

# On-Call Communications Support Services Bench



# Approve Recommendation

Authorize Chief Executive Office to award Task Order No. 1 under the Communications Support Services Bench Contract No. PS85397007 in the amount of \$6,753.52 to Lee Andrews Group to provide Street Teams, Community-Based Intervention Specialists and Program Administration through the end of June 30, 2023.

# Background

- > In September 2022, the Metro Board of Directors approved the establishment of Communications Support Services Bench contracts (Bench) for an amount not-to-exceed \$32,000,000 for a four-year term.
- > The approval also limited staff delegated authority on Task Orders under these contracts to a maximum of \$5,000,000.
- > Staff recommends that this Task Order be awarded above the \$5,000,000 limit to expand the Street Team Program, which is integral to Metro's community outreach, customer support, and our layered approach to public safety utilizing alternatives to policing.



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# Action Meets Agency Goals

## Street Teams

- > Expand Metro's ability to reach riders in person
  - Ensuring we reach low-income, disabled, older adults and other marginalized individuals.
  - Street teams will engage with seniors on our system and at events and common gathering spaces (food banks, senior centers) to enroll them in the LIFE program as we implement fare capping
- > Provide a more robust presence during big ridership events.
- > Share Metro-related information and increase staff presence on the system.
- > In coordination with Metro Ambassadors, support a community centered



# Recommended Team

- > Lee Andrews Group, is a certified Small/Women/ Minority Business Enterprise headquartered in Los Angeles.
- > Their proposal includes CBOs that serve BIPOC, low-income, disabled and marginalized individuals and Street Team employees that reflect the diverse demographics of our patrons by hiring individuals from the communities we serve.
- > There will be 116 street team members hired under this task order.



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*Thank  
You!*



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