



Board Report

File #: 2022-0019, File Type: Contract

Agenda Number: 15.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE FEBRUARY 17, 2022

SUBJECT: GLASS REPLACEMENT AND INSTALLATION SERVICES

ACTION: APPROVE CONTRACT MODIFICATION

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to execute Modification No. 3 to Contract No. OP1405120003367 with Los Angeles Glass Company, Inc. for Glass Replacement, and Installation services in the amount of \$900,000, increasing the contract four-year base term authority from \$1,895,911 to \$2,795,911.

ISSUE

The existing glass replacement and installation services contract four-year base term expires on August 31, 2023. Due to significant increase in glass vandalism targeting elevator glass panels system-wide, there is insufficient authority remaining within the existing contract, therefore, approving Modification No. 3 to increase contract authority by \$900,000 is required to ensure service continuity while providing timely response and a safe environment to our patrons, through June 2022.

BACKGROUND

On August 14, 2019, Metro executed a four-year base, firm fixed unit rate Contract No. OP1405120003367 with Los Angeles Glass Company, Inc., a Metro certified Small Business Enterprise (SBE) to provide glass replacement and installation services for Metro's bus and rail facilities system-wide, effective September 1, 2019.

Under the existing contract, the contractor is required to provide as-needed board-up for broken glass panels, glass replacement and installation services system-wide.

Since January 2020 through June 2021, the contractor responded to 436 incidents for vandalized broken glass panels requiring board-up and replacement services. The contract average monthly burn rate increased 2.5 times when compared with the months prior to January 2020, leading to insufficient authority remaining. On July 22, 2021, the Metro Board of Directors approved Contract Modification No. 2 increasing the contract four-year base term authority for a not-to-exceed amount of \$1,895,911.

DISCUSSION

There are various types of glass panels used throughout the Metro system for map cases, security guard shacks, fire hose and fire extinguisher cabinets, and elevators within the elevator cab, hoistway and doors. Standard glass panels are used for map cases, while special tempered laminated glass panels are used for the elevator hoistway, cabs and doors. Bullet-proof glass panels are also used for Metro's security guard shacks system wide. Glass panels are subject to damage due to vandalism, breakage, accidents, and natural disasters requiring timely board-up and replacement.

For FY22, from July through December 2021, Metro elevators have been experiencing a major rash of broken glass vandalism. The contractor responded to 265 incidents for broken glass vandalism with a replacement and installation cost of \$785,000, which is 2.6 times the replacement and installation cost of broken glass vandalism for the six (6) months prior to FY22. Fifty-one percent of the 265 broken glass incidents targeted elevator glass panels impacting 64 elevators, representing 42% of Metro's transit system units.

Elevator glass panels are special, tempered, laminated and fire resistant in accordance with State Elevator Safety codes. When vandalized, elevator glass panels replacement and installation require additional manpower, longer installation time and significantly higher material cost when compared to the replacement and installation cost of map case damaged glass panels.

In April 2021, staff initiated a project to install cameras inside elevator cabs. To date, cameras have been installed along Metro B (Red) inside two (2) elevators at Pershing Square station, two (2) Elevators at Civic Center station and five (5) elevators at 7th/Metro station. These actions are necessary to enhance elevators' safety, cleanliness and customer experience. This project is ongoing to ensure installing cameras inside elevator cabs system-wide. In addition cameras exist inside elevator cabs along Foothill Extension and E (Expo) Line as part of the system expansion project.

Providing timely response for as-needed glass replacement and installation services is critical to Metro's operations to address emergencies, avoid service interruption and ensure patrons' accessibility to Metro stations, especially for individuals with disabilities, senior citizens and others, while providing a safe and reliable environment to our patrons.

Due to the ongoing broken glass vandalism targeted at elevators, there is insufficient authority remaining within the existing contract and an increase in contract authority in the amount of \$900,000 is required to ensure service continuity and safe operations through June 2022.

System Security & Law Enforcement Support & Vandalism Task Force

Recurring elevator broken glass vandalism incidents are reported to System Security and Law Enforcement (SSLE) for their attention and follow up. As a result of the increase in the number of vandalism reports, Metro Transit Security (MTS) formed a Vandalism Task Force.

The Task Force is comprised of various Metro stakeholders including Maintenance and Engineering (M&E), Physical Security, Rail Operations Control and Metro's law enforcement partners (LASD,

LAPD & LBPD). The purpose of the Vandalism Task Force is to identify strategies to mitigate the number of incidents of vandalism.

The Vandalism Task Force current efforts include bi-weekly meetings to share information and identify immediate and near term strategies to mitigate the number of incidents of vandalism:

Immediate

- Continuous reporting of vandalism incidents, intelligence gathering, and analysis,
- Reinforce marketing campaign- see something say something
- Signage to advise CCTV (where applicable)
- Signage warning of prosecution for vandalism

Near Term

- Sensor alarms for immediate response and reporting
- Expansion of Elevator cameras
- Transit Ambassadors
- In-depth feasibility review and cost-benefit analysis of all possible alternatives to provide cost-effective glass replacement and installation services
- Assessment of alternative materials to glass that are more resistant to vandalism
- Study the feasibility of keeping the elevators doors open when needed and locked when needed based on the time of day

It is anticipated that we should see a decrease in the monthly replacement costs through the efforts of the task force and other outlined safety measures. Staff will continue to monitor the vandalism trend, and report back to the Board.

DETERMINATION OF SAFETY IMPACT

The approval of this item will ensure continuity of maintenance services with timely response to as-needed board-up for broken glass panels and glass replacement services, in an effort to provide

safe, on-time and reliable services system-wide.

FINANCIAL IMPACT

Funding of \$900,000 for the remainder of FY22 is allocated under cost center 8370 - Facilities Contracted Maintenance Services, account 50308, Service Contract Maintenance, under various projects.

Since this is a multi-year contract, the cost center manager and Deputy Chief Operations Officer (Interim), Maintenance and Engineering will be accountable for budgeting the cost in future years.

Impact to Budget

The current source of funds for this action includes State and Local funds including Fares. Using these funding sources ensure the best allocation given approved funding provisions and guidelines.

EQUITY PLATFORM

Providing timely responses for as-needed glass replacement and installation services is critical for Metro's patrons. It ensures elevators are operational and service is reliable and accessible, especially those with disabilities, senior citizens and others, while providing safe and reliable environment to our patrons. Prolonged elevator downtime due to vandalized glass panels causes delays for patrons requiring the use of the elevators to complete their trip. Rail Operations are required to request alternate accessibility services for impacted customers by requesting Access Services which extends trip times for impacted customers, limits access to the rest of Metro's transit system and negatively impacts customer's experience.

Metro customers, including Limited English Proficiency (LEP) customers can report broken glass and vandalism through the Customer Relations numbers posted throughout the rail and bus system. Under Title VI of the Civil Rights Act of 1964, customers have the option of communicating with Metro through a nine (9) different language translation service. Metro also ensures translated signage is posted for those reporting broken glass on the Metro system.

This contract is part of the Small Business Enterprise (SBE) Prime (Set-Aside) Program. Los Angeles Glass Company, Inc., is a Metro certified SBE contractor and made 100% SBE commitment as the Prime.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

This board action supports Strategic Goal 5: Provide responsive, accountable, and trustworthy governance within the Metro organization. Performing timely as-needed broken glass panel board-up and replacement services will ensure providing safe environment to our patrons, accessibility, and service reliability, and enhancing customers' overall experience.

ALTERNATIVES CONSIDERED

The Board may elect not to approve this recommendation. This option is not recommended as it would result in a gap in service impacting Metro's system safety, operations and customer experience.

NEXT STEPS

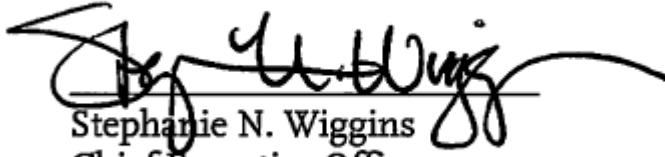
Upon approval by the Board, staff will execute Modification No. 3 to Contract No. OP1405120003367 with Los Angeles Glass Company, Inc., to continue providing broken glass panel board-up, glass replacement and installation services system-wide. In an effort to further enhance service efficiency and cost effectiveness with a focus on safety and customer experience, staff is exploring alternative materials and/or vandalism proof protection to elevator glass that are in compliance with code requirements. Staff will also conduct an in-depth feasibility review and cost-benefit analysis of all possible alternatives to provide safe, timely, reliable and cost-effective glass replacement and installation services. The analysis will review and evaluate the existing practices, available resources, and recommend options along with proposed resources for hiring and training of any additional personnel, and purchase of additional equipment, vehicles and supplies, as necessary. Staff's assessment will utilize an equity lens to ensure that all efforts relative to glass replacement are justifiable and responsive to customer needs, Metro policies and board directives.

ATTACHMENTS

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

Prepared by: Errol Taylor, Deputy Chief Operations Officer (Interim), Maintenance & Engineering, (213) 922-3227
Lena Babayan, Deputy Executive Officer, Facilities Contracted Maintenance Services, (213) 922-6765
Ruben Cardenas, Sr. Manager, Facilities Contracted Maintenance Services, (213) 922-5932

Reviewed by: Bernard Jackson, Acting Chief Operations Officer, Rail (213) 418-8301
Debra Avila, Deputy Chief, Vendor/Contract Management Officer, (213) 418-3051



Stephanie N. Wiggins
Chief Executive Officer