24122716

1.	<b>Contract No.:</b> OP24122716		
2.	<b>Contractor:</b> Xerox State and Local Solutions, Inc.		
3.	<b>Mod. Work Description:</b> 12-month contract extension, add funding, and increase Contract Modification Authority		
4.	<b>Work Description:</b> Transit Court Citation Processing Services		
5.	<b>The following data is current as of :</b> 10/26/15		
6.	<b>Contract Completion Status:</b>		
	<b>Bids Opened</b>	N/A	<b>Financial Status</b>
	<b>Contract Awarded</b>	08/29/11	<b>Contract Award Amount</b>
			\$1,871,490
	<b>NTP</b>	N/A	<b>Total of Modifications approved</b>
			\$393,202
	<b>Orig. Complete Date</b>	06/30/12	<b>Pending Modifications (including this action)</b>
			\$437,880
	<b>Current Est. Complete Date</b>	012/11/15	<b>Current Contract Value (with this action)</b>
			\$2,702,572
7.	<b>Contract Administrator:</b> James Nolan	<b>Telephone Number:</b> (213) 922-7312	
8.	<b>Project Manager:</b> Helen Valenzuela	<b>Telephone Number:</b> (213) 922-6928	

**A. Procurement Background**

This Board Action is to approve Contract Modification No. 10 issued in support of Transit Court Citation Processing Services.

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

On August 29, 2011, competitively procured Contract No. OP24122716 was awarded to ACS, Inc, a Xerox subsidiary, on a unit price basis for a period of three years for a not-to-exceed amount of \$1,871,490 to provide citation processing services for Metro's Transit Court.

A total of nine modifications have been executed to date. For details, please refer to Attachment B – Contract Modification/Change Order Log.

**B. Cost/Price Analysis Explanation of Variances**

The contract unit prices have been determined to be fair and reasonable based upon the Independent Cost Estimate (ICE) and cost analysis performed by staff in accordance with Metro's Acquisition Policy.

<b>Proposal Amount</b>	<b>Metro ICE</b>	<b>Amount</b>
\$437,880	\$467,520	\$437,880

**ATTACHMENT B****CONTRACT MODIFICATION/CHANGE ORDER LOG****TRANSIT COURT CITATION PROCESSING SERVICES/OP24122716**

<b>Mod No.</b>	<b>Description</b>	<b>Date</b>	<b>Amount</b>
	Original Award	08/29/11	\$1,871,490
1	No-cost extension through 10/31/12	10/06/11	\$0
2	Exercised Option 1 to extend term through 10/31/13 and added Board approved funding	11/01/12	\$0
3	Exercised Option 2 to extend term through 10/31/14 and added Board approved funding plus \$123,202 for new scope	11/01/13	\$123,202
4	An administrative no-cost change	02/01/14	\$0
5	Extended term through 03/31/15 and added funding	11/01/14	\$75,000
6	No cost extension through 05/31/15	03/23/15	\$0
7	No cost extension through 08/31/15	05/07/15	\$0
8	To extend period of performance through 11/30/15 and add funding	08/21/15	\$195,000
9	No cost extension through 12/11/15	10/30/15	\$0
10	<b>To extend period of performance through 12/31/16 and add funding</b>	<b>Pending</b>	<b>\$437,880</b>
<b>Total:</b>			<b>\$2,702,572</b>

## DEOD SUMMARY

## TRANSIT COURT CITATION PROCESSING SERVICES/OP24122716

**A. Small Business Participation**

Xerox State and Local Solutions, Inc. (Xerox) made a 9.00% Small Business Enterprise (SBE) commitment. The current participation is 7.47%, representing a shortfall of 1.53%. This project is 90% complete. According to Xerox, the shortfall is due to the fact that the contract is transaction based, and SBE participation varies based on the number of citations issued. Metro's project manager confirmed that tickets issued by the Los Angeles Sheriff Department have been low, and that the SBE commitment is based on data entry of violations. Xerox confirmed that they will continue to make efforts to meet their SBE commitment.

<b>Small Business Commitment</b>	<b>9.00% SBE</b>	<b>Small Business Participation</b>	<b>7.47% SBE</b>
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	<b>SBE Subcontractors</b>	<b>% Committed</b>	<b>Current Participation<sup>1</sup></b>
1.	International Word Processing	9.00%	7.47%
	<b>Total</b>	<b>9.00%</b>	<b>7.47%</b>

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

**B. Prevailing Wage Policy**

Prevailing wage is not applicable to this modification.

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

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

**D. Project Labor Agreement / Construction Careers Policy (PLA/CCP)**

Metro's PLA/CCP does not apply to this contract.