

One Gateway Plaza, Los Angeles, CA 90012, 3rd Floor, Metro Board Room

Agenda - Final

Wednesday, June 18, 2025

11:00 AM

Watch online: https://boardagendas.metro.net Listen by phone: Dial 888-978-8818 and enter Access Code: 5647249# (English) or 7292892# (Español)

To give written or live public comment, please see the top of page 4

Executive Management Committee

Janice Hahn, Chair Fernando Dutra, Vice Chair Kathryn Barger Karen Bass Hilda Solis Gloria Roberts, non-voting member

Stephanie Wiggins, Chief Executive Officer

METROPOLITAN TRANSPORTATION AUTHORITY BOARD AGENDA RULES (ALSO APPLIES TO BOARD COMMITTEES)

PUBLIC INPUT

A member of the public may address the Board on agenda items, before or during the Board or Committee's consideration of the item for one (1) minute per item, or at the discretion of the Chair. A request to address the Board must be submitted electronically using the tablets available in the Board Room lobby. Individuals requesting to speak will be allowed to speak for a total of three (3) minutes per meeting on agenda items in one minute increments per item. For individuals requiring translation service, time allowed will be doubled. The Board shall reserve the right to limit redundant or repetitive comment.

The public may also address the Board on non-agenda items within the subject matter jurisdiction of the Board during the general public comment period, which will be held at the beginning and /or end of each meeting. Each person will be allowed to speak for one (1) minute during this General Public Comment period or at the discretion of the Chair. Speakers will be called according to the order in which their requests are submitted. Elected officials, not their staff or deputies, may be called out of order and prior to the Board's consideration of the relevant item.

Notwithstanding the foregoing, and in accordance with the Brown Act, this agenda does not provide an opportunity for members of the public to address the Board on any Consent Calendar agenda item that has already been considered by a Committee, composed exclusively of members of the Board, at a public meeting wherein all interested members of the public were afforded the opportunity to address the Committee on the item, before or during the Committee's consideration of the item, and which has not been substantially changed since the Committee heard the item.

In accordance with State Law (Brown Act), all matters to be acted on by the MTA Board must be posted at least 72 hours prior to the Board meeting. In case of emergency, or when a subject matter arises subsequent to the posting of the agenda, upon making certain findings, the Board may act on an item that is not on the posted agenda.

CONDUCT IN THE BOARD ROOM - The following rules pertain to conduct at Metropolitan Transportation Authority meetings:

REMOVAL FROM THE BOARD ROOM - The Chair shall order removed from the Board Room any person who commits the following acts with respect to any meeting of the MTA Board:

a. Disorderly behavior toward the Board or any member of the staff thereof, tending to interrupt the due and orderly course of said meeting.

- b. A breach of the peace, boisterous conduct or violent disturbance, tending to interrupt the due and orderly course of said meeting.
- c. Disobedience of any lawful order of the Chair, which shall include an order to be seated or to refrain from addressing the Board; and
- d. Any other unlawful interference with the due and orderly course of said meeting.

INFORMATION RELATING TO AGENDAS AND ACTIONS OF THE BOARD

Agendas for the Regular MTA Board meetings are prepared by the Board Clerk and are available prior to the meeting in the MTA Records Management Department and on the Internet. Every meeting of the MTA Board of Directors is recorded and is available at <u>https://www.metro.net</u> or on CD's and as MP3's for a nominal charge.

DISCLOSURE OF CONTRIBUTIONS

The State Political Reform Act (Government Code Section 84308) requires that a party to a proceeding coming before an agency involving a license, permit, or other entitlement for use including all contracts (other than competitively bid contracts that are required by law, agency policy, or agency rule to be awarded pursuant to a competitive process , labor contracts, personal employment contracts, contracts valued under \$50,000, contracts where no party receives financial compensation, contracts between two or more agencies, the periodic review or renewal of development agreements unless there is a material modification or amendment proposed to the agreement, the periodic review or renewal of competitively bid contracts unless there are material modifications or amendments proposed to the agreement that are valued at more than 10 percent of the value of the contract or fifty thousand dollars (\$50,000), whichever is less, and modifications of or amendments to any of the foregoing contracts, other than competitively bid contracts), shall disclose on the record of the proceeding any contributions in an amount of more than \$500 made within the preceding 12 months by the party, or the party's agent, to any officer of the agency. When a closed corporation is party to, or participant in, such a proceeding, the majority shareholder must make the same disclosure. Failure to comply with this requirement may result in the assessment of civil or criminal penalties.

ADA REQUIREMENTS

Upon request, sign language interpretation, materials in alternative formats and other accommodations are available to the public for MTA-sponsored meetings and events. All requests for reasonable accommodations must be made at least three working days (72 working hours) in advance of the scheduled meeting date. Please telephone (213) 364-2837 or (213) 922-4600 between 8 a.m. and 5 p.m., Monday through Friday. Our TDD line is (800) 252-9040. Requests can also be sent to <u>boardclerk@metro.net</u>.

LIMITED ENGLISH PROFICIENCY

A Spanish language interpreter is available at all Committee and Board Meetings. All other languages must be requested 72 hours in advance of the meeting by calling (213) 364-2837 or (213) 922-4600. Live Public Comment Instructions can also be translated if requested 72 hours in advance.

323.466.3876

x2 Español (Spanish) x3 中文 (Chinese) x4 한국어 (Korean) x5 Tiếng Việt (Vietnamese) x6 日本語 (Japanese) x7 русский (Russian) x8 Հայերቲն (Armenian)

HELPFUL PHONE NUMBERS AND EMAIL

Copies of Agendas/Record of Board Action/Recordings of Meetings - (213) 922-4880 (Records Management Department) - <u>https://records.metro.net</u> General Information/Rules of the Board - (213) 922-4600 Internet Access to Agendas - <u>https://www.metro.net</u> TDD line (800) 252-9040 Board Clerk Email - <u>boardclerk@metro.net</u>

NOTE: ACTION MAY BE TAKEN ON ANY ITEM IDENTIFIED ON THE AGENDA

Live Public Comment Instructions:

Live public comment can be given by telephone or in-person.

The Meeting begins at 11:00 AM Pacific Time on June 18, 2025; you may join the call 5 minutes prior to the start of the meeting.

Dial-in: 888-978-8818 and enter English Access Code: 5647249# Spanish Access Code: 7292892#

Public comment will be taken as the Board takes up each item. To give public comment on an item, enter #2 (pound-two) when prompted. Please note that the live video feed lags about 30 seconds behind the actual meeting. There is no lag on the public comment dial-in line.

Instrucciones para comentarios publicos en vivo:

Los comentarios publicos en vivo se pueden dar por telefono o en persona.

La Reunion de la Junta comienza a las 11:00 AM, hora del Pacifico, el 18 de Junio de 2025. Puedes unirte a la llamada 5 minutos antes del comienso de la junta.

Marque: 888-978-8818 y ingrese el codigo Codigo de acceso en ingles: 5647249# Codigo de acceso en espanol: 7292892#

Los comentarios del público se tomaran cuando se toma cada tema. Para dar un comentario público sobre una tema ingrese # 2 (Tecla de numero y dos) cuando se le solicite. Tenga en cuenta que la transmisión de video en vivo se retrasa unos 30 segundos con respecto a la reunión real. No hay retraso en la línea de acceso telefónico para comentarios públicos.

Written Public Comment Instruction:

Written public comments must be received by 5PM the day before the meeting. Please include the Item # in your comment and your position of "FOR," "AGAINST," "GENERAL COMMENT," or "ITEM NEEDS MORE CONSIDERATION." Email: BoardClerk@metro.net Post Office Mail: Board Administration One Gateway Plaza MS: 99-3-1 Los Angeles, CA 90012

CALL TO ORDER

ROLL CALL

APPROVE Consent Calendar Item: 17.

Consent Calendar items are approved by one motion unless held by a Director for discussion and/or separate action.

CONSENT CALENDAR

17. SUBJECT: RECRUITMENT STRATEGIC ASPIRATION SERVICES

2025-0256

RECOMMENDATION

AUTHORIZE the Chief Executive Officer (CEO) to execute Modification No. 2 to Contract No. PS108564000 with McKinsey & Company, Inc. (McKinsey) to continue to provide consultant support services for hiring process improvements, continuous job classification analysis, planning and recruitment, employee retention enhancements and internal customer-centric training and development, in an amount Not-To-Exceed (NTE) \$5,410,000, increasing the contract value from \$3,975,000 to \$9,385,000 and extending the period of performance from December 31, 2025, to June 30, 2026.

<u>Attachments:</u>	Attachment A - Procurement Summary		
	Attachment B - Contract Modification/Change Order Log		
	Attachment C - DEOD Summary		
	Presentation		

NON-CONSENT

18. SUBJECT: FEDERAL AND STATE REPORT

2025-0456

RECOMMENDATION

RECEIVE AND FILE June 2025 Federal and State Legislative Report.

Attachments: Presentation

19. SUBJECT: WEAPONS DETECTION PILOT

RECOMMENDATION

RECEIVE AND FILE the quarterly update on the weapons detection pilot.

 Attachments:
 Attachment A - Board Motion 39

 Attachment B - Board Motion 34.1

 Presentation

(ALSO ON OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE)

20. SUBJECT: GENDER ACTION PLAN UPDATE

RECOMMENDATION

RECEIVE AND FILE a status report on the Gender Action Plan (GAP) strategies.

Attachments: Attachment A - GAP Strategies

21. SUBJECT: COMMUNITY ADVISORY COUNCIL (CAC) QUARTERLY 2025-0348 UPDATE 2025-0348

RECOMMENDATION

RECEIVE AND FILE quarterly status report on the Community Advisory Council (CAC).

Attachments: Presentation

SUBJECT: GENERAL PUBLIC COMMENT

RECEIVE General Public Comment

Consideration of items not on the posted agenda, including: items to be presented and (if requested) referred to staff; items to be placed on the agenda for action at a future meeting of the Committee or Board; and/or items requiring immediate action because of an emergency situation or where the need to take immediate action came to the attention of the Committee subsequent to the posting of the agenda.

COMMENTS FROM THE PUBLIC ON ITEMS OF PUBLIC INTEREST WITHIN COMMITTEE'S SUBJECT MATTER JURISDICTION

Adjournment

2025-0288

Page 6

2025-0383

2025-0502

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



Board Report

File #: 2025-0256, File Type: Contract

Agenda Number: 17.

EXECUTIVE MANAGEMENT COMMITTEE JUNE 18, 2025

SUBJECT: RECRUITMENT STRATEGIC ASPIRATION SERVICES

ACTION: APPROVE RECOMMENDATION

RECOMMENDATION

AUTHORIZE the Chief Executive Officer (CEO) to execute Modification No. 2 to Contract No. PS108564000 with McKinsey & Company, Inc. (McKinsey) to continue to provide consultant support services for hiring process improvements, continuous job classification analysis, planning and recruitment, employee retention enhancements and internal customer-centric training and development, in an amount Not-To-Exceed (NTE) \$5,410,000, increasing the contract value from \$3,975,000 to \$9,385,000 and extending the period of performance from December 31, 2025, to June 30, 2026.

<u>ISSUE</u>

Contract No. PS108564000 was awarded in July 2024 to McKinsey, a strategy and global management consulting firm, focused on advancing the pursuit of sustainability, inclusion, and growth. The contract provided consultant support to evaluate Metro's hiring department structure and job classifications, assess hiring processes, and review efforts to retain employees. Notable improvements have been achieved in improving time-to-hire and lowering the agency vacancy rate, however, staff has identified further opportunities needed to maintain this progress and enhance the post-recruitment employee experience.

BACKGROUND

In November 2024, Metro had 780 vacancies and hired approximately 100 employees per month. Depending on the complexity of the recruitment, the process for filling vacancies previously ranged between 12-31 weeks per hire. In response, McKinsey strategically evaluated Metro's hiring process across all phases, and provided targeted recommendations to improve recruitment efforts, particularly for mission-critical positions and roles across the agency. Also, Metro launched a tactical initiative entitled the Talent Win Room, that is comprised of a dedicated team of Metro and McKinsey staff focused on implementing a sustainable strategy ensuring roles and recruitments are prioritized, organized, and managed on a daily basis to address the backlog of vacancies and support critical openings/initiatives such as C Line's LAX/Metro Transit Center, A Line expansion, and the Metro Center.

As a result of strategic process improvements made thus far, the average time to hire for noncontract roles has decreased, taking just 8 weeks per hire, which is within Metro's strategic aspiration goal of attaining an average hiring timeline of less than 90 days. This effort has significantly reduced the agency's non-contract vacancy rate, which now stands at 13.1% (previously at 18.6%), with further reductions anticipated by the end of FY25 (June 2025). Additionally, as part of this effort, Metro successfully extended a total of 585 job offers (contract and non-contract positions) with an 80% acceptance rate. For non-contract vacancies, this is a 55% increase in job offers extended when compared to the previous year. As of early June 2025, there are 659 vacancies, inclusive of 395 contract and 264 non-contract vacancies. Currently, Metro hires 170 employees each month on average, of which 100 are high volume recruitment efforts for bus operators to maintain required service levels.

As Metro continues to pursue its strategic goal of reimagining talent attraction and building a highperforming workforce, the Chief People Office requires ongoing support to sustain the momentum of the Talent Win Room, continue improving recruitment outcomes, and shift focus on post-recruitment employee retention. This next phase will involve reviewing the Pension and Benefit framework, identifying opportunities for process innovation, streamlining resource planning, engaging key stakeholders, leveraging technology and system integration, prioritizing critical roles and resources, and developing timelines for improving the post-recruitment employee experience. The next phase will also entail customer centric training focused on ensuring Metro adopts a customer-first internal culture through effective communication to deliver exceptional employee support, from onboarding to leadership development through to retirement.

DISCUSSION

Metro has made significant progress in attracting talent by improving time-to-hire and reducing the agency's vacancy rate and therefore, sustaining these gains requires a strong retention strategy. Metro employees are recipients of robust pension and benefits plans, which serve as a primary tool in retaining talent in a competitive market. These benefits are essential not only for employee satisfaction and well-being, but also as a key driver in ensuring long-term commitment to Metro's mission.

To further enhance employee retention, Metro requires support for a strategic review of the postrecruitment employee experience. This effort is expected to drive long-term improvements in employee engagement and the quality of services provided. Additionally, this will enable a thorough evaluation of current processes, identify opportunities to enhance customer service, and recommend ways to optimize the structure and efficiency of the Pension and Benefits department. These improvements will help Metro attract and retain top talent, align with industry best practices, and better meet the evolving needs of its diverse workforce. Specifically, this work will be measured by further reduction of Metro's vacancy rate and its time-to-hire. Metro staff will benchmark and improve its response time to employee inquiries related to pension and benefits. Metro will focus on the following recruitment and retention areas:

- 1. Talent Win Room Continuation/Sustainment
- 2. Monitor and Integrate Vacancy Tracking Tool

- 3. Pension & Benefits Post-Recruitment Retention Support & Strategic Services
- 4. Internal Customer Centric Training

This proactive approach to attracting and retaining talent reinforces the agency's commitment to its workforce and supports the long-term success and overall stability of our talent, which is Metro's most valuable asset. By addressing both the pre- and post-recruitment employee experience, reviewing additional internal processes, and executing key initiatives now, the agency will be better positioned to gain a competitive advantage through strategic and forward-looking recruitment and retention practices. In addition, this approach will integrate employee customer-centric experience journey mapping and a thorough review of current practices, including training aimed at directly improving the employee experience and supporting long-term retention.

DETERMINATION OF SAFETY IMPACT

Approval of this contract modification will allow Metro to continue working towards the effective recruitment of mission-critical positions and support retention strategies. This proactive approach ensures the safety of our employees, Metro customers, and the public at large.

FINANCIAL IMPACT

This action will not have an impact on the FY25 budget as expenses will be incurred in FY26. Additionally, the FY26 budget includes funding for this contract modification under cost center 2314 Strategic Hiring, project 100001, task 01.01, General Overhead.

The cost center manager and the Chief People Officer are accountable for budgeting the cost in FY26.

Impact to Budget

The source of funding will be administrative funds that are not eligible for bus/rail operating expenses.

EQUITY PLATFORM

The services provided by the consultant will ensure Metro continues to focus on the effective recruitment and retention of mission-critical positions and customer centric initiatives at Metro. This action ensures that Metro continues to attract and retain employees in a timely, proactive and strategic approach while maintaining all regulatory, safety, and Equal Employment Opportunity requirements, and delivering world-class transit service throughout Los Angeles County.

The Diversity & Economic Opportunity Department did not establish a Small Business Enterprise (SBE) or Disabled Veteran Business Enterprise (DVBE) goal on the original contract and McKinsey & Company, Inc. did not make an SBE/DVBE commitment. However, McKinsey & Company, Inc. added a DVBE firm with a 5.25% commitment, and has achieved 3.71% DVBE participation to date (Attachment C).

VEHICLE MILES TRAVELED OUTCOME

VMT and VMT per capita in Los Angeles County are lower than national averages, the lowest in the SCAG region, and on the lower end of VMT per capita statewide, with these declining VMT trends due in part to Metro's significant investment in rail and bus transit.* Metro's Board-adopted VMT reduction targets align with California's statewide climate goals, including achieving carbon neutrality by 2045. To ensure continued progress, all Board items are assessed for their potential impact on VMT.

While this item does not directly encourage taking transit, sharing a ride, or using active transportation, it is a vital part of recruiting and retaining Metro's human capital which is critical to delivering transit services. By ensuring we continue to recruit for mission critical positions and retain internal talent, this action supports Metro's ability to provide a reliable, safe, and attractive alternative to driving. Because the Metro Board has adopted an agency-wide VMT Reduction Target, and this item supports the overall function of the agency, this item is consistent with the goals of reducing VMT.

*Based on population estimates from the United States Census and VMT estimates from Caltrans' Highway Performance Monitoring System (HPMS) data between 2001-2019.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

This Board action supports Strategic Goal 5: Provide responsive, accountable, and trustworthy governance within the Metro organization. This contract modification will ensure that Metro continues to receive accelerated recruitment strategic and retention aspiration support services in advance of new initiatives, regional events and expansion efforts impacting Metro's workforce.

ALTERNATIVES CONSIDERED

The Board may choose not to approve the recommendation for the contract modification for recruitment and retention strategic aspiration support services. An option is to assign this responsibility in-house; however, this is not recommended as Metro does not have the resources to implement further hiring process improvements, integrate a vacancy projection tool, enhance employee retention strategies, and deliver internal customer-centric training, while performing their current duties.

NEXT STEPS

Upon Board approval, staff will execute Modification No. 2 to Contract No. PS108564000 with McKinsey to continue to provide recruitment and retention strategic aspiration services.

ATTACHMENTS

Attachment A - Procurement Summary Attachment B - Contract Modification/Change Order Log Attachment C - DEOD Summary

- Prepared by: Nancy Saravia, Deputy Executive Officer, Administration, (213) 922-1217 Don Howey, Executive Officer, Administration, (213) 922-8867 Sandra Blanco-Sanchez, Senior Executive Officer, Special Programs, (213) 418-3102 Carolina Coppolo, Deputy Chief Vendor/Contract Management Officer, (213) 922 -4471
- Reviewed by: Dawn Jackson-Perkins, Chief People Officer, (213) 418-3166

Stephanie Wiggins Chief Executive Officer

PROCUREMENT SUMMARY RECRUITMENT STRATEGIC ASPIRATION SERVICES / PS108564000

1.	Contract Number: PS108564000			
2.	Contractor: McKinsey & Company, Inc. (McKinsey)			
3.	Mod. Work Description : Ongoing consultant support services for hiring process improvements, continuos job classification analysis, planning and recruitment, employee retention enhancements, internal customer-centric training and development; and extend the period of performance through 6/30/26.			
4.	Contract Work Description : Evaluate Metro's current processes, identify opportunities for improving customer service and support, and propose recommendations for optimizing the structure and efficiency.			
5.	The following data is			
6.	Contract Completion	Status	Financial Status	
	Contract Awarded:	7/1/24	Contract Award Amount:	\$497,500
	Notice to Proceed (NTP):	N/A	Total of Modifications Approved:	Not-to-Exceed (NTE) \$3,477,500
	Original Complete Date:	12/31/25	Pending Modifications (including this action):	NTE \$5,410,000
	Current Est. Complete Date:	6/30/26	Current Contract Value (with this action):	NTE \$9,385,000
7.	Contract Administrator: Annie Duong		Telephone Number : (213) 418-3048	
8.	Project Manager: Don Howey		Telephone Number : (213) 922-8867	

A. Procurement Background

This Board Action is to approve Contract Modification No. 2 to provide ongoing consultant support services for hiring process improvements, continuous job classification analysis, planning and recruitment, employee retention enhancements, and internal customer-centric training and development. This Modification will also extend the period of performance from December 31, 2025 through June 30, 2026.

This Modification will be processed in accordance with Metro's Acquisition Policy and the contract type is a firm fixed unit price.

On July 1, 2024, Metro awarded a one-year contract to McKinsey & Company, Inc. for recruitment strategic aspiration.

A total of one modification has been issued to date.

Refer to Attachment B – Contract Modification/Change Order Log.

B. Price Analysis

The recommended price has been determined to be fair and reasonable based on the Independent Cost Estimate (ICE), price analysis using historical pricing for similar services to other public agencies, and technical analysis. The ICE is based on the original negotiated contract rates.

Proposal Amount	Metro ICE	Recommended Amount
\$5,410,000	\$5,500,000	\$5,410,000

CONTRACT MODIFICATION/CHANGE ORDER LOG

RECRUITMENT STRATEGIC ASPIRATION SERVICES / PS108564000

Mod No.	Description	Status (approved or pending)	Date	\$ Amount
1	Consultant support services for hiring process improvements, continued job classification analysis, and execution of strategies to reduce vacancy rates and retain talent; and extend the Period of Performance (POP) through 12/31/25.	Approved	12/5/24	Not to Exceed (NTE) \$3,477,500
2	Ongoing consultant support services for hiring process improvement, continuous job classification analysis, planning and recruitment, employee retention enhancements, internal customer-centric training and development; and extend the POP through 6/30/26.	Pending	Pending	NTE \$5,410,000
	Modification Total			\$8,887,500
	Original Contract:		7/1/24	\$497,500
	Total:			NTE \$9,385,000

DEOD SUMMARY

RECRUITMENT STRATEGIC ASPIRATION SERVICES/PS108564000

A. Small Business Participation

The Diversity and Economic Opportunity Department (DEOD) did not establish a Small Business Enterprise (SBE) or Disabled Veteran Business Enterprise (DVBE) goal for this contract due to the lack of availability of certified firms with the capacity to perform the highly specialized strategic consulting services required.

While McKinsey & Company, Inc. did not initially commit to SBE or DVBE participation, the firm was encouraged to engage small businesses where feasible. As part of this contract modification, McKinsey & Company, Inc. has added Patricio Systems, LLC, a certified DVBE, to provide information technology services under the agreement, achieving 3.71% DVBE participation.

Small Business	0.00% SBE	Small Business	0.00% SBE
Commitment	0.00% DVBE	Participation	3.71% DVBE

	DVBE Subcontractors	% Committed	Current Participation ¹
1.	Patricio Systems, LLC	Added	3.71%
	Tota	0.00%	3.71%

¹Current Participation = Total Actual amount Paid-to-Date to Certified Firms ÷Total Actual Amount Paid-to-date to Prime.

B. Living Wage and Service Contract Worker Retention Policy Applicability

The Living Wage and Service Contract Worker Retention Policy is not applicable to this contract.

C. <u>Prevailing Wage Applicability</u>

Prevailing Wage is not applicable to this contract.

D. Project Labor Agreement/Construction Careers Policy

Project Labor Agreement/Construction Careers Policy is not applicable to this Contract. PLA/CCP is applicable only to construction contracts that have a construction related value in excess of \$2.5 million.

Recruitment Strategic Aspiration Services Contract Modification



Metro[®]

Executive Management Committee June 18, 2025



AUTHORIZE the Chief Executive Officer (CEO) to:

Execute Modification No. 2 to Contract No. PS108564000 with McKinsey & Company, Inc. (McKinsey) to continue to provide consultant support services for hiring process improvements, continuous job classification analysis, planning and recruitment, employee retention enhancements and internal customer-centric training and development, in an amount Not-to-Exceed (NTE) \$5,410,000, increasing the contract value from \$3,975,000 to \$9,385,000 and extend the period of performance from December 31, 2025, to June 30, 2026



Background

Talent Win Room Initiative (Launched Nov 2024)

- Strategic effort to streamline hiring and prioritize critical roles
- Support staffing needs to maintain daily operations and in preparation for C Line LAX opening and A Line expansion
- Focus on sustainable, strategic hiring agencywide

Key Progress (Past 5 Months)

- 585 offers extended with 468 acceptances (80%)
- Average time-to-hire: 8 weeks (previously 12-31 weeks per hire)
- Non-contract vacancy rate: 13.1% (previously 18.6%)
- Ongoing high-volume recruitments of mission essential roles (i.e. Bus Operators & Custodians)

Strengthening Retention

- Develop a robust post-recruitment strategy
- Focus on employee experience through internal customer journey mapping & customer centric training
- Review Pension & Benefits current practices including to improve the employee experience and support long-term retention



Recruitment Strategic Aspiration Services – Contract Mod

With McKinsey's support, Metro will:

Continue leveraging the internal tactical Talent Win Room team:

- Further reduce vacancies
- Maintain an 8-10 week time-to-hire goal or better
- Lower vacancy rate to 10% in FY26

Monitor and enhance a dynamic planning tool:

- Track, budget, and forecast attrition and vacancies
- Address hard-to-fill and high-turnover roles
- Continue to support expansion needs for new rail lines, major events, and new initiatives (i.e., Transit Community Public Safety Department and Transit Ambassador transition)

Review Pension and Benefit framework:

- Identify process innovation opportunities
- Streamline resource planning
- Engage stakeholders and integrate technology
- Improve the postrecruitment employee experience with clear timelines

Develop customercentric training:

- Foster a customerfirst internal culture
- Enhance employee support from onboarding to retirement
- Strengthen communication and leadership development



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



Board Report

File #: 2025-0456, File Type: Informational Report

Agenda Number: 18.

EXECUTIVE MANAGEMENT COMMITTEE JUNE 18, 2025

SUBJECT: FEDERAL AND STATE REPORT

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE June 2025 Federal and State Legislative Report.

DISCUSSION

Executive Management Committee Remarks Prepared by Raffi Haig Hamparian Government Relations, Executive Officer: Federal Affairs

Chair Hahn and members of the Executive Management Committee, I am pleased to provide an update on several key federal matters of interest to our agency. This report was prepared on June 4, 2025, and will be updated, as appropriate, at the Executive Management Committee meeting on June 19, 2025. The status of relevant pending legislation is monitored on the Metro Government Relations Legislative Matrix https://libraryarchives.metro.net/DB Attachments/6%20-%20June% 202025%20-%20LA%20Metro%20Legislative%20Matrix.pdf>, which is updated monthly.

Fiscal Year 2026 President's Budget

On May 30, 2025, the Office of Management and Budget which is part of the Executive Office of the President, released portions of the President's Fiscal Year 2026 Budget. The document proposed a total of \$147 billion for the U.S. Department of Transportation, including funding for the Federal Transit Administration (FTA), Federal Highway Administration, among other agencies. The Budget recommends approximately \$17 billion for the FTA, with \$14.6 billion of this amount set aside for transit formula grants. The Budget would move to eliminate unobligated balances from prior years for the National Electric Vehicle Infrastructure Formula Program and the Charging and Fueling Infrastructure Grant Programs. The Budget would also significantly boost funding for the Infrastructure for Rebuilding America grant program by \$770 million - increasing the total for that

grant program to \$2.3 billion. Metro staff will be carefully reviewing the Fiscal Year 2026 Budget to fully understand its impact on our agency.

On the same day that the Budget was released, the U.S. Department of Transportation issued their Fiscal Year 2026 New Starts Report prepared by the FTA. The report provides information on how the FTA intends to expend funding for both the Capital Investment Grant (CIG) and the Expedited Project Delivery Pilot Programs, which are the primary tools used to fund the construction of transit projects across the United States. The Fiscal Year 2026 New Starts Report includes our agency's number one CIG priority project, the Southeast Gateway Line. Specifically, the project is listed among several transit projects that may become ready for CIG or EPD funding during Fiscal Year 2026. For the very first time, the Vermont Bus Rapid Project is listed in a New Starts Report under the heading "Small Starts Projects that Entered Project Development since March 2024." Metro staff have and will continue to work diligently and collaboratively with the FTA to advance our projects through the CIG Program.

In addition to the release of portions of the Budget and the Fiscal Year 2026 New Starts Report, on May 30, 2025, the FTA, consistent with funding enacted through the Infrastructure Investment and Jobs Act (P.L. 117-58) and made available through the Continuing Appropriations and Extensions Act of 2025 adopted by Congress earlier this year, moved to allocate \$315 million for the Westside Purple Line Extension (WPLE) Section 3 project. The FTA issued a Full Funding Grant Agreement (\$1.3 billion) for the WPLE Section 3 project in March of 2020. With this allocation from the FTA, the full federal commitment to the WPLE Section 3 project has been fulfilled. The WPLE Section 3 project, once fully constructed, will include two new stations (Westwood/UCLA and Westwood/VA Hospital) that will provide a high-capacity, high-speed, and dependable alternative for commuters to busy work centers, academic institutions, healthcare facilities, and social and entertainment venues.

APTA Legislative Conference

Metro CEO Stephanie Wiggins attended the APTA Legislative Conference last month and had the welcome opportunity to raise national awareness about the role of transit and the upcoming 2026 FIFA World Cup and the 2028 Olympic and Paralympic Games. Specifically, our CEO highlighted in remarks to both the APTA Executive Committee and on a panel entitled, "Transit on the World Stage Moving Cities During Mega Sports Events" that global events, like the 2026 FIFA World Cup and the 2028 Olympic and Paralympic Games, can serve to elevate the national profile of how transit can thrive during these major events. Many stakeholders at the APTA Legislative Conference were eager to join our agency's work related to the 2028 Olympic and Paralympic Games, including offers to provide buses to bolster our Games Enhanced Transit System (GETS) initiative.

APTA President Paul Skoutelas publicly praised Metro's CEO for her leadership with respect to mobility-focused preparations for the 2028 Olympic and Paralympic Games. Specifically, the APTA President emphasized that the 2028 Olympics needed to be a priority for all APTA Members. He further cited the need for the APTA community to support LA Metro's funding request, and the opportunity for member agencies to contribute in-kind resources for our agency's GETS initiative.

In his keynote remarks at the APTA Legislative Conference, U.S. Department of Transportation

Secretary Duffy positively cited LA Metro's hiring of a new police chief. Secretary Duffy also mentioned the need for the federal government to invest in transit for global sporting events including the World Cup and Olympics.

U.S. Department of Transportation - 2026 FIFA World Cup/2028 Olympic and Paralympic Games

Metro, with strong support from our Board, continues to advance our request that President Trump include \$3.2 billion for mobility projects related to the 2028 Olympic and Paralympic Games in the President's Fiscal Year 2026 White House Budget. As noted above, it appears that the Budget may be released as early as next week. Metro's initial request for this funding was made by the Board in a letter shared with the President-elect on November 21, 2024. More recently, Chair Hahn shared a letter with U.S. Department of Transportation Secretary Sean Duffy reiterating the importance of this request.

Staff continues to secure strong support from the LA County Congressional Delegation on this front, including from U.S. Senator Alex Padilla (D-CA) and U.S. Senator Adam Schiff (D-CA). Staff looks forward, in the coming months, to continuing our engagement with Congress and the Executive Branch to secure mobility-related funding for the Games.

Federal Transit Administration Capital Investment Grant Program - Congressional Support Letter

Metro is proud that Congressman Robert Garcia (D-CA) led a bipartisan effort among members of the House of Representatives to express support for the FTA's CIG Program. The FTA's CIG Program is the federal government's primary means for supporting the construction of new transit lines. Our agency was proud to support Congressman Garcia as he sought to secure co-authors for his CIG support letter, - which was addressed to the Chair and Ranking member of the House Committee on Appropriations, Subcommittee on Transportation, Housing and Urban Development.

The final letter circulated by Congressman Garcia, issued on May 23, 2025, secured the support of 106 members of Congress. This was an impressive show of congressional support for the FTA's CIG Program.

It is helpful to note, as I did last month, that on April 22, 2025, Chair Hahn authored a letter thanking Congressman Garcia for his bold leadership in supporting the FTA's CIG Program.

Los Angeles County Congressional Delegation

As we regularly note before the EMC and consistent with our standard practice, our agency is always actively setting up briefings with Members of Congress and/or their aides to see how our agency can continue to work cooperatively with federal officials representing Los Angeles County residents in Washington, DC.

Metro was pleased that Congresswoman Maxine Waters (D-CA) participated in our Rail-to-Rail ribbon-cutting event last month. Likewise, we look forward to working with members of the Los Angeles County Congressional Delegation and their professional staff to welcome them to the opening event for the Metro Airport Connector Project on Jun 6, 2025.

America's Next Surface Transportation Authorization Bill

The current surface transportation authorization bill, the Bipartisan Infrastructure Law (P.L. 117-59), expires on September 30, 2026. House and Senate committees with jurisdiction over this measure will begin crafting parts of this bill later this year, with the goal of having a final bill ready by next year.

As I noted to the Board last month, Metro has successfully embedded several of our surface transportation authorization priorities in multi-year transportation authorization bills that have been passed by Congress and signed into law. For example, Metro's America Fast Forward reforms related to the TIFIA low interest loan program were included in MAP-21, a surface transportation authorization bill signed into law several years ago. More recently, Metro led the effort, in concert with then-Congresswoman Karen Bass, to include Local Hire reforms in the Bipartisan Infrastructure Law signed into law by President Biden in November of 2021.

Transit Operator Safety

Consistent with our Board-approved 2025 Federal Legislative Program, Metro maintains open lines of communication with the Los Angeles County Congressional Delegation on federal initiatives to enhance transit operator safety. The current surface transportation authorization measure - the Bipartisan Infrastructure Law - will be expiring in late 2026. This will provide our agency with an opportunity to work with a variety of stakeholders to authorize federal programs to further enhance transit operator safety.

Federal Transportation Grants

Metro continues to aggressively pursue federal grant opportunities to fund Metro projects and initiatives. Consistent with our past practice, we will work closely with members of the Los Angeles County Congressional Delegation and other key stakeholders - like the LA/Orange County Building and Construction Trades Council, the LA Area Chamber of Commerce, among others - to solicit their support for our current and future grant applications.

Conclusion:

Chair Hahn and members of the committee, I look forward to expanding on this report at the Executive Management Committee meeting scheduled for June 19, 2025, with any new developments that may occur over the next several weeks.

Executive Management Committee Remarks Prepared by Madeleine Moore Government Relations, Deputy Executive Officer: State Affairs

Chair Hahn and members of the Board, I am pleased to provide an update on several state matters of interest to our agency. This report was prepared on June 4, 2025, and will be updated, as

appropriate, at the Executive Management Committee on June 18, 2025. The status of relevant pending legislation is monitored monthly on the Metro Government Relations <u>Legislative Matrix</u> <<u>https://libraryarchives.metro.net/DB_Attachments/6%20-%20June%202025%20-%20LA%</u> 20Metro%20Legislative%20Matrix.pdf>.

Budget Update

On May 14, Governor Newsom released his May Revision to the proposed Fiscal Year (FY) 2025-26 budget, based on the latest economic forecasts available to the Governor and his Department of Finance. The Governor's proposed budget in January presented a balanced budget with a modest surplus of \$363 million. However, since then, the state has experienced a series of significant events, resulting in a notably worsened fiscal outlook. The May Revise now projects an estimated state budget deficit of \$12 billion for FY 2025-26.

However, the May Revise maintains the State's proposed \$1 billion investment in the Transit Intercity Rail and Capital Program (TIRCP) for Fiscal Year 2025-26, as originally agreed to in the Budget Act of 2023 (AB 102 / SB 125). This proposed budget, therefore, includes approximately \$50 million in funding for the A Line Foothill Extension and \$200 million in funding for the Southeast Gateway Line.

The May Revise does not include the Metro-supported \$2 billion in new money for transit, which Senator Arreguin and Assemblymember Gonzalez initially proposed.

In addition, the May Revision includes \$17.6 million one-time funding from the State Highway Account to support transportation project planning associated with the 2028 Olympic Games, including work on the Games Route Network.

Governor Newsom's recent revision of the state budget cuts \$201.1 million from Metro's Zero Emission Transit Capital Program (ZETCP) funding. As part of last year's budget agreement, Metro was set to receive \$320 million in ZETCP funding. To date, we have received \$119.5 million of that allocation, which has been used to advance Metro's transition to zero emission buses.

Based on previous budget agreements, we were expecting to receive approximately \$67 million in FY 2026-27 and \$134 million in FY 2027-28. Under the Governor's proposed budget, we will now lose the funding for those two years. These funds were eligible for use on zero emission buses and charging infrastructure, as well as zero emission rail cars. We had planned to use the remaining funding to continue advancing the agency's transition to a zero-emission bus and rail fleet.

The next budget milestone will be on June 15 with the constitutional deadline to pass a budget. Due to the uncertainty surrounding the direct impact of wildfire recovery, along with impacts to tax receipts and deadlines, Metro anticipates that the budget process will extend beyond the constitutional deadline to pass a budget with subsequent trailer bills through the fall. This delay in receipts, along with significant volatility in the stock market, will require careful monitoring and action by the State.

Cap-and-Trade/Cap-and-Invest

The Governor also announced his desire to extend California's Cap-and-Trade program, renaming it

File #: 2025-0456, File Type: Informational Report

the Cap-and-Invest program. The Governor is asking the Legislature to extend the program to 2045 in order to provide greater market certainty and align with California's existing 2045 carbon-neutrality goal. It is our understanding that the Governor desires to eliminate all current Greenhouse Gas Reduction Fund (GGRF) expenditures and programs starting in FY 2025-26 and work with the Legislature to rebuild the GGRF expenditure program from the ground up.

The Governor is also proposing to shift \$1.5 billion from the General Fund to the GGRF on an ongoing basis to support CAL FIRE, while also guaranteeing the high-speed rail project a minimum of \$1 billion annually from the GGRF (in lieu of a percentage).

Metro supports the equitable reauthorization of cap-and-trade/cap-and-invest. However, the agency is concerned that the proposal as initially offered by the Governor makes the California High-Speed Rail project the only substantive infrastructure investment by the State. There is no guarantee that any of this investment will take place in Los Angeles County over the next 20 years. Any reauthorization of the program must include the equitable distribution of transit funds to ensure that the future High-Speed Rail project is able to connect to Southern California.

Metro staff will be actively engaged with the Legislature and Administration on how to best structure the GGRF program to support our local transit needs.

Legislative Update

The following is an update on the status of Metro's sponsored and monitored legislation.

Sponsored Legislation

AB 1237, by Assemblymember Tina McKinnor (D - Inglewood) has passed the Assembly. This bill was substantially amended on May 29. The bill now would require a ticket seller or a person who resells a ticket to a sporting, musical, theatre, or any other entertainment event located at a venue with a capacity of more than 1,000 persons to also, at the time that a ticket is purchased, give the consumer the option to purchase an all-day ticket from a transit provider that offers service to the venue during the time of the event. the bill is awaiting committee assignment in the Senate. Metro remains supportive of the legislation as amended and will continue to advocate for its passage.

Metro is a co-sponsor of SB 71 (Wiener), along with the California Transit Association, the Bay Area Council, and SPUR. On June 3, the California Senate voted 36-0 to pass SB 71 by Senator Scott Wiener (D - San Francisco). SB 71, which is co-sponsored by Metro, would remove the 2030 sunset for CEQA exemptions for certain transportation projects, including pedestrian and bicycle facilities, transit prioritization projects, bus, BRT, and light rail projects, and projects for the construction or maintenance of infrastructure of facilities related to zero-emission buses, trains, or ferries. The bill also expands the exemption to include projects related to microtransit, paratransit, shuttles, and ferries, and for Tier 4 or cleaner locomotives. The bill retains a 2032 sunset for transportation projects using near-zero emission, natural gas, or low-NOx technology and a January 1, 2040, sunset for Tier

4 or cleaner locomotives. Metro has utilized the SB 922/SB 288 (previously authored by the Senator) exemptions for several significant projects, including improvements related to the NextGen Bus Plan, and the North San Fernando Valley bus improvements. The bill now goes to the Assembly for policy committee hearings.

Additional Relevant Legislation

Metro-supported AB 394 by Assemblymember Lori Wilson (D - Suisun City) has passed the Assembly on a 76-0 vote. This bill would strengthen penalties for assaults against all transit employees that currently exist for bus and rail operators only. The bill would also broaden enforcement against trespassing on transit systems and empower courts to issue prohibition orders restricting access to individuals convicted of violent offenses against transit workers. Metro has continued to utilize all tools at our disposal to ensure greater safety for all, and AB 394 would be another critical tool in our toolbox. The bill is now in the Senate awaiting committee assignment.

LA County Legislative Delegation Coordination

Government Relations staff continue to prioritize new member engagement and updating state Senate and Assembly offices on projects and programs relevant to their districts. CEO Wiggins has been meeting with new members in order to introduce them formally to Metro and gauge their legislative priorities for potential partnerships between the State and our agency. CEO Wiggins recently met with Senate Majority Leader Lena Gonzalez to discuss state transportation funding and working hand in hand with our partners in Sacramento to ensure that LA County gets its fair share of investment. As we approach the deadline for the fiscal year 2025-26 budget, staff and leadership will continue to engage with legislative leadership on both the budget and the cap-and-invest proposal.

EQUITY PLATFORM

Government Relations will continue to work with the Office of Civil Rights, Racial Equity, and Inclusion in reviewing legislation introduced in Sacramento and Washington, DC, to address any equity issues in proposed bills and the budget process.

VEHICLE MILES TRAVELED OUTCOME

VMT and VMT per capita in Los Angeles County are lower than national averages, the lowest in the SCAG region, and on the lower end of VMT per capita statewide, with these declining VMT trends due in part to Metro's significant investment in rail and bus transit.* Metro's Board-adopted VMT reduction targets align with California's statewide climate goals, including achieving carbon neutrality by 2045. To ensure continued progress, all Board items are assessed for their potential impact on VMT.

This item supports Metro's systemwide strategy to reduce VMT through administrative and legislative advocacy activities that will benefit and further encourage transit ridership, ridesharing, and active transportation. Increased state and federal funding received benefits Metro's projects and programs to reduce VMT. Metro's Board-adopted VMT reduction targets were designed to build on the success

File #: 2025-0456, File Type: Informational Report

of existing investments, and this item aligns with those objectives.

*Based on population estimates from the United States Census and VMT estimates from Caltrans' Highway Performance Monitoring System (HPMS) data between 2001-2019.

Prepared by: Michael Turner, Senior Executive Officer, Government Relations, (213) 922-2122 Raffi Hamparian, Executive Officer, Government Relations, (213) 922-3769 Madeleine Moore, Deputy Executive Officer, Government Relations, (213) 922-4604

Reviewed by: Nicole Englund, Chief of Staff, (213) 922-7950

Stephanie Wiggins Chief Executive Officer



Government Relations Federal and State Affairs Update

Executive Management Committee June 18, 2025



Federal Affairs Update

- Fiscal Year 2026 President's Budget
- APTA Legislative Conference
- U.S. Department of Transportation 2026 FIFA World Cup/2028 Olympic and Paralympic Games
- Federal Transit Administration Capital Investment Grant Program Congressional Support Letter
- Los Angeles County Congressional Delegation
- America's Next Surface Transportation Authorization Bill
- Transit Operator Safety
- Federal Transportation Grants



State Affairs Update

- Fiscal Year 2025-26 Budget Update
- Cap-and-Trade/Cap-and-Invest
- Legislative Update:
 - AB 1237 (McKinnor)
 - SB 71 (Wiener)
 - AB 394 (Wilson)



Metro

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

Board Report

File #: 2025-0288, File Type: Motion / Motion Response

Agenda Number: 19.

EXECUTIVE MANAGEMENT COMMITTEE OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE JUNE 18, 2025

SUBJECT: WEAPONS DETECTION PILOT

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE the quarterly update on the weapons detection pilot.

<u>ISSUE</u>

Following the completion of a weapons detection proof-of-concept pilot in 2024, in February 2025, the Board approved Motion 39 by Directors Hahn, Barger, Solis, Bass, Dutra and Butts (Attachment A) that directed the CEO to extend and expand the deployment of concealed weapons detection systems for 12 months, advance an onboard bus weapons detection pilot, and evaluate the infrastructure requirements needed to support brandished firearm detection with advanced video analytics. This update aligns with the Board directive to provide the first of a series of quarterly reports beginning in June 2025.

BACKGROUND

In response to continual efforts to increase public safety on the system, the Board approved Motion 34.1 by Directors Barger, Krekorian, Hahn, Najarian, Butts, and Solis (Attachment B) in April 2024 that directed the CEO to explore strategies to prevent weapons from entering the system and to identify applicable technologies already deployed by peer transit agencies. Subsequently, in July 2024, Metro launched several proof-of-concept pilots to evaluate multiple weapons detection technologies. Broadly, these initial proof-of-concept pilots focused on two types of weapons detection systems, concealed weapons screening and brandished firearm detection using video analytics software applied to existing closed-circuit television (CCTV) infrastructure.

These proof-of-concept pilots concluded at the end of 2024, and in February 2025, staff presented their findings to the Board. The initial pilots provided valuable insight into the performance, scalability, and operational requirements of these technologies. It also informed the development of a refined deployment approach that balances detection accuracy with rider throughput and staff resourcing.

Based on these findings and the lessons learned from peer agencies, the Board approved Motion 39,

Page 1 of 9

authorizing a 12-month continuation and expansion of the most promising concealed weapons detection technologies identified during the initial phase. This motion also directed staff to initiate a pilot aboard two buses and further explore system readiness to implement brandished firearm detection and ultimately return to the Board with findings and implementation recommendations.

DISCUSSION

As outlined in Motion 39, System Security and Law Enforcement (SSLE) staff prepared a comprehensive update on ongoing efforts to enhance transit system safety through the deployment and evaluation of advanced weapons detection technologies, and report progress across three major initiatives:

- 1. The expanded pilot of concealed weapons screening at select rail stations,
- 2. The development of a first-of-its-kind onboard weapons detection system for buses, and
- 3. Implementation planning for real-time brandished firearm detection using video analytics.

Throughout all efforts, staff have continued to engage stakeholder groups, including the Public Safety Advisory Committee (PSAC), Citizens Advisory Council (CAC), and Accessibility Advisory Committee (AAC), to promote transparency, community input, and alignment with agency-wide security and customer service objectives. SSLE staff remain committed to advancing these initiatives as part of Metro's ongoing mission to safeguard riders, employees, and the communities it serves across the transit system.

CONCEALED WEAPONS SCREENING

In preparation for the expanded concealed weapons detection system pilot, staff procured equipment, performed training, and analyzed various data points to select stations. Below is a brief timeline of these efforts:

- March
 - On March 12, 2025, Metro executed a contract for four CEIA OpenGate "pillar-type" units and supporting equipment for the 12-month expanded weapons detection pilot.
 - SSLE also convened departmental meetings throughout March to finalize key performance indicators (KPIs) and assign data collection responsibilities.
- April
 - On April 10, 2025, SSLE staff, in partnership with CEIA engineering, conducted handson training for Metro Transit Security (MTS).
 - The training sessions focused on equipment functionality, troubleshooting procedures, and proper setup and calibration protocols.
 - Training sessions were delivered to supervisory and management personnel across both morning and evening shifts, ensuring operational readiness for launch and consistent performance standards across deployment locations.
 - Throughout April, a pilot schedule was established, and 12 target station locations were identified, guided by data on weapons-related incidents, Transit Watch app reports,

entrance counts, and feasibility of setup. The selected stations are not identified for operational security purposes, in accordance with 49 CFR § 1520.5 (b)(8)(i).

- On the morning of April 28, new passenger screening deployments began at the Norwalk C Line Station.
 - Preliminary figures indicate MTS officers encounter an average of three bladed objects per shift, including pocket knives, box cutters, and multi-tools, all disclosed by patrons during secondary screenings initiated by OpenGate system alerts; most have not been deemed to pose a threat given the absence of intent or supporting factors to indicate the item is intended to be used as a weapon. Passengers have identified the items as tools that are kept out of reach. A minority share of instances involved knives with blades beyond the legal length of two inches; patrons were directed to return the object to their vehicle and invited to return to the Metro system.
 - No firearms have been detected during deployments to date.
 - On average, three individuals per shift have declined to proceed through screening or leave the station entirely after encountering the system or associated signage.
 - In one instance, a patron was observed to pay fare but refused screening, proceeding to exit without further incident or comment.
 - Secondary screening times at Norwalk averaged just 10 seconds.
 - Only one missed train incident was reported per shift, indicating minimal travel disruption.
 - Officers noted consistent patron compliance, informal comments in support, and screening operations allowed customer interaction without major operational friction.
- Passenger screening also commenced at the San Pedro A Line Station in the afternoon, with MTS officers staffing a similar deployment.
 - Findings have been similar to those observed at Norwalk, though more data is necessary to provide figures.
 - One key difference is the operational challenges associated with the station layout.
 - Officers have provided detailed operational observations, noting that the narrow station footprint and proximity to the street and tracks complicate screening logistics due to electrical interference from nearby passing vehicles and overhead catenary system (OCS). These firsthand insights are valuable in shaping pilot adjustments, particularly around equipment placement and environmental sensitivity.

Agenda Number: 19.

File #: 2025-0288, File Type: Motion / Motion Response



Concealed Weapons Screening at Norwalk Station (left & center); Metro Board Chair Hahn going through screening (right)

Evaluation and Key Metrics for Concealed Weapons Passenger Screening

To evaluate the effectiveness, operational feasibility, and public response to Metro's passenger screening for weapons detection pilot, staff developed a series of metrics aligned with both safety outcomes and customer experience goals. This success metric framework will guide quarterly reporting and inform decisions regarding future deployment, system enhancements, and long-term investments in security infrastructure. The key metrics, definitions, and purpose are summarized in the following table.

KPI	Definition	Purpose	Goal
Weapons Arrests (Possession)	Number of arrests for possession of a weapon (gun or knife) detected during pilot deployments.	Assess the potential deterrent effect of weapons screening by measuring trends in weapons-related arrests compared to baseline arrest activity at the same stations using a 60-day period before system deployment.	Decrease weapons arrests by 30%.
Assault with Weapon (Gun/Knife)	Number of assaults involving a weapon occurring at screening locations.	Monitor whether pilot presence correlates with reduced assaults with a deadly weapon.	Decrease assaults with a weapon by 30%.
False Negatives	Incidents where a test weapon passes through the system undetected (the system fails to alert).	Assess the reliability and detection accuracy of the screening system.	False negatives <10% occurrence.
Weapons Detected	Instances where the system alerts and a weapon is found during the secondary search.	Measure the accuracy and deterrence of weapons.	Average number of weapons detected per screening period during 60-day deployment.
Transit Watch Incident Reports (Gun/Knife)	Number of gun/knife-related incident reports submitted via the Transit Watch app during the pilot period at the stations.	Supplement formal incident data with rider- reported feedback at the stations with screening locations.	Decrease by 25%.
Online Sentiment (Social Media)	Monitoring of social media posts/comments mentioning weapons detection at Metro facilities.	Gauge informal public feedback and public perception trends.	Decrease negative sentiment of public safety by 10%, measured at 60-day intervals after pilot initiation, compared to the 60 days before the pilot began.

Another key metric staff will conduct during the pilot period is a cost-benefit evaluation to assess the financial feasibility and overall value of the deployed technologies. Staff will analyze capital costs, including equipment procurement, installation, and system integration, as well as ongoing operational expenses such as staffing, maintenance, and vendor support. These costs will be weighed against measurable benefits to determine cost-effectiveness in relation to safety outcomes and customer experience. A final cost-benefit analysis will be included in the concluding report to the Board, along with findings regarding system scalability and long-term deployment strategies.

WEAPONS DETECTION ONBOARD BUSES

Metro's exploration of bus-based weapons detection represents a first-of-its-kind initiative; the effort requires designing, engineering, product development, and installing a system that can accommodate different bus models.

On March 6, the vendor surveyed two buses from Metro's fleet, and a cost proposal was provided to Metro for a two-bus and one-station pilot, the scope covering one 40-foot bus, one 60-foot bus, and a fixed installation at Union Station West. Following a technical review of the scope, cost proposal, system architecture, and vehicle plans, staff have determined that the proposed solution is viable for a multi-stage, proof-of-concept deployment. As a result, Metro is proceeding with a sole-source procurement to initiate the pilot under a structured, phased approach that includes a fixed-location installation and two bus-based options.

The onboard weapons detection proof-of-concept pilot will begin with a baseline deployment at a fixed location incorporating dual detection units, cloud-connected AI-enhanced IP cameras, and integration with Metro's Genetec video management system. This baseline deployment is designed to validate core system functionality, alert generation, false positives, integration stability, and ease of operations in a controlled environment. The fixed-location implementation will allow staff to assess real-time performance data, operator feedback, throughput metrics, and response workflows before advancing to mobile configurations.

Critically, the outcomes of the fixed deployment will inform Metro's decision on whether to exercise Option 1 (installation on a 60-foot articulated bus) and Option 2 (installation on a 40-foot standard bus). These vehicle-based options remain contingent on multiple criteria: demonstrated system performance, cost-effectiveness, infrastructure compatibility, and operational need. This staged structure allows Metro to manage technical and financial risk while preserving flexibility for expansion if justified by pilot results.

VIDEO ANALYTICS BRANDISHED FIREARM DETECTION

Staff continue to make progress evaluating video and camera system upgrades required to support brandished firearm detection. Metro met with the highest-performing vendor from prior testing throughout March and requested detailed technical and site assessment documentation. SSLE has started to coordinate internal reviews and data population.

File #: 2025-0288, File Type: Motion / Motion Response

In April, Metro staff met to review proposed camera specifications. The current state of CCTV and network systems at rail station locations is similar to other Metro locations, such as rail and bus divisions. The conditions described below, such as insufficient resolution, low frame rates, and constrained network bandwidth, are informed by prior project experience, routine system maintenance, and ongoing troubleshooting efforts. These observations, while grounded in operational knowledge, do not yet reflect the results of a formal, systemwide infrastructure evaluation.

To address this, a formal systemwide infrastructure review is scheduled to begin in July 2025. This effort will be led by the Information Technology Services (ITS), Infrastructure Maintenance & Engineering (IM&E), and Vehicle Maintenance & Engineering departments in coordination with SSLE. The review will encompass the following components:

- A location-by-location audit of existing CCTV equipment, including camera models, placement, resolution, field of view, frame rate, and age.
- An evaluation of back-end video management systems and storage capabilities, including server capacity and redundancy.
- A network bandwidth analysis to determine current transmission speeds.
- Identification of critical infrastructure gaps that may limit the integration of video analytics solutions.
- The development of an upgrade roadmap and phased implementation plan aligned with system priorities.

Findings from this review will inform a formal infrastructure readiness assessment, which will be included in an update to the Board later this year, at a date to be determined.

As a preliminary measure, staff have included the table below, which provides a comparison between Metro's current CCTV system capabilities and the technical requirements necessary for the successful implementation of real-time firearm detection analytics:

Category	Current Metro CCTV Capabilities	Requirements for Brandished Firearm Detection Analytics
Camera Resolution	Low to standard definition; optimized for constant live-viewing requirements	High-definition (HD) or greater to ensure visual clarity for detection
Frame Rate	Minimal frame rate; sufficient for monitoring	High, stable frame rate required for frame-to-frame analysis
Network Bandwidth	Limited; configured for low data throughput	High bandwidth is necessary to support streaming video across the network
Storage Capacity	Optimized for incident-based playback	Rapid-access capability for video- based AI processing and review
Camera Processing Load	Low processing demand; not designed for analytics workloads	Continuous data streaming to edge servers or cloud analytics systems
System Longevity	Standard operational lifespan expected	Risk of accelerated wear from higher operating loads
Use Case Fit	Suitable for live monitoring and post-incident review	Must support real-time object recognition and alert generation via Al tools

ITS, IM&E, Vehicle Maintenance & Engineering systems groups will conduct a comprehensive review of existing infrastructure, which will form the basis of the final assessment on the state of system readiness prepared by SSLE. Ultimately, the assessment and its findings will be presented to the Board within the extended 12-month pilot timeframe.

COMMUNITY ENGAGEMENT

SSLE staff have presented to different community advisory groups on the topic of passenger screenings and weapons detections. Updates on the findings from the initial pilots have most recently been presented to the Accessibility Advisory Committee (AAC) on March 13, 2025, Metro's Public Safety Advisory Committee (PSAC) on April 3, 2025, and the Technical Advisory Committee (TAC) on May 7, 2025. Staff plan to present a follow-up briefing to the TAC and incorporate feedback from these stakeholders into the findings of the pilot expansion. Metro is also working more closely with the AAC to ensure that system design and operations consider the needs of riders with disabilities. These ongoing engagements support community engagement and informed implementation throughout the 12-month pilot period.

Additionally, staff have been documenting public comments on the weapons detection pilot at Metro Board meetings. MTS personnel staffed at the selected stations have received informal feedback from passengers, both positive and critical, regarding the pilot. When a rider requests to make a complaint or share an opinion, MTS collects and records all public input. To date, riders have not submitted any complaints or comments. SSLE is also working with the Customer Experience department to develop a survey, which will be another avenue for the public to share their feedback. The link to the survey will be included on signage posted at the screening locations.

EQUITY PLATFORM

The weapons detection initiatives discussed have been reviewed and are in alignment with Metro's

File #: 2025-0288, File Type: Motion / Motion Response

Bias-Free Policing and Data Analytics policies. These screening technologies do not employ facial recognition, and staff utilize pedestrian count intervals to select passengers for secondary screening, minimizing opportunities for profiling. All deployments are reviewed for any ADA accessibility concerns to ensure all riders are able to transit through Metro stations without any negative impacts. Furthermore, staff are working closely with Metro's AAC to identify additional opportunities to improve the screening process for those with accessibility needs. MTS personnel ensure the walk-through systems are set up with an unobstructed 34 inches of space, providing adequate room for wheelchairs and mobility scooters to pass through. As mentioned above, staff is developing a public feedback survey to better understand public sentiment. To ensure that public sentiment is adequately captured, riders will be asked in the survey to identify if their feedback is based on their overall opinion of the pilot or personal experience with the screening system. Utilizing specific metrics to assess the effectiveness of concealed weapons screening addresses concerns about bias, as staff are committed to being transparent about this process.

VEHICLE MILES TRAVELED OUTCOME

VMT and VMT per capita in Los Angeles County are lower than national averages, the lowest in the SCAG region, and on the lower end of VMT per capita statewide, with these declining VMT trends due in part to Metro's significant investment in rail and bus transit.* Metro's Board-adopted VMT reduction targets align with California's statewide climate goals, including achieving carbon neutrality by 2045. To ensure continued progress, all Board items are assessed for their potential impact on VMT.

As part of these ongoing efforts, this item is expected to contribute to further reductions in VMT. This item supports Metro's systemwide strategy to reduce VMT through operational activities that will improve and further encourage transit ridership, ridesharing, and active transportation. Metro's Board -adopted VMT reduction targets were designed to build on the success of existing investments, and this item aligns with those objectives.

*Based on population estimates from the United States Census and VMT estimates from Caltrans' Highway Performance Monitoring System (HPMS) data between 2001-2019.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

The recommendation supports Strategic Plan Goals #2.1: Deliver outstanding trip experiences for all users of the transportation system; Metro is committed to improving security and #5.6: Provide responsive, accountable, and trustworthy governance within the Metro organization; Metro will foster and maintain a strong safety culture.

NEXT STEPS

Metro staff will continue with the implementation of the CEIA OpenGate pilot, rotating deployments at select station entrances, which are not identified for operational security purposes, in accordance with 49 CFR § 1520.5 (b)(8)(i). Staff will monitor key performance indicators related to throughput, false positives, customer experience, and staffing requirements, and refine screening operations accordingly.

For the onboard bus detection pilot, SSLE will work to implement the proposed pilot.

In parallel, SSLE and Metro's technology groups will advance the agency-wide infrastructure assessment required to support brandished firearm detection and take advantage of the effort to assess readiness for integrating other video analytics solutions. This includes completing site evaluations, confirming equipment compatibility, and developing a phased upgrade plan for key facilities.

The next quarterly report will be submitted to the Board in September 2025 with updated findings, refined evaluations, and recommendations on long-term deployment strategies based on pilot outcomes.

ATTACHMENTS

Attachment A - Board Motion 39 Attachment B - Board Motion 34.1

- Prepared by: Robert Gummer, Deputy Chief, System Security and Law Enforcement Officer, (213) 922-4513 Aldon Bordenave, Deputy Executive Officer, System Security and Law Enforcement, (213) 922-4404 Nicholas Kappos, Director, Physical Security, (213) 922-4386
- Reviewed by: Kenneth Hernandez, Interim Chief Transit Safety Officer, Chief Safety Office, (213) 922-2290 Jennifer Vides, Chief Customer Experience Officer, Customer Experience Office, (213) 940-4060

Stephanie Wiggins Chief Executive Officer

Metro

Metro

Board Report

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

File #: 2025-0164, File Type: Motion / Motion Response

Agenda Number: 39.

REGULAR BOARD MEETING FEBRUARY 27, 2025

Motion by:

DIRECTORS HAHN, BARGER, SOLIS, BASS, DUTRA AND BUTTS

CONTINUATION OF WEAPONS DETECTION PILOT

The Los Angeles County Metropolitan Authority utilizes a multi-layered safety approach to help create a safe and comfortable transit experience for Metro riders and employees. Some of these measures include enhanced lighting throughout the system and improved station designs. Some additional safety layers include the deployment of safety personnel such as but not limited to Metro ambassadors, Metro Street Teams, Homeless Outreach Management and Engagement (HOME) teams, law enforcement, and contracted security.

At its April 2024 full board meeting, the Metro Board unanimously approved Motion 34.1, "Improving Safety for Metro Riders & Employees," which included recommendations for ways to keep weapons off our system, including lessons learned from peer transit agencies.

Subsequently, at the July 2024 meeting, the Board approved a pilot to test several weapons detection technologies at two transit stations on the Metro Rail system. This pilot aimed to test available technology to enhance security and deter weapons from entering the Metro system. The Board has continued to stress the importance of preventing weapons from entering the system as a top priority to urgently strengthen safety for riders and employees. Over the past four months, multiple vendors provided equipment at no cost to Metro to evaluate the feasibility and effectiveness of these technologies.

The results of this evaluation have demonstrated the potential of these technologies to improve safety for our riders and provide a visible deterrent to individuals carrying prohibited items. Findings from these pilots indicate that Metro's Customer Code of Conduct, which prohibits weapons or instruments intended for use as weapons, can be further enforced using advanced detection technology.

The pilot evaluation also gave Metro valuable insights about the system's accuracy, passenger flow, operational feasibility, and scalability. While both the detection systems that were tested showed similar effectiveness in identifying concealed weapons, the pillar-type system demonstrated advantages in flexibility, portability, and reduced infrastructure requirements. However, the pilot also revealed a high rate of false positives, which required Metro to position additional security personnel

File #: 2025-0164, File Type: Motion / Motion Response

for secondary screening to minimize delays for our riders. Staff also tested brandished firearm detection through video analytics and identified a system that could integrate with Metro's existing security infrastructure once it is upgraded to a digital system.

Metro staff continue to explore the feasibility of deploying weapons detection solutions on board buses and trains. While buses present unique challenges for weapons detection, Metro staff have shared in their report that millimeter wave screening technology capability could allow for on-board weapons detection systems on our buses.

In light of the ongoing challenges and evolving safety concerns raised by our riders and employees, Metro should continue to assess, improve, and further explore the various tools, such as weapons detection systems, that could be implemented and/or strategically deployed to enhance safety on our Metro system.

SUBJECT: CONTINUATION OF WEAPONS DETECTION PILOT MOTION

RECOMMENDATION

APPROVE Motion by Directors Hahn, Barger, Solis, Bass, Dutra and Butts to direct the Chief Executive Officer to:

- A. Extend and expand the deployment of the "pillar-type" weapons detection system pilot for 12 months to additional key high-traffic transit stations to gather additional data on effectiveness, false positives, staffing needs, and any impacts to passenger experience;
- B. Conduct a 12-month pilot of weapons detection technology aboard a minimum of (2) Metro buses;
- C. Provide a quarterly report on the requirements, feasibility, and timeline for upgrading Metro's video and camera system, to include the integration of brandished firearm detection analytics. This report should outline the infrastructure needs, estimated costs, and privacy considerations to ensure alignment with the agency's broader safety and security goals; and
- D. Report back to the Board in June 2025, and on an as-needed basis, with findings and recommendations from the continued pilots.

Metro

Metro

Board Report

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

File #: 2024-0300, File Type: Motion / Motion Response

Agenda Number: 34.1

REGULAR BOARD MEETING APRIL 25, 2024

Motion by:

DIRECTORS BARGER, KREKORIAN, HAHN, NAJARIAN, BUTTS, AND SOLIS

Related to Item 34: Bus Operator Retrofit Barriers

SUBJECT: IMPROVING SAFETY FOR METRO RIDERS & EMPLOYEES MOTION

RECOMMENDATION

APPROVE Motion by Directors Barger, Krekorian, Hahn, Najarian, Butts, and Solis directing the Chief Executive Officer to report back to the board in 60 days on:

- A preliminary investigation into fare gate hardening at our heavy and light rail stations, including identification of resources required, opportunities, and challenges associated with such an effort;
- B. An update on implementation of latching faregates upon exit, including the proposed pilots of this technology at both North Hollywood and Union Stations;
- C. An update on the proposed pilot interventions at Lake Ave, Hollywood/Highland, Downtown Santa Monica, and Norwalk stations, as highlighted in January's file#: 2023-0539;
- D. Data collected on violent crimes committed over the past twelve months on the LA Metro system and any correlation found with an inability of the perpetrator to demonstrate a paid fare;
- E. Data on outcomes of arrests for crimes against persons on the LA Metro system over the past twelve months, and instances of reoffending on the system;
- F. Any current or recent legislative efforts to strengthen penalties for violent crimes against transit employees.

HAHN AMENDMENT: report back to include recommendations for ways we can keep weapons off our system, including lessons learned from peer transit agencies.

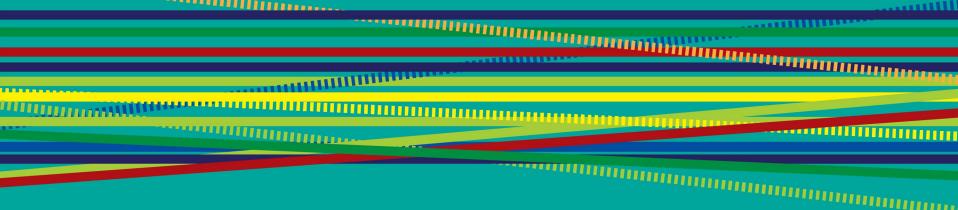
SOLIS AMENDMENT: report back to include how activating our stations, including adding kiosks and

prioritize care first station design improvements, could improve safety and provide jobs to at-risk individuals.

KREKORIAN AMENDMENT:

- A. Report back to include recommendations to create holistic and reciprocal communication among Metro, local law enforcement agencies (beyond our contracted partners), the District Attorney's Office, Probation Department, and local court systems to create effective protocol concerning Be on the Lookout "BOLO" notices and Stay Away Orders; and
- B. Recommendations for upgrades to the CCTV system on bus and rail facilities to support artificial intelligence and biometric technology to identify those individuals who are known repeat violent offenders, repeat disruptors to operations or individuals banned from the system by court order.

BUTTS AMENDMENT: report back to include staff's research on current applications of millimeter wave scanners combined with video cameras and artificial intelligence and facial recognition technology that can be installed on train platforms and trains/buses with a feed into command/dispatch centers.

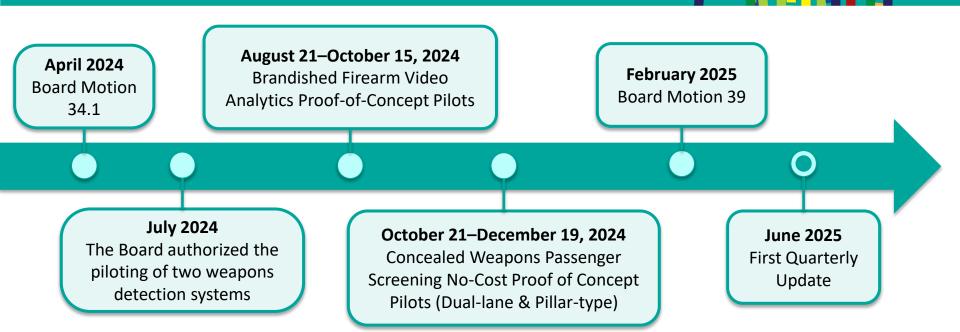


Weapons Detection Systems Pilot Quarterly Update

Executive Management Committee Operations, Safety, and Customer Experience Committee June 18, 2025



Background







(Left to Right) Brandished Firearm Video Analytics and Concealed Weapons Detection System (Pillar-type)

Concealed Weapons Screening

12 target station locations were identified*, guided by data on weapons-related incidents, Transit Watch app reports, entrance counts, and feasibility of setup.

On April 28, passenger screenings began at the Norwalk (C Line) Station and San Pedro (A Line) Station.

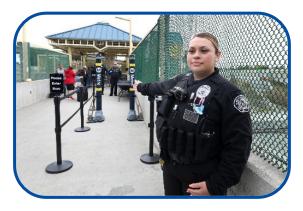
Initial Findings

Norwalk Station

- MTS officers encounter an average of three bladed objects per shift
- No firearms have been detected
- On average, three individuals have declined screening per shift
- Secondary screening times averaged 10 seconds

San Pedro Station

- Similar findings to Norwalk
- Operational challenges associated with station layout
 - Narrow station footprint
 - Proximity to vehicle traffic and tracks complicate screening logistics due to electrical interference





Norwalk Station



*Selected stations are not identified for operational security purposes, in accordance with 49 CFR § 1520.5 (b)(8)(i).

Concealed Weapons Screening: Success Metrics



	Definition	Purpose	Goal
Weapons Arrests (Possession)	Number of arrests for possession of a weapon (gun/knife) detected during pilot deployments	Assess the potential deterrent effect of weapons screening by measuring trends in weapons-related arrests compared to baseline arrest activity at the same stations using a 60-day period before system deployment.	Decrease weapons arrests by 30%
Assault with Weapon (Gun/Knife)	Number of assaults involving a weapon occurring at screening locations	Monitor whether pilot presence correlates with reduced assaults with a deadly weapon.	Decrease assaults with a weapon by 30%
False Negatives	Incidents where a test weapon passes through the system undetected (the system fails to alert)	Assess the reliability and detection accuracy of the screening system.	False negatives <10% occurrence
Weapons Detected	Instances where the system alerts and a weapon is found during the secondary search	Measure the accuracy and deterrence of weapons.	Average number of weapons detected per screening period during 60-day deployment
Transit Watch Incident Reports (Gun/Knife)	Number of gun/knife-related incident reports submitted via the TW app during the pilot period at the stations	Supplement formal incident data with rider- reported feedback at the stations with screening locations.	Decrease by 25%
Online Sentiment (Social Media)	Monitoring of social media posts/comments mentioning weapons detection at Metro facilities	Gauge informal public feedback and public perception trends.	Decrease negative sentiment of public safety by 10%, measured at 60-day intervals after pilot initiation, compared to the 60 days before the pilot began
Cost/Benefit	Assess the financial feasibility and overall value of the deployed technologies	Fiscal sustainability.	Costs will be weighed against measurable benefits in relation to safety outcomes and customer experience.

Metro's exploration of bus-based weapons detection represents *a first-of-its-kind initiative*; the effort requires designing, engineering, development, and installing a system that can accommodate different bus models.

- On March 6, the vendor surveyed two buses from Metro's fleet, and a cost proposal was provided to Metro for one 40-foot bus, one 60-foot bus, and a fixed installation at Union Station West.
- Metro is proceeding with a sole-source procurement to initiate the pilot under a structured, phased approach that includes a fixed-location installation and two bus-based options.
- Will begin with a baseline deployment at a fixed location incorporating dual detection units, cloud-connected AI-enhanced IP cameras, and integration with Metro's Genetec video management system.
 - The fixed-location implementation will allow staff to assess real-time performance data, operator feedback, throughput metrics, nuisance alarms and response workflows before advancing to mobile configurations.
 - Outcomes of the fixed deployment will inform Metro's decision on whether to exercise contract Option 1 (installation on a 60-foot articulated bus) and Option 2 (installation on a 40-foot standard bus).



Video Analytics Brandished Firearm Detection

In March, Metro requested detailed technical and site assessment documentation from the highest performing vendor during 2024 testing.

- A formal systemwide infrastructure review is scheduled to begin in July 2025.
- Findings from this review will inform a formal infrastructure readiness assessment, which will be included in an update to the Board later this year, at a date to be determined.

Category	Current Metro CCTV Capabilities	Requirements for Brandished Firearm Detection Analytics
Camera Resolution	Low to standard definition; optimized for constant live-viewing requirements	High-definition (HD) or greater to ensure visual clarity for detection
Frame Rate	Minimal frame rate; sufficient for monitoring	High, stable frame rate required for frame-to-frame analysis
Network Bandwidth	Limited; configured for low data throughput	High bandwidth is necessary to support streaming video across the network
Storage Capacity	Optimized for incident-based playback	Rapid-access capability for video-based AI processing and review
Camera Processing Load	Low processing demand; not designed for analytics workloads	Continuous data streaming to edge servers or cloud analytics systems
System Longevity	Standard operational lifespan expected	Risk of accelerated wear from higher operating loads
Use Case Fit	Suitable for live monitoring and post-incident review	Must support real-time object recognition and alert generation via AI tools

6

Community Engagement

- Updates on the findings from the initial pilots have most recently been presented to the Accessibility Advisory Committee (AAC) on March 13, 2025, Metro's Public Safety Advisory Committee (PSAC) on April 3, 2025, and the Technical Advisory Committee (TAC) on May 7, 2025.
 - Metro is also working more closely with the AAC to ensure that system design and operations consider the needs of riders with disabilities.
- Feedback from patrons during station screening has been largely positive, with people expressing gratitude for Metro creating a sense of a safer environment.
- SSLE is also working with the Customer Experience department to develop a survey, which will be another avenue for the public to share their feedback.





- Metro staff will continue with the implementation of the concealed weapons detection system pilot, rotating deployments at select station entrances.
- SSLE will work to implement the proposed onboard bus detection pilot.



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



Board Report

File #: 2025-0383, File Type: Informational Report

Agenda Number: 20.

EXECUTIVE MANAGEMENT COMMITTEE JUNE 18, 2025

SUBJECT: GENDER ACTION PLAN UPDATE

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE a status report on the Gender Action Plan (GAP) strategies.

<u>ISSUE</u>

This report updates the progress of Metro's Gender Action Plan (GAP), which outlines short-tomedium term strategies (one-to-three-year implementation timeframe). Adopted by the Metro Board of Directors in October 2022, the GAP was developed in response to the 2019 Understanding How Women Travel (UHWT) study. It reflects Metro's ongoing commitment to creating an equitable and safe transit system that addresses women's specific mobility needs.

BACKGROUND

In 2019, Metro released the UHWT study, a first-of-its-kind report that provided foundational insights into the unique challenges women face when using public transit and how these tradeoffs shape their experience on Metro's system. As an early initiative of Metro's Women and Girls Governing Council (WGGC), the study explored women's travel patterns, pinpointing key areas for improvement and demonstrating Metro's commitment to enhancing their transit experience in LA County.

The study identified numerous barriers women face on the Metro system, particularly related to safety, comfort, affordability, and service design, and revealed the daily choices that women make to use transit.

Key findings from the UHWT study included:

- Safety concerns, including lighting, harassment, and the lack of non-law enforcement staff presence, especially during off-peak hours.
- The challenges of caregiving travel, such as navigating transit with children, strollers, and belongings.
- Financial strain, with women making short but multiple trips during midday, leading to longer wait times and more often paying for these short trips.
- A lack of real-time information and service challenges that disproportionately affect household-

serving trips: errands, childcare, and school travel

The UHWT study offered a clear call to action and has served as a foundation for long-term change. More importantly, the study did more than inform the development of the GAP, it helped begin to weave a gender equity lens into how Metro evaluates service design and customer experience overall. While not all initiatives inspired by the study were formally adopted into the GAP, several strategies took early shape during the UHWT process and have since advanced independently, reflecting a broader cultural shift within Metro.

Several program initiatives were inspired by or directly informed by findings from the UHWT, including:

- Introduction of Transit Ambassador Program, identified during the UHWT engagement as a
 potential strategy to increase safety and rider support through a visible, non-law enforcement
 presence
- Informing **midday frequencies**, based on ridership patterns and expressed needs.
- Installation of **courtesy seating decals** to encourage riders to offer their seat to people with disabilities, pregnant women, and parents with young children,
- Amending the **fare policy allowing children under 6 to ride free** with a fare-paying adult, an adjustment shaped by feedback from women caregivers.

These efforts demonstrated how the UHWT study shifted internal practices to consider barriers that disproportionately impacted women and caregivers. This shift is one of the most meaningful outcomes of UHWT and represents a broader goal to ensure Metro is proactively examining programs and services through the lens of lived experience and gender equity.

The GAP established a framework and implementation plan with several strategies across four key themes: 1. Safety, 2. Station, Stop & Vehicle Design, 3. Fare Policy, 4. Service Frequency and Reliability, and introduced the Gender Analysis Tool (GAT). Attachment A summarizes the strategies detailed in the GAP presented to the Board in 2022.

The GAT aims to institutionalize Metro's commitment to gender equity in all future policies, programs, and investments. This standardized tool facilitates the assessment of how projects, plans, and policies serve women through gender-specific data collection, early community engagement, and implementation oversight.

DISCUSSION

The primary goals of the GAP are to:

- Raise awareness of the gender differences in travel
- Ensure diverse gender perspectives are considered in Metro's policies, projects, programs, and services
- Address gender gaps related to Metro's policies, projects, programs, and services
- Improve the quality and accessibility of Metro's services for women

• Create measurable progress toward the GAP goals

The GAP is not a standalone initiative. It is a framework designed to guide the entire agency in advancing a more equitable transit system. While many of the strategies identified in the GAP are being implemented and led by departments across Metro, the GAP team plays a critical role in helping move this work forward through a gender equity lens. Close collaboration with teams such as Station Experience, Customer Experience, Safety, Security, and Law Enforcement, Planning, and Operations is essential to ensure that gender considerations are meaningfully embedded into project design, service delivery, and policy development. Metro has made meaningful progress across the GAP's four key themes: Safety, Stop & Vehicle Design, Fare Policy, and Service Frequency and Reliability.

<u>Safety</u>

The following initiatives illustrate key safety goals under the GAP, along with current implementation status and next steps.

1. Lighting Improvements at Transit Stations: The Station Experience Team is working on lighting improvements at various stations.

Goal: Improve visibility and reduce safety concerns through upgraded lighting at key high-ridership stations.

Status: Lighting upgrades are complete at the Vermont/Santa Monica B Line South Plaza and the Pershing Square B/D Line 5th St portal plaza. At these high-ridership locations, lights were retrofitted to LED to boost visibility. Additionally, lighting improvements are planned for the Vermont/Athens C Line station (both street and platform levels) to enhance safety for riders and frontline personnel. The Fall 2024 Onboard Survey shows a dramatic increase in rail satisfaction levels for female riders since 2022. Overall satisfaction is up 16%. Specifically, safety while waiting during the day is up 8%, safety while waiting at night is up 13%, safety while riding during the day is up 10%, and safety while riding at night is up 13%. **Next Steps:** Additional improved lighting projects are initially proposed for up to 21 stations systemwide.

These lighting upgrades are a foundational element of Metro's systemwide safety strategy. They improve visibility for riders and frontline staff, especially during early morning and late evening hours.

2. Station/Stop Design and Safety Assessment:

Goal: Gather regular and measurable feedback from women riders on safety and design elements that can be used to guide future station and stop design choices.

Status: In 2024, a pilot safety audit was conducted by the GAP team with women who were enlisted via support from Central City Neighborhood Partners, a nonprofit serving LA Westlake and Pico-Union Communities. The group was comprised of current women transit riders who use various lines.at the 7th & Metro station.

Next Steps: With the establishment of the Station Experience Department, Metro has a dedicated structure in place to support ongoing evaluation of station conditions. The GAP

team aims to continue working closely with this department to embed gender-sensitive safety assessments into station planning. The goal is to conduct regular audits, particularly following major design or capital improvements, to ensure that women riders' experiences and safety concerns remain central to station design and experience strategies.

By embedding regular feedback loops into station design, this effort ensures that safety improvements reflect the lived experiences of riders and are sustained over time through ongoing collaboration.

3. Metro Employee Travel Partner Program: GAP is collaborating with Commute Services and the Office of Strategic Innovation (OSI) to pilot a no-cost program that builds on existing employee commute options by making transit-based pairings easier and more accessible.

Goal: Enhance the commuting experience for employees by expanding the existing Rideshare Program to include Metro Bus and Rail trips, allowing staff with similar routes to connect and ride together. In addition to promoting convenience and peer engagement, increased visibility of Metro employees on the system further supports a welcoming and safe environment for all riders.

Status: Program design is underway, including the development of a simple matching process based on commute patterns and preferences.

Next Steps: A small-scale pilot will launch in the coming months, with insights informing broader implementation. The program will also be adapted for external business partners to encourage shared transit use among their employees, further strengthening system safety and ridership.

This program enhances the commute experience for employees and contributes to a safer system by increasing the visibility of Metro staff across the transit network, particularly during off-peak hours.

4. Night Owl Service/Courtesy Request-a-Stop Service: Metro offers a late-night courtesy service that provides additional flexibility and supports personal safety for riders traveling during late-night hours.

Goal: Enhance rider safety and convenience between midnight and 5:00 a.m. by allowing passengers to request drop-off at non-designated stops along the regular bus route, as long as the location is deemed safe by the operator.

Status: The service is active, operators use their professional judgment to accommodate these requests, adhering to the criteria as outlined in Standard Operating Procedure 6.06. and safety protocols that require front-door exiting and limiting drop-offs to safe, accessible locations along the route.

Next Steps: Metro will explore opportunities to increase awareness of the service among riders targeting women and girls, particularly those who travel during late-night hours, and evaluate whether updates to training or communications are needed to ensure consistent implementation systemwide.

5. Sexual Harassment Prevention Program: Metro is advancing a sexual harassment prevention strategy focused on understanding rider experiences, addressing safety concerns, and fostering a culture of zero tolerance across the system.

Goal: Prevent sexual harassment on the Metro system by centering rider experiences, strengthening awareness and education, and embedding gender-responsive practices into Metro's safety and customer experience efforts.

Status: In alignment with California State Bill 434 (SB 434), Metro completed a street harassment study in late 2024 that provides critical insights into the experiences of women and other marginalized rider groups. An on-board survey of more than 7,000 riders was conducted, along with four focus groups engaging Spanish-speaking women, Asian women, women under 30, and transgender and non-binary riders. While the study focused broadly on street harassment, many of the findings directly inform Metro's strategy to address sexual harassment. Key findings include:

- Perceived Safety: 46% of riders reported feeling unsafe riding at night, compared to 20% during the day.
- Precautionary Behavior: 29% of riders reported avoiding night hours, certain routes, or carrying personal protection items like pepper spray.
- Harassment Trends: 99.8% of respondents had witnessed or experienced harassment in the past six months, with perceived motivations including gender/gender expression, race, and religion.

Next Steps: The GAP team will continue to lead Metro's sexual harassment prevention efforts in close coordination with departments such as System Security & Law Enforcement (SSLE) and Customer Experience. Immediate actions include developing rider-facing anti-harassment campaigns, expanding trauma-informed and bystander training for frontline staff, and improving data collection and feedback tools.

Sexual harassment prevention remains a central pillar of Metro's gender equity and safety efforts. It requires cross-departmental commitment, informed strategies, and an ongoing focus on creating a safer, more respectful system for all riders.

Station, Stops and Vehicle Design

In alignment with the GAP, Metro is advancing design strategies that respond to the needs of women and other riders whose experiences are shaped by caregiving responsibilities, mobility challenges, or safety concerns. These efforts focus on improving comfort, accessibility, and confidence in the transit environment, ensuring that stations, stops, and vehicles support a more inclusive and equitable experience.

1. **Updated Stroller Policy**: As part of Metro's broader focus on station, stop, and vehicle design, the stroller policy was updated in December 2024 to allow unfolded strollers on buses.

Goal: Improve accessibility, comfort, and convenience for parents and caregivers using transit, particularly those traveling with young children. This change supports a more family-friendly system and aligns with Metro's commitment to inclusive design.

Status: The updated policy is now in effect systemwide. Operators have received training.

Next Steps: Metro will continue monitoring implementation and collecting feedback from riders and operators to assess policy effectiveness. This feedback will help inform any future updates to vehicle design, operator guidance, or customer support efforts aimed at improving

the experience for families and caregivers.

2. New Bus Procurement to accommodate unfolded strollers onto buses: According to the UHWT study, women are more likely to travel with strollers and bags. Older women and women traveling with children reported difficulties with maneuvering strollers and carts on buses. Most stroller-related complaints were also made by women. Furthermore, fewer than 40% of women riders reported feeling that transit is comfortable or that transit vehicles have the space they need for their belongings.

Goal: Provide a designated space for strollers to allow passengers with strollers to easily and safely embark and disembark.

Status: To ensure accessibility and space efficiency, new Metro bus procurement specifications include two rows with flip-up seats, situated behind the designated wheelchair area. When needed, these seats can be folded up to accommodate passengers with strollers and walkers. To manage space effectively, a maximum of two open strollers will be permitted per bus. Additionally, all new buses will include bus lowering devices to aid passengers with strollers during boarding.

3. Restroom Design & Access: The lack of restrooms creates additional burdens for those traveling with children, riders who are pregnant, and others in need of more accessible restrooms. Provision of restrooms directly at stations, integrated into other renovations such as those occurring in advance of the Games, would improve women riders' experience by avoiding the need to exit and reenter the system along the journey

Goal: By increasing access to restrooms, Metro improves the ease of travel for women, families, caregivers, pregnant people, and elderly riders.

Status: Throne: In the summer of 2024, the Metro Board approved the expansion of the Throne bathrooms at up to 64 locations through 2028. The Station Experience team has successfully deployed 15 units across various stations. The new Metro/LAX Transit Center will include public restrooms for passengers with valid fare.

Next Steps: To achieve the goal of reaching a total of 64 locations, the team plans to deploy 5 additional units each quarter.

4. Designated Waiting Area Pilot: Women expressed safety concerns while waiting at transit stations and stops, particularly in underground rail platforms. Increased amenities, such as lighting at stops and along pedestrian access routes, were identified as areas of preference for women riders. These findings highlight the interaction between station design, what we heard and perceptions of safety on the system.

Goal: Create a designated zone on rail platforms where amenities such as seating, lighting, security personnel, and security technology (e.g., emergency call boxes and security cameras) are concentrated. This can provide clear access to these resources if the need arises, while creating a more comfortable place to wait. These amenity zones give women riders a more stress-free travel experience.

Status: Upcoming installations of new station furnishings and Metro Call Points at the A&E line platforms at 7th Street/Metro Center station present a prime opportunity to implement a Designated Waiting Area. The systemwide design team continues to work on implementing the Designated Waiting Area.

To improve safety and cleanliness at bus stops, Metro has launched a regional bus stop improvements initiative. This program engages cities and the county who own and maintain bus stops countywide to prioritize these critical areas. In May 2025, Metro hosted a Regional Bus Stop Improvements Summit, drawing over 40 local jurisdictions. The summit aimed to educate and empower planning and public works staff to enhance safety around bus stops and waiting areas. These efforts directly support the goals of the GAP by addressing the safety and experience of women riders, who make up the majority of our bus customers. By prioritizing improvements to the first and last mile of the transit journey, Metro is reinforcing that bus stops are not just infrastructure they are a critical part of a safe, dignified, and accessible transit experience.

Next Steps: Metro will continue working with departments to implement this at 7th/Metro as a pilot by early 2026. Metro will also modify station design standards for new stations to codify this approach into the design and construction of new stations. Metro will convene a regional working group around bus stop improvements to continue the discussions that were highlighted at the recent summit.

Fare Policy

1. **Fare Capping:** The UHWT study found that women often engage in trip chaining, making multiple short trips within a short time frame to drop off children, run errands, or manage household responsibilities. This can lead to paying multiple fares for what feels like a single journey, adding to their financial burden.

While the direct impact of fare capping is currently modest, with only 8% of women and 10% of men reaching a daily or weekly fare cap, it is important to view fare capping as just one element of a broader strategy to make transit more affordable.

TAP data shows that 36% of both women and men use Metro transfers to complete their trips. In addition, women show high participation in Metro's free fare programs: they make up 52% of LIFE riders and 47% of GoPass riders. The GoPass program is especially impactful for women, as it eliminates fares for students, removing what may have previously been an additional financial responsibility for mothers or caregivers.

Together, fare capping, transfer policies, and free fare programs like LIFE and GoPass form a comprehensive approach to reducing fare-related barriers, particularly for women who face unique travel patterns tied to caregiving and household roles.

Goal: Alleviate fare burden from frequent short and multiple trips through the Fare Capping Program.

Status: The fare capping program, introduced in July 2023, is designed to make riding Metro more affordable for all riders, especially women who make multiple trips or take short trips. The program caps fares at \$5 per day or \$18 within seven days, meaning riders can make unlimited trips without paying more than the cap for that period. One way Metro to Metro transfers are free enabling riders to complete their trips for just one low base fare and no transfer fees.

Next Steps: Implement expanded outreach to ensure all customers are informed about fare capping and free transfers with TAP cards.

2. Partnerships with Healthcare Providers to Promote LIFE: According to data from Metro's

Spring 2018 On Board Survey, 37% of women bus riders and 23% of women rail riders reported receiving a discount on their fare. Of these riders, only 6% received a discount through the Low-Income Fare is Easy (LIFE) Program on bus and 10% on rail, despite the income-eligibility of most Metro riders. Some participants of UHWT study workshops and GAP focus groups were also unaware of the LIFE Program, suggesting it is currently underutilized and underpromoted.

Goal: Leveraging existing partnerships with institutions and connecting with healthcare providers to promote LIFE Program.

Status: The LIFE Program partners with 184 healthcare providers through Los Angeles County that provide women medical, mental health and domestic violence survivor support. In 2021, the program enrolled 5,467 and every year thereafter it has seen total average enrollments of 45,000 into the program. Overall Women make up 51% of the LIFE program participants. The LIFE Program will continue to develop partnerships with health care providers.

Since the launch, 12,439 women are enrolled in this system, making up 44% of active users. Age groups are 38% 18-44, 45% 45-64, and 16% 65+. This has greatly improved monthly utilization numbers and eliminated time customers had to make to access benefits each month.

Next Steps: The LIFE Program will meet with LA County Women and Girls Initiative to further expand and address needs of Domestic Violence Survivors per a County motion.

Safety, Frequency and Reliability

1. **Mid-day frequency adjustments**: The UHWT study showed that women transit riders in LA County need more midday and weekend bus service and more accurate real-time transit information.

Goal: implement service frequency by prioritizing service during the midday (12pm to 3pm) and weekend periods to allow women who are traveling during off-peak times, like the midday, to have the same level of service that riders receive during typical commute periods (9am to 12pm and 3 to 6pm).

Status: Metro's NextGen Bus Plan improves bus frequency during the midday, evening, nighttime, and weekend periods by shortening headways to less than 10 minutes on most routes in urban centers, and 16-30 minutes on most routes in outlying areas.

Next Steps: Use the GAT to develop gender-specific evaluation criteria to inform stop locations during future bus route or network redesigns. This would help address feelings of vulnerability that women experience at stops or stations located away from activity centers, especially at night

Gender Analysis Tool

Goal: The GAT aims to institutionalize Metro's dedication to gender equity across all future policies, programs, and investment. Metro's approach to achieving gender equity, in part through the application of this GAT, includes:

• Identify Gender Specific Needs and Impacts - Collect and use available genderdisaggregated data, research, and resources to identify gaps and incorporate the needs and travel trends of different genders.

- **Support & Engage** Engage stakeholders and representative groups so that their unique perspectives and input are incorporated into the process.
- Implementation and Accountability Review implementation processes to identify ways to report measurable progress towards gender equity goals. Create performance metrics that could be achieved through the action

Status: Metro piloted GAT on three key projects of different scopes:

- 2028 Games Mobility Concept Plan
- 7th Street/Metro Station Systemwide Station Design
- Southeast Gateway Line First Last Mile Plan

For all three projects, data was gender-disaggregated to understand the specific needs of our women riders through engagement with women-led CBOs and women-focused workshops.

Next Steps: Collaborate with the Office of Equity & Race to look at opportunities to combine the GAT with Metro's other equity tools to ensure gender-specific needs are addressed as part of the equity assessment for wider implementation across Metro policy, projects, design, and initiatives.

Metro has made significant progress on the strategies reported above and summarized below. These efforts reflect Metro's commitment to embedding gender equity across operations, planning, and design. Through cross-departmental collaboration and ongoing engagement with riders, Metro continues to utilize the GAP as a practical tool to inform improvements, monitor progress, and ensure that it better serves the diverse needs of its customers.

Agenda Number: 20.

STRATE	GY
	Lighting Improvements
	Station/Stop Design & Safety Assessment
	Metro Employee Travel Partner Program
SAFETY	Promote Travel Partner Opportunities
	Night Owl Program/Courtesy Request-a-stop-service
S	Sexual Harassment Prevention Program
	Stroller on Metro Vehicles: Update Stroller Policy to allow unfolded strollers
9	Stroller on Metro Vehicles: Accommodate unfolded strollers on buses
STATION, STOP, AND VEHICLE DESIGN	Restroom Design & Access
STATION STOP, AN VEHICLE DESIGN	Designated Waiting Area Pilot
0 00 > D	
	Fare Capping: Address Multi-Directional Transfers
ICV E	Fare Capping: Address Multi-Directional Transfers Partnership with Health Providers to Promote LIFE Program
POLICY	
FARE POLICY	
	Partnership with Health Providers to Promote LIFE Program
	Partnership with Health Providers to Promote LIFE Program
	Partnership with Health Providers to Promote LIFE Program
SERVICE, FREQUENCY, FARE & RELIABILITY	Partnership with Health Providers to Promote LIFE Program
SERVICE, FREQUENCY, & RELIABILITY	Partnership with Health Providers to Promote LIFE Program NextGen mid-day frequency adjustments
ER SERVICE, rsis Frequency, & RELIABILITY	Partnership with Health Providers to Promote LIFE Program
	Partnership with Health Providers to Promote LIFE Program NextGen mid-day frequency adjustments

EQUITY PLATFORM

The GAP serves as a strategic framework to integrate gender equity throughout LA Metro. It details specific actions, targets, and indicators aimed at addressing gender disparities and fostering the empowerment of women and girls.

VEHICLE MILES TRAVELED OUTCOME

VMT and VMT per capita in Los Angeles County are lower than national averages, the lowest in the SCAG region, and on the lower end of VMT per capita statewide, with these declining VMT trends due in part to Metro's significant investment in rail and bus transit.* Metro's Board-adopted VMT reduction targets align with California's statewide climate goals, including achieving carbon neutrality by 2045. To ensure continued progress, all Board items are assessed for their potential impact on VMT.

As part of these ongoing efforts, this item is expected to contribute to further reductions in VMT. This

File #: 2025-0383, File Type: Informational Report

item supports Metro's systemwide strategy to reduce VMT through customer experience activities that will benefit and further encourage transit ridership, ridesharing, and active transportation. Metro's Board-adopted VMT reduction targets were designed to build on the success of existing investments, and this item aligns with those objectives.

*Based on population estimates from the United States Census and VMT estimates from the highway performance monitoring system data between 2001-2019.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

Recommendation supports strategic plan goals:

- Goal 1: Provide high-quality mobility options that enable people to spend less time traveling;
- Goal 3: Enhance communities and lives through mobility and access to opportunity; and
- Goal 5: Provide responsive, accountable, and trustworthy governance within the Metro organization.

NEXT STEPS

Staff will work closely with lead departments to assess the impact of strategies in addressing the barriers women face when traveling, utilizing focused surveys, focus groups, and data analysis. Staff will continue advancing the remaining GAP strategies and report to the Board.

ATTACHMENTS

Attachment A - GAP Strategies

Prepared by: Marcella Rodriguez, Senior Transportation Planner, Office of the Chief of Staff, (213) 330-9269

Meghna Khanna, Deputy Executive Officer, Countywide Planning & Development, (213) 922-3931

Elba Higueros, Deputy Chief of Staff, Office of the Chief of Staff, (213) 922-6820

Reviewed by: Nicole Englund, Chief of Staff, (213)922-7950

Stephanie Wiggins Chief Executive Officer

ATTACHMENT A

GAP Strategies (2022)

	STRATEGY	WHAT WILL METRO DO?	TIME	FRAME
	Gender Analysis Tool	A standardized tool to help all Metro staff assess how projects, plans, and policies advance the goals of the GAP. This includes asking important questions about how the project or plan serves women, collecting gender-specific data, and engaging with the community early and often.		Short
	Camera Visibility & Lighting	Continue to upgrade lighting at stations and install cameras within rail and bus vehicles. Camera locations will be emphasized through prominently placed signs letting riders know that video recording is in progress.		Short
	Station/Stop Design & Safety Assessment	A tool for gathering regular and measurable feedback from women on safety and design elements that can be used to guide future design choices.		Short
10	Metro Employee Travel Partner Program	A pilot program where employees are paired with one or more coworkers that share a similar transit commute.		Short
STRATEGIES	Promote Travel Partner Opportunities	A campaign to provide information and support to external groups such as businesses, CBOs, and other institutional partners to establish commute partnerships among their employees.		Short
SAFETY STI	Promote Courtesy Request-a- Stop Service	Promote and advertise the existing "Night Owl Stops" for late-night riders and work with bus operators through training, to ensure the rider courtesy stops are accommodating and offered as often as possible.		Short
SA SA	Sexual Harassment Prevention Program	Expand and update Metro's current anti-sexual harassment campaign to include: new visuals, messaging, and artistic elements for posters; increased distribution of posters and messaging; with an annual refresh of the anti-sexual harassment campaign based on community and rider feedback.		Short
	Gender-Specific Operator Training	Develop and conduct gender-related training for Metro bus and rail operators based on real-world scenarios and experiences.	00000	Medium
	Explore Silent Alarm	Explore installation of silent alarm strip or button on new Metro buses and trains to allow riders to discretely alert Metro staff and/or security without attracting the attention of nearby riders.		Long

STRATEGY	WHAT WILL METRO DO?	ТІМЕ	FRAME
Strollers on Metro Vehicles	Support the updated stroller policy to allow for unfolded strollers on board buses. Additional efforts will go into a reassessment of vehicles to accommodate more designated stroller areas and flip seats.		Medium
Adopt-A-Stop Program	A community-based program to engage with businesses, CBOs, or other organizations to help maintain areas around bus stops while promoting a sense of community pride.		Short
Business Partnerships	Leverage partnerships with businesses, to offer cross-promotion of services for businesses, and access to services, the opportunity to purchase food, and restroom facilities for riders.		Medium
Restroom Design Standards	Create restroom design standards for new stations to include elements like changing stations, varied sink levels, and vending machines for toiletries, including diapers.		Short
Improve Interiors on Buses & Trains	Update vehicle design standards for new or renovated vehicles to account for new configurations of seats, handles, straps, and buttons into the interior layout of the vehicle.		Long
Concentrated Amenities Zone at Subway Platforms	Create a designated zone on rail platforms where amenities such as seating, lighting, security personnel, and security technology (e.g., emergency call boxes and security cameras) are concentrated.		Short
Prioritize Household–Serving Uses at Transit Stations	Encourage the development of household-serving uses – grocery markets, medical offices, pharmacies, childcare centers, health centers, community spaces, and social services – at and near stations.		Long
Address Multi-Directional Transfers through Fare Capping Program Partnership with Health	Implementation of the fare capping pilot will address the issue of multi-directional travel for women. Fare capping eliminates the need for transfers in that fares will be capped to a daily amount, and once the cap is reached, it allows for unlimited travel in either direction for the rest of the day, thus eliminating the time and directional constraints.		Short
Partnership with Health Providers to Promote LIFE Program	Leverage existing partnerships with institutions by connecting with healthcare providers to promote Metro's LIFE Program.		Short

GENDER ACTION PLAN UPDATE



Legistar: 2025-0383 June 2025

Background

- In 2019, Metro's Understanding How Women Travel study identified key barriers for women riders, including safety, affordability, and service design.
- In 2022, the Metro Board approved the Gender Action Plan (GAP) as agency-wide plan to address the barriers identified in the UHWT study.
- The GAP includes strategies across four key themes:

Safety Station, Stop & Vehicle Design Fare Policy Service Frequency and Reliability

 The GAP helps guide how Metro designs and delivers service to better reflect the needs of women who rely on Metro.

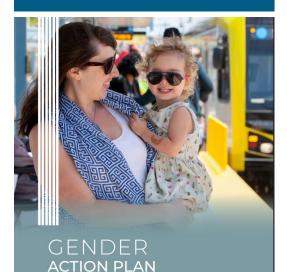


UNDERSTANDING HOW WOMEN TRAVEL

M Metro

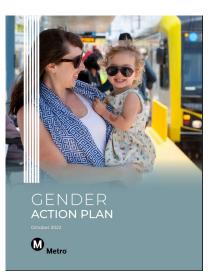
Metro

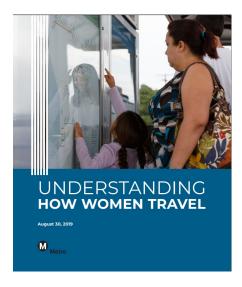
August 30, 2019



Gender Action Plan – Intended Outcomes

- Safer experience for women while waiting, riding, and transferring
- Stations, stops, and vehicle design that support women and caregivers
- Reduced fare burden for women making short, frequent trips
- More reliable service during midday and off-peak hours
- Women's feedback reflected in service, design, and policy
- Gender considerations embedded through tools like the Gender Analysis Tool (GAT)
- Departments across Metro actively implementing gender-responsive strategies





GAP Strategies

- Metro has advanced work on 11 strategies identified in the GAP
- Additional programs inspired by the *Understanding How Women Travel* (UHWT) study that have been implemented
 - **Transit Ambassador Program,** identified during the UHWT engagement as a potential safety strategy.
 - Informing **midday frequencies**, aligned with women's ridership patterns, and trip-chaining.
 - **Courtesy seating decals** to encourage riders to offer their seat to people with disabilities, pregnant women, and parents with children, and
 - Fare policy change, children under 6 ride free with a farepaying adult
- Together, these efforts reflect a system-wide commitment to delivering service that responds to the real travel needs of women riders
- Gender-responsive solutions are increasingly embedded into operations, projects, planning, and customer experience

	Lighting Improvements
	Station/Stop Design & Safety Assessment
SAFETY	Metro Employee Travel Partner Program
	Promote Travel Partner Opportunities
	Night Owl Program/Courtesy Request-a-stop-service
S	Sexual Harassment Prevention Program
	Stroller on Metro Vehicles: Update Stroller Policy to allow unfolded stroller
	Stroller on Metro Vehicles: Accommodate unfolded strollers on buses
STATION, STOP, AND /EHICLE DESIGN	Restroom Design & Access
TOF	Designated Waiting Area Pilot
0,0,20	
	Fare Capping: Address Multi-Directional Transfers
щÓ	Partnership with Health Providers to Promote LIFE Program
FARE POLICY	
	NextGen mid-day frequency adjustments
ξĒ	
. 2 -	
AB	
RVICE	
SERVICE, FREQUENCY, & RELIABILITY	
SERVICE FREQUEN & RELIAB	Pilotod on 2 projects
55 H &	Piloted on 3 projects
GENDER SERVICE ANALYSIS FREQUEN TOOL & RELIAB	Piloted on 3 projects

GAP Strategies

Metro departments are leading a coordinated set of efforts that support the Gender Action Plan's focus on improving the experience of women and other riders with specific travel needs. These strategies reflect Metro's department-led commitment to embedding Gender Action Plan priorities into planning, service delivery, and customer experience.

Safety

- Lighting upgrades completed at key stations (Vermont/Santa Monica, Pershing Square)
- Safety audits conducted with women riders at 7th/Metro
- Harassment prevention strategy in development, including survey data, outreach, and staff training
- Travel Partner Program pilot in development to support coordinated employee commutes

Station, Stop & Vehicle Design

- Updated stroller policy allows unfolded strollers on buses
- New bus designs include flip-up seating for strollers and walkers
- Restroom expansion in progress: 15 units deployed, 64 planned
- Regional Bus Stop Summit convened with 40+ jurisdictions to support safer, cleaner stop conditions

Fare Policy

- Fare capping implemented (\$5/day, \$18/week)
- LIFE program outreach expanded through 184 healthcare provider partnerships

Service Frequency & Reliability

 Metro's Next Gen Plan Improvements. Midday service frequency adjusted to better support tripchaining and off-peak travel patterns Metro developed the Gender Analysis Tool (GAT) to support consistent integration of rider needs into policy, planning, and design.

Gender Analysis Tool (GAT)

- Identify Gender Specific Needs and Impacts
- Support & Engage early in the process
- Implementation and Accountability

Projects that have used the GAT

- 2028 Games Mobility Plan
- 7th/Metro Station Redesign
- Southeast Gateway First/Last Mile Plan

- Continue advancing strategies outlined in the Gender Action Plan
- Expand use of the Gender Analysis Tool (GAT) in planning, design, and policy development
- Collaborate with departments to assess the impact of current strategies through rider feedback, data analysis, and focus groups
- Continue coordination with internal teams to support sustained Integration of GAP principles into operations, projects, planning, and the customer experience



Board Report

File #: 2025-0348, File Type: Informational Report

Agenda Number: 21.

EXECUTIVE MANAGEMENT COMMITTEE JUNE 18, 2025

SUBJECT: COMMUNITY ADVISORY COUNCIL (CAC) QUARTERLY UPDATE

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE quarterly status report on the Community Advisory Council (CAC).

ISSUE

This receive and file board report is a quarterly update on the activities of the Community Advisory Council (CAC) from March 2025 through May 2025.

BACKGROUND

Per state statute, Metro has established a Citizens Advisory Committee, whose membership "shall reflect a broad spectrum of interests and all geographic areas of the county." The CAC voted to be referred to as the Community Advisory Council to better reflects its values.

Per the CAC's bylaws, the group consults, obtains, and collects public input on matters of interest and concern to the community, as well as those assigned by the Board of Directors or Metro staff. The CAC (a Brown Act compliant committee) communicates their recommendations concerning key issues to Metro's Board of Directors.

The CAC is currently comprised of 24 voting members. CAC members are directly appointed by the Metro Board of Directors and serve at the pleasure of their appointing Director. The CAC General Assembly meets monthly on the Wednesday evening before the Metro Board of Directors meeting. The CAC's elected officers meet as an Executive Committee on the first Wednesday of each month.

DISCUSSION

Since the last update to the Board, the CAC General Assembly convened three times to discuss various Metro projects, programs, and agency initiatives. The CAC General Assembly also voted in November to create two subcommittees, the CAC Operations, Safety, and Customer Experience Subcommittee and the CAC Planning and Programming Subcommittee to mirror analogous Metro Board committees to have greater impact and influence on key items before the Board. The

subcommittees will monitor developments and issues within their respective subject areas. The subcommittees also participate in the CAC Executive Committee to inform and present to the broader CAC, who will send timely recommendations on key topics to the Metro Board.

March 2025

Due to the changes in the federal funding landscape, several CAC members expressed concerns regarding federal and state funding and requested to receive an update from Metro's Government Relations Department. At the March 26, 2025, General Assembly meeting, Government Relations presented on state and federal legislative issues and challenges. CAC members brought up concerns about potential funding cuts to capital projects and operations/service reductions.

Metro staff discussed support for AB 939, which includes a \$20 million general obligation bond, noting that two thirds of votes are needed to pass the bond into legislation. CAC members had many questions and concerns regarding AB 939 and wanted to know what operation specific funding is being requested. Metro staff shared that operations would be covered in the \$2 billion request from Senator Arreguin and Assemblymember Gonzalez and that Los Angeles would receive roughly 25%. Staff added that, separately, per Metro's Board's direction, Metro is using SB 125 funding to continue capital projects.

CAC members had a robust conversation about concerns regarding Metro's position on the current Administration's push to increase federal immigration enforcement, as it would negatively impact Metro riders. Metro staff clarified that Metro cannot regulate the presence of Immigration and Custom Enforcement (ICE) on public transit and that Metro shares "Know Your Rights" information throughout the system. Several CAC members expressed the desire to make a recommendation to develop further policies/procedures regarding ICE to the Metro Board, but no motion was introduced.

<u>April 2025</u>

On April 2, the CAC Operations, Safety, & Customer Experience Subcommittee held their first meeting to discuss agenda topics and to select their Chair. Some of the topics that were suggested included the budget planning for FY27, new fare gates, Tap to Exit, and Station Experience. To begin, the subcommittee will meet every month before transitioning to meeting bi-monthly.

On April 10, the CAC Planning and Programming Subcommittee held their first meeting to discuss agenda topics and to select their Chair. The subcommittee will focus on making recommendations around major capital projects, such as those funded under Measure M and Congestion Mitigation and Air Quality Program (CMAQ). They also plan to discuss project recommendations to inform Metro's Board's discussion on the Measure M decennial.

On April 16, Metro staff and parliamentarian subcontractors facilitated a training on the Brown Act and Robert's Rules of Order for all CAC members. All CAC members were encouraged to attend to and to ask questions regarding parliamentarian procedures. A total of 11 CAC members attended the training. This was the first training of its kind specifically offered to the CAC members and in due time for their Executive Committee elections in June. At the April 23, 2025, General Assembly meeting, the CAC received an update from the Office of Management & Budget (OMB) on the Fiscal Year 2026 proposed budget. Metro staff provided a comprehensive overview of what is being proposed to be funded across Metro programs and services. CAC members asked questions regarding funding allocations and the potential negative impacts from funding cuts towards maintenance, refurbishment, and improvement and whether projected revenues might be affected by the grants received or that might be cancelled under the current administration.

Members requested clarification as to whether the budget item for operations and maintenance was reflective of the financial impacts of additional transit lines coming online under Measure M. Metro staff were tasked with several follow-up action items and responded to the council's follow-up questions within a week of the meeting.

<u>May 2025</u>

The CAC Operations, Safety, and Customer Experience Committee met on May 7 to receive an update on the Metro's Board Operations, Safety, and Customer Experience meeting discussion and to discuss Station Experience and FY'27 budget topics and identify a research workplan and the subcommittee's next steps.

A CAC member participated in and distributed CAC promotional materials at Metro's On the Move Program's Older Adults Transportation Expo on May 9 in Pasadena.

The CAC Planning and Programming Committee met on May 20 to receive an update on the Metro's Board Planning and Programming Committee meeting discussion and to discuss the Measure M decennial and Congestion, Mitigation and Air Quality Program funding (CMAQ).

On May 28, the CAC General Assembly meeting included a presentation by Community Relations and a discussion on the Public Participation Plan (PPP) to provide input during the PPP open public comment period in May.

Membership Update

The CAC Chair and Metro staff reached out to all Board Members' deputy staff in February about recruitment. The 13 voting Metro board members, under AB 152, can appoint up to four CAC members each. After promoting CAC membership to constituents, in April, Director Padilla appointed two members and Director Sandoval appointed one new member to the CAC. All new members received a virtual onboarding orientation led by Metro staff.

EQUITY PLATFORM

CAC members intentionally represent diverse ethnic and geographic backgrounds and distinct perspectives to be reflective of Metro's ridership, which has diversified further ethnically and geographically with recent appointments. Of the 24 members who self-disclosed their ethnic background, 71% identify as Black, Indigenous, and/or People of Color, which is a 10% increase in people of color over the past few months.

The CAC is comprised of several members that ride transit and use Access services. One CAC Member has a disability, which helps inform CAC conversations with that lived experience and perspective. At present, 29% of CAC members are women.

The CAC's increasing diversity is due to Metro staff and the CAC Chair collaborating to communicate with each Board of Directors' deputy and reminding them of current vacancies and which demographic/geographic needs can be filled by their appointments.

Staff have worked to curate strategic, discussion driven conversations that are well integrated with subcommittee recommendations. CAC members' concerns and feedback on various topics have helped inform Metro's Board of Directors to make more equitably designed projects, programs, and initiatives by uplifting underserved voices.

VEHICLE MILES TRAVELED OUTCOME

VMT and VMT per capita in Los Angeles County are lower than national averages, the lowest in the SCAG region, and on the lower end of VMT per capita statewide, with these declining VMT trends due in part to Metro's significant investment in rail and bus transit.* Metro's Board-adopted VMT reduction targets align with California's statewide climate goals, including achieving carbon neutrality by 2045. To ensure continued progress, all Board items are assessed for their potential impact on VMT.

As part of these ongoing efforts, this item is expected to contribute to further reductions in VMT. While this item does not directly encourage taking transit, sharing a ride, or using active transportation, it is a vital part of Metro operations, as it is a formal advisory body which provides community input on key agency priorities, projects and programs which can lead to an enhanced customer experience. Because the Metro Board has adopted an agency-wide VMT Reduction Target, and this item supports the overall function of the agency, this item is consistent with the goals of reducing VMT.

* Based on population estimates from the United States Census and VMT estimates from Caltrans' Highway Performance Monitoring System (HPMS) data between 2001-2019.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

- Goal 1 Provide high-quality mobility options that enable people to spend less time traveling
- Goal 2 Deliver outstanding trip experiences for all users of the transportation system
- Goal 3 Enhance community and lives through mobility and access to opportunity
- Goal 4 Transform LA County through regional collaboration and national leadership
- Goal 5 Provide responsive, accountable, and trustworthy governance within the Metro organization

The CAC's advisory input to Metro supports Metro's Strategic Vision Goals, as outlined above, per

the State statute that created the CAC. Per the CAC's bylaws, its purview may be broad and needn't be specific to one agency issue area or concern.

NEXT STEPS

The CAC General Assembly will meet on June 25 to conduct their Executive Committee elections. The CAC Operations, Safety, and Customer Experience Committee will meet on June 4. The CAC Planning and Programming Committee will begin to meet every other first Tuesday of the month. Metro staff will continue to support the CAC.

Prepared by: Allison Mannos, Senior Manager, Community Relations, (213) 522-9952 Patricia Soto, Director, Community Relations, (213) 922-1249 Lilian De Loza-Gutierrez, Executive Officer, Communications, Community Relations, (213) 922-7479 Yvette Rapose, Deputy Chief Customer Experience Officer, (213) 418-3154

Reviewed by: Jennifer Vides, Chief Customer Experience Office, (213) 922-4060

Stephanie Wiggins Chief Executive Officer

Community Advisory Council (CAC) Update Executive Management Committee Meeting June 18, 2025





March 2025

At the General Assembly meeting, agenda items included:

- Presentations from:
 - Government Relations State and Federal Legislative Updates
- Approval to create two subcommittees, the CAC Operations, Safety, and Customer Experience Subcommittee and the CAC Planning and Programming Subcommittee to mirror analogous Board committees to have greater impact and influence on key items before the board.

*Membership Update: In March, the CAC Chair and Metro staff contacted all Board Members' staff encouraging them to identify new appointees, including any vacancies on the CAC. The 13 voting Metro Board members, under AB 152, can each appoint up to four members.





April 2025

- The CAC Operations, Safety, & Customer Experience Subcommittee held its first meeting to select the Chair and discuss areas of focus, including budget planning for FY27, new faregates, Tap to Exit, and Station Experience.
- CAC Planning and Programming Subcommittee held its first meeting to select the Chair and discuss areas of focus, including Measure M decennial and the Congestion, Mitigation and Air Quality Program (CMAQ) funding.
- Staff held the first-ever Brown Act and Robert's Rules of Order training for CAC members in advance of Executive Committee elections in June.
- The General Assembly meeting focused on the Fiscal Year 2026 proposed budget with a presentation from the Office of Management & Budget (OMB).
- Three new CAC members were appointed by Board Members Padilla and Sandoval after the CAC Chair and Metro staff contacted all Board Members' staff to encourage them to identify new appointees.





May 2025

- The CAC Operations, Safety, and Customer Experience Committee met to discuss the focus of subcommittee topics, such as Station Experience and station access to identify a research workplan.
- Members participated and distributed CAC promotional materials at Metro's On the Move Program's Older Adults Transportation Expo.
- The CAC Planning and Programming Committee met to discuss the Measure M decennial and Congestion Mitigation and Air Quality Program (CMAQ) funding.
- The CAC General Assembly meeting included a presentation by Community Relations on Metro's Draft Public Participation Plan (PPP) and elicited CAC comments on the Plan.

