



**SYSTEM SAFETY AND OPERATIONS COMMITTEE  
MAY 16, 2013**

**SUBJECT: LOS ANGELES METRO PROTECTIVE SERVICES**

**ACTION: APPROVE CONTRACT WITH COUNTY OF LOS ANGELES SHERIFF'S DEPARTMENT**

**RECOMMENDATION**

Authorize the Chief Executive Officer to execute Modification No. 9 (Option 2) to Contract No. PS2610LASD with the County of Los Angeles Sheriff's Department (LASD) to provide law enforcement services for the period covering July 1, 2013 through June 30, 2014 in the amount not-to-exceed \$83,855,638 an increase of \$3,225,217 over the current fiscal year.

**RATIONALE**

The current contract (memorandum of understanding) (MOU) with the Los Angeles Sheriff's department was approved by the Board for the period covering July 2009 through June 30, 2014, including two one-year options. This modification represents the fifth year of the five year contract, also known as Option #2.

In FY13, Metro requested LASD to review Metro Contract Liability Fund and sufficiency of the fund. In addition, Metro requested LASD Contract Law to evaluate a reduction in the three (3) percent liability fund in the FY14 LASD contract. This request is a direct response to Director John Fasana's Motion 57 (October 2012 MTA Regular Board Meeting). Metro staff has been working with LASD Contract Law to assist in this request and will report back to the Board with a decision.

In FY13, staff implemented performance metrics for this contract (Attachment B). The purpose of the performance metrics was to provide guidelines for LASD to comply with the terms of the contract. The performance metrics focuses on transit safety and security, public perception of safety and security, effectiveness to manage budgetary resources, and Metro's confidence, trust, and satisfaction in LASD's Transit Services Bureau (TSB). In FY14, staff will continue to monitor these performance metrics.

The FY 14 Los Angeles Metro Protective Service staffing level request is based upon Intelligence-Lead policing (ILP). In FY13, the use of ILP have identified additional

needs to enhance LASD's effort in crime prevention and deterrence, quality-of-life and order maintenance, incident response, problem-solving, and counterterrorism.

<b>FY14 Los Angeles Metro Protective Services Staffing Level</b>			
	FY13 Administration Deputies, and Security Assistants	FY14 Administration Deputies, and Security Assistants	Total FY13 Staff Level Increase
LASD Service Units	600	607	7
Metro Security	105	105	0

In FY14, an increase of \$3,225,217 from FY 13 Transit Community Policing Contract will provide 7 additional personnel in the form of Supervisors, Bonus I Deputies, and Law Enforcement Technicians to support the gate latching and TAP.

The increase in law enforcement staff is necessary to provide Supervision to deputy and security assistant personnel dedicated to the TAP program to allow for better fare enforcement and meet the performance metrics targets, as developed by Metro staff in agreement with the Sheriff's department and provide management at the new EXPO facility. Supervisors will also provide miscellaneous support functions.

Bonus Deputies (2) will intervene with persons in need, who often seek refuge on the transit system. These highly trained deputies will provide assistance in the form of social, medical and human services to homeless and disaffiliated persons riding on the bus and rail systems.

Law Enforcement Technicians (3) will be in addition to existing personnel in the Bus Operation Center. The increase in personnel will enable improved efficiency and will reduce the response times of patrol units responding to calls for service from bus operators.

Their responsibilities will include the following:

**Sergeant (2)**

The one (1) Sergeant position will be designated to act in the capacity of a facility sergeant for the Exposition Line Facility. The sergeant will be responsible for supervising the day to day operations of the facility which include: fleet management, radio maintenance, armory oversight, liaison with Metro managers, and various administrative functions.

The one (1) Sergeant position will be designated to act in the capacity of a supervisor for the TAP program. The sergeant will be responsible for supervising deputies and security assistants, and act as a liaison with Metro managers.

**Deputies - Bonus I (2)**

The bonus deputies will be dedicated to manage the Persons In Need Program focusing on homeless and disaffiliated persons who seek refuge in the transit system. The deputies will provide intervention for those persons in need of social, medical and human services on and around the METRO system.

**Law Enforcement Technicians (3)**

The Law Enforcement Technicians will provide additional personnel to facilitate staffing at the Bus Operations Center. The additional personnel will enable 24 hour staffing at the dispatch center.

**DETERMINATION OF SAFETY IMPACT**

The authorization of FY14 contract will provide positive impact on safety for our employees and patrons by mitigating potential terrorist incidents and deterring crimes on our transit system.

**FINANCIAL IMPACT**

The funding of \$83,855,638 (TDA4) for exercising Modification No. 9 is included in the FY 14 budget in cost center 2610, System Security and Law Enforcement under multiple bus and rail projects, 50320-Contract Services:

**LASD Transit Community Policing Contract**

Multiple Bus and Rail Projects: \$ 83,855,638

**Impact on Bus and Rail Operating and Capital Budget**

The FY14 funding for contract Transit Community Policing Services will come from Enterprise Fund revenues (fares, sales tax revenues, and TDA4). No other sources of funds were considered for these expenses because this is the appropriate fund source for activities that benefit bus and rail operations.

**ALTERNATIVES CONSIDERED**

An option considered would be to provide transit community policing services through an alternative means to the LASD contract. This alternative is not recommended because this is a critical security program and we do not currently have in-place alternative policy or strategy, nor do we have in place the security assets, to provide the

current level of protection for our customers and employees if the Contract Modification 9 is not approved.

**NEXT STEPS**

Metro staff has initiated discussion with Procurement Department to begin Request For Proposal (RFP) process for new law enforcement contract. Staff will seek Board staff assistance throughout this RFP process.

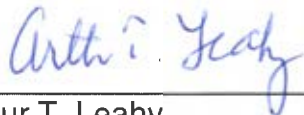
**ATTACHMENT**

- A. Procurement Summary
- B. Performance Metrics

Prepared by: Duane Martin, DEO Project Management, Office of the CEO

  
Michelle Lopes Caldwell  
Chief Administrative Services Officer

 for Paul Taylor  
Paul C. Taylor  
Deputy Chief Executive Officer

  
Arthur T. Leahy  
Chief Executive Officer

## ATTACHMENT A: PROCUREMENT SUMMARY

## TRANSIT COMMUNITY POLICING SERVICES

1.	Contract Number: PS2610LASD	
2.	Recommended Vendor: County of Los Angeles Sheriff's Department	
3.	Type of Procurement (check one) : <input type="checkbox"/> IFB <input type="checkbox"/> RFIQ <input type="checkbox"/> RFP – A&E <input type="checkbox"/> Non-Competitive <input checked="" type="checkbox"/> Modification <input type="checkbox"/> Task Order	
4.	Procurement Dates:	
	A. Issued: n/a	
	B. Advertised/Publicized: n/a	
	C. Pre-proposal/Pre-Bid Conference: n/a	
	D. Proposals/Bids Due: n/a	
	E. Pre-Qualification Completed: n/a	
	F. Conflict of Interest Form Submitted to Ethics: n/a	
	G. Protest Period End Date: n/a	
5.	Solicitations Picked up/Downloaded: n/a	Bids/Proposals Received: n/a
6.	Contract Administrator: Tommye Williams	Telephone Number: (213) 922-1051
7.	Project Manager: Paul Taylor	Telephone Number: (213) 922-3838

**A. Procurement Background**

The Memorandum Of Understanding (MOU) with the Los Angeles County Sheriff's Department (LASD) is for a five year term covering the period between July 1, 2009 through June 30, 2014 (inclusive of two one-year options). This MOU was approved by the Board of Directors in May of 2009 in the amount of \$65,921,937. Several contract modifications have been executed and approved by the Board as follows:

- In December of 2009, the Metro Board approved Modification #1 to add \$2,895,460 to the MOU for additional law enforcement personnel on the Metro Gold Line Eastside extension.
- In July of 2010, the Board approved Modification #2 for second year funding in the amount of \$62,937,004, which was a 9.2% reduction over the previous year.
- In March 2011, the Board authorized the CEO to execute Option Year #1, which will be effective from the period July 1, 2012 through June 30, 2013.

- Modification #3 was executed under CEO authority covering a one-month extension for the period between July 1, 2011 and July 31, 2011 in the amount of \$5,470,211.
- Modification #4 was executed by Board approval covering a two-month extension for the period between August 1, 2011 and September 30, 2011 in the amount of \$11,167,883.
- Modification #5 was executed by Board approval covering a one-month extension for the period between October 1, 2011 and October 31, 2011 in the amount of \$5,470,211.
- Modification #6 was executed by Board approval covering November 1, 2011 through June 30, 2012 in the amount not-to-exceed \$58,844,951, the third year of the MOU.
- Modification #7 was executed between LASD and Metro's Deputy Chief Executive Officer to amend Section D. Training. This modification will allow LASD to complete their officers' training at Metro.
- Modification #8 was executed by Board approval covering July 1, 2013 through June 30, 2014 in the amount not-to-exceed \$80,622,796, the fourth year of the MOU.
- Modification #9 the subject of this Board action, exercises Option 2 to MOU PS2610LASD with the County of Los Angeles Sheriff's Department (LASD) to provide law enforcement services for the period covering July 1, 2012 through June 30, 2013 in the amount not-to-exceed \$83,855,638 an increase of \$3,225,217 over the current fiscal year.

## **B. Background on Recommended Contractor**

LASD is the largest sheriff's department in the world. In addition to specialized services throughout and within many cities that comprise Los Angeles County, LASD has provided law enforcement services to Metro since 1996. LASD has provided satisfactory service during this time.

## **C. Evaluation of Proposals/Bids**

This modification is in compliance with Procurement policies and procedures. LASD's proposal was reviewed and accepted by Metro's Project Office.

**D. Cost/Price Analysis Explanation of Variances**

LASD's proposed rates are established on an annual basis by the County of Los Angeles Auditor-Controller as required by Government Code Section 53069.8(b). The proposed rates were reviewed and found to be consistent with the pricing established by the Auditor-Controller.



PERFORMANCE METRICS

Objective	Measure	Weight	Measurement Tool
Transit Safety and Security	Decrease of 8% annual crimes committed (Part I & 2 counts Graffiti) on MTA's system/facilities Response to service calls within 30 minutes (Annual Average) 95% monthly minutes compliance on contact Less than 2% fare evasion 10% annual saturation rate Security Assistants: 90% of time performing farechecks	25%	FY 12 and FY 11 crime comparisons from Transit Crime statistics and crime trends and analysis Daily Activity Reports/LASD Dashboard Report Report 500A Crime Trends and Analysis Crime Trends and Analysis Handheld Validators
Public's Perceptions of Safety and Security	90% visibility of deputies and security assistants on buses and rail platforms  90% visible vehicle patrols 95% compliance to daily In-Service No Bust Shifts 95% compliance to supervision ratio 1.7 One (1) annual participation in community meetings to promote awareness of available community transit community policing services, promote transit related safety and ascertain the concerns and problems citizens are facing in relation to transit crime One (1) collaborative partnerships project 50% of patrons compliment 40% patrons complaint	25%	Metro Customer Service Survey  Metro Customer Service Survey Daily In-Service Report Daily In-Service Report  Community Relation  DHS Grant Application/Community Relation Customer Service Customer Service
Effectively Manage Budgetary Resources	98% Minutes Compliance  Two (2) Annual audits of records: accounting books, in-service sheets, records of its costs and expenses claimed to be due and payable, transaction, activity, time cards, employment records	25%	Report 500A  Project Office/Procurement
Metro's Confidence, Trust, and Satisfaction	95% - 100% MTA's satisfactions to professional level of quality, technical accuracy, completeness and coordination of the services 90% continuity and stability of personnel 10% CARPing Daily 100% compliance submittal of reports and data:  Transit crime statistics by line and mode Major incident reports Crime trends and analysis Threat assessments Area crime analysts Enforcement activities Transit vehicle boardings Fare Inspections made for the period Daily activity reports Crime reports by mode In-Service  Monthly invoices: Include supporting documentations, schedules, deployment sheets, unit name, location, assignment dates and time of service, straight time and over-time worked		Daily In-Service Report and Monthly Meeting Daily In-Service Report Daily In-Service Report  Monthly Monthly Monthly Annual Annual Monthly Monthly Monthly Daily Monthly Monthly Daily  Monthly
		<b>Total</b>	<b>100%</b>