



Board Report

File #: 2021-0105, File Type: Contract

Agenda Number: 3.

LA SAFE BOARD MEETING
JUNE 24, 2021

SUBJECT: KENNETH HAHN CALL BOX SYSTEM UPGRADE

ACTION: APPROVE RECOMMENDATION

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to execute Modification No. 3 to Contract No. PS14SAFE005 with CASE Systems, Inc. (CASE) to perform required upgrades of the operational and inventoried call boxes in the Kenneth Hahn Call Box System in an amount not to exceed \$1,051,238.74 increasing the Total Contract Value from \$10,219,598.00 to \$11,270,836.74.

ISSUE

AT&T, the wireless provider for the call box system, has informed LA SAFE that, due to an upgrade to their wireless network, 3G wireless services will no longer be supported after December 31, 2021. The call boxes currently operate on a 3G platform and therefore must be upgraded to ensure continued operation. Additionally, the upgrade will also require modifications to the call box text telephony (TTY) system, as the wireless upgrade will no longer support the current TTY deployment.

BACKGROUND

In May 2014, CASE was awarded a contract 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. In addition to providing operation and maintenance services, the contract allows for call box upgrades when required. CASE as the current call box manufacturer has both the knowledge and ability to perform the required call box upgrades, as evidenced in their 2017 completion of a similar upgrade from 2G to 3G wireless service for all installed call boxes.

By the end of 2021, AT&T and all other wireless service providers will terminate 3G service on their wireless networks. The current wireless components in the call boxes are not compatible with required minimum 4G wireless capability, so the hardware within the boxes needs to be upgraded and rebuilt in order for the call boxes to operate on the upgraded wireless network. Additionally, the TTY operation/service currently used in the call box is being phased out with the wireless network upgrade and is being replaced by real-time text (RTT) technology. As part of this upgrade, LA SAFE will upgrade the technology to ensure that the hearing and/or speech impaired disabled community continues to have equal access to the call box system.

DISCUSSION

CASE Systems has been maintaining the call box system under Contract No. PS14SAFE005 since May 2014. They build, supply, and maintain the call boxes for Los Angeles County and are under contract to do so through May 2022. The execution of Contract Modification No. 3 will enable the contractor to upgrade and install call boxes that will operate on the new wireless network. The work associated with the upgrade covers the following:

- Part and hardware for the wireless upgrade;
- Labor to remove, build and re-install the call boxes;
- Certification of all new devices with AT&T;
- Middleware for RTT integration;

The modification will not only upgrade the current call box inventory but will also replenish the parts inventory needed to repair damaged call boxes and call box sites during ongoing maintenance of the system. There is no increase to the underlying maintenance cost as a result of this upgrade.

DETERMINATION OF SAFETY IMPACT

Approval of this recommendation will ensure that the call box system remains operable for the motoring public of LA County enhancing safety and assistance for stranded motorists.

FINANCIAL IMPACT

Funding for this Modification is included in the FY21 and FY22 budgets for cost center 3351.

Impact to Budget

The source of funding identified for this action 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.

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

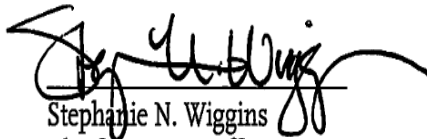
Upon approval by the Board, staff will execute Modification No. 3 with CASE Systems, Inc. and initiate the required actions to ensure that the Kenneth Hahn Call Box System is fully upgraded and operational by December 31, 2021.

ATTACHMENTS

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

Prepared by: Melissa Park, Principal Transportation Planner, (213) 418-3318
Adrian Ziemer, Sr. Manager Transportation Planning (213) 922-5587

Reviewed by: Shahrzad Amiri, Executive Officer, (213) 922-3061
Debra Avila, Chief Vendor/Contract Management Officer, (213) 418-3051


Stephanie N. Wiggins
Chief Executive Officer