



## Board Report

File #: 2020-0413, File Type: Contract

Agenda Number: 13.

### PLANNING AND PROGRAMMING COMMITTEE AUGUST 19, 2020

**SUBJECT: METRO BIKE HUB OPERATIONS AND MAINTENANCE**

**ACTION: APPROVE RECOMMENDATION**

#### **RECOMMENDATION**

CONSIDER:

AUTHORIZING the Chief Executive Officer to award Contract No. PS63912000 to BikeHub (dba BikeHub/Tranzito) for a firm fixed price of \$572,680 for a two-year base, and a two-year option term in an amount of \$497,892, for a total amount of \$1,070,572, effective September 22, 2020.

#### **ISSUE**

Metro operates group bicycle parking facilities known as Metro Bike Hubs. Facilities include locations at the El Monte Transit Center, Hollywood/Vine Red Line Station, Union Station, Culver City Expo Line Station and Willowbrook/Rosa Parks, opening fall 2020. The current contract to operate and maintain these facilities ends September 21, 2020. Therefore, a new contract award is needed to ensure continued services without interruption for Metro Bike Hub locations.

#### **BACKGROUND**

The Metro Bike Hub program provides 24/7, high-capacity bike parking in a secure, monitored, controlled-access environment at key transit locations for a nominal membership fee. Each bike parking facility accommodates at least 50 bicycles and includes 2-tier bike parking racks, video monitoring and a robust alarm system. Additional services may include retail, bike repairs, and bike rentals, which the contractor offers at some locations to lower operating costs. Metro Bike Hubs may also offer educational workshops coordinated by the contractor or in partnership with other Metro programs.

#### **DISCUSSION**

BikeHub/Tranzito is the incumbent and has been the contracted operator since 2015 when the program launched. The scope of their 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 a high level of service for users. This contract 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. Currently, memberships are only available as 7-day, 30-day and 1-year passes.

Secure and available bicycle parking, as provided by this program, is a key strategy to promoting bikes-to-transit and supporting multimodal mobility in the region. Having secure and available bike parking encourages people to park their bikes at the station instead of bringing them on-board a transit vehicle. These facilities and the program provide transit users with a necessary first and last mile transit connection option.

Moreover, Metro Bike Hubs is designated as a transit program and therefore essential. It provides services to the Los Angeles County community and helps support mobility alternatives. This is especially the case now as the COVID-19 global pandemic continues to evolve, and this active transportation program continues to provide mobility options to essential workers.

#### Equity Platform

The contract award will allow for continued customer service, including conducting an annual customer satisfaction survey. In addition, this program provides a service to historically disadvantaged communities. These activities support Pillar II. Listen and Learn as well as Pillar III. Focus and Deliver.

#### **DETERMINATION OF SAFETY IMPACT**

Approval of the Metro Bike Hub Operations and Maintenance contract award will improve Metro's safety standards by ensuring the continued operation of secure bike parking facilities.

#### **FINANCIAL IMPACT**

Approval of this recommendation will not impact the FY 2021 budget, since funding for this contract is already included under Project 308012 (Bike Hub/Lockers O&M), Cost Center 4320 (Bike Share Planning and Implementation). Since this is a multi-year project, the cost center Manager and Chief Planning Officer will be accountable for budgeting the cost in future years. In addition, staff is exploring strategies to reduce future costs and increase revenue at several locations through the establishment of community partnerships and the expansion of retail space.

#### Impact to Budget

The funding source for this action is Proposition C 25% Streets & Highway. These funds are not eligible for bus and rail operating and capital expenditures.

#### **IMPLEMENTATION OF STRATEGIC PLAN GOALS**

The recommendation supports the following 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 award the contract and allow the current contract to end on September 21, 2020. 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 Contract No. PS63912000 with Bike Hub/Tranzito for Metro Bike Hubs operations and maintenance.

### **ATTACHMENTS**

Attachment A - Procurement Summary

Attachment B - DEOD Summary

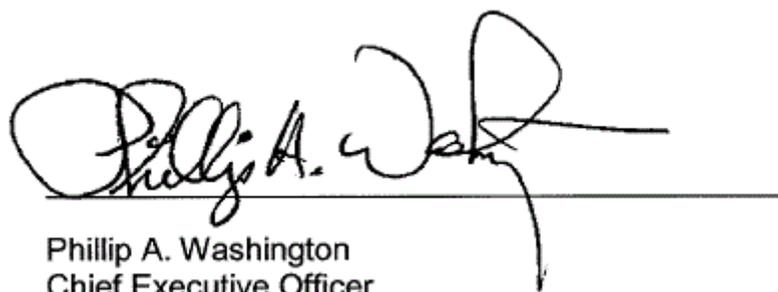
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