



Metro

Board Report

Los Angeles County
Metropolitan Transportation
Authority
One Gateway Plaza
3rd Floor Board Room
Los Angeles, CA

File #: 2022-0122, File Type: Contract

Agenda Number: 3.

LA SAFE
MAY 26, 2022

SUBJECT: PS14SAFE005, KENNETH HAHN CALL BOX SYSTEM MAINTENANCE SERVICES - EXERCISE OPTION

ACTION: APPROVE RECOMMENDATION

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to execute Modification No. 4 to Contract No. PS14SAFE005 with CASE Systems, Inc. to exercise the first two-year option in the amount of \$1,682,016.84, increasing the contract value from \$8,237,820.34 to \$9,919,837.18, and extending the period of performance from May 31, 2022 to May 31, 2024.

ISSUE

On May 22, 2014, the LA SAFE Board of Directors approved the award of Contract No. PS14SAFE005 for maintenance services for the Kenneth Hahn Call Box System for a six-year base period with two (2) two-year options. The six-year base contract was originally due to expire on May 31, 2020. As a result of lower call box maintenance costs there was a remaining balance on the contract which allowed for a two (2) year no-cost extension. Modification No. 2 was executed on May 15, 2020 to extend the Contract base period by two years, with a revised expiration date of May 31, 2022. The effective dates of the two-year options were subsequently revised to reflect the extension of the base contract period. LA SAFE now requests the modification of this Contract to exercise Option Period 1 from June 1, 2022 to May 31, 2024. The exercise of the first option period is required to continue services and support the Kenneth Hahn Call Box Program.

BACKGROUND

On May 22, 2014, the LA SAFE Board of Directors authorized the CEO to award a firm-fixed price contract to CASE Systems, Inc. to operate and maintain the Kenneth Hahn Call Box System. The award of this contract ensured that LA SAFE is able to fulfill its obligation to operate the Kenneth Hahn Call Box System, which continues to be a lifeline to stranded motorists throughout Los Angeles County.

Established in 1986, the Kenneth Hahn Call Box System is a motorist aid service that is provided at no direct cost to Los Angeles County motorists and provides a readily accessible means of communication for motorists who may be stranded on Los Angeles County roadways. The call box

system is comprised of up to 1057 call boxes installed on freeways, state highways, and unincorporated county roads throughout Los Angeles County.

Over the years, there have been myriad changes, including two Board-approved restructuring actions that resulted in a modification of the role of the system to provide a “safety net” and a subsequent decrease of the call box system from approximately 4,500 to the current authorized 1057 call box locations. Approximately 5,500 calls were received from call boxes in 2021.

In December 2021, LA SAFE, through its contractor CASE Systems, completed an effort to upgrade all call boxes from 3G wireless service to 4G in response to wireless service provider AT&T’s impending sunset of 3G services. This upgrade ensured that call boxes remained operational after the official sunset on February 22, 2022. This also required LA SAFE to upgrade the capabilities of the call boxes and the call center to handle calls in Real-Time Text (RTT) the new technology powering the call boxes Telecommunications Device for the Deaf (TDD), as the technology behind text teletype (TTY) would no longer be compatible after the 3G sunset. This work was completed in January 2022.

LA SAFE is currently conducting a study of the Kenneth Hahn Call Box System. Technology, information services and motorist aid programs have and continue to evolve providing an ever-changing environment for motorists. As such, LA SAFE is reviewing the Kenneth Hahn Call Box System within the context of today’s environment in order to optimize and evolve the program to meet the needs of the motoring public.

The study, still under development, has initially both confirmed the role of the call box system as a safety net and clarified previous assumptions regarding the role of cell phones. A review of call box data and calls identified that two-thirds of all callers have a functioning cell phone with them but decided to use a call box to request assistance. These callers were aware of the call box and understood that they could easily reach assistance if they used the call box. The majority of the remaining one-third of callers still had cell phones, but they had either been forgotten, damaged or ran out of battery charge. Call boxes continue to be a resource of last resort and, as such, are vital to those who turn to them to get help when stranded in an active and potentially dangerous freeway environment.

DISCUSSION

The Kenneth Hahn Call Box System is comprised of up to 1057 call box sites located on the freeways, highways and unincorporated county roads throughout Los Angeles County. The maintenance and repair of the call box system is comprised of four major categories:

1. Preventative Maintenance and Call Box Cleaning
2. Field Repair
3. Shop Repair
4. Site Installation/Removal

Each day, all call boxes throughout the system automatically call to report functional status. Any that

fail to report or report with alarms are flagged for immediate inspection and repair. If the repair is not minor and cannot be done quickly while on the roadside, the box is removed temporarily and brought back to the shop for repair. The contractor is also required to visit all call boxes every six months for preventative maintenance and cleaning of the area, including litter removal, graffiti abatement, and preventing the buildup of freeway dirt and dust that can interfere with the electronics and communications if allowed to build up over time. The contractor is also required to temporarily remove boxes due to construction, reinstall or relocate boxes, and restore call box sites as needed.

This contract also requires the contractor to maintain a warehouse facility to store all LA SAFE-owned call box parts and materials, electronics, poles, signs and other LA SAFE, 511, Freeway Service Patrol, and Metro materials or equipment.

The call box operations and maintenance contract will ensure that the call boxes are available and functioning properly when they are needed.

DETERMINATION OF SAFETY IMPACT

Approval of this recommendation will ensure the continuity of service for the Los Angeles County Kenneth Hahn Call Box Program, which provides a lifeline and safety net to stranded motorists on the freeways and other county roadways. If call boxes are not maintained there will be a negative safety impact to the motoring public.

FINANCIAL IMPACT

Funding for call box system maintenance in the amount of \$730,000 is included in LA SAFE's FY23 budget, pending approval, under cost center 3351, project 300209.

Since this is a multi-year project and a multi-year option, the cost center manager and Acting Deputy Chief of Operations, Shared Mobility will be responsible for budgeting the costs in future years.

Impact to Budget

The source of funding identified for this work is LA SAFE's dedicated revenues derived from the annual \$1.00 vehicle registration surcharge assessed to each vehicle registered in Los Angeles County. No other sources of funding were considered. These funds are not eligible for bus and rail operating and capital expenditures.

EQUITY PLATFORM

The Kenneth Hahn Call Box Program is a public service available to all motorists throughout the county, at no costs, whenever they may need it. The program has been in continuous operation since 1986

Call boxes are ADA accessible and provide communication options through RTT / TTY / TDD for all potential customers who are hearing impaired, deaf and/or speech impaired. Further, Spanish operators are available to support Spanish-speaking callers and over 200 other languages are

supported through contracted translation services. This ensures that the call boxes can continue to be effective and accessible for people with limited English proficiency in communities within Los Angeles County.

Small Business Prime CASE Systems, Inc. (CASE) made a 100% Small Business Enterprise (SBE) commitment. The project is 99% complete and the current SBE participation is 100%.

ALTERNATIVES CONSIDERED

The Board could decide not to approve the recommended contract modification. This alternative is not recommended, as this would render the call box program inoperable and result in the elimination of this important service.

NEXT STEPS

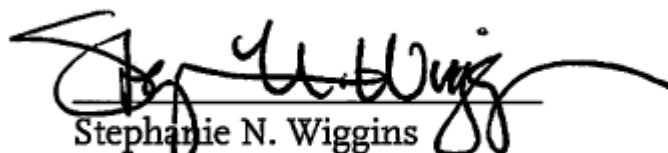
Upon approval by the Board, staff will execute Modification No. 4 to Contract No. PS14SAFE005 with CASE Systems, Inc. and operations service of the Kenneth Hahn Call Box System would continue without disruption.

ATTACHMENTS

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

Prepared by: Melissa Park, Manager Transportation Planning, (213) 418-3318
Ken Coleman, DEO Highway Operations, (213) 922-2951
Shahrzad Amiri, Deputy Chief of Operations, Shared Mobility, (213) 922-3061

Reviewed by: Conan Cheung, Chief Operations Officer, Mobility Services & Development,
(213) 418-3034
Debra Avila, Deputy Chief Vendor/Contract Management Officer, (213) 418-3051


Stephanie N. Wiggins
Chief Executive Officer