

**Metro**Los Angeles County
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Los Angeles, CA 90012-2952213.922.2000 Tel
metro.net**SYSTEM SAFETY, SECURITY AND OPERATIONS COMMITTEE
FEBRUARY 19, 2015****SUBJECT: OPERATIONS CONTROL CENTER PROJECT****ACTION: RECEIVE AND FILE****RECOMMENDATION**

Receive and file report on efforts to consolidate Metro's Bus, Rail, and Emergency Operations Control Centers.

ISSUE

Metro's transportation network continues to grow at a rapid pace. Metro's Bus, Rail, and Emergency Operations Control Centers are essential to delivering safe, reliable, efficient and effective transportation. These centers must leverage technology and streamline communication and coordination across departments to be effective. Additionally, staff must ensure these centers can meet current and future demands.

BACKGROUND

Metro currently operates 170 bus routes over a 1,433 square mile service area with 2,228 buses. Metro Rail operates four light rail and two subway lines over 87 miles with 275 rail vehicles. In the next ten years, Metro Rail alone will expand by 32 miles of track and grow to 110 stations to offer approximately 120 miles of service. Staff is working to consolidate Metro's Bus, Rail, and Emergency Operations Control Centers to meet existing and future requirements. For example, if service disruptions occur, as a result of mechanical breakdowns or emergencies, including natural disasters, civil unrest and terrorism, employees will be better positioned to respond with enhanced service recovery plans, law enforcement coordination and continue to provide safe and quality transportation.

Transit Project Delivery, Security and Operations are working together to establish a consolidated operations control center. Metro plans to award a contract this month for professional services to conduct a Threat and Vulnerability Assessment for a consolidated Operations Control Center. The objective of this work is to identify risks and recommend mitigation strategies to safely locate this center in the Union Station Gateway building in downtown Los Angeles. The work is planned to commence this month with completion targeted for April 2015. In addition, Metro plans to release a

request for proposals this month to obtain professional services to assess Human Performance, Business Processes Reengineering, Information Systems and Innovative Technology, and Space Requirements for a consolidated Operations Control Center. The objectives of these assessments, both under CEO contract authority, are to determine how best to consolidate these functions and realize project and agency goals. The work is planned to commence in June of this year with completion targeted for early 2016. This effort is intended to transform the way Metro does business and realize quantifiable benefits in efficiency and cost-effectiveness.

DETERMINATION OF SAFETY IMPACT

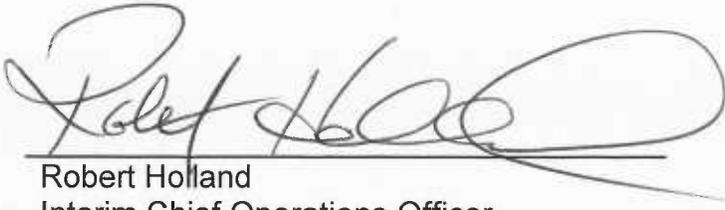
- Enhance control center security
- Increase emergency backup capabilities
- Improve agency coordination and communication
- Improve dispatch response times

NEXT STEPS

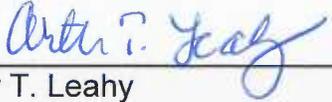
- Complete a Threat and Vulnerability Assessment
- Complete a Consolidated Operations Control Center Assessment
- Return to the board with information on continued efforts and progress towards consolidating Metro's Bus, Rail, and Emergency Operations Control Centers.

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A handwritten signature in black ink, appearing to read "Robert Holland", written over a horizontal line.

Robert Holland
Interim Chief Operations Officer

A handwritten signature in blue ink, appearing to read "Arthur T. Leahy", written over a horizontal line.

Arthur T. Leahy
Chief Executive Officer