



## Board Report

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**File #:** 2015-1651, **File Type:** Contract

**Agenda Number:** 39.

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### SYSTEM SAFETY, SECURITY AND OPERATIONS COMMITTEE NOVEMBER 18, 2015

**SUBJECT: TRANSIT COURT CITATION PROCESSING SERVICES**

**ACTION: CONTRACT MODIFICATION AUTHORIZATION**

**RECOMMENDATION**

- A. AUTHORIZING the Chief Executive Officer to execute Modification No. 10 to Contract No. OP24122716 with **Xerox State and Local Solutions, Inc. (Xerox) to extend the Transit Court Citation Processing Services support for up to twelve (12) months**, for the period covering December 12, 2015 through December 31, 2016, for an amount of \$437,880, thereby increasing the total contract value from \$2,264,692 to \$2,702,572.
- B. INCREASING Contract Modification Authority from \$187,149 (10%) to a total of \$374,298 (20%) to allow for contract modifications as needed to address potential increased citation volume due to the opening of additional lines.

**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, as the Court prefers to spend court time addressing other more serious offenses. In February 2012, Metro Transit Court opened its doors to serve patrons who receive transit and parking citations.

The recommended contract modification will allow staff to assess whether some or all of the associated functions can be brought in house to achieve a cost savings and explore strategies to increase collection for administration citations. In addition, system enhancements will be explored and considered due to advanced electronic ticketing.

## **DISCUSSION**

Currently, Transit Court staff is provided with citation processing services to support the handling of transit and parking citations issued in accordance with the applicable state laws related to each type of citation. Transit Court staff is provided with a web based system that allows the ability to view citations, customer correspondence, citation records, record payments, and dispositions of cases. In addition to installment payment plans, community service, and the disposition of fines for Transit School, the contractor generates notices to transit customers with unpaid citations. In order to identify cost savings or system enhancements 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 operations 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.

## **ALTERNATIVES CONSIDERED**

Staff would like to consider providing services with in-house resources in order to identify cost savings and system enhancements. This task will require the possibility of adding FTE's to Metro's workforce and budget.

## **NEXT STEPS**

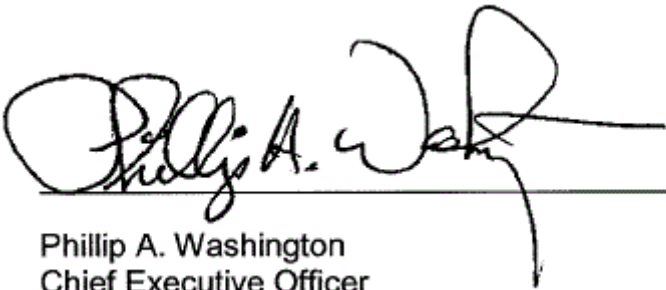
Upon Board approval, staff will execute Modification No. 10 with Xerox under Contract No. OP24122716 for the continuation of transit court citation processing services, and will move forward to identify services that can be brought in-house which could potentially lead to a cost savings as well as develop a new scope of work for a new RFP for citation processing services.

**ATTACHMENTS**

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

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