



**ITEM ID:** 2023-222-0

**TRANSMITTAL DATE:** June 2, 2023

**MEETING DATE:** June 9, 2023

**TO:** Contracts, Operations, Maintenance, and Safety Committee

**FROM:** Lisa Bahr, Chief Customer Experience Officer

**SUBJECT:** Memorandum of Understanding No. MU147-14 - National Railroad Passenger Corporation - Extend Agreement and Increase Contract Authority for Redcap Services at Los Angeles Union Station

**Issue**

The Authority is required to continue offering cart service to passengers needing assistance at Los Angeles Union Station (LAUS), as mandated by the Americans with Disabilities Act (ADA).

**Recommendation**

It is recommended that the Committee recommend the Board authorize the Chief Executive Officer to approve the fifth amendment for a two-year extension and increase contract authority for MOU No. MU147-14 - National Railroad Passenger Corporation (Amtrak) by \$302,954 for a not to exceed amount of \$1,050,282 for Redcap cart service at LAUS.

**Strategic Commitment**

This report aligns with the Strategic Business Plan commitment of:

- **Customers Are Our Business:** We respect and value our customers, putting them at the heart of all we do, and work hard to attract and retain new customers by understanding their needs and finding new and innovative ways to bring them on board. The extension of this agreement will ensure passengers needing assistance at LAUS are provided the service needed to effectively traverse the station to and from Metrolink trains.

## **Background**

In 2013, Metrolink agreed to enhance its ADA accessibility by providing cart service for passengers needing assistance traversing to and from Metrolink trains at LAUS. Metrolink entered into an agreement with Amtrak who already offered Redcap cart service and were able to support Metrolink's business need. Passengers can request cart service directly from Redcap by phone or in person, or by speaking with a Metrolink representative such as a conductor, Customer Relations Representative or call center agent.

The initial agreement, effective July 1, 2013, was valid for a two-year period and subsequent two-year amendments were approved thereafter. The annual cost for the first two years, fiscal years (FYs) 14 and 15, was \$112,735 annually. The first amendment covering FYs 16 and 17 was priced with a 13.5% increase at \$127,936 annually, however the second amendment for FYs 18 and 19 remained flat at the same rate. The third amendment for FYs 20 and 21 reflected a 4.1% increase at \$133,152 annually, and the fourth amendment for FYs 22 and 23 saw a 6.7% increase at \$142,088 annually.

## **Discussion**

The fourth amendment of MU147, dated June 30, 2021, was approved as a two-year extension for National Railroad Passenger Corporation (Amtrak) Redcap services at Los Angeles Union Station (LAUS). In order to continue providing cart services for passengers needing assistance at LAUS, a new amendment for an additional two years and an increase in contract authority are required. The amendment and total requested contract authority increase of \$302,954 are to continue to provide cart service at LAUS through June 30, 2025. Providing cart service to passengers needing assistance is a requirement of the ADA.

In preparation for the 2024 fiscal year, the Authority budgeted a 5% increase of \$149,192 for Redcap service at LAUS. The fifth amendment covering FYs 24 and 25 was issued to Metrolink in April with a 6.6% increase at an annual rate of \$151,477, resulting in a budget shortage for FY24, which will be covered by a budget transfer.

Authority to increase the total contract amount by \$302,954 to a total of \$1,050,282 is requested to continue providing required cart service through FY25.

## **Budget Impact**

A portion of the amount for which contract authority is requested is included in the Proposed Operating Budget for FY2023-24 (\$149,192), and is contingent upon adoption thereof, however a total amount of \$151,477 is required; the \$2,285 budget shortfall will be covered by a budget transfer. Funding for subsequent years (FY2024-25) will be requested through the annual budget or an equivalent process.

## **Next Steps**

Should the Board approve this recommendation, a contract amendment for a two-year

extension will be executed and contract authority will be increased to \$1,050,282.

Prepared by: Eric Elferink, Customer Relations Manager  
Rachel Chaires, Acting Director, Customer Experience

Approved by: Lisa Bahr, Chief Customer Experience Officer