Los Angeles County
Metropolitan Transportation
Authority
One Gateway Plaza
3rd Floor Board Room
Los Angeles, CA

File #: 2021-0680, **File Type:** Policy **Agenda Number:**

REVISED
EXECUTIVE MANAGEMENT COMMITTEE
NOVEMBER 18, 2021

SUBJECT: CUSTOMER CODE OF CONDUCT AMENDMENTS - TRANSIT COURT

ACTION: APPROVE RECOMMENDATION

RECOMMENDATION

CONSIDER approving in Title 6, Chapter 6-05 of the Los Angeles County Metropolitan Transportation Authority ("Metro") Administrative Code (the "Code"), otherwise known as the Metro Customer Code of Conduct ("Code"), effective January 1, 2022 ~~either~~ A through D ~~or only E~~, as follows:

A. In the Penalty Schedule, replace section "6-05-050.A-I" with "6-05-050.A-E, H, I";

B. In the Schedule concerning Violations of the Customer Code That Will Be Addressed Through Ejection, replace section "6-05-050.E-G" with "6-05-050.E";

C. In the Schedule insert a new section "Violations of the Customer Code That Will Be Addressed through Alternative Means," and insert thereunder "6.05-050.F, G Obstruction and occupying more than one seat. First Offense or Greater, Warning, referral placement preconditioned removal, and/or other remedy Placement or Other Remedy"; and

D. In the Code insert a new section "6-05-010.C. Metro and its representatives shall enforce the Code of Conduct with fairness, equity, civility, compassion and without bias." ~~Or~~

SOLIS AND DUPONT-WALKER AMENDMENT: Directed the Chief Executive Officer to review the recommendation in E (below) and the current Code of Conduct, including but not limited to any potential implicit biases, and return in February 2022 with recommended changes.

E. In the Code delete sections "6-05-050.F and G" in their entirety and conform the Schedule to the Code concerning deletions of those sections.

ISSUE

During the pandemic, serious economic and social conditions have exacerbated circumstances of our Metro's riders in a manner that, pending further input from the Metro Public Safety Advisory Committee or other sources, actions need to be taken to address the manner and methods of enforcement and promotion of compliance of the Metro Customer Code of Conduct.

BACKGROUND

Metro adopted an ordinance that is commonly referred to as the Customer Code of Conduct. The Code sets out appropriate and safe behaviors for patrons who use Metro facilities and/or ride the Metro system. At the outset, Transit Court worked with Operations, Transit Security, Safety, Legal, Customer Relations, Lost and Found, and other departments to refine the Code.

TRANSIT COURT STATISTICS

The Los Angeles County Sheriff's Department, Los Angeles Police Department, Long Beach Police Department, and Metro Transit Security Officers are responsible to support Operations for enforcement of the Code and other applicable laws on the Metro system.

The issuance of transit citations has varied wildly over the years since transitioning from a criminal Penal Code section 640 enforcement model to the Transit Court and Customer Code of Conduct inception. Prior to adoption of the Code, Penal Code citations were issued annually in the 100,000's. The total number of administrative transit citations began at over 100,000 annually too. This year the issuance of transit citations decreased to 7 in FY 2021. In the last 3 years the number of citations has been decreasing and is extremely low compared to FY2013 and prior thereto. This significant decrease is due to a virtual halt in citation issuance during COVID-19. There were fewer riders, fewer citations, and extensions granted on hearings. Parking citations also decreased from 14,245 in FY 2020 to 725 in FY 2021.

Transit Citations	
Issuance	
Year	Citation Count
FY13	100,937
FY14	82,892
FY15	58,102
FY16	29,524
FY17	19,494
FY18	63,122
FY19	31,650
FY20	12,680
FY21	7

Transit Court Monthly Report 2021

Month	Transit Citations	Parking Citations	*YTD Citation Issuance
January	0	50	50
February	0	39	89
March	0	118	207
April	3	114	324
May	0	110	434
June	0	134	568
July	0	113	681
August	0	184	865
September	2	170	1,037
**Calendar Year*			

Citations - Top Quality of Life Citations 2018					
Transit Citations Sections	**African American**	**Asian**	**Hispanic**	**White**	**Other/ Unknown**
050 F Bags on seats	12	1	2	2	2
050 G Feet on seats	276	2	77	56	11
100 A Littering	208	2	57	26	19
110 C Eat/drink/smoke	159	3	73	82	8
200 C Obey signs	78	4	50	22	14

Citations - Top Quality of Life Citations 2019					
Transit Citations Sections	**African American**	**Asian**	**Hispanic**	**White**	**Other/ Unknown**
050 F Bags on seats	207	2	66	16	1
050 G Feet on seats	28	1	44	31	2
100 A Littering	15	1	5	0	1
110 C Eat/drink/smoke	9	0	13	4	2
200 C Obey signs	9	1	7	1	1

Citations - Top Quality of Life Citations 2020					
Transit Citations Sections	**African American**	**Asian**	**Hispanic**	**White**	**Other/ Unknown**
050 F Bags on seats	38	2	8	5	0
050 G Feet on seats	29	1	11	6	2
100 A Littering	2	0	2	0	0
110 C Eat/drink/smoke	4	0	2	0	0
200 C Obey signs	0	0	0	0	1

We have continued to relax collection efforts and suspended late fees due to the economic hardship many patrons may be experiencing as a result of the pandemic. We provide these statistics to the Board in an effort to enable the Board to make its decisions about the report recommendations and to provide data on what is happening in our system concerning the enforcement of the Code.

With respect to the proportion of citations issued to certain segments of the population we found that for most sections of the Code, from fare evasion to sleeping on seats, males receive higher numbers of citations than females. There are exceptions such as women receive more citations for blocking with a stroller. For most sections, African Americans receive the highest number of citations, and then Hispanics receive the next highest number for things like littering, but in 2018 whites received higher numbers of citations than Hispanics for things like eating, drinking and smoking (Attachment A). Most noteworthy is that 1) citations have dramatically been reduced in recent times from prior years and 2) warning are given and citations only as a last resort so the citations are far less than the actual amount of violations, and 3) in FY21, as stated above, virtually no one received any citations with fines for anything.

DISCUSSION

Proposed amendments to the Code are explained below and are as set forth in Attachment B to this Board Report to address several areas:

Blocking

The Code prohibits blocking, operating or obstructing a Metro vehicle, occupying more than one seat, and impeding safe boarding. Section 6-05-050(A)-(I) are listed in the Penalty Schedule to the Code as a fineable offense. Section 6-05-050(E)-(G) are listed in the Penalty Schedule as a warning and/or ejection remedy.

A. In the Penalty Schedule, replace section "6-05-050.A-I" with "6-05-050.A-E, H, I"

The proposed amendment will change the Penalty Schedule for section 6-05-050 of the Code to delete the strikethrough words below and add the bolded underlined words as follows:

6-05-050	Blocking				

6-05-050.A-**E, H,** I	Blocking, operating or obstructing Metro vehicle, ~~occupying more than one seat,~~ impeding safe boarding	> Notice of violation $75 fine > Ejection	> Notice of violation $75 fine > Ejection	> Notice of violation $75 fine > Ejection > Exclusion for 30 days	> Notice of violation $75 fine > Ejection > Exclusion for 60 days

The effect of this change would delete subsections (F)-(G) as fineable offenses from the Code. These subsections would include (F) reclining on, placing objects on, or blocking a seat, and (G) occupying more than one seat. Security and enforcement personnel would no longer issue citations associated with a fine for those offenses, however, they would still be able to issue warnings to ask individuals to comply when possible (e.g. sit up to enable others to sit down, place their belongings under their seat, etc.).

We recommend approval of this amendment.

We are aware that there is substantial consensus within the Agency that persons who do not have a home, do not need to be incentivized to obtain one via the receipt of a citation and a fine. In such a circumstance, the citation will not likely accomplish its intended purpose of compliance.

This amendment would address the issuance of these citations to the groups of persons currently most affected by the pandemic and the serious economic impact that the pandemic has had on the low-income public without adding to that financial burden with a citation.

B. In the portion of the Schedule concerning Violations of The Customer Code That Will Be Addressed Through Ejection, replace section "6-05-050.E-G" with "6-05-050.E"

The proposed amendment will change the Schedule for section 6-05-050 of the Code to delete the strikethrough words below as follows:

6-05-050	**Blocking**				
6-05-050.E-~~G~~	Obstruction of doors~~and seats~~	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection

The effect of this change would delete two subsections "(F) reclining on, placing objects on, or blocking a seat," and "(G) occupying more than one seat as a warning and/or ejection."
Subsection (E) preventing a door from closing would remain. Security and enforcement personnel would be able to ask for voluntary compliance pursuant to amendment C below, but not ejection alone as is currently the remedy.

We recommend this amendment.

This section may be replaced with other alternatives that may be more compassionate and aimed at addressing the impacted community more effectively at this time, as discussed in Section A above, by its replacement with Section C below.

C. In the Schedule insert a new section "Violations of the Customer Code That Will Be Addressed Through Alternative Means," and insert thereunder section "6.05-050.F, G Obstruction and occupying more than one seat First Offense or Greater, Warning, referral placement preconditioned removal,

and/or other remedy Placement or Other Remedy".

The proposed amendment will change the Schedule for section 6-05-050 of the Code to delete the strikethrough words and add the bolded underlined words as follows:

6-05-050	**Blocking**				
6-05-050.E ~~G~~	Obstruction of doors ~~and seats~~	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection

6-05-050	**Blocking**				
6-05-050.F, G	**Obstruction of and occupying more than one seat**	**Warning, referral placement preconditioned removal, and/or other remedy placement or other remedy**	**Warning, referral placement preconditioned removal, and/or other remedy placement or other remedy**	**Warning, referral placement preconditioned removal, and/or other remedy placement or other remedy**	**Warning, referral placement preconditioned removal, and/or other remedy placement or other remedy**

The effect of this change would create a new remedy in the Schedule for section (F) reclining on, placing objects on, or blocking a seat, and (G) occupying more than one seat in the form of a warning, referral placement preconditioned removal, and/or other remedy such as to a safe bed, bath, and breakfast location, instead of just an unsafe ejection to nowhere. Subsection (E) preventing a door from closing would remain as a warning or ejection. Security and enforcement personnel would be able to give warnings for all these subsections with a new Schedule remedy addressing violations through alternative means.

We recommend this change.

It is our understanding that there is considerable consensus at Metro that alternative means are desirable and should be utilized as much as possible to assist unhoused persons. Courts have often instructed municipalities not to enforce "no camping" rules on their public property if and until they can offer the campers alternative shelter. While such rulings may not have application to a transit agency, they do serve as instructive in terms of making efforts to link notice of legitimate alternative resources as a precursor to removals.

We understand that Metro is making efforts, in conjunction with the cities, County, and nonprofit entities, to identify, create, communicate, and develop alternatives such as missions and tiny home villages.
This amendment would enable Metro to continue to ask for voluntary compliance via administrative (not criminal) enforcement and provide new alternatives to individuals rather than an unsafe ejection from the system. The use of ambassadors, social workers, and other personnel trained to assist mentally ill or unsheltered persons should be used whenever possible before resorting to law enforcement. Alternatives include referrals to a safe alternative environment. It provides for the development of alternative means to engage with the unhoused population, considering different persons have different needs and reasons for their lack of housing. It embodies the concept that no one should be turned away with no safe alternative remedy.

This amendment would enable Metro to continue to ask for voluntary compliance via administrative (not criminal) enforcement and provide new alternatives to individuals rather than an unsafe ejection

from the system. Alternatives include referrals to a safe alternative environment. It provides for the development of alternative means to engage with the unhoused population, considering different persons have different needs and reasons for their lack of housing. It embodies the concept that no one should be turned away with no safe alternative remedy.

Transit Court has been adaptive in this regard as we have persistently sought to provide our patrons with alternative methods of resolving citations through our Transit School tutorial, installment payment plan programs, and through community service in lieu of the payment of fines. Enforcement personnel may also develop alternative administrative avenues and use these methods if a warning is ineffective, such as through referral or other means.

D. In the Values section of the Code add a new section "6-05-010.C Metro and its representatives shall enforce the Code of Conduct with fairness, equity, civility, compassion and without bias."

Values

The Customer Code of Conduct was written to communicate with patrons and therefore the Values section was written only to address Metro's aspirational goals for patrons. Metro has an Employee Code of Conduct for its employees; therefore such remarks are vacant in the Customer Code of Conduct. However, in these times, it may be worthy to note to our patrons that we do have values and expectations for persons enforcing the Code, not just patrons, and so we suggest an insert in the Code to inform about employees, 3rd party law enforcement or security personnel, and any other persons who might be assigned enforcement duties (collectively "Others"), of the values applicable to these Others.

The proposed amendment will change section 6-05-010 of the Code to add a new subsection C. which is the bolded underlined words below:

> 6-05-010 Values
>
> A. Patrons shall use the Metro system in a responsible manner to preserve and protect the aesthetics, and promote the longevity, of this essential public resource for greater mobility in LA County.
> B. Patrons shall treat other patrons and Metro representatives with consideration, patience, respect, and civility to allow use, operation, and enjoyment of the Metro system in a safe and gratifying manner for all persons.
> **C. Metro and its representatives shall perform its duties hereunder with fairness, equity, civility, respect, compassion and without bias.**

The effect of this change would add subsection (C) to the Values section of the Customer Code of Conduct and make a statement to directly address that Metro and its representatives will utilize the Code consistent with the Employee Code of Conduct values.

We recommend this addition to the Code.

We believe Metro personnel embrace this concept of values and that there is substantial consensus on this matter.

E. In the Code deleting section "6-05-050.F, G" and relevant sections on the Schedule

The proposed amendment will change section 6-05-050 of the Code to delete the strikethrough words as follows:

6-05-050 Blocking

The following acts are prohibited in Metro facilities and vehicles:
A. [……..]
~~F. Reclining on, placing objects on, or blocking a seat.~~
~~G. Occupying more than one seat~~. [……..]

6-05-050	**Blocking**				
6-05-050.A-**E, H, I**	Blocking, operating or obstructing Metro vehicle, ~~occupying more than one seat,~~ impeding safe boarding	> Notice of violation $75 fine > Ejection	> Notice of violation $75 fine > Ejection	> Notice of violation $75 fine > Ejection > Exclusion for 30 days	> Notice of violation $75 fine > Ejection > Exclusion for 60 days

6-05-050	**Blocking**				
6-05-050.E-~~G~~	Obstruction of doors~~ and seats~~	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection

The effect of this change would delete two subsections; "(F) reclining on, placing objects on, or blocking a seat," and "(G) occupying more than one seat entirely from the Code and relevant Schedules."

Approval of this Item E by the Board in the recommendations would be in lieu of, not in addition to, approval of items A through D.

Security and enforcement personnel would no longer have apparent administrative authority to engage persons sleeping and transporting large bags of personal effects on seats from riding the system perpetually with no destination. There would presumably be no enforcement because there would be no Code section to enforce.

This is a topic that we do not find substantial consensus within Metro at this time.

Based on minimal outreach on this matter, the OIG received comments and questions ranging from:

- a desire to see Metro apply a tiered approach and first attempt more effective, appropriate alternative options and methods as discussed in sections A through D herein before resorting to this option.
- expressions of confusion about the purpose and impact on the system that might result from adoption of this option; and whether it abandons those in need.
- when will the Public Safety Advisory Council complete its deliberations and offer suggestions in regard to this matter.
- will it make Metro ineligible for funding to address alternative resources.
- is it contra to our efforts to create Tiny Villages or utilize other resources.
- delete the Code sections because we should not have provisions we don't enforce.

- delete the Code sections because they impact the most vulnerable or certain segments of the population unfairly.

The OIG has not had an opportunity to thoroughly study these questions.

It is the role of the OIG to consider, analyze, comment on, or make suggestions concerning policy (and write it when it concerns the Transit Court or the Code after laws change or input is received from an affected department) but the OIG does not decide and set significant policy on its own that is in dispute and we could not find consensus on this matter, this policy impacts many complex social ills of homelessness and affordable housing, and Metro and the community is experiencing an unprecedented volume of impacts due to the pandemic, therefore we could not recommend this change to eliminate subsections (F) and (G) unless and until the Board provides further instructions on this matter to enable staff to better know the will of and receive the leadership provided by the Board.

FINANCIAL IMPACT

There is no financial or budgetary impact by accepting the report.

EQUITY PLATFORM

In the OIG's opinion we anticipate that approving any of these amendments will promote improved methods of addressing the circumstances of low-income unhoused persons riding the Metro system. Approving Items 1 through D will ensure Metro continues to attempt to address root causes of non-transportation purposed use of the system and has programs for same. Item E may improve unhoused persons access to full time uninterrupted transportation services but may be offset by eliminating promotion of alternative offerings and referrals to those most in need and by impacts to other segments of the ridership. Further study may be necessary to ascertain the impacts as circumstances change, ridership returns, and the pandemic ceases.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

Recommendations support the following strategic plan goals:

- Goal 2.1: Metro is committed to improving security.
- Goal 2.2: Metro is committed to improving legibility, ease of use, and trip information on the transit system.
- Goal 3.4: Metro will play a strong leadership role in efforts to address homelessness in LA County.
- Goal 5.3: Metro will develop a transparent data management policy that addresses open data, data storage, and data protections.
- Goal 5.4: Metro will apply prudent commercial business practices to create a mor effective agency.
- Goal 5.6: Metro will foster and maintain a strong safety culture.

NEXT STEPS

Following Board approval of the amendments to the Code, Transit Court staff will continue to work with Metro departments to communicate the Code including amendments, in a simple marketing type of presentation as opposed to the ordinance language, to the public to promote awareness, compliance, and enforcement consistent with the Board's approved amendments and the Chief Executive Officer's instructions.

ATTACHMENTS

Attachment A: Code of Conduct Data
Attachment B: Code Amendments
Presentation

Prepared by: Julie Chang, Senior Manager, Metro Transit Court, (213) 922-6881

Reviewed by: Karen Gorman, Chief Hearing Officer, Metro Transit Court, (213) 922-2975

Inspector General/Chief Hearing Officer

2018 Fare Evasion Data

Race	American Indian or Alaskan Native		American Indian or Alaskan Native Total	Asian or Pacific Islander		Asian or Pacific Islander Total	African-American		African-American Total	Hispanic		Hispanic Total	Other		Other Total	Unknown		Unknown Total	White		White Total
Gender	**F**	**M**		**F**	**M**		**F**	**M**		**F**	**M**		**F**	**M**		**F**	**M**		**F**	**M**	
Citation	12	36	48	125	306	431	3,933	14,373	18,306	1,978	7,631	9,609	433	1,236	1,669	82	257	339	830	3,094	3,924
Warning	10	31	41	162	300	462	2,071	6,048	8,119	1,710	4,713	6,423	344	768	1,112	72	217	289	534	1,614	2,148
Grand Total	22	67	89	287	606	893	6,004	20,421	26,425	3,688	12,344	16,032	777	2,004	2,781	154	474	628	1,364	4,708	6,072

2018 All Others Data

Race	American Indian or Alaskan Native		American Indian or Alaskan Native Total	Asian or Pacific Islander		Asian or Pacific Islander Total	African-American		African-American Total	Hispanic		Hispanic Total	Other		Other Total	Unknown		Unknown Total	White		White Total
Gender	**F**	**M**		**F**	**M**		**F**	**M**		**F**	**M**		**F**	**M**		**F**	**M**		**F**	**M**	
Citation		3	3	1	12	13	170	740	910	50	310	360	16	50	66	2	14	16	46	193	239
Warning	1		1	4	10	14	14	55	69	24	60	84		12	12	1	1	2	11	32	43
Grand Total	1	3	4	5	22	27	184	795	979	74	370	444	16	62	78	3	15	18	57	225	282

2018 All Others Data

Race	American Indian or Alaskan Native		American Indian or Alaskan Native Total	Asian or Pacific Islander		Asian or Pacific Islander Total	African-American		African-American Total	Hispanic		Hispanic Total	Other		Other Total	Unknown		Unknown Total	White		White Total
Gender	**F**	**M**		**F**	**M**		**F**	**M**		**F**	**M**		**F**	**M**		**F**	**M**		**F**	**M**	
Citations		**3**	**3**	**1**	**12**	**13**	**170**	**740**	**910**	**50**	**310**	**360**	**16**	**50**	**66**	**2**	**14**	**16**	**46**	**193**	**239**
6-05-040.A							1	28	29		26	26		3	3		3	3		17	17
6-05-040.C							1		1												
6-05-050.A								3	3	1		1							1	2	3
6-05-050.B								5	5	1		1	1		1					1	1
6-05-050.D							1	3	4		1	1									
6-05-050.E								1	1		1	1							1		1
6-05-050.F					1	1	3	9	12		2	2		1	1		1	1		2	2
6-05-050.G					2	2	73	203	276	12	65	77	2	8	10	1		1	16	40	56
6-05-050.H								3	3												
6-05-090.A							1	6	7		1	1									

6-05-100.A		1	1				2	13	15		11	11		2	2				3	2	5
6-05-100.C							3	11	14	1	8	9	3	2	5	1		1	1		1
6-05-100.D										1		1									
6-05-100.G								1	1				1		1		1	1			
6-05-100.H								1	1												
6-05-100.J							2	2	4	1	6	7							1	3	4
6-05-100.K								3	3		1	1								2	2
6-05-100.L		1	1		2	2	39	169	208	8	49	57	3	16	19		3	3	3	23	26
6-05-110.A					3	3	21	138	159	10	63	73	2	6	8		2	2	14	68	82
6-05-110.C							1	12	13	1	19	20		1	1					5	5
6-05-120.A							3	15	18	1	7	8		1	1					3	3
6-05-150.A					1	1	9	28	37	1	6	7	1	2	3		1	1	2	2	4
6-05-150.B							2	10	12		3	3	1		1		1	1		3	3
6-05-150.C							1	4	5		1	1								1	1
6-05-200.B								1	1	1		1									
6-05-200.C		1	1	1	3	4	7	71	78	11	39	50	2	7	9		2	2	4	18	22
6-05-210.A														1	1					1	1
6-05-210.C											1	1									
Warnings	**1**		**1**	**4**	**10**	**14**	**14**	**55**	**69**	**24**	**60**	**84**		**12**	**12**	**1**	**1**	**2**	**11**	**32**	**43**
6-05-040.A					2	2		3	3		1	1		1	1				2	4	6
6-05-050.A											1	1									
6-05-050.G							1	6	7											1	1
6-05-070.A							2	3	5					2	2					1	1
6-05-070.D										1		1									
6-05-080.A							4	3	7		4	4					1	1		1	1
6-05-080.E					1	1		2	2		3	3								2	2
6-05-100.A								1	1		2	2									
6-05-100.C					1	1								1	1				1		1
6-05-100.I							1		1												
6-05-100.K							1		1												
6-05-100.L								3	3		5	5								2	2
6-05-110.A	1		1		2	2		11	11		6	6		2	2				2	5	7
6-05-110.C											1	1									
6-05-110.E										1	1	2									
6-05-120.A											3	3								2	2
6-05-150.B																				1	1
6-05-150.C								1	1												
6-05-160.A											1	1									
6-05-190.A.3																				1	1
6-05-190.A.4								1	1		1	1		1	1						
6-05-190.A.5																1		1			
6-05-190.A.7								1	1												
6-05-190.A.8											1	1									
6-05-200.C				1	2	3	1	10	11	12	12	24		1	1				3	4	7
6-05-200.D				3	2	5	4	7	11	10	17	27		4	4				3	8	11
6-05-210.A								1	1												

6-05-220.B								2	2		1	1									

2019 Fare Evasion Data

Race	American Indian or Alaskan Native		American Indian or Alaskan Native Total	Asian or Pacific Islander		Asian or Pacific Islander Total	African-American		African-American Total	Hispanic		ispanic Tot	Other		Other Total	Unknown		nknown Tota	White		White Total
Gender	**F**	**M**		**F**	**M**		**F**	**M**		**F**	**M**		**F**	**M**		**F**	**M**		**F**	**M**	
Citation	4	12	16	50	194	244	1,369	7,377	8,746	663	3,567	4,230	162	829	991	42	169	211	318	1,637	1,955
Warning	2	13	15	41	105	146	433	1,659	2,092	441	1,270	1,711	77	223	300	23	38	61	159	471	630
Grand Total	6	25	31	91	299	390	1,802	9,036	10,838	1,104	4,837	5,941	239	1,052	1,291	65	207	272	477	2,108	2,585

2019 Fare All Others Data

Race	American Indian or Alaskan Native		American Indian or Alaskan Native Total	Asian or Pacific Islander		Asian or Pacific Islander Total	African-American		African-American Total	Hispanic		Hispanic Total	Other		Other Total	Unknown		Unknown Total	White		White Total
Gender		M		F	M		F	M		F	M		F	M		F	M		F	M	
Citation		1	1	1	8	9	81	590	671	18	248	266	1	26	27	3	3	6	13	100	113
Warning				2	1	3	6	22	28		13	13		2	2				1	10	11
Grand Total		1	1	3	9	12	87	612	699	18	261	279	1	28	29	3	3	6	14	110	124

2019 All Others Data

Race	American Indian or Alaskan Native		American Indian or Alaskan Native Total	Asian or Pacific Islander		Asian or Pacific Islander Total	African-American		African-American Total	Hispanic		Hispanic Total	Other		Other Total	Unknown		Unknown Total	White		White Total
Gender		**M**		**F**	**M**		**F**	**M**		**F**	**M**		**F**	**M**		**F**	**M**		**F**	**M**	
Citations		**1**	**1**	**1**	**8**	**9**	**81**	**590**	**671**	**18**	**248**	**266**	**1**	**26**	**27**	**3**	**3**	**6**	**13**	**100**	**113**
6-05-040.A					1	1	1	17	18		39	39		1	1					13	13
6-05-050.A							1	4	5		3	3								5	5
6-05-050.B							1	7	8		1	1								2	2
6-05-050.D								4	4		2	2								2	2
6-05-050.E								1	1												
6-05-050.F					2	2	27	180	207	5	61	66		1	1				2	14	16
6-05-050.G					1	1	16	112	128	3	41	44		2	2				6	25	31

6-05-050.H							1	5	6												
6-05-090.A								1	1												
6-05-100.A					1	1	1	14	15		5	5		1	1						
6-05-100.C							2	14	16		8	8		1	1					1	1
6-05-100.G								1	1												
6-05-100.H								1	1												
6-05-100.J								10	10	1	4	5								1	1
6-05-100.L							19	92	111	5	20	25		6	6		1	1	1	8	9
6-05-110.A					1	1	5	40	45	2	15	17		5	5		1	1	3	16	19
6-05-110.C								9	9		13	13		1	1		1	1		4	4
6-05-120.A		1	1		2	2	2	33	35		19	19		1	1					7	7
6-05-150.A								11	11	1	1	2				1		1			
6-05-150.B							1	7	8		3	3				1		1			
6-05-150.C							1	16	17	1	6	7		2	2	1		1		2	2
6-05-200.B								3	3												
6-05-200.C				1		1	3	6	9		7	7	1	4	5				1		1
6-05-210.A								1	1					1	1						
6-05-210.C								1	1												
Warnings				**2**	**1**	**3**	**6**	**22**	**28**		**13**	**13**		**2**	**2**				**1**	**10**	**11**
6-05-040.A				1		1		2	2											1	1
6-05-040.D1											1	1									
6-05-050.F								4	4		1	1								2	2
6-05-050.G											1	1								1	1
6-05-050.H											1	1									
6-05-070.A				1		1	1	1	2		1	1								2	2
6-05-080.A								3	3												
6-05-080.E								2	2					1	1					2	2
6-05-100.A								1	1												
6-05-100.C											1	1									
6-05-100.L							1		1		1	1							1		1
6-05-110.A							1	1	2		3	3								1	1
6-05-110.D								1	1												
6-05-110.E								1	1		1	1								1	1
6-05-120.A								3	3												
6-05-160.A							3		3												
6-05-190.A.3					1	1															
6-05-190.A.5											1	1									
6-05-190.A.8								1	1		1	1									
6-05-200.C								1	1												
6-05-200.D														1	1						
6-05-210.C.7								1	1												

2020 Fare Evasion Data

Race	Asian or Pacific Islander		Asian or Pacific Islander Total	African-American		African-American Total	Hispanic		Hispanic Total	Other		Other Total	Unknown		Unknown Total	White		White Total
Gender	F	M		F	M		F	M		F	M		F	M		F	M	
Citation	8	46	54	242	1634	1876	109	735	844	32	259	291	6	36	42	55	411	466
Warning	3	7	10	68	206	274	41	163	204	6	26	32	3	7	10	18	65	83
Grand Total	11	53	64	310	1840	2150	150	898	1048	38	285	323	9	43	52	73	476	549

2020 Fare All Others Data

Race	Asian or Pacific Islander		Asian or Pacific Islander Total	African-American		African-American	Hispanic		Hispanic Total	Other		Other Total	Unknown		Unknown Total	White		White Total
Gender	F	M		F	M		F	M		F	M			M		F	M	
Citation	1	4	5	18	110	128	3	52	55	1	6	7		4	4	2	20	22
Warning		1	1	1	3	4	1	1	2		2	2					1	1
Grand Total	1	5	6	19	113	132	4	53	57	1	8	9		4	4	2	21	23

2020 All Others Data

Race	Asian or Pacific Islander		Asian or Pacific Islander Total	African-American		African-American	Hispanic		Hispanic Total	Other		Other Total	Unknown		Unknown Total	White		White Total
Gender	F	M		F	M		F	M		F	M			M		F	M	
Citations	**1**	**4**	**5**	**18**	**110**	**128**	**3**	**52**	**55**	**1**	**6**	**7**		**4**	**4**	**2**	**20**	**22**
6-05-040.A					2	2		4	4		1	1						
6-05-050.A				2	1	3		1	1									
6-05-050.B								1	1									
6-05-050.E				1		1												
6-05-050.F	1	1	2	5	33	38	1	7	8								5	5
6-05-050.G		1	1	4	25	29	1	10	11		2	2				2	4	6
6-05-050.H								1	1									
6-05-100.A					2	2		2	2									
6-05-100.C					9	9		1	1									
6-05-100.K								1	1									
6-05-100.L				1	16	17		4	4		1	1					1	1
6-05-100.M					1	1												
6-05-110.A		1	1	1	7	8	1	4	5	1	2	3		2	2		4	4
6-05-110.C				1	3	4		2	2									
6-05-120.A		1	1	2	5	7		12	12					1	1		6	6

6-05-150.A					3	3		1	1									
6-05-150.B				1	2	3												
6-05-150.C								1	1									
6-05-200.C														1	1			
6-05-210.A					1	1												
Warnings		**1**	**1**	**1**	**3**	**4**	**1**	**1**	**2**		**2**	**2**					**1**	**1**
6-05-040.A					1	1					1	1						
6-05-040.C		1	1															
6-05-080.A																	1	1
6-05-080.E							1		1									
6-05-120.A					1	1		1	1		1	1						
6-05-190.A.5				1		1												
6-05-220.B					1	1												

ATTACHMENT A – LEGISTAR FILE # 2021-0680

CODE AMENDMENTS

LACMTA Administrative Code Penalty Schedule

6-05-050		Blocking				
6-05-050.A-**E, H,** I		Blocking, operating or obstructing Metro vehicle, ~~occupying more than one seat,~~ impeding safe boarding	> Notice of violation $75 fine > Ejection	> Notice of violation $75 fine > Ejection	> Notice of violation $75 fine > Ejection > Exclusion for 30 days	> Notice of violation $75 fine > Ejection > Exclusion for 60 days

LACMTA Administrative Code Schedule on Violations of the Customer Code That Will Be Addressed Through Ejection

6-05-050	Blocking				
6-05-050.E-~~G~~	Obstruction of doors~~and seats~~	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection

LACMTA Administrative Code Penalty Schedule Violations of the Customer Code That Will Be Addressed Through Alternative Means

6-05-050	**Blocking**				
6-05-050.F, G	**Obstruction of and occupying more than one seat**	**Warning, referral placement placement or other remedy**	**Warning, referral placement placement or other remedy**	**Warning, referral placement placement or other remedy**	**Warning, referral placement placement or other remedy**

LACMTA Administrative Code section 6-05-010

6-05-010 Values

A. Patrons shall use the Metro system in a responsible manner to preserve and protect the aesthetics, and promote the longevity, of this essential public resource for greater mobility in LA County.
B. Patrons shall treat other patrons and Metro representatives with consideration, patience, respect, and civility to allow use, operation, and enjoyment of the Metro system in a safe and gratifying manner for all persons.
C. Metro and its representatives shall perform its duties hereunder with fairness, equity, civility, respect, compassion and without bias.

LACMTA Administrative Code section 6-05-050

6-05-050 Blocking

The following acts are prohibited in Metro facilities and vehicles:
A. [……..]
~~F. Reclining on, placing objects on, or blocking a seat.~~
~~G. Occupying more than one seat~~. [……..]

LACMTA Administrative Code Penalty Schedule

6-05-050		Blocking				
6-05-050.A-**E, H,** I		Blocking, operating or obstructing Metro vehicle, ~~occupying more than one seat,~~ impeding safe boarding	> Notice of violation $75 fine > Ejection	> Notice of violation $75 fine > Ejection	> Notice of violation $75 fine > Ejection > Exclusion for 30 days	> Notice of violation $75 fine > Ejection > Exclusion for 60 days

LACMTA Administrative Code Schedule on Violations of the Customer Code That Will Be Addressed Through Ejection

6-05-050	Blocking				
6-05-050.E-~~G~~	Obstruction of doors~~ and seats~~	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection

CUSTOMER CODE OF CONDUCT AMENDMENTS
TRANSIT COURT

Karen Gorman
Inspector General / Chief Hearing Officer
Office of the Inspector General / Transit Court

November 18, 2021

LEGISTAR FILE # 2021-0680

Code Amendments

A. *In the Penalty Schedule, replace "6-05-050.A-I" with "6-05-050.A-E, H, I"*

B. *In the Schedule concerning Violations of The Customer Code That Will Be Addressed Through Ejection, replace "6-05-050.E-G" with "6-05-050.E"*

C. *In the Schedule insert a new section "Violations Of The Customer Code That Will Addressed Through Alternative Means," and insert thereunder "6.05-050.F, G Obstruction and occupying more than one seat First Offense or Greater, Warning and / or Referral"*

D. *In the Values section of the Code add "6-05-010.C Metro and its representatives shall enforce the Code of Conduct with fairness, equity, civility, compassion and without bias."*

Code Amendments

E. *Within the Code deleting "6-05-050.F, G" and relevant sections on the schedule*

The proposed amendment will change section 6-05-050 of the Code to delete the strikethrough words and add the bolded underlined words as follows:

6-05-050 Blocking

The following acts are prohibited in Metro facilities and vehicles:

A. [……..]

~~F. Reclining on, placing objects on, or blocking a seat.~~

~~G. Occupying more than one seat~~. [……..]

TRANSIT CITATIONS

ISSUANCE	
YEAR	CITATION COUNT
FY13	100,937
FY14	82,892
FY15	58,102
FY16	29,524
FY17	19,494
FY18	63,122
FY19	31,650
FY20	12,680
FY21	7