



Board Report

File #: 2019-0553, **File Type:** Contract

Agenda Number: 11.

**PLANNING AND PROGRAMMING COMMITTEE
SEPTEMBER 18, 2019**

SUBJECT: METRO BIKE HUB MANAGEMENT SERVICES CONTRACT EXTENSION

ACTION: APPROVE RECOMMENDATION

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to execute Modification No. 6 to Contract No. PS43203266 with Bike Hub to continue management services and optional tasks for Metro Bike Hubs for up to one year in the not-to-exceed amount of \$265,836, increasing the total contract value from \$575,977 to \$841,813.

ISSUE

Management services of Metro Bike Hubs are currently under contract with the company, Bike Hub, through September 30, 2019. Staff has initiated the procurement process for a new operator contract that is anticipated to be finalized in early 2020. The contract extension is needed to ensure continued management services without interruption for Metro Bike Hub locations until the procurement process is completed.

BACKGROUND

The Metro Bike Hub Program provides 24/7, high-capacity bike parking in a secure, monitored, controlled-access environment at key transit stations for a nominal fee. Other services may include bike repair, retail, rental, and education workshops.

Metro Bike Hubs are located at El Monte Transit, Hollywood/Vine, Union Station, and Culver City stations. A future Metro Bike Hub is planned for Willowbrook/Rosa Parks during this extension period.

DISCUSSION

Bike Hub has been the contracted operator of Metro Bike Hubs since 2015. Their scope of services includes tasks related to customer service, account registration, security, facility maintenance, and marketing. These functions are necessary to continue Metro Bike Hub operations and maintain the level of service provided for transit patrons systemwide. This contract extension includes two optional tasks: (1) to provide supplemental staffing resources; and (2) to update existing infrastructure to facilitate walk-up registrations and daily membership options.

On July 1, 2019, Metro issued a Request for Proposal for Bike Hub Operations and Maintenance. Final selection and contract execution are anticipated in early 2020. To accommodate this schedule, staff is proposing to extend the existing contract with Bike Hub to cover the period of operations between when the existing contract expires in September 2019 and when the new contract will be executed in early 2020.

Equity Platform

The contract extension will allow for continued customer service, including conducting an Annual Customer Satisfaction Survey consistent with Metro Equity Platform Pillar II: Listen and Learn.

DETERMINATION OF SAFETY IMPACT

Approval of the Metro Bike Hub Management Services contract extension will improve Metro's safety standards by ensuring the continued operation of secure bike parking facilities.

FINANCIAL IMPACT

Funding of \$585,400 is included in the FY20 Budget for Metro Bike Hub operations under Project 308012 (Bike Lockers Support), Cost Center 4320 (Bike Share Planning and Implementation). Since this is a multiyear project, the Cost Center Manager and Chief Planning Officer will be accountable for budgeting the cost in future years.

Impact to Budget

The funding sources are Bike Share Program Revenues and Proposition C 25%, which are not eligible for bus and rail operating and capital expenditures.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

1. Provide high-quality mobility options that enable people to spend less time traveling;
2. Deliver outstanding trip experiences for all users of the transportation system; and
3. Enhance communities and lives through mobility and access to opportunity.

ALTERNATIVES CONSIDERED

The Board could choose not to extend the contract and allow it to expire on September 30, 2019 without replacing the operator. This would discontinue core functions of the Metro Bike Hub program including customer service, regular auditing of the interior bicycle parking area, and responding to door alarm alerts. This would compromise the security of Metro Bike Hub facilities and impact customer experience.

NEXT STEPS

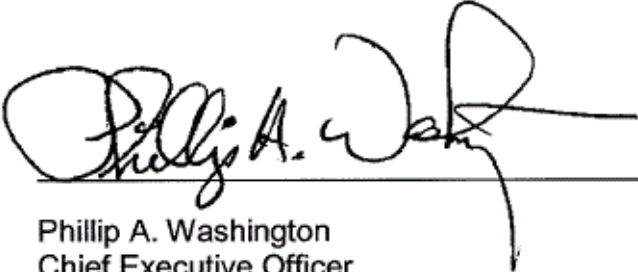
Upon Board approval, staff will execute Modification 6 to Contract No. PS43203266 with Bike Hub.

ATTACHMENTS

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

Prepared by: Carolyn Mamaradlo, Manager, Countywide Planning & Development, (213) 922-5529
Dolores Roybal Saltarelli, Sr. Director, Countywide Planning & Development, (213) 922-3024
Frank Ching, DEO, Transportation Demand Management, (213) 922-3033
Holly Rockwell, Sr. Exec. Officer - Real Estate, Transit Oriented Communities and Transportation Demand Management, (213) 922-5585

Reviewed by: James de la Loza, Chief Planning Officer, (213) 922-2920
Debra Avila, Chief Vendor/Contract Management Officer, (213) 418-3051



Phillip A. Washington
Chief Executive Officer