

**Metro**Los Angeles County
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metro.net**EXECUTIVE MANAGEMENT AND AUDIT COMMITTEE
OPERATIONS COMMITTEE
June 16, 2011****SUBJECT: ADMINISTRATIVE CODE****ACTION: ADMINISTRATIVE CODE CHANGES****RECOMMENDATIONS:**

- A. Amend the Metro Customer Code of Conduct ("Customer Code") portion of the Administrative Code, as set forth in Attachment A hereto, to reflect the changes to the Metro Bicycle Policy made by the Board on April 24, 2011.
- B. Revise the effective date of the Metro Customer Code to October 31, 2011, as set forth in Attachment B hereto, to enable the procurement of a citation processing vendor to be completed prior to the effective date of the Customer Code.

DISCUSSION**A. BICYCLE POLICY AMENDMENT (ATTACHMENT A)**

The Customer Code adopted July 11, 2010, reflected Metro's Bicycle Policy at that time. On April 24, 2011, the Metro Board approved changes to Metro's bicycle policy to permit individuals with bicycles to ride the Metro system during peak hours, and to require minors under the age of 14 who were traveling with bicycles to be accompanied by an adult. At the time the Board approved the policy change the Board also directed that the Customer Code be amended to reflect the changed policy. The Customer Code amendments set forth in Attachment A before the Board reflects the policy change.

ALTERNATIVES CONSIDERED

The changes to Metro's Bicycle Policy adopted by the Metro Board in April 2011, were the result of a consultation and review process during which many alternatives to the Bicycle Policy adopted by the Metro Board were considered. The proposed amendments to the Customer Code with respect to Bicycles are a reflection of the

policy determination by the Board, and are responsive to the Metro Board's April directive.

B. CUSTOMER CODE EFFECTIVE DATE (ATTACHMENT B)

The Metro Customer Code was adopted by the Board in July 2010, and was intended to come into effect July 1, 2011. The Customer Code includes an innovative administrative review process for the processing of transit citations. Extensions of time were requested by bidders of the Metro Request for Proposal ("RFP") for citation processing, to respond, prepare for RFP interviews and demonstrations and to modify and test the software that will ultimately be provided before becoming operational. These requests for extensions of time were granted in order to avoid rendering the bidding process non competitive. An efficient and effective processing function is essential to the lawful function of the Transit Court process. These factors warrant the effective date of the Customer Code being extended to October 31, 2011. This amendment is set out in Attachment B to this Board Report.

ALTERNATIVES CONSIDERED

Consideration was given to maintaining the Customer Code effective date as July 1, 2011. However, as a stubborn adherence to this date might result in fewer or no competitive bids to the Citation Processing RFP it was determined that extending the Customer Code effective date is the more prudent alternative.

FINANCIAL IMPACT

The amendments to the Bicycle Policy requiring the removal of seats will be funded in the amount of \$950,000 FY12 Rail Operations Budget in Cost Centers: 3941, 3942 and 3943, under projects 300022, 30033, 30055. These funds are eligible for bus and rail operating and capital expenditures. No other sources of funds were considered for these activities.

Funding for the implementation of the citation processing function is funded in the FY 11 & 12 budget in Cost Center 1120. No additional funding will be required as a result of the extension of the implementation period, and some funds will be saved for vendor payment in the first quarter of FY12.

ATTACHMENTS

- A. Amendments to the Metro Customer Code portion of the Administrative Code to reflect Metro's current Bicycle Policy.
- B. Amendments to the Metro Customer Code portion of the Administrative Code concerning the effective date of the Customer Code.

Prepared by: Catherine Pitfield, Senior Ethics Officer

A handwritten signature in cursive script, appearing to read "Karen Gorman", written in black ink. The signature is positioned above a solid horizontal line.

Karen Gorman,
Acting Inspector General
Chief Ethics Officer

ATTACHMENT A

AMENDMENTS TO THE METRO CUSTOMER CODE PORTION OF THE ADMINISTRATIVE CODE CONCERNING BICYCLES

METRO CUSTOMER CODE

6-05-040 Bicycles and Skates.

- A. Bicycles, including skates, skateboards, scooters, razors, and other wheeled riding devices, may not be ridden in Metro facilities or vehicles, except for public bike or road ways clearly intended for those types of devices.ⁱ
- B. A person may carry or walk wheeled riding devices in a safe manner on Metro facilities to park or board Metro vehicles.ⁱⁱ
- C. Tandem, three-wheeled, or fuel-powered bicycles¹³ are not permitted in Metro facilities or vehicles. Recumbent bicycles can not be over 6 feet long.
- D. A person who enters a Metro facility or vehicle with a bicycle must do the following:
 - 1. Hold a bicycle when it is not in the rack.
 - 2. Use available bicycle racks.
 - 3. If racks on a bus are full, wait for the next bus.
 - 4. Inform the bus operator before exiting that you will be removing a bicycle from a rack in front of the bus.
 - 5. Not block aisles, doorways, or operators' exit way.⁵
 - 6. Board at bicycle-designated doors and keep the bicycle in bicycle-designated areas, such as non-operating cab areas.⁵
 - 7. Not board trains during peak hours. If an arriving train is crowded, individuals with bicycles must wait for a train with available room. Law enforcement personnel may ask individuals traveling with bicycles to wait.
 - 8. Not board overcrowded Metro vehicles where to do so could cause a safety hazard. If evacuation is required, bicycles must be left on the train and located so that they do not block aisles or doors.
 - 9. Not take the bicycle down train aisles.
 - 10. Yield space in designated areas to wheel chairs or other mobility devices for persons with disabilities.
 - 11. Load and unload bicycles from the front of a Metro bus to the curbside and not into traffic.
 - 12. Not attempt to access the bicycle rack after the bus has left the curb.
 - 13. Use elevators, not escalators, to transport bicycles or other wheeled devices in Metro facilities.
- E. Restrictions in this section on bicycles do not apply to wheelchairs or other mobility devices for persons with disabilities.²
- F. Folded bicycles may be carried into a Metro vehicle at any time without using the rack or waiting for non-peak hours.
- G. Persons under the age of 14 years traveling with a bicycle must be accompanied by an adult.

ATTACHMENT B

AMENDMENTS TO THE METRO CUSTOMER CODE PORTION OF THE
ADMINISTRATIVE CODE CONCERNING THE EFFECTIVE DATE OF THE CUSTOMER
CODE

6-05-240 Enforcement.

| H. This ordinance shall be of full force and effect on October 31, 2011.