



# Rail Operations, Maintenance & Support Services

**Industry Event (MSOP150-20)  
February 15, 2019**



**Metrolink Maintenance Support Facility**  
2700 Melbourne Avenue

# Safety Briefing

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- **First Aid & AED:** In hallway between elevator & kitchen
  - AED, First Aid: **Sabina Lu**
- **Warehouse Exits**
- **Evacuation/Muster Location:** (1) West Parking Lot or (2) Cul-de-sac
  - Evacuation: **Fia AhSue, Darrell Maxey, Aggie Nesh, Sabina Lu**
  - Sign-in/Head count: **Armine Menemshyan**
- **Fire:** Don't fight the fire, fire extinguisher located on each warehouse column if needed to evacuate facility
- **Earthquake:** Duck, cover & hold. Evacuate only when safe to do so
- **Active Shooter:** First Run. Then Hide. Last resort – Fight.
- **Call 9-1-1:** **Aggie Nesh**, Escort 1<sup>st</sup> Responders: **Tu Nguyen**
- **Watch for:** Tripping hazards (chairs/cords), wet slippery areas near exits, don't block exits

**Location: MSF, 2700 Melbourne Ave, Pomona**

**Call SOC for security issues: (866) 640-5190**

**Call DOC for injuries: (909) 596-3584**

# House Keeping

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- **Cellphones on silent**
- **Sign up sheet for**
  - One-one-One sessions with Metrolink
  - Field Visits Sat 2/16
- **Access to restrooms, follow signs**
  - Through Signal Lab or
  - Left of screen
- **Wi-fi info posted near Refreshment tables**
- **Power Station**
  - Electrical outlets & USB ports
  - Leave devices at the station

# Agenda

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- **Metrolink's Goals & Opening Statements**
- **Scope, Continuous Improvement Plan**
- **Regulations, Safety & Compliance**
- *10:30 am Coffee Break – 30 minutes*
- **DBE and Labor Compliance**
- **Indemnity, Insurance & Bonding**
- **Overview of Field Visits**
- **Final remarks & Open discussion**
- *1:00 pm End of session*



WELCOME FROM  
OUR CEO  
STEPHANIE WIGGINS

# Metrolink Goals



The authority is looking for a **partner** in its role as a leading transportation service provider, providing outstanding customer experiences and accountability.

## *Vision:*

- **Customer First:** safest, most reliable, innovative and customer focused
- **Safety & Security:** Improve culture
- An **integrated system** within Southern California
- **Modernized Business Practices:** data driven, technology focused

**“Create Value, Exceed Expectations”**



# OPENING REMARKS

# Opening Statements

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- Thank you for attending and participating
  
- We are here to listen & want your feedback
  - In writing through PlanetBids
  - In writing through a post-event Survey
  - During this Industry Event
  - During One-on-One sessions with Metrolink



# Objectives

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- Attract multiple proposals & facilitate competition
- Migrate from “cost-plus” to fixed/unit” cost
- “Federalize” the O&M contract
- Incorporate best commuter rail contracting practices
  - TCRP Research Report 200 Contracting Commuter Rail Services
- Promote innovation, continuous improvement

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# ABOUT METROLINK & CURRENT TERRITORY

# About

METROLINK.



- Joint Powers Authority, 11-member board representing LA Metro, OCTA, RCTC, SBCTA, VCTC
- 6 counties, 538 route-mile network
- 3<sup>rd</sup> largest commuter rail network
- Resources on [metrolinktrains.com](http://metrolinktrains.com)
  - Strategic Plan
  - Facts & Numbers



# PUBLIC TIMETABLE



Train Schedules | Metrolink x +

← → ↻ <https://www.metrolinktrains.com/schedules/>

## RELATED SCHEDULES

-  **All Lines Timetable**
-  **LOSSAN Timetable**

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# MAP BOOK



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# ENGINEERING DOCUMENTS

<https://metrolinktrains.com/about/agency/engineering--construction/>



## ENGINEERING & CONSTRUCTION

The Engineering & Construction (E&C) Department provides the infrastructure required for the Metrolink commuter rail system through the design and construction of new facilities, maintenance, rehabilitation, inspection, coordination, and management of the infrastructure. The purpose and objective of this department is to provide safe, regulatory compliant infrastructure, and station facilities that meet the expectation of Metrolink and other passenger operators, the public and elected officials. The E&C Department creates and maintains Standards, Standard Specifications, Design Criteria Manual, Design Procedures Manual, Assurance Plan, QA/QC Manual, CADD Manual and User Guide, and Track Charts.

## RESOURCES

- + [Engineering Standard Drawings](#)
- + [Selected Engineering Standards](#)
- + [Specifications](#)
- + [Engineering Standards and Design Manuals](#)
- + [Guidelines](#)
- + [Grade Crossings](#)
- + [Track](#)
- + [Capital Program Management](#)
- + [Right-of-Way Encroachments](#)



# HISTORICAL COST DATA

- COST INFORMATION FROM PRIOR YEARS
- ORGANIZATIONAL CHARTS



# SCOPE OF SERVICES





## **SCOPE OF SERVICES (Sections 1-10)**

SECTION 1 AUTHORITY OPERATING ENVIRONMENT

SECTION 2 CONTRACTOR AND AUTHORITY RESPONSIBILITIES

SECTION 3 DEFINITIONS

SECTION 4 ABBREVIATIONS AND ACRONYMS

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SECTION 9 QUALITY PROGRAM

SECTION 10 MOBILIZATION



## **SCOPE OF SERVICES (Sections 11-20)**

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SECTION 16 STRUCTURE MAINTENANCE BASE SERVICES

SECTION 17 SIGNAL AND COMMUNICATIONS MAINTENANCE

SECTION 18 TRAIN CONTROL AND NETWORK SYSTEMS O&M

SECTION 19 CIS SIGNS AND SYSTEM MAINTENANCE

SECTION 20 FACILITY USAGE AND MAINTENANCE



## **SCOPE OF SERVICES (Sections 21-30)**

SECTION 21 NON-REVENUE VEHICLES AND EQUIPMENT

SECTION 22 INFORMATION TECHNOLOGY SYSTEMS

SECTION 23 MATERIAL PROCUREMENT & INVENTORY MGMT

SECTION 24 ENVIRONMENTAL SERVICES

SECTION 25 THIRD PARTY PROJECT SUPPORT

SECTION 26 ON-CALL SERVICES

SECTION 27 REQUIRED REPORTS AND NOTIFICATIONS

SECTION 28 INCENTIVES, DISINCENTIVES AND ASSESSMENTS

SECTION 29 ANNUAL BUDGET PROCESS

SECTION 30 RESPONSIBILITIES UPON TERMINATION OR  
COMPLETION OF CONTRACT



# PRICING APPROACH

# BASE SERVICES PRICING

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Primarily fixed unit price bid items...

- Operations: Unit price per train segment operated (based on Timetable)
- Equipment Maintenance: Unit price per unit type
- Track, Structures, RoW, Signals, Comm.: LS price per line segment
- Facility Maintenance: LS price per facility group
- Non-revenue (MoW) Equipment: LS price for Authority-furnished and Contractor-furnished
- Material Procurement & Inventory Mgmt.: LS price for labor; Actual Materials and Fuel to be pass-through costs

# ON-CALL SERVICES PRICING

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- List of bid items to price which would be issued by work directive
- Some T&M work may be required under certain circumstances

# PRICING SHEET EXCERPT

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Base Contract

Line #	Section Title	Scope Ref.	Sub-Section	Line Item Description	Unit of Measure	Unit Price	Quantity Calc.	Quantity per Year	Subdivision/ Line/ Type	Year 1 (Transition Yr)	Year 2	Year 3	Year 4	
										7/20-6/21	7/21-6/22	7/22-6/23	7/23-6/24	
										Escalation	0.00%	0.00%	0.00%	0.00%

**BASE SERVICES**

## Train Operations (T&E Crews) - In Service Date: 7/1/2020  
 Including all management, administration, training, labor, travel costs, facilities, equipment and materials, non-revenue (deadhead) train moves

##	Base Services - Ventura Co Line	Summary	n/a				Ventura Co Line						
2.a	Base Service per Contract Section ##	Annual Scheduled Roundtrip (RT) Workday Standard Trains Operated (VenE, Moorpark)	Trains Operated	\$ -	254 days x 8 RT = 2032 trains/yr	2,032	Ventura Co Line	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
2.b	Base Service per Contract Section ##	Annual Scheduled Roundtrip Workday Short Trains Operated (Chatsworth)	Trains Operated	\$ -	254 days x 3 RT = 762 trains/yr	762	Ventura Co Line	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
2.c	Special Trains	Special Trains per MSP	Trains Operated	\$ -	trains/ yr	5	Ventura Co Line	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
##	Base Services - Antelope Valley (AV) Line	Summary	n/a				Antelope Valley (AV) Line						
3.a	Base Service per Contract Section ##	Annual Scheduled Roundtrip (RT) Workday Standard Trains Operated (Lan, Palm)	Trains Operated	\$ -	254 days x 10 RT = 2540 trains/yr	2,540	Antelope Valley (AV) Line	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
3.b	Base Service per Contract Section ##	Annual Scheduled Roundtrip Workday Short Trains Operated (Via Prin/San Clar)	Trains Operated	\$ -	254 days x 4 RT = 1016 trains/yr	1,016	Antelope Valley (AV) Line	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
3.c	Base Service per Contract Section ##	Annual Scheduled Roundtrip (RT) Weekend/Holiday Standard Trains Operated (Lan)	Trains Operated	\$ -	112 days x 6 RT = 672 trains/yr	672	Antelope Valley (AV) Line	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
3.d	Special Trains	Special Trains per MSP	Trains Operated	\$ -	## trains/yr		Antelope Valley (AV) Line	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -

# INCENTIVES, DISINCENTIVES & ASSESSMENTS



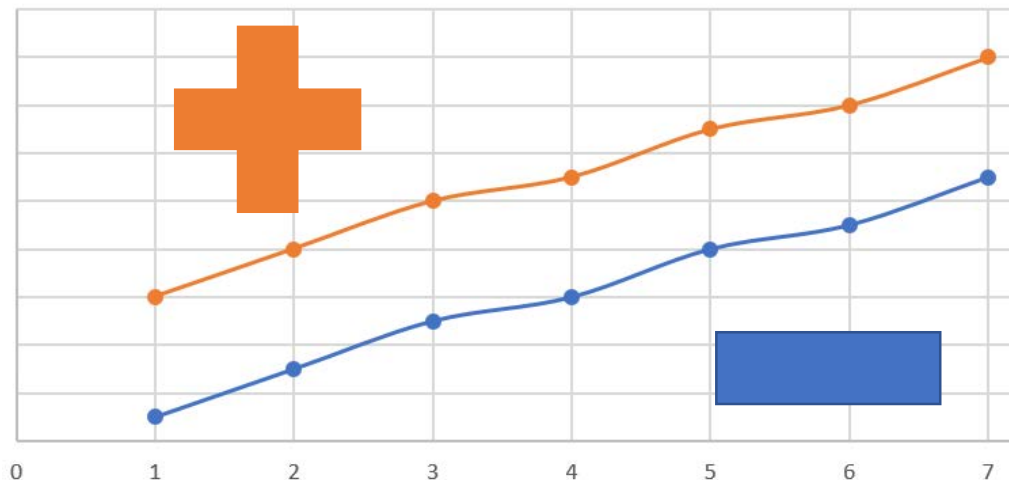
- Earn up to or lose up to 5% of annual base service value
- Disincentives are in addition to specific assessment items
- Five key performance indicators (valued at 1% each)
  - **Overall** (customer satisfaction, innovation, customer growth, sustainable cost environment)
  - **Operations**
  - **Equipment**
  - **Track, Signals, Communications, Train Control**
  - **Materials, Business support, IT, Work directives**
- Focus on:
  - Workforce training & retention
  - Safety
  - Performance & reliability





# WHAT IS THE CONTINUOUS IMPROVEMENT PLAN?

- Focus on: Workforce training & retention, Safety
  - Performance & reliability
- Targets are raised each year of the base term for each category



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# REGULATORY REQUIREMENTS



U.S. Department  
of Transportation  
**Federal Railroad  
Administration**



## WHAT IS THE CFR?

The **Code of Federal Regulations (CFR)** is an annual codification of the general and permanent rules published in the **Federal Register** by the executive departments and agencies of the **Federal Government**.



# **WHAT AGENCIES ENFORCE THE CFR ON THE SCRRRA RAIL SYSTEM?**

CALIFORNIA PUBLIC UTILITIES COMMISSION (CPUC)

FEDERAL RAILROAD ADMINISTRATION (FRA)

OCCUPATIONAL SAFETY & HEALTH ADMINISTRATION (OSHA)

FEDERAL TRANSIT ADMINISTRATION (FTA)

ENVIRONMENTAL PROTECTION AGENCY (EPA)

PIPELINE AND HAZARDOUS MATERIALS SAFETY  
ADMINISTRATION (PMHSA)

FEDERAL MOTOR CARRIER SAFETY ADMINISTRATION (FMCSA)

NATIONAL TRANSPORTATION SAFETY BOARD (NTSB)

U.S. DEPARTMENT OF HOMELAND SECURITY (DHS)



## **REGULATORY RESPONSIBILITIES**

CPUC/FRA – Title 49, CFR Parts 200-299

FTA – Title 49, CFR Parts 600-699

OSHA – Title 29, CFR Parts 1901-1999

PHMSA – Title 49, CFR Parts 100-177

EPA – Title 40, CFR Parts 1-1099

FMCSA – Title 49, CFR Parts 300-399

NTSB – Title 49, CFR Parts 800-999

DHS – Title 48, CFR Part 3000-3099



# CFR PART 200

ADMINISTRATIVE

LEGISLATIVE





# CFR PART 209

ENFORCEMENT  
PROCEDURES

PENALTY  
PROCESS



# CFR PART 211

- Rule Making
- Waivers







## CFR PART 213

- Track Inspection and Maintenance Standards
- Metrolink Track Maintenance Manual



# CFR PART 214

- Roadway Worker Safety Standards





## CFR PART 217/218

- Railroad Operating Rules and Standards
- Metrolink Timetable & Special Instructions

# GCOR

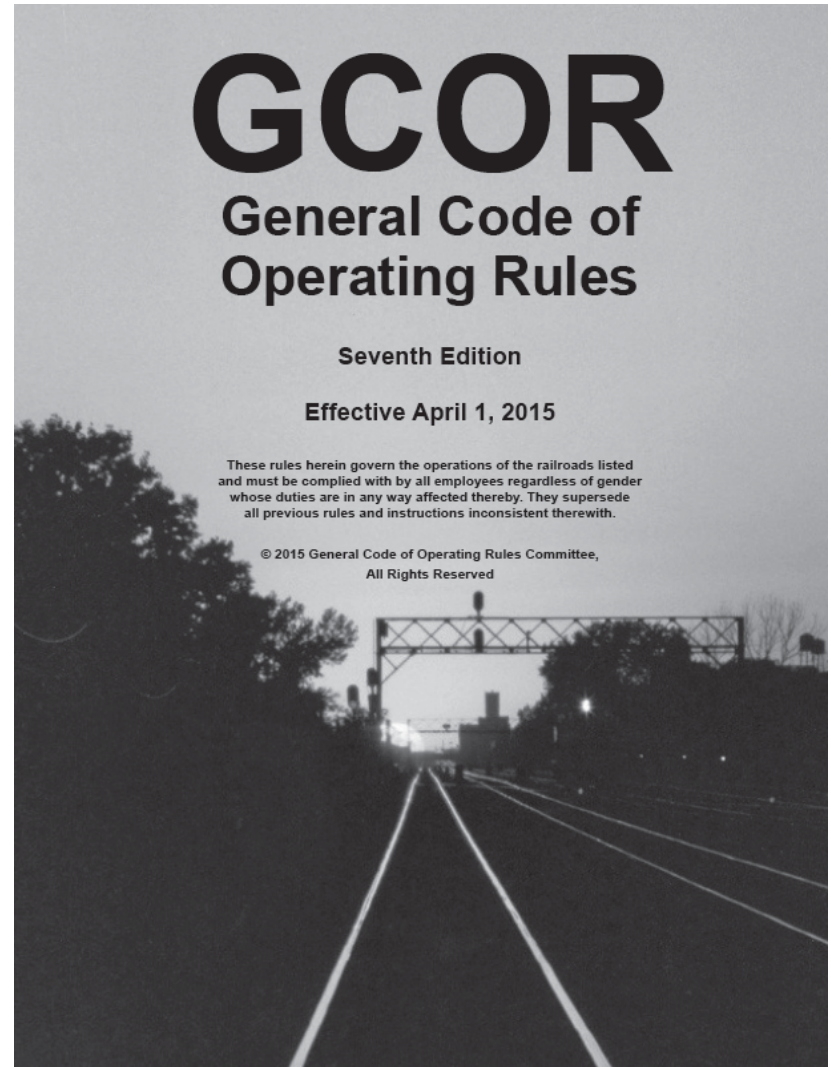
## General Code of Operating Rules

Seventh Edition

Effective April 1, 2015

These rules herein govern the operations of the railroads listed and must be complied with by all employees regardless of gender whose duties are in any way affected thereby. They supersede all previous rules and instructions inconsistent therewith.

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## CFR PART 219

- Railroad Drug and Alcohol Standards
- Submit Plan for approval





## CFR PART 220

- Railroad Radio Communication Standards
- Submit plan for file





## CFR PART 225

- Railroad Accident/Incident reporting
- Submit plan for file





## CFR PART 228

### ➤ Hours of service



## CFR PART 234

- Grade crossing safety
- Activation failure
- Grade crossing accidents
- Inventory





## CFR PART 238

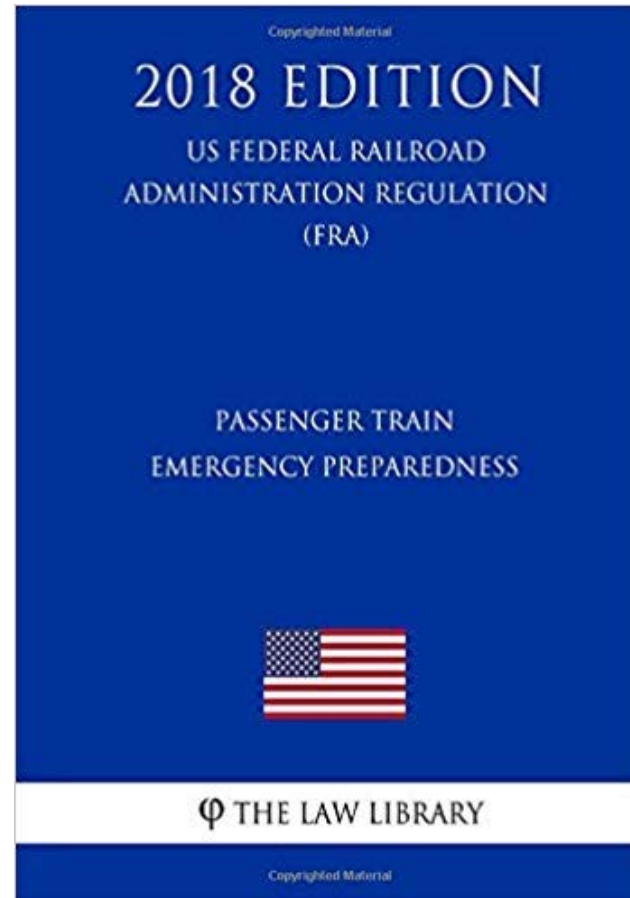
- Passenger equipment safety standards
- Submit plan for file





## CFR PART 239

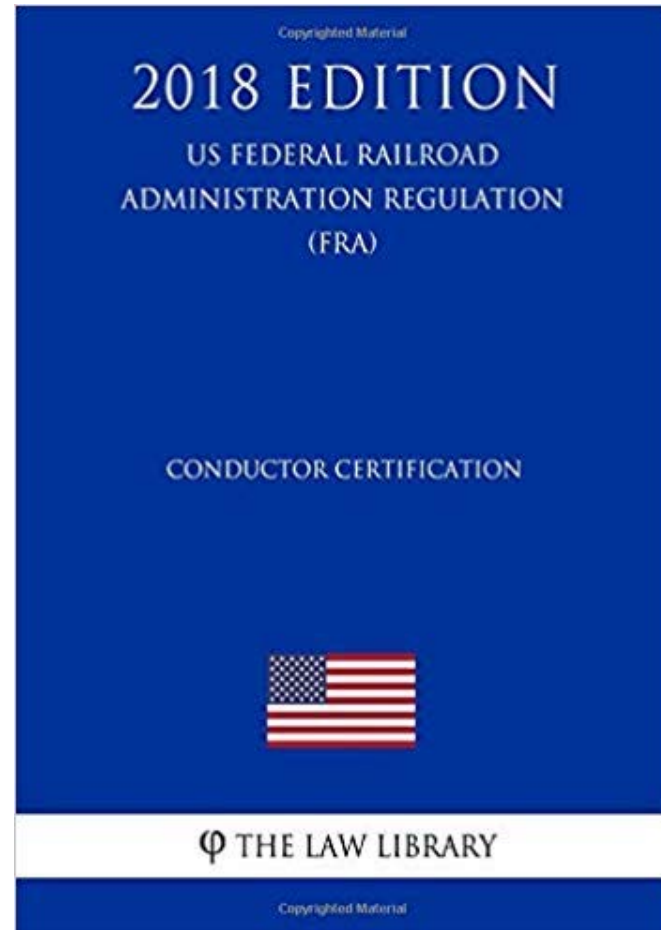
- Passenger train emergency preparedness
- Submit plan for approval





## CFR PART 240/242

- Certification program
- Submit plan for approval





## CFR PART 243

- Training, qualifications, and oversight for safety related employees
- Submit plan for approval



# CFR PART 270

- System safety plan
- Submit plan for approval

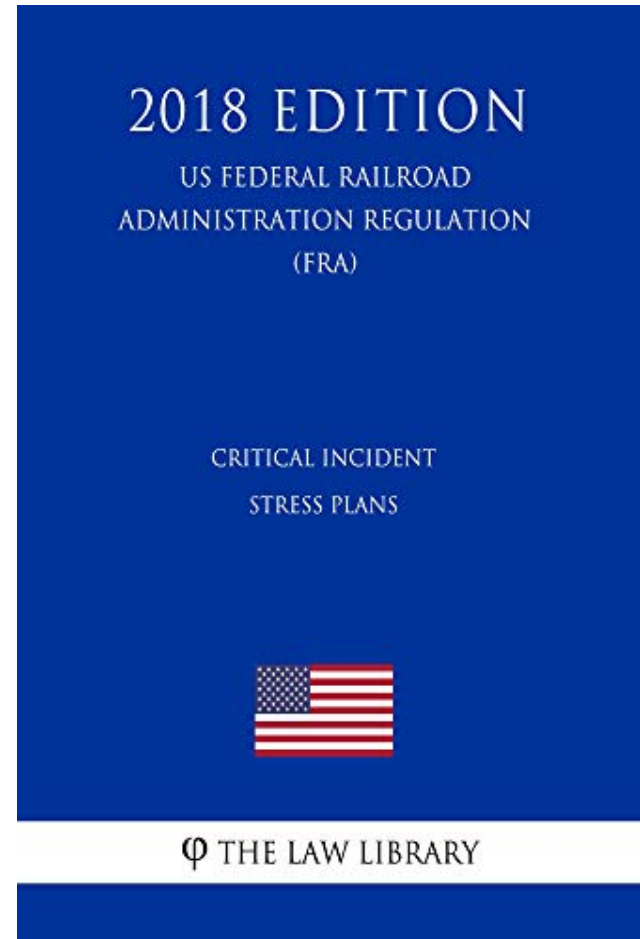
## FRA PRIORITY OF IMPORTANCE (6) **SIGNIFICANT**

1. Locomotive Recording Devices (NPRM)
2. Passenger Equipment Alternative Compliance (Tier III) (NPRM)
3. System Safety Programs (Final Rule)
4. Risk Reduction Programs (Final Rule)
5. Fatigue Management Plans (NPRM)
6. Rail Integrity Amendments (NPRM) (**On-hold for RSAC**)



## CFR PART 272

- Critical incident stress plans
- Submit plan for approval





# DBE REQUIREMENTS



- When the Authority uses Federal funds for a project they are required to implement the DOT Disadvantaged Business Enterprise (DBE) Program Plan, based on U.S. DOT, 49 CFR, Part 26 requirements as a condition of receiving these funds.
- This includes development and application of contract-specific goals that require proposers to demonstrate responsiveness as a condition of award.





**MEET** the DBE contract-specific goal by proposing sufficient DBE participation:

Required Forms	Submission
<b>DBE Participation Commitment Form*</b>	Required at time of proposal submission
<b>Written Confirmation (for each DBE firm listed on the DBE Participation Commitment Form)*</b>	Required at time of proposal submission

\*If not submitted proposer will be found non-responsive.



**OR DEMONSTRATE** adequate good faith efforts were undertaken to meet the goal:

Required Forms	Submission
<b>DBE Participation Commitment Form*</b>	Required at time of proposal submission
<b>Written Confirmation (for each DBE firm listed on the DBE Participation Commitment Form)*</b>	Required at time of proposal submission
<b>DBE Information – Good Faith Efforts</b>	Required no later than 4:00 p.m. on the 2 <sup>nd</sup> business day after the proposal due date

\*If not submitted proposer will be found non-responsive.

**OR DEMONSTRATE** adequate good faith efforts were undertaken to meet the goal:

Required Forms	Submission
<b>DBE Mentor Protégé Plan</b>	Required at time of proposal submission
<b>DBE Contracting Plan</b>	Required at time of proposal submission
<b>Proposer-hosted DBE outreach event, to be held between the date of RFP issuance and 90 days prior to the proposal submittal date.</b>	Required no later than 4:00 p.m. on the 2 <sup>nd</sup> business day after the proposal due date



- DBEs must have a valid DBE Certification from the California Unified Certification Program (CUCP) (<http://www.dot.ca.gov/hq/bep>) at time of proposal submission.
- A firm's participation is only eligible to count towards DBE credit in the North American Industry Classification System (NAICS) codes contained within its CUCP DBE Profile.
- Services subcontracted by DBE's to non-DBE firms may not be credited towards DBE participation.
- Eligible DBE participation at all tiers is applicable.



DBE  
Subcontractor/  
Subconsultant  
-DBE provides  
a **bonafide  
Service**

Materials  
or  
supplies  
obtained  
from a  
**DBE  
Regular  
Dealer**

Materials or  
supplies  
obtained from  
a **DBE  
Manufacturer**

**DBE  
Brokers**  
receive DBE  
credit for  
Fees and  
commissions  
if determined  
to be within  
**industry  
standard.**

DBE Truckers: All transportation  
provided by **DBE Trucking Firms**  
can be counted toward the DBE  
goal

DBE must own and operate at  
least **one truck used on the  
contract**

**DBE leasing trucks** from other  
DBEs – 100% counts toward DBE  
goal

DBE leasing trucks from non-DBE  
firm **without** DBE drivers – only  
fees and commissions counted  
toward DBE goal



- What assistance would support your ability to submit a proposal as a prime or subcontractor?
- What can **DBE firms do to prepare** their proposal and teams to encourage teaming?
- What **post-award requirements** would be most helpful in supporting DBE participation?
- Which **criteria** for scope parceling would be most helpful to increasing DBE utilization?
- What methods have you implemented previously to meet DBE utilization goals, while also meeting existing **workforce utilization** requirements?



# LABOR COMPLIANCE REQUIREMENTS



- Rail Operations, Maintenance, and Support Services Contract is a **Special Shift and Multi-Shift contract**, depending on the type of work performed under the assigned work directive or project number.
- Contract will be subject to California DIR **prevailing wages** as well as **Federal Davis-Bacon** and Related Acts requirements.
- Contract will be subject to California DIR Approved **Special Wage Determinations**



# Typical Special Wage Determinations

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## Signal & Communications

Signal Material Warehouseman	
Warehouse Person 1	
Warehouse Person 2	
Warehouse Person 3	
Warehouse Person 4	
Signalman	Communications Technician
Signalman 1	Signal Electronic Technician
Signalman 2	Electronic Technician
Signalman 3	Electronic Technician Inspector
Signalman 4	Signal Maintainer
	Signal Maintainer (FCC)
	TCS Signal Maintainer
	Assistant Signal Maintainer
	Relief Signal Maintainer
	Signal Helper

Signalman (Shop)
Assistant Signalman
Maintainer
Radio Mechanic
Network Specialist
Signal Foreman
Signal Inspector
Signal Inspector (ATSF)
Electrician
Maintenance Electrician

## Track, Structures & Right-of-Way

**Track, Structures and Right-Of-Way**

Plumbing Worker
Maintenance Worker
Railroad Bridge Repair Leader
Railroad Bridge Repairer
Railroad Bridge Operator I
Railroad Bridge Operator II
Railroad Track Equipment Repairer
Railroad Track Equipment Repairer Helper
Railroad Track Repairer Helper
Railroad Track Repairer
Railroad Track Welder
Track Laborer
Track Welder-Machine
Track Welder-Helper
B&B Welder
Track Flagger

Track Repair Leader
Railroad Bridge Inspector
Track Inspector
Employee In Charge (EIC), Flag Person, Subgroup Coordinator
Watchman Person
Trackman-Truck Driver (Over and Under 16000 GW)
Trackman Laborer/Truck Driver
Bridge & Building, Water Services Laborer
Machine Operator (Front End Loader with Backhoe)
Machine Operator Tractor, Crawler
Machine Operator (Front End Loaders)
Machine Operator (Tractor Crawler)
Track Machine Operator
Power Weed Mower Operator
Rail Saw Abrasive Self Propelled
Machine Operator (Miscellaneous

**Right-Of-Way**

Roadway Equipment Operator (Rate 1, 2, 3 Machines)
B&B Mechanic and Painter
B&B Mechanic
B&B Truck Driver
B&B Truck Driver
B&B Truck Driver
B&B Helper and Painter Helper
B&B Helper
B&B Laborer
B&B Painter-Machine Operator
Bricklayer, Plasterer, and Cement Finisher
Welder Class A
Machine Operator (Rail Grinder, Power)



- SB854 (2014)- All contractors and subcontractors who bid or work on public works projects must **register with the DIR** and pay an **annual fee**
- All contractors and subcontractors must furnish **electronic certified payroll records** directly to the Labor Commissioner, unless exempted to do so.



# INDEMNITY, INSURANCE & BONDING

# Indemnity, Insurance & Bonding

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- Sample Form of Agreement - Indemnity Section 16.
  - Attempt to balance two countervailing considerations
    - Avoid excess cost by avoiding significant duplicative insurance
    - Ensure the Contractor is actively managing operations to minimize risk by ensuring they have “skin in the game.”



# COOPERATIVE MANAGEMENT OF RISK







**AFTER YOU.**

**OH NO NO.  
AFTER YOU.**



- **General Liability claims are the primary controllable source of significant risk**
  - Losses divided into three buckets by size.
    - Minor claims (currently identified as < \$250K)
      - Handled by SCRRA for efficiency
      - Contractor to provide support as requested
    - Substantial claims (between \$250K and \$5MM)
      - A portion of these born by Contractor (ex of \$250K)
    - Catastrophic claims (greater than \$5MM)
      - Obligation of SCRRA and its insurers (ex of \$5MM contribution by Contractor)



## ➤ Allocation of other risks

- Contractor obligations (Agreement Section 16 C. 2.):
  - Vehicle/Auto claims for units registered or owned by Contractor
  - Employee claims under workers' comp or FEOLA
  - Claims for exemplary damages
  - Claims resulting from death or injury of employee of Contractor or its subcontractors
  - Release of hazardous materials due to negligence or willful misconduct of Contractor
  - Contractor's Unauthorized use of equipment off of railroad property
  - Arising from Contractor's violation of ordinances and regulations





- **Contractor insurance obligations (Agreement Section 17A):**
  - Workers' comp/FELA
  - Business Auto
  - Cyber liability
  - Commercial General Liability
    - CG 24 17 Endorsement (waiver of exclusion for work within 50 feet of railroad right of way)
  - Railroad protective for subcontractors doing work within the right of way



- **Authority insurance obligations (Agreement Section 17B):**
  - Property insurance for assets owned, controlled or used in the Metrolink service
  - Operating liability
  - Business Auto



- **Contractor bonds (Agreement Section 18):**
  - Performance Bond of \$20MM; renewed annually
  - Payment Bond of \$10MM or, if greater, the estimated amount of public works to be performed in the year; renewed annually



# FIELD VISIT

# Field Visit

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- **Start and End at Pomona North Metrolink Station**
- **Traverse Metrolink subdivisions:**
  - San Gabriel
  - River
  - Shortway
- **Traverse BNSF San Bernardino subdivision**
- **Tours at:**
  - Central Maintenance Facility
  - Eastern Maintenance Facility
- **Equipment available to tour**
- **One-on-One session held on the train**

# Field Visit

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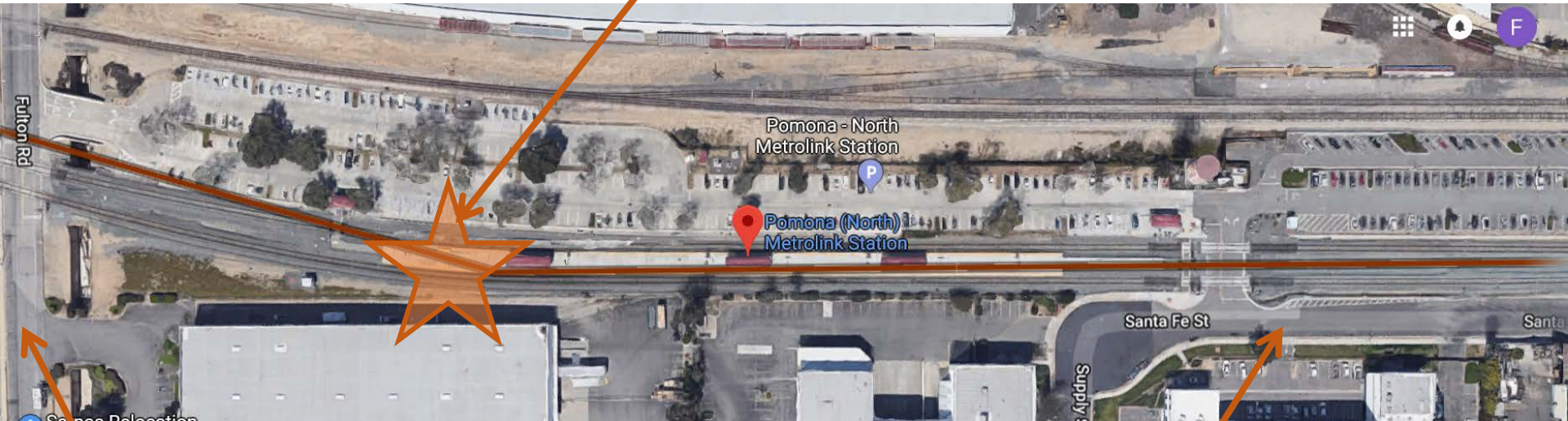


- **Sign-up for event**
- **Personal Protective Equipment is Required**
  - Sturdy boots
  - Hard hat
  - Safety Vest
  - Eye protection
- **Meet at Pomona North Metrolink Station 8:15 am**
  - Check in at canopy on platform nearest pedestrian crossing
- **Transportation provided by Metrolink**
  - Return to Pomona North at 4pm

# Field Visit Check-in



Look for Metrolink staff on platform near pedestrian crossing  
**8:15 am**



**Fulton Rd**

Train will leave at  
**8:30 am**

**Santa Fe St**



# FINAL REMARKS



# Final Remarks

METROLINK.



- **Post Event Survey**
- **Submit questions through PlanetBids Q&A**
  
- **Open discussion & any more questions?**
  
- **One-on-One session at Melbourne, check-in at storefront glass doors**

## METROLINK MISSION

**TO PROVIDE SAFE, EFFICIENT, DEPENDABLE AND ON-TIME  
TRANSPORTATION SERVICE THAT OFFERS OUTSTANDING  
CUSTOMER EXPERIENCE AND ENHANCES QUALITY OF LIFE.**



**SAFETY | PEOPLE | GROWTH | QUALITY | EFFICIENCY**