

**Board Report**

File #: 2016-0711, **File Type:** Contract**Agenda Number:** 45.

**SYSTEM SAFETY, SECURITY AND OPERATIONS COMMITTEE
OCTOBER 20, 2016****SUBJECT: CITATION PROCESSING SERVICES****ACTION: APPROVE CONTRACT AWARD****RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to award and execute a five-year, firm fixed unit rate Contract No. **OP608960027253** to Axiom xCell Inc., **for services related to the processing, adjudication and collection of transit and parking citations** in an amount not-to-exceed \$1,586,533 effective January 1, 2017 through December 31, 2021, subject to resolution of protest(s), if any.

ISSUE

In July 2010, the Board established an administrative Transit Court to resolve fare related, parking and other citations issued for violations under Metro's Customer Code of Conduct and Parking Ordinance. The Board action also established an administrative review process to ensure patrons could dispute citations believed to have been issued in error. The goal of Metro's Transit Court is to provide patrons with an administrative rather than criminally punitive adjudication process.

DISCUSSION

Metro's Transit Court requires great efficiency to process and adjudicate the volume of citations issued for fare evasion, improper parking and other violations. State of the art information systems will allow staff to better manage correspondence, records, payments, and the disposition of citations. Advancements in the analysis of information supports better records management and enables Metro to leverage latest smart phone technology to issue citations. These processes will now be made available to Transit Court staff to provide patrons with the information needed in regards to citation.

Citation processing services allows law enforcement and Transit Security to enforce Metro's Customer Code of Conduct and Parking Ordinance. Code enforcement includes high visibility teams to ride trains and buses at corridors to combat quality of life issues on the Metro system. Numerous complaints of people illegally vending, eating, drinking, smoking, riding their bicycles, skateboarding

on the platforms, evading fare and committing other Metro code of conduct violations are received on a daily basis. Daily high visibility foot patrol saturation may result in the issuance of citations in order to address these complaints occurring on Metro's rails and stations. Law enforcement and Transit Security make numerous contacts during these operations enhancing passenger safety.

The current citation processing services contract will expire on December 31, 2016.

Axiom xCell, Inc. is able to provide and meet the needs for citation processing because the firm has a track record of providing design and strategic development of integrated software and mobile application services to government agencies in the California transit industry. In addition Axiom's ongoing projects at Metro are in satisfactory standing. Moreover Axiom is able to provide expertise in various aspects of software engineering including Android based platforms, program management and system engineering.

DETERMINATION OF SAFETY IMPACT

Citation processing plays a direct role in Metro's effort to improve the ridership experience. As law enforcement and Metro's security team take action to address fare evasion, illegal parking and other violations of Metro's Customer Code of Conduct, the efficient processing of these citations ensures that violations can be promptly addressed, while concurrently providing patrons with an option to resolve or dispute citations on-line, in person or by mail.

FINANCIAL IMPACT

The total five-year contract amount is \$1,586,533. The contract costs for the balance of the fiscal year is \$317,307 and is included in the FY17 budget under Cost Center 2412, Transit Court. Since this is a multi-year contract, the System Security and Law Enforcement Department will update its budget on an annual basis to fund years two (2) through five (5).

Impact to Budget

Funding for this project will come from Citation revenues collected. These funds are eligible for bus and rail operating and capital expenses.

ALTERNATIVES CONSIDERED

The Board may decline to approve the contract award. This alternative is not recommended because Metro does not have the internal staff resources to provide citation processing services. Further, this would result in an interruption of code enforcement by law enforcement and Metro security.

NEXT STEPS

Upon approval by the Board, staff will execute Contract No. **OP608960027253** with Axiom xCell, Inc. to provide citation processing services.

ATTACHMENTS

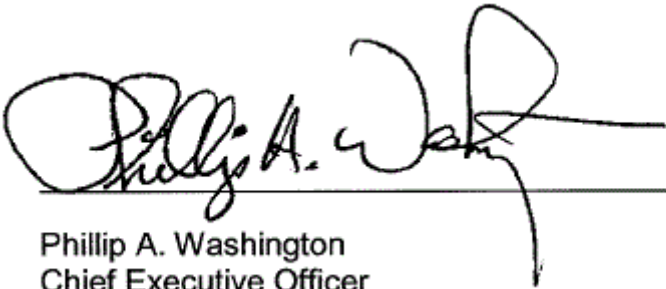
Attachment A - Procurement Summary

Attachment B - DEOD Summary

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