



Operations & Maintenance Report

March 8, 2016

Transbay Transit Center

TJPA





Transbay Transit Center

ISES Services





Division of Capital Asset Management and Maintenance
D · C · A · M · M



SLAC



LOMA LINDA UNIVERSITY
MEDICAL CENTER



Transbay Transit Center

Agenda

1. Design Overview
2. Methodology
3. Basis of Cost Estimates
4. Facilities Renewal
5. Benchmarking
6. Revenue



1. Design Overview

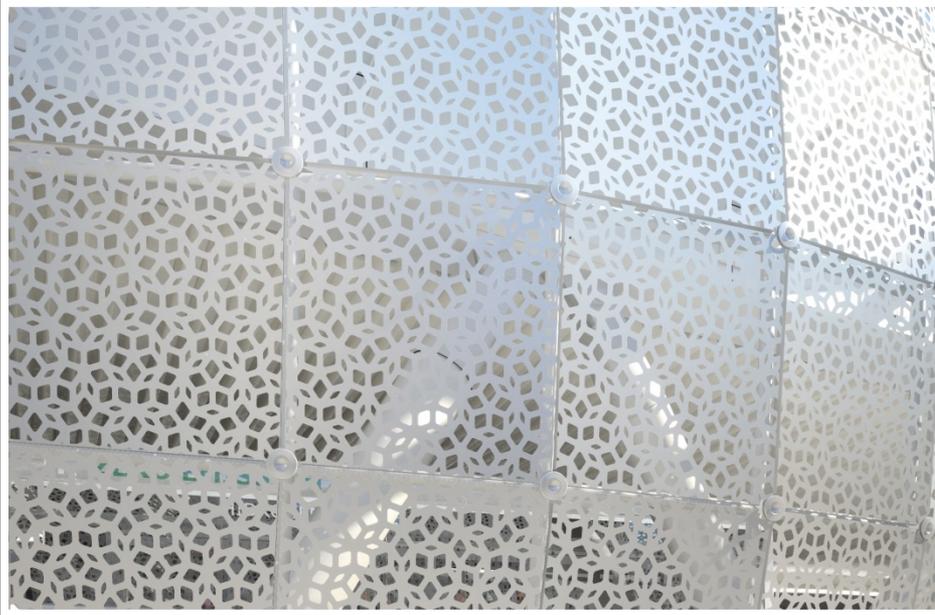


Designed for **100-year operation**



Transbay Transit Center

Design Overview



Durable Materials

- Metal panel systems
- Wear-resistant surfaces such as stainless steel



Design Overview

Durable Materials

- Hard floor surfaces
- High performance coating for steel





Design Overview

Low maintenance HVAC

- Natural and low-energy mechanical ventilation
- Usage of water-source heat pumps

Utilities sub-metering for retail spaces

Geothermal loop system



2. Methodology



Estimate Categories

Maintenance, Janitorial & Grounds

Security Services

Purchased Utilities

Information Technology Services

Service Contracts

Insurance

Facilities Renewal Reserve

Administrative Costs



Transbay Transit Center

Cost Considerations

All estimates in current year dollars (2015)

Contractor overhead included

Retail tenant space operation & maintenance costs excluded

Maintenance, Janitorial & Grounds

Measured and counted building contents

Applied Cleaning and Maintenance standards

- Customized Custodial & Grounds services
- Effective Scheduled Maintenance program

Calculated staffing

Applied localized 75 percentile wage rates



Maintenance, Janitorial & Grounds

Maintenance Service Level

- Activities are organized & strategically managed
- Assets are typically observed to be in good working order
- Organization responsive to customer calls
- Repair/Replace decisions undertaken effectively

Janitorial Service Level

- Floors & base moldings appear bright, clean, & without build-up in corners or along walls
- Surfaces appear clean
- Restroom surfaces gleam & are odor-free
- Restroom supplies replenished

Grounds Service Level

- Lawn typically appears cut, edged, weed-free, & green
- Plants appear vigorous
- Disease & pests controlled upon observation
- Benches, tables, etc. appear clean & are repaired/refinished periodically



Security

Estimate based on
2015 ConOps
Security Staffing
Plan draft report

Mixed deployment
of contract security
and SFPD staff

INCLUDES
monitoring staff
and equipment

EXCLUDES
special security staff
required by tenants



Purchased Utilities

Based on PUC-developed consumption model

Applied PUC-estimated loaded rates

EXCLUDES sub-metered retail tenant space

INCLUDES electricity, water, sewer, fuel oil,
and trash



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Information Technology Services

Two-Way
Radio DAS

Virtual Network
License

Data Network
Service

Basic Data /
Telecom
Service



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Service Contracts

**Phase 1 Elevator & Escalator
Maintenance**

**Mission Square Sculpture
Installation Stability Testing**

**Roof Park Landscaping (Years
1-2)**



Insurance

Products / Policies

- Property (All Risk)
- General Liability (Base & Supplement)



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Facilities Renewal Reserve

Measured and counted building contents

Applied lifecycles and costs localized to SF

Annualized 50-year projected variable costs



Administrative Costs

TJPA Management: TJPA-provided estimate that accounts for TJPA administration, communications, supplies, etc.

Operations Contingency: TJPA-provided estimate that accounts for normal fluctuations in annual O&M costs and anticipated to be a part of funding requests



3. Basis of Cost Estimates



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Phase 1 Cost Estimate Categories

TTC Phase 1

Bus Ramp

Rooftop Park

Operations Contingency

TJPA Management



Phase 1 Staffing

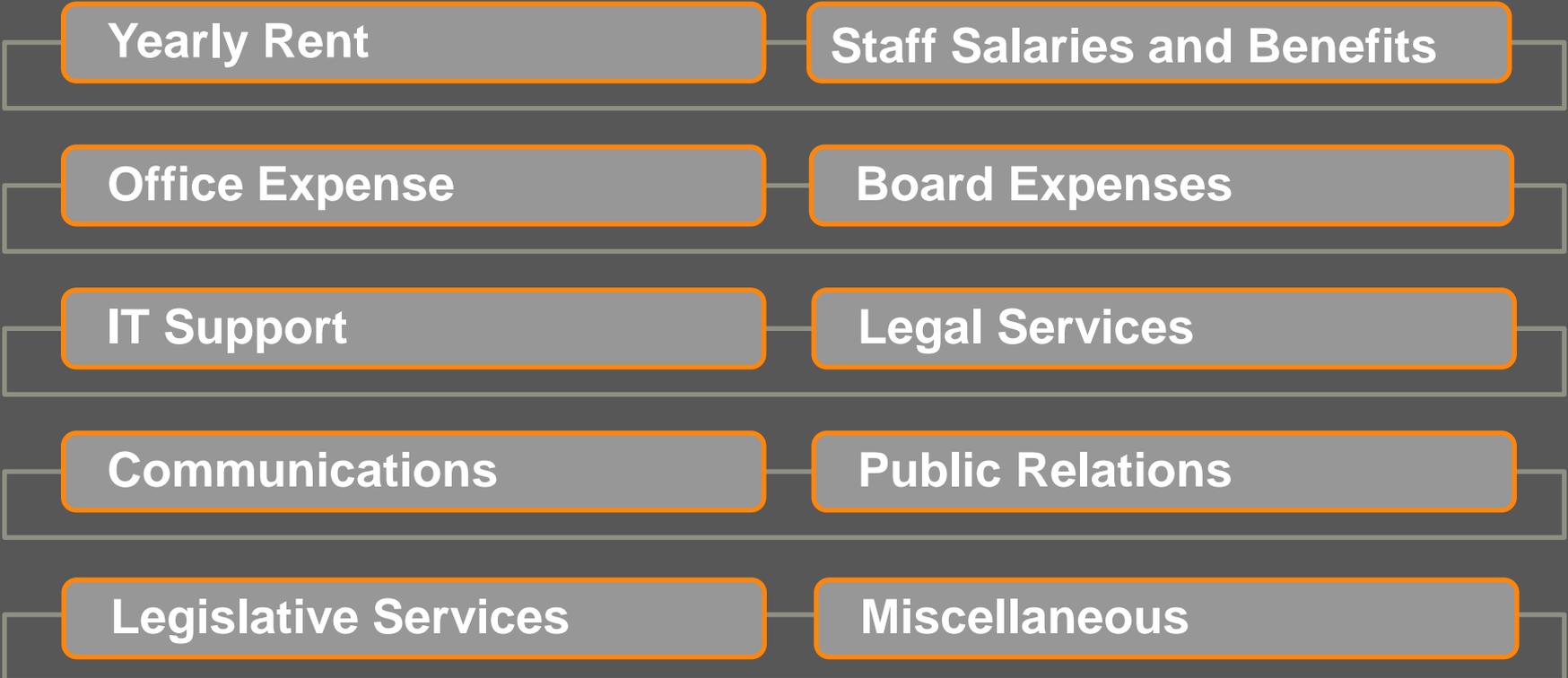
| PHASE 1 | FTE |
|---------------------------------|--------------|
| Insurance | |
| Building Maintenance | 10.3 |
| Grounds Services | 6.7 |
| Janitorial Services | 18.1 |
| Security Services | 73.0 |
| Purchased Utilities | |
| Information Technology Services | |
| Service Contracts | |
| O&M SUBTOTALS | 108.1 |
| TJPA Management | |
| Operations Contingency | |
| TOTAL | 108.1 |

Note: Facility Renewal is intended to be funded by Tax Increment



Transbay Transit Center

TJPA Management Transit Center Operations Annual Cost Categories

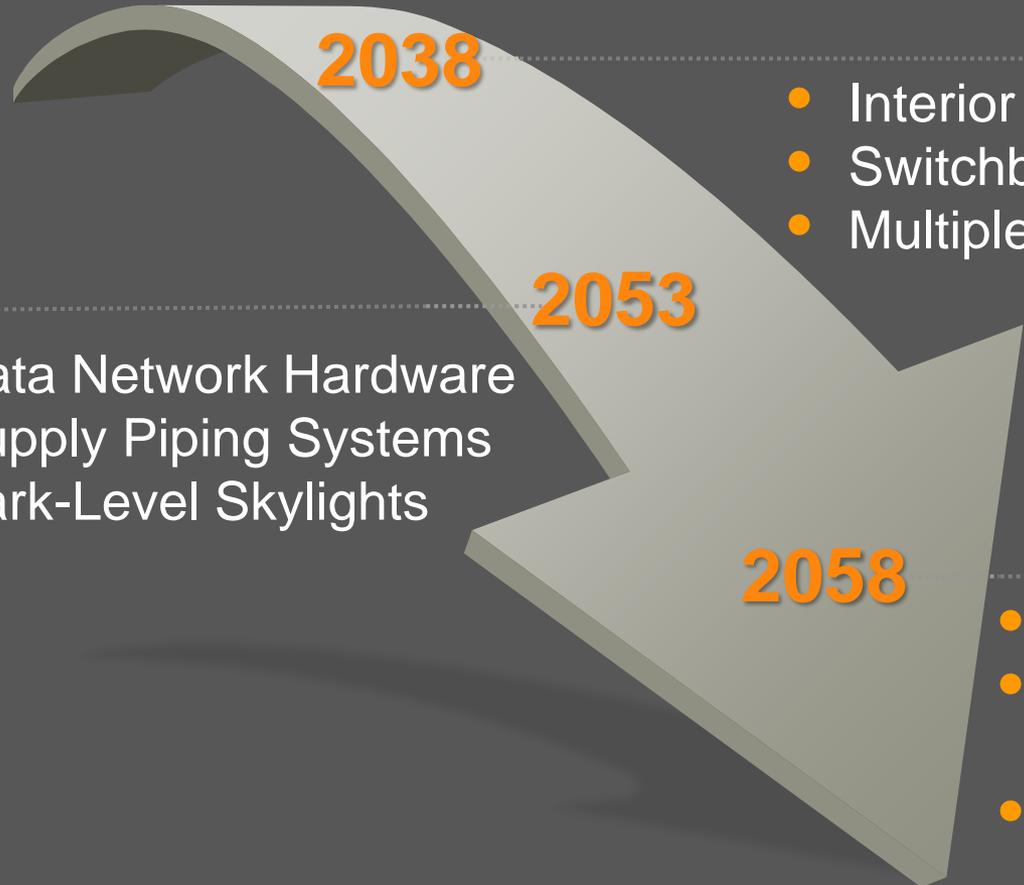




4. Facilities Renewal



Future Capital Costs



2038

- Interior lighting replacements
- Switchboard replacements
- Multiplex Pump Systems

2053

- Data Network Hardware
- Supply Piping Systems
- Park-Level Skylights

2058

- HVAC Distribution Systems
- Electrical Distribution Systems
- Drain Piping Systems



6. Revenue



Transbay Transit Center

TTC Phase 1 Revenue

Confirmed Operating Revenue

- Transbay Revenue (RM2) \$4,700,000
 - Community Benefit District \$1,559,353**
- Annual Revenue Subtotal \$6,259,353

** Greater Rincon Hill CBD Management Plan

Other Anticipated Operating Revenue to cover remaining need

From Master Lessee

- Retail Rents (portion to TJPA)
- Promotional Platform Revenue Sharing (portion to TJPA)
- Contribution to O&M for areas of responsibility
- Rents from Greyhound & Amtrak

Contributions from Transit Agencies

- AC Transit (Lease and Use Agreement)
- SFMTA
- Golden Gate Transit

Increased RM2 Transbay Revenue



Security Staffing Plan

Transbay Transit Center

TJPA





Agenda

- Benchmarks
- Staffing Model Options
- Recommended Staffing

Benchmarks

- Metropolitan Atlanta Regional Transit Agency (MARTA)
- Port Authority of New York and New Jersey (PANYNJ)
- World Trade Center (WTC) PATH Station
- Los Angeles County Metropolitan Transportation Authority (LACMTA)
- Los Angeles Union Station (LAUS)
- Washington Metropolitan Transit Authority (WMATA) Union Station



Staffing Model Options Cost

Two Staffing Models Considered and reviewed by SFPD

- Model 1 primarily staffed by SFPD with less contract guard staff
- Model 2 primarily staffed by contract guard service with less SFPD



Transbay Transit Center

TTC Operation Hours

Transit Center hours: Primarily 5 am to 1 am, with some areas operating 24 hours

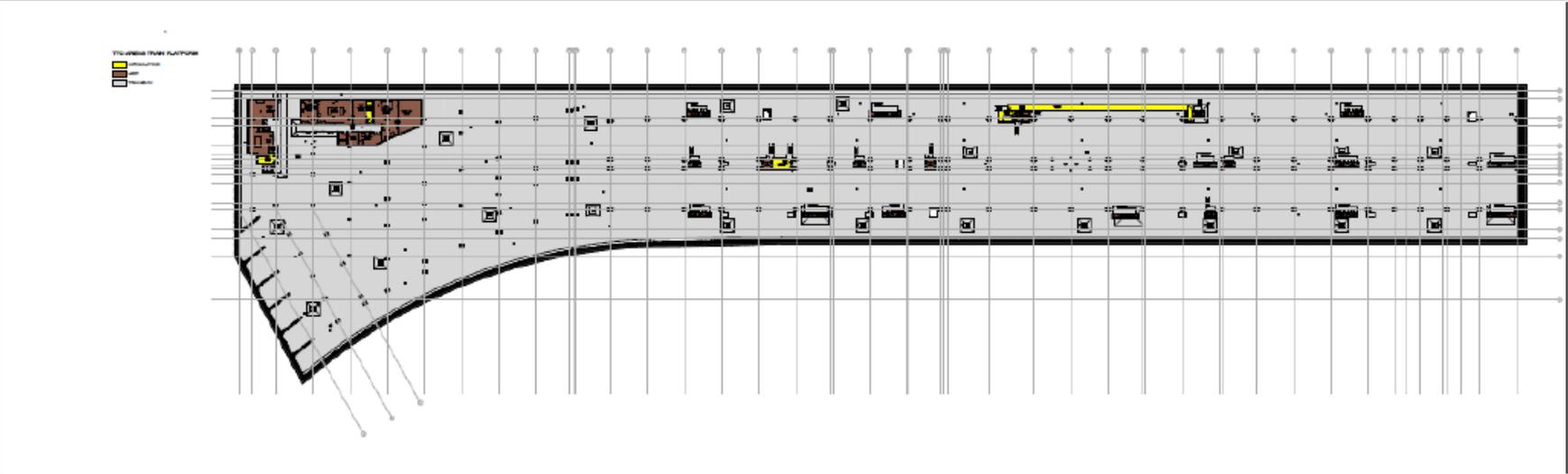
Park hours: Primarily dawn to dusk, longer hours expected for evening events and dining



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Recommended Staffing

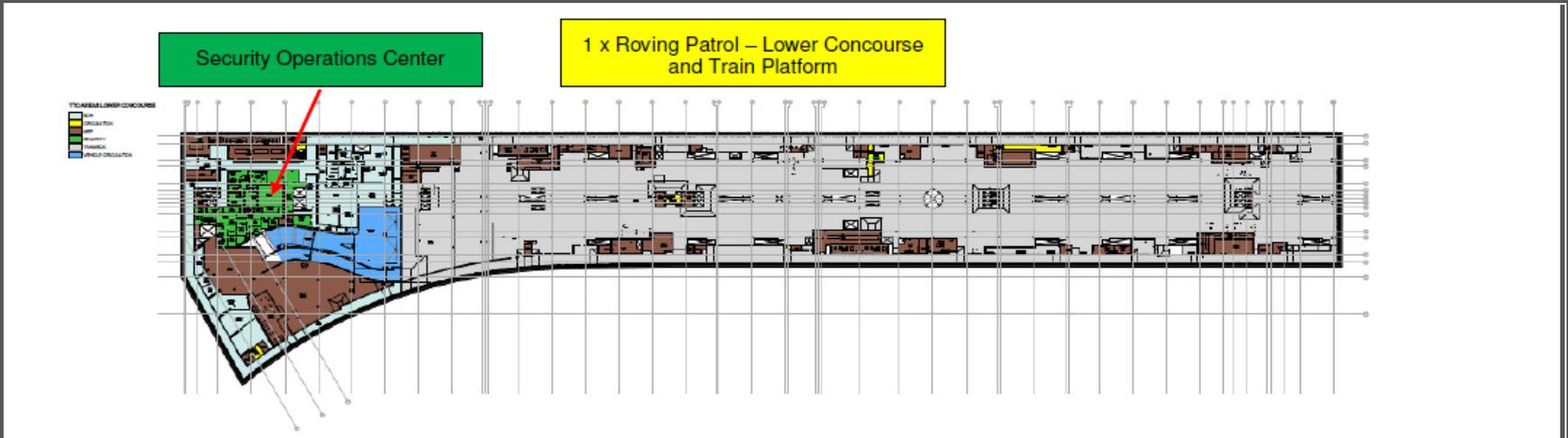
Train Platform



| Train Platform | Phase 1 |
|--------------------------|---------|
| Stationary Posts (Fixed) | 0 |
| Roving Patrols | 0 |
| SFPD Officers | 0 |

Recommended Staffing

Lower Concourse



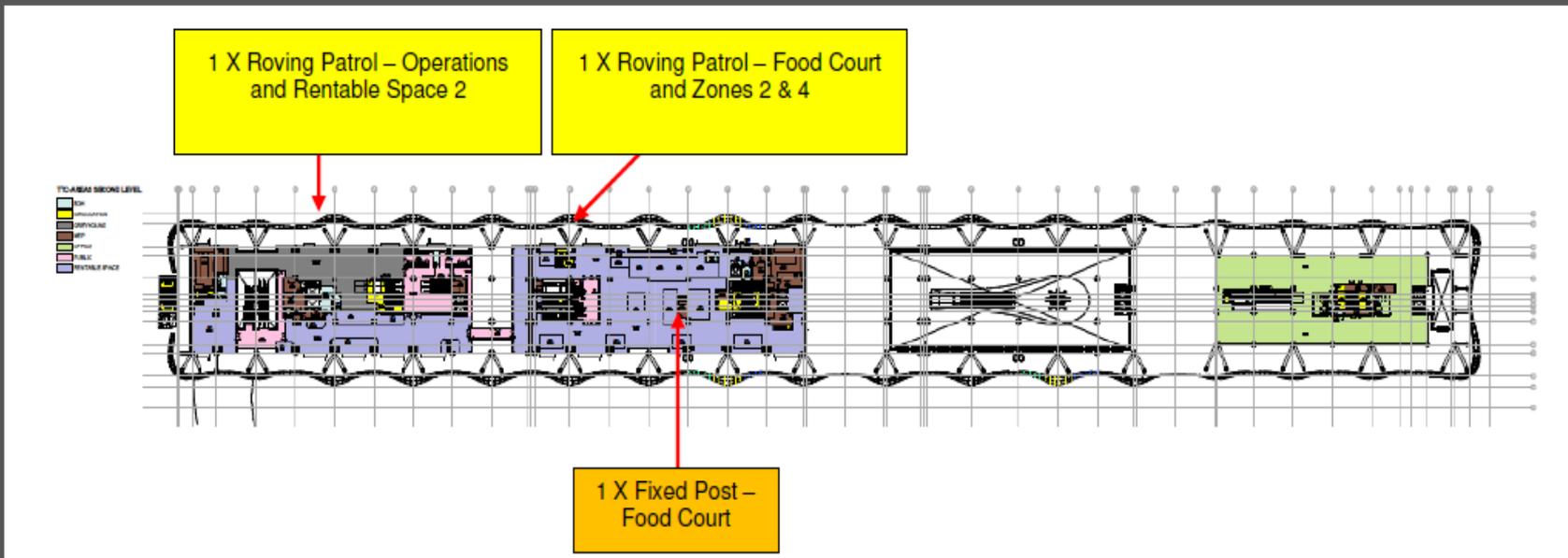
| Lower Concourse | Phase 1 | | |
|-------------------|----------|----------|------------|
| | Shift 1 | Shift 2 | Shift 3 |
| SOC Supervisor | 1 | 1 | 1 |
| SOC Operators | 2 | 2 | 1 |
| Shift Supervisors | 1 | 1 | 0 |
| Roving Patrols | 1 | 1 | 0.5 |
| Total | 5 | 5 | 2.5 |



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Recommended Staffing

Second Level

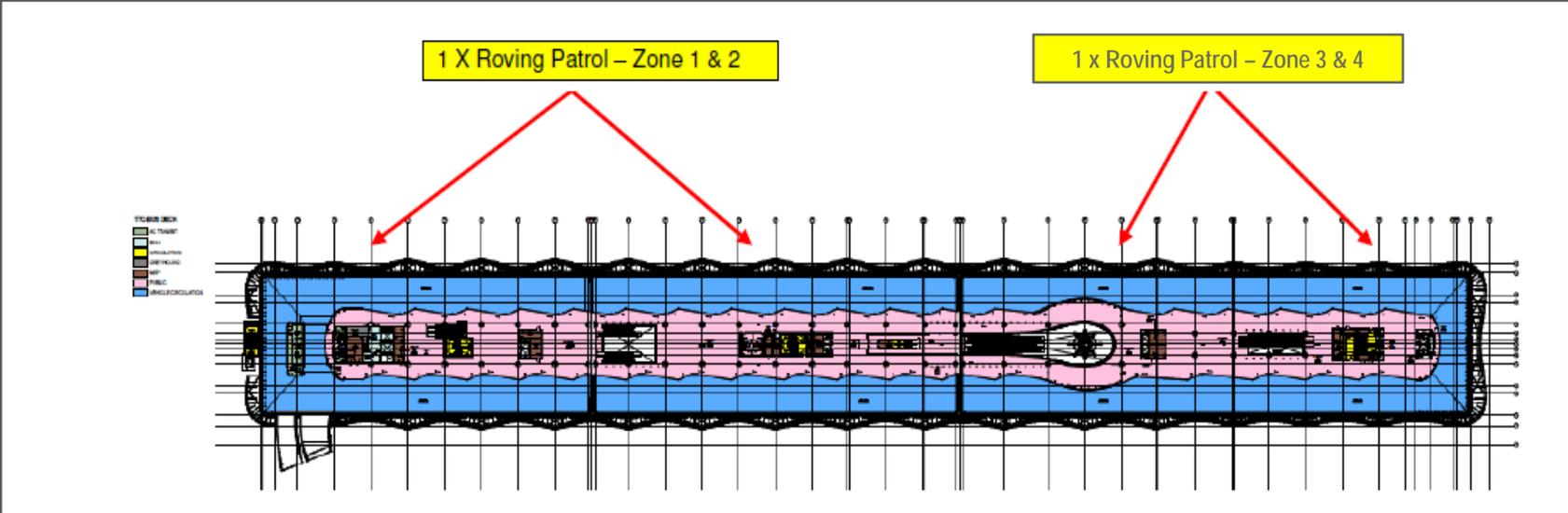


| Second Level | Phase 1 | | |
|-------------------------------|----------|----------|----------|
| | Shift 1 | Shift 2 | Shift 3 |
| Roving Patrols | 2 | 2 | 0 |
| Chief Security Officer | 1 | 0 | 0 |
| Deputy Chief Security Officer | 0 | 1 | 0 |
| Total | 3 | 3 | 0 |



Recommended Staffing

Bus Deck



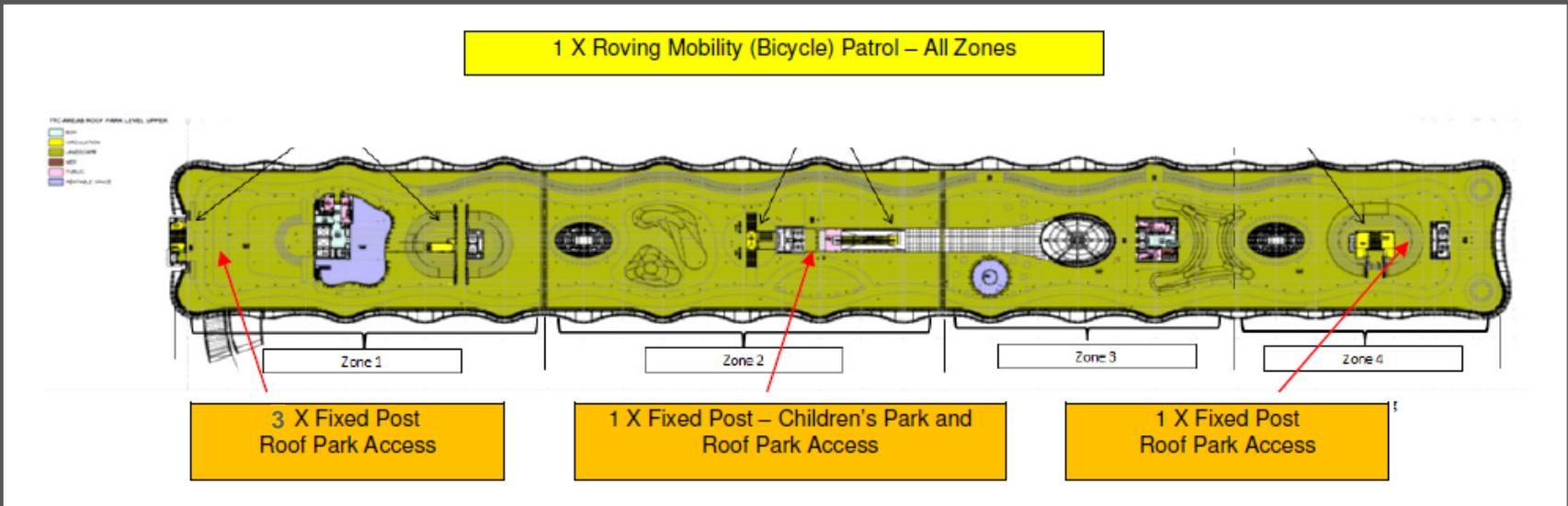
| Bus Deck/Bus Ramp | Phase 1 | | |
|-----------------------------|----------|----------|------------|
| | Shift 1 | Shift 2 | Shift 3 |
| Roving Patrols | 2 | 2 | 1 |
| Stationary Posts (Bus Ramp) | 1 | 1 | 0.5 |
| Total | 3 | 3 | 1.5 |



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Recommended Staffing

Roof Park



| Roof Park | Phase 1 | | |
|------------------|----------|----------|----------|
| | Shift 1 | Shift 2 | Shift 3 |
| Roving Patrols | 1 | 1 | 0.5 |
| Stationary Posts | 3 | 3 | 0.5 |
| Total | 4 | 4 | 1 |

Staffing Summary - Phase 1 Model 2

| Position | | | | Total |
|-------------------------------|-----------|-----------|----------|-----------|
| | Shift 1 | Shift 2 | Shift 3 | |
| Chief Security Officer | 1 | 0 | 0 | 1 |
| Deputy Chief Security Officer | 0 | 1 | 0 | 1 |
| Roving Patrols | 11 | 11 | 4 | 26 |
| Stationary Posts | 15 | 15 | 3 | 33 |
| SFPD Officers | 1 | 1 | 0 | 2 |
| SOC Supervisor | 1 | 1 | 1 | 3 |
| SOC Operators | 2 | 2 | 1 | 5 |
| Shift Supervisors | 1 | 1 | 0 | 2 |
| Total | 32 | 32 | 9 | 73 |



Discussion