

**Board Report**

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**File #:** 2015-0842, **File Type:** Contract**Agenda Number:** 61.

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**SYSTEM SAFETY, SECURITY AND OPERATIONS COMMITTEE  
JULY 16, 2015****SUBJECT: TRANSIT COURT CITATION PROCESSING SERVICES****ACTION: CONTRACT MODIFICATION AUTHORIZATION****RECOMMENDATION**

SYSTEM SAFETY, SECURITY AND OPERATIONS RECOMMENDED (3-0) authorizing the Chief Executive Officer to execute contract Modification No. 8 to Contract No, OP24122716 with Xerox State and Local Solutions, Inc to **provide Transit Court Citation Processing Services** to extend the contract for up to three (3) months for the period covering September 1, 2015, through November 30, 2015, for a not-to-exceed amount of \$195,000, thereby increasing the total contract value from \$2,069,692.20 to \$2,264,692.20.

**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, the Court prefers to spend court time addressing other more serious offenses. In February 2012, Metro Transit Court opened its doors and to serve patrons who receive transit and parking citations. The need to execute the recommended contract modification allows sufficient time to complete the current solicitation process and award a new contract for these services.

**DISCUSSION**

Transit Court staff requires that a contractor provide citation processing services to support Citation Enforcement and Transit Court and the handling of transit and parking citations issued in accordance with the applicable state laws related to each type of citation. The Contractor needs to provide Transit Court staff with a computer information system that allows staff the ability to view citations, customer correspondence, citation records, record payments or dispositions of cases. In addition to installment payment plans, community service and the disposition of fines for Transit School, the contractor is also required to generate notices to transit customers with unpaid citations. In order to

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move forward with awarding a new contract 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 operation 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, including any options exercised.

### **ALTERNATIVES CONSIDERED**

Staff considered providing services with in-house resources; however, this is not recommended for several reasons. This would require adding FTE's to Metro's workforce and budget. The fixed overhead burden, acquisition of qualified personnel and equipment would be significantly higher than the flexible cost proposed by the service provider.

### **NEXT STEPS**

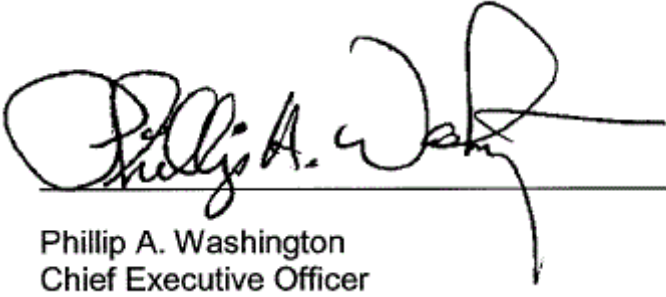
Upon approval, staff will move forward with the process of awarding a new contract.

### **ATTACHMENTS**

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

Prepared by: Duane Martin, DEO, Project Management, (213) 922-7460

Reviewed by: Duane Martin, DEO, Project Management, (213) 922-7460  
Ivan Page, Interim Executive Director, Vendor/Contract Management,  
(213) 922-6383



Phillip A. Washington  
Chief Executive Officer