

An architectural rendering of the LAX/Metro Transit Center at night. The building features a large, curved glass facade with a prominent blue and white 'M METRO AIRPORT CONNECTOR' sign. People are walking on the sidewalk, and light trails from passing vehicles are visible in the foreground.

Staffing Request for LAX/Metro Transit Center Opening and Related C and K Line Reconfiguration



Metro

LAX/Metro Transit Center Opening and Reconfiguration of C Line and K Line

- LAX/Metro Transit Center is planned to open in November 2024
 - Opening of Aviation/Century station and reconfiguration of C Line and K Line operations
 - Increased service on these lines as part of FY25 revenue service plan
- LAX/Metro Transit Center connects transit service to LAX and brings bus, rail, and active transportation modes into one hub
 - Rail station, 16-bay bus plaza, multi-level active transportation hub, private vehicle drop-off zone, customer service center, interactive information kiosks, TVMs, public toilet facilities, and commercial space for potential tenants
 - Critical asset for upcoming major events (World Cup, Olympic/Paralympic Games)
- Additional staff is required for extra service on the C and K Lines and to ensure proper upkeep and security of the station, escalators, artwork, etc



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Basis of Staffing Request

- Staffing request is based on current actual staffing levels for Union Station
- The amount of facility equipment is approximately 5 times greater than Union Station and existing rail stations

Communication System Types	Number of Systems/Equipment Types	
	LAX/Metro Transit Center	Average at Current Rail Stations
CCTV System - Cameras	200	25
Public Address System - Speakers	50	4
Electronic Signs (TPIS/VMS)	50	4
Telephones: ETEls/PTEls/MTEls	30	8
Intrusion Detection System (IDS)	10	4
Cable Transmission System/ Fiber Backbone network	1	1
Radio System	1	1
Fire Alarm Control Panel (FCP/EMP)	1	1

Facilities Maintenance (FM) System Types	Number of Systems/Equipment Types	
	LAX/Metro Transit Center & K Line	Average at Rail Stations, Patsaouras Plaza, East Portal
FM property maintenance and building grounds equipment	147	220
HVAC- boilers, air handlers, chillers, split systems, condenser units, heat pumps	185	60
Plumbing (leaks, hydrants, backflows, water heaters/pump, fixtures, sumps)	85	72



Staffing Request – 108 FTEs for FY25

- Operations requests 55 FTEs for to deliver day-to-day services
 - Additional Operators and Maintenance staff due to 67K additional RSH on the C Line and K Line
 - Custodians for dedicated cleaning and 24/7 coverage
 - Facility Maintenance staff and Rail Electronic Communications Inspectors
- SSLE requests 39 FTEs to provide extremely high visibility and presence 24/7
 - Code of conduct, fare enforcement, and first/last line of security and threat deterrence to LAWA
 - Station includes a Security Operations Center to allow for unified command among Metro and external security/law enforcement partners
- Human Capital and Development, Finance and Budget, and Customer Experience request an additional 14 FTEs to support station and C/K Line reconfiguration



Summary of Staffing Request

RECOMMENDATION

AUTHORIZE the CEO to amend the FY25 budget to add 108 positions:

- A. Add 7 non-contract positions to manage customer experience programs, facility maintenance contracts, and provide administrative/financial support
- B. Add 101 contract positions to provide daily revenue service, perform ongoing building maintenance, daily security, daily cleaning, custodial work, and customer service in support of planned operations at the new transit center, in addition to the newly configured C and K Lines

BY UNION	FY25 Budget Amendment
AFSCME	8
ATU	10
NC	7
SMART	4
TEAMSTER	34
TCU	45
Total	108

OPERATIONS	FY25 Budget Amendment
RAIL TRANSIT SERVICE DELIVERY	4
RAIL FLEET SERVICES	3
INFRASTRUCTURE MAINTENANCE & ENGINEERING	46
FACILITIES CONTRACTED MAINTENANCE SERVICE	2
Subtotal	55
AUXILIARY DEPARTMENTS	FY25 Budget Amendment
SYSTEM SECURITY & LAW ENFORCEMENT	39
HUMAN CAPITAL & DEVELOPMENT	1
FINANCE & BUDGET	3
CUSTOMER EXPERIENCE OFFICE	10
Subtotal	53
Total	108