



ITEM ID: 2025-172-0

TRANSMITTAL DATE: May 16, 2025

MEETING DATE: May 23, 2025

TO: Board of Directors

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 Red Cap 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

Contracts, Operations, Maintenance, and Safety Committee recommended (5-0) that the Board authorize the Chief Executive Officer to approve amendment No. 6 for a two-year extension and increase contract authority for MOU No. MU147-14 - National Railroad Passenger Corporation (Amtrak) by \$307,460 for a not to exceed amount of \$1,357,742 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 enhanced 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, which already offered Red Cap cart service and was able to support Metrolink's business needs. Passengers can request cart service directly from Red Cap 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 two years, 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, the fourth amendment for FYs 22 and 23 saw a 6.7% increase at \$142,088 annually, and the fifth amendment for FYs 24 and 25 had a 6.6% increase at \$151,477 annually. The Red Cap agreement has been extended biannually because it is the most cost-effective option for Metrolink; Amtrak has existing equipment, facilities, operating and maintenance staff, and insurance.

Discussion

Providing cart service to passengers needing assistance is a requirement of the ADA. The fifth amendment of MU147, dated June 30, 2023, was approved as a two-year extension for National Railroad Passenger Corporation (Amtrak) Red Cap 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.

Authority to increase the total contract amount by \$307,460 to a total of \$1,357,742 is requested to continue providing required cart service at LAUS through June 30, 2027.

Budget Impact

A portion of the amount for which contract authority is requested is included in the Proposed Operating Budget for FY2025-26 (\$153,730) and is contingent upon adoption thereof. Funding for subsequent years (FY2026-27) will be requested through the annual budget or an equivalent process.

Next Steps

Upon Board approval of Staff's recommendation, a Contract amendment for a two-year extension will be executed to add the new terms and increase the Contract authority.

Prepared by: Eric Elferink, Customer Relations Manager
Rachel Chaires, Senior Manager, Customer Relations

Approved by: Lisa Bahr, Chief Customer Experience Officer