



Board Report

File #: 2023-0642, File Type: Contract

Agenda Number: 34.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE OCTOBER 19, 2023

SUBJECT: CONTRACTED TRANSPORTATION SERVICES - NORTH REGION EXTENSION

ACTION: APPROVE RECOMMENDATIONS

RECOMMENDATION(S)

AUTHORIZE the Chief Executive Officer to execute:

- A. Contract Modification No. 10 to Contract No. OP52365000 with Transdev Services, Inc. (Transdev) in the amount of \$18,212,015 to continue to operate local transit lines in the North Region of Los Angeles County increasing the total not-to-exceed contract value from \$106,316,969 to \$124,528,984, and extend the period of performance from December 4, 2023, to June 30, 2024; and
- B. Individual contract modifications within the Board approved contract modification authority.

ISSUE

The current Contract No. OP52365000 for Contracted Transportation Services North Region Contract is scheduled to expire on December 4, 2023. A contract extension through June 30, 2024, is required to preserve service among the six contracted transportation bus lines within the Los Angeles County North Region contract. The North Region services the L.A. Downtown, Westside Central, and San Fernando Valley communities.

A Request For Proposals (RF) for contracted transportation services within Los Angeles County North Region was issued as a competitive solicitation to replace the existing contracted transportation services contract. The solicitation is currently under evaluation.

Modifying the existing contract will allow for an extension of the period of performance through the end of FY24 while staff completes the evaluation of the RFP solicitation.

BACKGROUND

Since the current Contract No. OP52365000 for North Region Transportation Services was scheduled to expire on August 3, 2023, staff initiated a competitive procurement process in 2022. Proposals were received and were evaluated in accordance with the terms of the RFP, which

included increased contractor accountability through the establishment of Key Performance Indicators (KPI) (e.g., In-Service On-Time Performance (ISOTP), Mean Miles Between Mechanical Failure (MMBMF), Bus Cleanliness, Accident Frequency rate, etc.) that are better aligned with Metro's directly operated divisions, more modern cybersecurity requirements, and the re-introduction of contract extension options.

An extended proposal evaluation period resulted in the execution of Contract Modification No. 9 that extended the current contract term by four months, through December 4, 2023. With the continuation of the evaluation, which remains in a procurement blackout period, staff will need additional time to complete the evaluation and make a determination of the next steps to ensure the outcome is of benefit to Metro and the public of Los Angeles County.

DISCUSSION

Metro is committed to delivering outstanding trip experiences for all users of the transportation system. An extension of the contract term is necessary to maintain continuity of service for six Metro bus lines and remove any risk of service interruptions to our passengers. There will be no changes to the current Statement of Work between Transdev and Metro. With the requested contract extension, Transdev will continue to operate the six bus lines outlined above and will ensure no service degradation occurs to the public. During the extension period, staff will continue to partner with Transdev and ensure the bus routes are operated safely and efficiently. Staff will continue to collect and monitor the performance data of Transdev and improve the riding experience of the public.

Metro aspires to deliver desirable transportation services for customers and establish new cost control strategies, therefore responsive, accountable, and trustworthy governance within the Metro organization is crucial. The recommended contract extension through the end of FY24 will ensure that staff will have enough time to make a decision consistent with the goal of responsive, accountable, and trustworthy governance.

DETERMINATION OF SAFETY IMPACT

The approval of this extension will continue to ensure the delivery of safe, clean, on-time and reliable bus transportation services to Los Angeles County's North Region.

FINANCIAL IMPACT

The funding of \$18,212,015 for this extension is included in the adopted FY24 budget in Cost Center 3591; Project 306001, Operations Transportation; and Account 50801, Purchased Transportation.

Impact to Budget

The source of funds for this action will come from federal, state and local funding sources that are eligible for bus and rail operating projects.

EQUITY PLATFORM

The approval of this contract modification and extension will ensure Metro's ability to continue to operate and maintain transportation services that are accessible to Los Angeles County residents.

Community members who live throughout and along the North Region lines will continue to benefit from the bus services provided. It is utilized as one of the primary modes of transportation to work and other social destinations (Customer Satisfaction Survey, 2022). The service provided by the North region runs through Equity Focus Communities (EFCs) where Customer Satisfaction Survey results show: 63% take Metro buses 5 or more days a week, 49% of riders are women, and 85% are people of minority ethnicities. In addition, the employment of the local workforce and sponsorship of small businesses within the community presents an opportunity for Metro's Diversity & Economic Opportunity Department (DEOD) to continue engaging with small businesses in information sharing that could lead to future opportunities.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

This Board action supports Strategic Goal 3: Enhance communities and lives through mobility and access to opportunity. Providing reliable bus services to the local communities supports Metro's goals to create prosperous communities and enable individuals and families to access jobs, essential services, education, and other social, and recreational opportunities.

ALTERNATIVES CONSIDERED

The Board may choose not to authorize the requested action. However, such action would create the possibility of a disruption in service in the absence of a contracted service provider for six Metro bus lines. This alternative is not recommended as the current contract is scheduled to end on December 4, 2023, and a disruption in service is not responsive to Metro's Customer Experience goal of providing reliable service for those who rely on the Metro transit system for their mobility.

NEXT STEPS

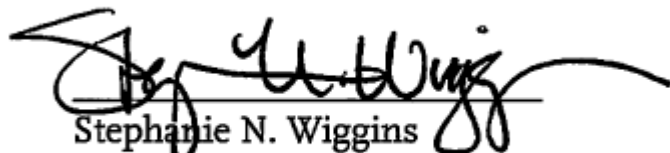
Upon Board approval, staff will execute Modification No. 10 to Contract No. OP52365000 with Transdev to continue to operate local transit lines in the North Region of Los Angeles through June 30, 2024.

ATTACHMENTS

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

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