

Metro

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



Metro

Agenda - Canceled

Thursday, March 19, 2020

9:00 AM

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

Operations, Safety, and Customer Experience Committee

Mike Bonin, Chair

Mark Ridley-Thomas, Vice Chair

Jacquelyn Dupont-Walker

John Fasana

Robert Garcia

John Bulinski, non-voting member

Phillip A. Washington, Chief Executive Officer

METROPOLITAN TRANSPORTATION AUTHORITY BOARD 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 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 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.

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- 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.

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中文

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

CALL TO ORDER

ROLL CALL

14. SUBJECT: OPERATIONS EMPLOYEES OF THE MONTH [2020-0097](#)

RECOMMENDATION

RECOGNIZE Operations Employees of the Month.

Attachments: [Presentation](#)

15. SUBJECT: ORAL REPORT ON 2020 RAIL AND BUS RODEOS [2020-0098](#)

RECOMMENDATION

RECEIVE oral report on 2020 Rail and Bus Rodeos.

Attachments: [Draft Presentation](#)

16. SUBJECT: A650 FLEET FRICTION BRAKE SYSTEM [2020-0104](#)

RECOMMENDATIONS

AUTHORIZE the CEO to:

- A. EXECUTE Modification No. 5 to exercise Option No. 2 to Contract No. MA6274900 with Wabtec Passenger Transit (Wabtec) for overhaul of Hydraulic Pneumatic Tread (HPT) Brake Actuator for a not-to-exceed amount of \$998,400 increasing the Contract Total not-to-exceed value from \$1,859,000 to \$2,857,400; and,

- B. APPROVE Contract Modification No. 5 to add overhaul services for D-4-S Air Compressor Assembly Units to Wabtec's Contract No. MA6274900 for a not-to-exceed amount \$723,892. The total contract not-to-exceed amount is increased from \$2,857,400 to \$3,581,292.

Attachments: [Attachment A - Procurement Summary](#)
[Attachment B - DEOD Summary](#)
[Attachment C - Contract Modification Change Log](#)

17. SUBJECT: PURCHASE OF THREE 35 TON TOW TRUCKS

[2020-0070](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a firm fixed price contract OP66644000 to Los Angeles Truck Centers, LLC the lowest responsive and responsible bidder for three (3) 35-ton tow trucks for a firm fixed price of \$1,069,966.24 inclusive of sales tax.

Attachments: [Attachment A - Procurement Summary](#)
 [Attachment B - DEOD Summary](#)

18. SUBJECT: PURCHASE OF THIRTY 1-TON UTILITY TRUCKS

[2020-0115](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a firm fixed price contract under IFB OP67225 to Theodore Robins Ford the lowest responsive and responsible bidder for thirty (30) 1-ton utility trucks for a firm fixed price of \$1,417,782.25 inclusive of sales tax, subject to the resolution of any submitted protest(s).

Attachments: [Attachment A - Procurement Summary](#)
 [Attachment B - DEOD Summary](#)

19. SUBJECT: FREE METRO BUS, RAIL, BIKE SHARE SERVICES ON EARTH DAY

[2020-0130](#)

RECOMMENDATION

AUTHORIZE Chief Executive Officer to make Bus, Rail, and Bike Share services free on Earth Day (April 22nd) on an annual basis, permanently.

20. SUBJECT: WASTE MANAGEMENT SERVICES

[2020-0186](#)

RECOMMENDATION

CONSIDER:

AUTHORIZING the Chief Executive Officer to:

- A. Award an indefinite delivery indefinite quantity Contract No. OP1484230003367 to American Reclamation, Inc. to provide waste management services throughout Metro B Line (Red), Metro G Line (Orange), Pasadena L Line (Gold) and various bus and rail locations within the geographical area, specified as the North Region, for a not-to-exceed amount of \$3,904,317 for the five-year base period, and \$1,571,479 for the one, two-year option term, for a combined not-to-exceed amount of \$5,475,796, effective ~~March 1, 2020 through February 28, 2027~~ **April 1, 2020 through March 31, 2027**, subject to resolution of protest(s), if any.

- B. Award an indefinite quantity/delivery Contract No. OP1484240003367 to American Reclamation, Inc. to provide waste management services throughout Metro A Line (Blue), Metro C Line (Green), E Line (Expo), Gateway Headquarters Building and various bus and rail locations within the geographical area, specified as the South Region, for a not-to-exceed amount of \$3,218,989 for the five-year base period, and \$1,325,033 for the one, two-year option term, for a combined not-to-exceed amount of \$4,544,022, effective ~~March 1, 2020 through February 28, 2027~~ **April 1, 2020 through March 31, 2027**, subject to resolution of protest(s), if any.

Attachments: [Attachment A - Region Maps](#)
 [Attachment B - Procurement Summary](#)
 [Attachment C - DEOD Summary](#)

21. **SUBJECT: MONTHLY UPDATE ON TRANSIT SAFETY AND SECURITY [2020-0169](#)**
 PERFORMANCE

RECOMMENDATION

RECEIVE AND FILE Transit Safety and Security Report.

Attachments: [Attachment A - System-Wide Law Enforcement Overview January 2020](#)
 [Attachment B - MTA Supporting Data January 2020](#)
 [Attachment C - Key Performance Indicators January 2020](#)
 [Attachment D - Transit Police Summary January 2020](#)
 [Attachment E - Homeless Update January 2020](#)

(ALSO ON EXECUTIVE MANAGEMENT COMMITTEE)

- SUBJECT: GENERAL PUBLIC COMMENT [2020-0182](#)**

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



File #: 2020-0097, File Type: Oral Report / Presentation

Agenda Number: 14.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
MARCH 19, 2020**

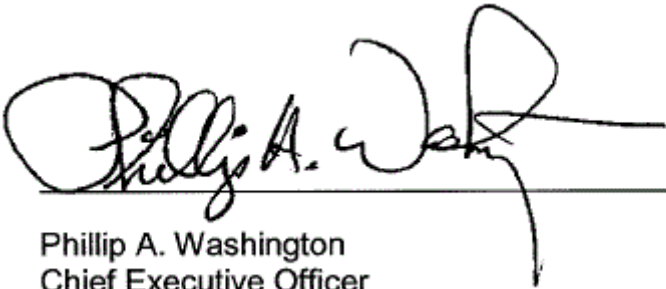
SUBJECT: OPERATIONS EMPLOYEES OF THE MONTH

RECOMMENDATION

RECOGNIZE Operations Employees of the Month.

DISCUSSION

Operations Employees of the Month recognizes Transportation and Maintenance frontline employees for their outstanding leadership contributions to the Operations Department.



Phillip A. Washington
Chief Executive Officer

March Employees of the Month



Employees of the Month



Transportation

Bus Operator

Tina L. Weston



Transportation

Transit Operations

Supervisor

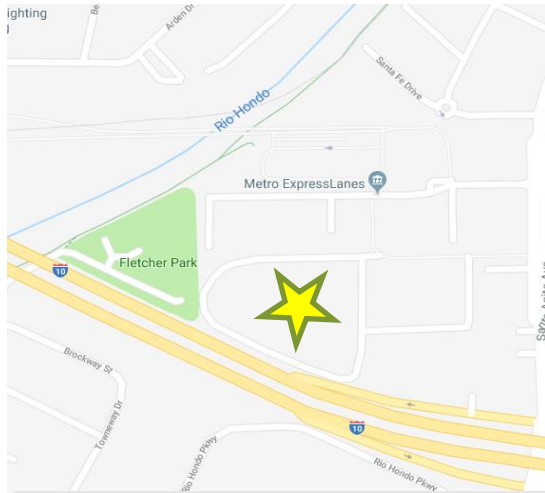
Dianna Williams



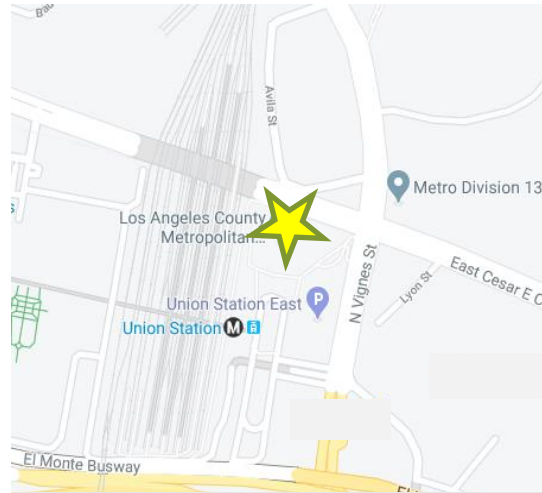
Maintenance

Lead Custodian

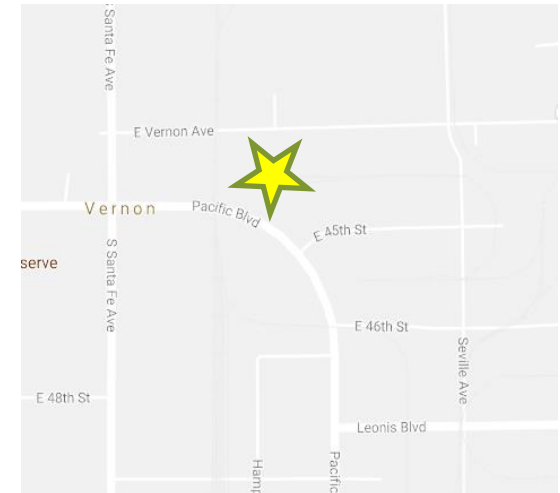
Katherine Dominguez



Division 9 – El Monte



Bus Control Center – USG



Vernon Yard



File #: 2020-0098, File Type: Oral Report / Presentation

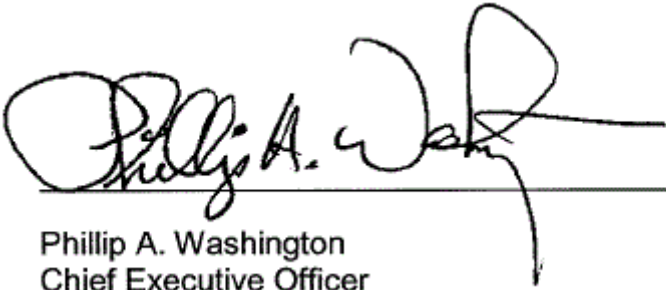
Agenda Number: 15.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
MARCH 19, 2020**

SUBJECT: ORAL REPORT ON 2020 RAIL AND BUS RODEOS

RECOMMENDATION

RECEIVE oral report on 2020 Rail and Bus Rodeos.



Phillip A. Washington
Chief Executive Officer

2020 Rail and Bus Rodeos



Metro Roadeo

Overview

- Inaugural Bus Roadeo held in 1976
- Metro Instruction hosts two Roadeo competitions annually (Bus and Rail) in recognition of our best operators and maintenance teams
- Partners: System Security & Law Enforcement, Corporate Safety & Risk Management, Emergency Preparedness, Community Relations and our Labor Unions
- Metro employees, their families and Board Members are welcomed

Objectives

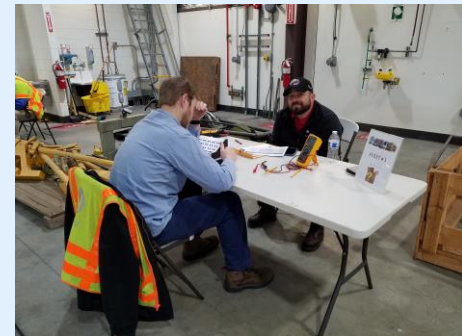
- Skill building in a competitive environment with other Metro Divisions
- Winners of the Metro local bus and rail roadeos compete in the following:
 - Annual Southern California Regional Bus Roadeo
 - International Bus and Rail Roadeos

Rail Rodeo

Details

- Final Event: *Saturday, March 14, 2020* at Division 24 (Gold Line Monrovia)
- Train operators judged on course safety test (signals, flagging, horns, etc.)
- Maintenance (teams of 3) judged in events including written exam as well as trouble-shooting and dexterity skills
- Additional Info: Family day and first annual motorcycle show

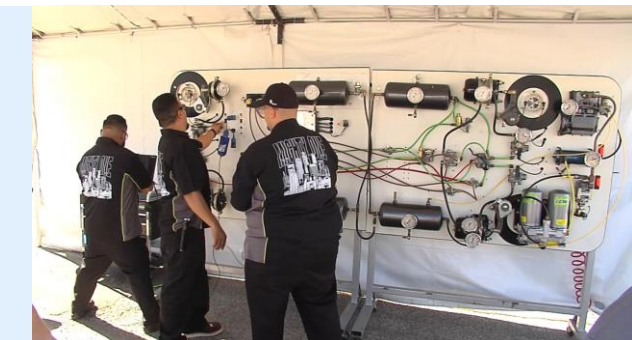
Pictures to be added



Bus Roadeo

44th Annual Bus Roadeo

- Final Event: *Saturday, March 28, 2020* in Santa Anita Park
- One-year contestant review process
- Preliminary competitions narrow down the 25 Bus Operators who compete in finals
- Bus operators judged on ADA, obstacle course
- Maintenance (teams of 3) judged in 7 events including written exam and troubleshooting doors, brakes, etc.
- Service Attendants compete in the driving competition with the Operators
- Additional Info: Division barbeque competition and car show





Board Report

File #: 2020-0104, File Type: Contract

Agenda Number: 16.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE MARCH 19, 2020

SUBJECT: A650 FLEET FRICTION BRAKE SYSTEM

ACTIONS: APPROVE CONTRACT MODIFICATION

RECOMMENDATIONS

AUTHORIZE the CEO to:

- A. EXECUTE Modification No. 5 to exercise Option No. 2 to Contract No. MA6274900 with Wabtec Passenger Transit (Wabtec) for overhaul of Hydraulic Pneumatic Tread (HPT) Brake Actuator for a not-to-exceed amount of \$998,400 increasing the Contract Total not-to-exceed value from \$1,859,000 to \$2,857,400; and,

- B. APPROVE Contract Modification No. 5 to add overhaul services for D-4-S Air Compressor Assembly Units to Wabtec's Contract No. MA6274900 for a not-to-exceed amount \$723,892. The total contract not-to-exceed amount is increased from \$2,857,400 to \$3,581,292.

ISSUE

The D-4-S Air Compressor Assembly is an essential subsystem component that must be included in the overall A650 Friction Brake System Overhaul concurrent with the HPT Brake Actuator. The Air Compressor and HPT Actuator Assembly overhauls are required to be accomplished in parallel with the ongoing A650 Friction Brake Equipment overhaul services thereby ensuring the overhauls are performed in accordance with regulatory standards.

The A650 Subway Fleet Air Compressor and HPT Brake Actuator Assemblies are components within the Friction Brake System. These overhauls were not included in the original contract awarded to Wabtec in January 2017 but are requested now to accomplish a thorough Friction Brake System overhaul to achieve equipment reliability and performance in accordance with regulatory standards.

BACKGROUND

Contract No. MA6274900 was approved by the Board in January 2017, awarding Wabtec, the Original Equipment Manufacturer (OEM), the A650 Friction Brake Systems overhaul base services and HPT Brake Actuator. D-4-S Air Compressor Unit Assemblies was a part of the original Request for Proposal and evaluated by Metro staff. However, Option 1 was excluded from the Board Report

January 2017.

Contract No. MA6274900 was approved by the Board in January 2017, awarding Wabtec, the Original Equipment Manufacturer (OEM), overhaul of the Friction Brake Systems base services including the HPT Brake Actuators, option 2, was not exercised at contract award due to RFS Management decision to perform these overhauls on as-needed basis. The Air Compressor overhaul was not included in the original contract as the Rail Fleet Staff decided to perform a “partial” overhaul replacing limited parts as a cost savings measure; however, this approach was with marginal success with downgraded performance and reliability. This overhaul will include upgraded components e.g. pistons and air dryer equipment.

DISCUSSION

The A650 Subway Fleet consists of 102 rail cars (51 married pairs) in its 24th year of revenue service operations with over 1.5 million miles per rail car. The Friction Brake overhaul is scheduled on a four-year overhaul cycle to ensure the fleet remains in a constant State of Good Repair (SGR) while safeguarding passenger safety and service reliability.

The Friction Brake System Overhaul consists of tear down, inspection, and replacement of safety sensitive components e.g. brake calipers, actuators, brake valves, transducers, numerous valves, relays including Air Compressor and HPT Tread Brake Actuators. Wear and tear of these component are predictable therefore necessitating periodic overhauls accomplished by the OEM with specialized equipment and mechanic certifications to ensure equipment reliably.

The Friction Brake Overhaul is (1 of 8) vehicle systems within the Component Overhaul Program managed and performed by Rail Fleet Services staff. Other vehicle systems undergoing overhaul include coupler, low voltage power supply, gearbox, traction motor, and semi-permanent coupler.

Rail Fleet Services (RFS) Engineering developed equipment overhaul specification(s) for all systems included in the Component Overhaul Program based upon the OEM recommendations and with RFS maintenance experience. The OEM contractor will perform overhaul services in accordance with a defined schedule within Metro’s technical specifications requirements.

DETERMINATION OF SAFETY IMPACT

Safety is of the utmost importance to Metro and, therefore, it is imperative to maintain the A650 fleet without deferred maintenance and in a constant SGR. The Air Compressor and HPT Actuator Assembly overhaul will be accomplished in parallel with the ongoing Friction Brake Equipment overhaul thereby ensuring the overhauls are performed in accordance with regulatory standards, within defined schedule while following Metro’s Corporate Safety policy and procedures.

FINANCIAL IMPACT

The total contract amount is \$3,581,292. Funding of \$100,000 for this procurement is included in the FY20 budget in cost center 3942, Rail Fleet Services Maintenance Red Line, under Capital Project number 206045, Red Line Vehicle Component Overhauls, line item 50441, Parts - Revenue Vehicle.

This procurement is part of the on-going Red Line Vehicle preventive maintenance program.

Since this is a multi-year contract, the cost center Manager, Project Manager, and Sr. Executive Officer will ensure that the balance of funds are budgeted in future fiscal years.

Impact to Budget

The current source of funds for this action is Prop A 35% Rail. Using this funding source maximizes the project funding allocations allowed by approved provisions and guidelines...Implementation_of_Strategic_Plan_Goals

IMPLEMENTATION OF STRATEGIC PLAN GOALS

Approval of this recommendation supports the following Metro Strategic Plan Goal 2) Deliver outstanding trip experience for all users of the transportation system.

ALTERNATIVES CONSIDERED

Deferral of this overhaul work is not recommended as these Friction Brake Systems are integral components of the vehicle braking and pneumatic systems that if not properly maintained could result in equipment failures, service delays, and risk to passenger safety.

NEXT STEPS

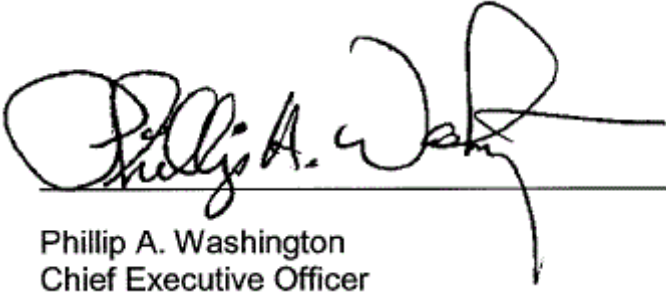
Overhaul the Friction Brake Systems including Air Compressor Assembly and HPT Thread Brake Units in accordance with Rail Fleet Services' maintenance schedule requirements. If approved, the project is scheduled to commence in May 2020.

ATTACHMENTS

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

Prepared by: Bob Spadafora, Sr. Executive Officer, Rail Fleet Services
(213) 922-3144
Richard M. Lozano, Sr. Director, Rail Vehicle Maintenance,
(323) 224-4042

Reviewed by: James T. Gallagher, Chief Operations Officer, (213) 418-3108
Debra Avila, Chief Vendor/Contract Management Officer,
(213) 418-3051



Phillip A. Washington
Chief Executive Officer

PROCUREMENT SUMMARY

A650 FRICTION BRAKE OVERHAUL/CONTRACT NO. MA6274900

1.	Contract Number: MA6274900		
2.	Contractor: Wabtec Passenger Transit		
3.	Mod. Work Description: To provide continued overhaul services for the A650 friction brake to include the HPTs (Option) and to add the D-4-S Air Compressor components		
4.	Contract Work Description: Provide overhaul services		
5.	The following data is current as of: 2/13/20		
6.	Contract Completion Status		Financial Status
	Contract Awarded:	01/19/17	Contract Award Amount: \$1,859,000.00
	Notice to Proceed (NTP):	02/10/17	Total of Modifications Approved: .00
	Original Complete Date:	02/10/22	Pending Modifications (including this action): \$1,722,292.00
	Current Est. Complete Date:	02/10/22	Current Contract Value (with this action): \$3,581,292.00
7.	Contract Administrator: Jean Davis		Telephone Number: 213/922-1041
8.	Project Manager: Richard Lozano		Telephone Number: 323/224-4042

A. Procurement Background

This Board Action is to approve Contract Modification No. 5 issued in support of A650 Friction Brake System overhaul for the following items:

- To exercise Contract Option 2 for the overhaul of Hydraulic Pneumatic Tread (HPT) Brake Actuators for a Not-To-Exceed amount of \$998,400.
- To approve a modification to overhaul D-4-S Air Compressor Assemblies, in the Not-To-Exceed amount of \$723,892.

This Contract Modification No. 5 will be processed in accordance with Metro's Acquisition Policy and the contract type is an Indefinite Delivery, Indefinite Quantity (IDIQ).

On January 19, 2017, the Board awarded Contract No. MA6274900 to Wabtec Passenger Transit to overhaul the A650 Friction Brake Systems in the amount of \$1,859,000 and Option for the HPT Brake Actuator overhaul in the amount of \$998,400 for a total Not-To-Exceed Contract amount of \$2,857,400. The period of performance is for 60 months, February 10, 2017 to February 10, 2022.

B. Price/Cost Analysis

The recommended price for the HPT Actuator overhaul is based on an Option price within the existing Contract. The Option price of \$998,400 was determined to be fair and reasonable based on cost analysis at time of award in February 2017. To validate the price reasonableness of the Option price staff performed a market survey, price analysis, Independent Cost Estimate (ICE) and technical analysis. Based on that analysis staff has determined that the Option price is fair and reasonable.

The recommended modification price of \$723,892 for overhaul of the D-4-S Air Compressor Assemblies has been determined to be fair and reasonable based on cost analysis, technical analysis and comparison to the Independent Cost Estimate (ICE).

Item	Proposal Amount	Metro ICE	Negotiated Amount
HPT Actuator Overhaul; Exercise Option 2	\$998,400.00	\$998,400.00	NA
D-4-S Air Compressor Assemblies; Contract Modification No. 5	\$723,892.00	\$724,000.00	NA

DEOD SUMMARY

A650 FRICTION BRAKE OVERHAUL/CONTRACT NO. MA6274900

A. Small Business Participation

Wabtec Passenger Transit made a 5% Small Business Enterprise (SBE) commitment. The project is 29% complete and Wabtec is currently exceeding their commitment with 14.97% SBE participation.

SMALL BUSINESS COMMITMENT	5%SBE	SMALL BUSINESS PARTICIPATION	14.97% SBE
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	SBE Subcontractor	% SBE Commitment	% Current Participation
1.	Altech Services	5%	14.97%
	Total Commitment		14.97%

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. Prevailing Wage Applicability

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.

CONTRACT MODIFICATION/CHANGE ORDER LOG

A650 FRICTION BRAKE OVERHAUL/CONTRACT NO. MA6274900

Mod. No.	Description	Status (approved or pending)	Date	\$ Amount
1	No Cost Administrative Change	Approved	12/23/19	\$0
2	Authorized Long-Lead Material under the existing Total Contract Value \$1,859,000 for D-4-S Air Compressor Assembly Unit Overhauls	Approved	01/09/20	\$0
3	Authorized Long-Lead Material under the existing Total Contract Value for HPT Thread Assembly Unit Overhauls	Approved	01/09/20	\$0
4	Claim Settlement	Approved	02/06/20	\$0
5	Exercise Option 2 – HPT Brake Actuator (832 units)	Pending	Open	\$998,400.00
5	Approve Modification – D-4-S Air Compressor Assembly units	Pending	Open	\$723,892.00
	Modification Total:			\$1,722,292.00
	Original Contract Value:		01/19/17	\$1,859,000.00
	Revised Total Contract Value:			\$3,581,292.00



Board Report

File #: 2020-0070, File Type: Contract

Agenda Number: 17.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE MARCH 19, 2020

SUBJECT: PURCHASE OF THREE 35 TON TOW TRUCKS

ACTION: APPROVE CONTRACT

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a firm fixed price contract OP66644000 to Los Angeles Truck Centers, LLC the lowest responsive and responsible bidder for three (3) 35-ton tow trucks for a firm fixed price of \$1,069,966.24 inclusive of sales tax.

ISSUE

The existing tow truck fleet has been in operations for 17 years; due to usage and deterioration throughout the years the fleet is in need of replacement. The tow trucks are rotated between 11 operating divisions.

BACKGROUND

The tow trucks are mainly used for towing and recovery of Metro buses assigned to 11 bus operating divisions, and for training purposes at Metro's Central Maintenance Facility. These trucks are required to support directly operated bus operations throughout the Metro system which includes over 2,300 buses.

DISCUSSION

The three new tow trucks will replace trucks that have been in operation since 2003. In the last few years, these trucks have experienced reduced reliability and have now surpassed their useful life and require replacement. The purchase of these three 35-ton tow trucks will provide the Metro Bus Operations and Metro Bus Maintenance Departments with the necessary equipment for the consistent, timely and effective support and maintenance of Metro bus fleet for the next 12-15 years.

The recommended bidder, Los Angeles Truck Centers, has its operating and headquarter facility in Los Angeles County, in the city of Whittier, California. Metro's Diversity and Economic Opportunity Department (DEOD) did not establish a goal for this solicitation and a search of the Small/Disabled Veteran Business Enterprise (SBE/DVBE) directories revealed there are no certified SBE/DVBE firms that can supply these vehicles.

DETERMINATION OF SAFETY IMPACT

The approval of this recommendation will have positive impact on safety as the new tow trucks will maximize operator safety. Due to newer and more stringent emission standards, the new tow trucks will improve Metro's carbon footprint throughout Los Angeles County.

FINANCIAL IMPACT

The funding of \$1,069,966.24 is included in Cost Center 3790, Maintenance Administration; Project 208604, FY20 Non-Revenue Vehicles and Equipment; Account 53106, Acquisition of Service Vehicle.

Since this is a multi-year project, the cost center manager and Chief Operating Officer will ensure that all related costs are budgeted in future Fiscal Years.

Impact to Budget

The current source of funds for this action is Transportation Development Act (TDA) Article 4. Using this funding source maximizes the project funding allocations allowed by approved provisions and guidelines.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

The recommendation supports the following Metro Strategic Plan Goal 2) Providing outstanding trip experiences for all. New tow trucks improve safety and enhance the ability to respond to downed buses and continue delivering world-class bus service.

ALTERNATIVES CONSIDERED

Staff does not recommend leasing equipment and/or contracting out tow services as this is an in-house task currently performed by ATU contract personnel. Contracting out this service would conflict with the current Metro/ATU Collective Bargaining Agreement. Additionally, the cost of towing services for one tow truck would equal or exceed the full purchase price of one tow truck in the first five years of operation.

The alternative of retaining the existing tow truck fleet for primary tow services is not recommended. Diminished reliability, high maintenance costs and frequent repairs over the past several years has rendered the use of the existing tow truck fleet a poor alternative for continued operation.

Not purchasing the recommended tow trucks will significantly reduce Metro's ability to effectively provide world-class transportation for all.

NEXT STEPS

Upon Board approval, the vendor will begin the manufacturing process and provide Metro with a production schedule to identify milestones consistent with the scheduled delivery of the equipment 12 months after the award of the contract.

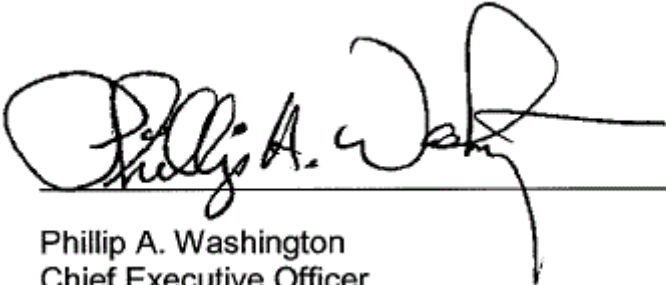
ATTACHMENTS

Attachment A - Procurement Summary

Attachment B - DEOD Summary

Prepared by: Adam Robertson, Senior Director, Non-Revenue fleet Maintenance (562) 658-0231

Reviewed by: James T. Gallagher, Chief Operations Officer, (213) 418-3108
Debra Avila, Chief Vendor/Contract Management Officer, (213) 418-3051



Phillip A. Washington
Chief Executive Officer

PROCUREMENT SUMMARY

35 TON TOW TRUCKS / CONTRACT NO. OP66644000

1.	Contract Number: OP66644000	
2.	Recommended Vendor: Los Angeles Truck Centers, LLC	
3.	Type of Procurement (check one): <input checked="" type="checkbox"/> IFB <input type="checkbox"/> RFP <input type="checkbox"/> RFP-A&E <input type="checkbox"/> Non-Competitive <input type="checkbox"/> Modification <input type="checkbox"/> Task Order RFIQ	
4.	Procurement Dates:	
	A. Issued: 11/27/19	
	B. Advertised/Publicized: 11/29/19	
	C. Pre-Proposal Conference: 12/5/19	
	D. Bids Due: 1/8/2020	
	E. Pre-Qualification Completed: 1/24/2020	
	F. Conflict of Interest Form Submitted to Ethics: 1/8/2020	
	G. Protest Period End Date: 3/19/2020	
5.	Solicitations Picked up/Downloaded: 16	Bids/Proposals Received: 4
6.	Contract Administrator: Aryani L. Guzman	Telephone Number: 213-922-1387
7.	Project Manager: Adam Robertson	Telephone Number: 562-658-0231

A. Procurement Background

This Board Action is to approve Contract No. OP66644000 issued to procure three (3) 35-Ton Tow Trucks to support Metro's Bus Operations. Board approval of contract award is subject to resolution of any properly submitted protest.

An Invitation for Bid (IFB) No. OP66644 was issued in accordance with Metro's Acquisition Policy and the contract type is a Firm Fixed Price.

Two (2) amendments were issued during the solicitation phase of this IFB:

- Amendment No. 1, issued December 9, 2019; to add additional site visit for potential bidders;
- Amendment No. 2, issued December 24, 2019; to revise technical requirements;

A total of four (4) Bids were received on January 8, 2020.

B. Evaluation of Bids

This procurement was conducted in accordance and complies with LACMTA's Acquisition Policy for a competitive sealed bid. The four bids received are listed below in alphabetical order:

1. Los Angeles Truck Centers, LLC
2. TEC of California
3. Tow Industries Bid No. 1
4. Tow Industries Bid No. 2

All bidders were determined to be fully responsive and responsible to the bid requirements.

The firm recommended for award, Los Angeles Truck Centers, LLC, the lowest responsive and responsible bidder was found to meet all technical requirements and is in full compliance with the IFB's requirements.

C. Cost/Price Analysis

The recommended bid price from Los Angeles Truck Centers, LLC has been determined to be fair and reasonable based upon adequate price competition, Independent Cost Estimate (ICE), price analysis, and competitive bids.

Bidder Name	Bid Amount	Metro ICE
Los Angeles Truck Centers, LLC	\$1,069,966.24	\$1,110,000.00
Tow Industries Bid No. 1	\$1,083,456.00	
TEC of California	\$1,147,661.90	
Tow Industries Bid No. 2	\$1,149,056.36	

D. Background on Recommended Contractor

The Los Angeles Truck Centers, LLC has over 19 years of experience in providing Medium-to heavy-duty trucks, alternative fuel trucks, engines, CARB compliant trucks, and truck parts through-out California and Nevada. Los Angeles Truck Centers has its operating and headquarters facility in the Los Angeles County in the city of Whittier, California. Los Angeles Truck Centers also has operating facilities in the city of Long Beach, San Diego, Las Vegas, Ontario, Fontana, Carson, Hesperia, Sacramento, and Caruthers. Los Angeles Truck Centers is a subsidiary of Velocity Vehicle Group. Some of their customers include the Department of Justice with the Diesel and Emission Control System Contract for the Bureau of Prisons.

DEOD SUMMARY**35 TON TOW TRUCKS / CONTRACT NO. OP66644000****A. Small Business Participation**

The Diversity and Economic Opportunity Department (DEOD) did not establish a goal for this solicitation. This procurement is for the purchase of three (3) 35-ton tow trucks to replace vehicles in Metro's current fleet that supports bus operations. A search of the Small/Disabled Veteran Business Enterprise (SBE/DVBE) directories revealed there are no certified SBE/DVBE firms that can supply these vehicles.

B. Living Wage / Service Contract Worker Retention Policy Applicability

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

C. Prevailing Wage Applicability

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. Project Labor Agreement/Construction Careers Policy is applicable only to construction contracts that have a construction contract value in excess of \$2.5 million.



Board Report

File #: 2020-0115, File Type: Contract

Agenda Number: 18.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE MARCH 19, 2020

SUBJECT: PURCHASE OF THIRTY 1-TON UTILITY TRUCKS

ACTION: APPROVE CONTRACT

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a firm fixed price contract under IFB OP67225 to Theodore Robins Ford the lowest responsive and responsible bidder for thirty (30) 1-ton utility trucks for a firm fixed price of \$1,417,782.25 inclusive of sales tax, subject to the resolution of any submitted protest(s).

ISSUE

This procurement is for the replacement of 20 Metro owned and operated one-ton utility trucks currently operating in support of Bus and Rail Operations that have exceeded the Metro vehicle replacement policy of 12 years and/or 150,000 miles. Included in this procurement are an additional ten 10 one-ton utility trucks that will support maintenance activities on the Crenshaw light rail line extension including track, traction power and signals maintenance; station custodial services; and Crenshaw Rail Facility (Division 16) facilities maintenance.

BACKGROUND

Metro currently operates a utility truck fleet of over 240 vehicles. This fleet is used to support maintenance activities of various Metro departments throughout the County including bus and rail operating divisions/facilities, custodial services, rail maintenance of way, environmental services, rail fleet services and bus stops and zones.

DISCUSSION

The 20 new utility trucks will replace trucks that have been in operation since 2000. In the last few years, these trucks have experienced reduced reliability and have now surpassed their useful life and require replacement. Ten of these utility trucks will be used for Division 16 - Crenshaw. The utility trucks are needed to support the Crenshaw light rail line operating between the Green Line at Aviation/Century and Expo Line at Exposition/Crenshaw, a distance of 8.5 miles of tandem track. The specific use of these trucks will be for track inspection, signal inspection, traction power, rail fleet

services, and rail facilities maintenance. The purchase of these (30) 1-ton utility trucks will provide Metro the necessary equipment for consistent, timely and effective support of Metro bus and rail infrastructure for the next 12-15 years.

In addition, Metro is implementing a Non-Revenue Fleet Electric Utility Truck Pilot Project consisting of the purchase, deployment and field testing of 6 electric utility trucks. Three of the six electric utility trucks will be deployed to Metro's Maintenance of Way (Location 64) where EV chargers are currently installed and ready for use. The remaining three electric utility trucks will be deployed to Division 15's Facility Maintenance Department. The purchase and deployment of these trucks will aid in further reducing Metro's carbon footprint and advance Metro's use EV's at Rail and Bus Operating Divisions. The introduction of 6 electric utility trucks into the Non-Revenue fleet demonstrates Metro's commitment to reducing Greenhouse Gas (GHG) emissions and advancement of a comprehensive clean fuels program. Upon successful completion of the EV pilot program, Metro will accelerate the use of electric trucks in other bus and rail support locations.

DETERMINATION OF SAFETY IMPACT

The purchase of new utility trucks will provide Metro with current state-of-the-art utility trucks that maximize operator safety and due to newer and more stringent emission standards, will reduce LA Metro's carbon footprint throughout Los Angeles County.

FINANCIAL IMPACT

Funding of \$1,417,782.25 for 30 utility trucks is included in the Life of Project (LOP) budget of Project 208604, FY20 Non-Revenue Vehicles, and Project 860512, Crenshaw Pre-Revenue Service. The delivery of the vehicles are scheduled up to 12 months after the date of award.

Impact to Budget

The current source of funds for this action are Transportation Development Act Article 4 and Measure R bus and rail operating funds. Using these funding sources maximizes the project funding allocations allowed by approved provisions and guidelines.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

The recommendation supports Metro Strategic Plan Goal 5) Provide responsive, accountable, and trustworthy governance within the Metro organization. New utility trucks will minimize vehicle maintenance needs, improve safety, and reduce Metro's carbon footprint.

ALTERNATIVES CONSIDERED

Staff does not recommend leasing utility truck equipment as this is not feasible for the duty cycle the utility trucks endure. The alternative of retaining the existing utility trucks is also not recommended. Diminished reliability, high maintenance costs and frequent repairs over the past several years has rendered the use of these existing utility trucks a poor alternative for continued operation. Not purchasing the recommended utility trucks will significantly reduce Metro's ability to effectively

provide world-class transportation for all.

NEXT STEPS

Upon Board approval, the vendor will begin the manufacturing process and provide Metro with a production schedule to identify milestones consistent with the scheduled delivery of the equipment up to 12 months after the award of the contract.

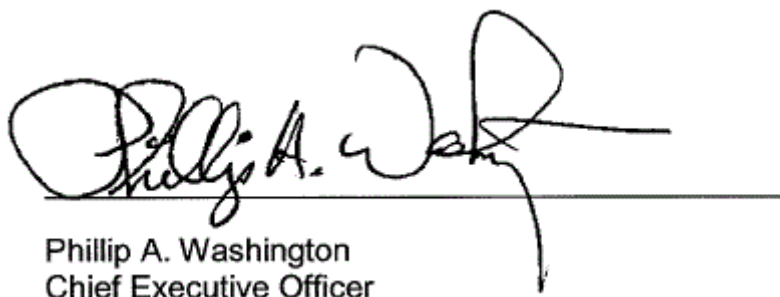
ATTACHMENTS

Attachment A - Procurement Summary

Attachment B - DEOD Summary

Prepared by: Adam Robertson, Senior Director Non-Revenue Fleet Maintenance, (562) 658-0231

Reviewed by: James T. Gallagher, Chief Operations Officer, (213) 418-3108
Debra Avila, Chief Vendor Contract Management Officer, (213) 418-3051



Phillip A. Washington
Chief Executive Officer

PROCUREMENT SUMMARY

ONE TON UTILITY TRUCKS / CONTRACT NO. OP67225000

1.	Contract Number: OP67225000	
2.	Recommended Vendor: Theodore Robins Ford	
3.	Type of Procurement (check one): <input checked="" type="checkbox"/> IFB <input type="checkbox"/> RFP <input type="checkbox"/> RFP-A&E <input type="checkbox"/> Non-Competitive <input type="checkbox"/> Modification <input type="checkbox"/> Task Order RFIQ	
4.	Procurement Dates:	
	A. Issued: 12/13/19	
	B. Advertised/Publicized: 12/13/19	
	C. Pre-Proposal Conference: 12/19/19	
	D. Bids Due: 1/16/2020	
	E. Pre-Qualification Completed: 2/19/20	
	F. Conflict of Interest Form Submitted to Ethics: 2/5/2020	
	G. Protest Period End Date: 4/16/2020	
5.	Solicitations Picked up/Downloaded: 15	Bids/Proposals Received: 4
6.	Contract Administrator: Aryani L. Guzman	Telephone Number: 213-922-1387
7.	Project Manager: Adam Robertson	Telephone Number: 562-658-0231

A. Procurement Background

This Board Action is to approve Contract No. OP67225000 issued to procure thirty (30) One Ton Utility Trucks to support Metro's Bus and Rail Operations. Board approval of contract award is subject to resolution of any properly submitted protest.

An Invitation for Bid (IFB) No. OP67225 was issued in accordance with Metro's Acquisition Policy and the contract type is a Firm Fixed Price.

A total of four (4) Bids were received on January 16, 2020.

B. Evaluation of Bids

This procurement was conducted in accordance and complies with LACMTA's Acquisition Policy for a competitive sealed bid. The four bids received are listed below in alphabetical order:

1. Elite Auto Network
2. Fritts Ford
3. Penske Chevrolet
4. Theodore Robins Ford

All bidders were determined to be fully responsive and responsible to the bid requirements.

The firm recommended for award, Theodore Robins Ford, the lowest responsive and responsible bidder was found to meet all technical requirements and is in full compliance with the IFB's requirements.

C. Price Analysis

The recommended bid price from Theodore Robins Ford has been determined to be fair and reasonable based adequate price competition and comparison to Metro's Independent Cost Estimate (ICE).

Bidder Name	Bid Amount	Metro ICE
Theodore Robins Ford	\$1,417,782.25	\$1,505,000.00
Fritts Ford	\$1,475,719.52	
Penske Chevrolet	\$1,786,148.91	
Elite Auto Network	\$2,076,522.27	

D. Background on Recommended Contractor

Theodore Robins Ford has over 60 years of experience in providing Medium to heavy-duty trucks. Theodore Robins Ford has its operating and headquarters facility in Orange County in the city of Costa Mesa, California. Theodore Robins Ford has been operating since 1923. Metro has previously awarded contracts to Theodore Robins Ford and their performance has been satisfactory.

DEOD SUMMARY

ONE TON UTILITY TRUCKS / CONTRACT NO. OP67225000

A. Small Business Participation

The Diversity and Economic Opportunity Department (DEOD) did not recommend a Small/Disabled Veteran Business Enterprise (SBE/DVBE) participation goal for this procurement. A search of the Small/Disabled Veteran Business Enterprise (SBE/DVBE) directories revealed there are no certified SBE/DVBE firms that supply these vehicles.

B. Living Wage / Service Contract Worker Retention Policy Applicability

The Living Wage / Service Contract Worker Retention Policy (LW/SCWRP) is not applicable to this contract.

C. Prevailing Wage Applicability

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. Project Labor Agreement/Construction Careers Policy is applicable only to construction contracts that have a construction contract value in excess of \$2.5 million.



File #: 2020-0186, File Type: Contract

Agenda Number:

REVISED
OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
MARCH 19, 2020

SUBJECT: WASTE MANAGEMENT SERVICES

ACTION: APPROVE CONTRACT AWARD

RECOMMENDATION

CONSIDER:

AUTHORIZING the Chief Executive Officer to:

- A. Award an indefinite delivery indefinite quantity Contract No. OP1484230003367 to American Reclamation, Inc. to provide waste management services throughout Metro B Line (Red), Metro G Line (Orange), Pasadena L Line (Gold) and various bus and rail locations within the geographical area, specified as the North Region, for a not-to-exceed amount of \$3,904,317 for the five-year base period, and \$1,571,479 for the one, two-year option term, for a combined not-to-exceed amount of \$5,475,796, effective ~~March 1, 2020 through February 28, 2027~~ **April 1, 2020 through March 31, 2027**, subject to resolution of protest(s), if any.
- B. Award an indefinite quantity/delivery Contract No. OP1484240003367 to American Reclamation, Inc. to provide waste management services throughout Metro A Line (Blue), Metro C Line (Green), E Line (Expo), Gateway Headquarters Building and various bus and rail locations within the geographical area, specified as the South Region, for a not-to-exceed amount of \$3,218,989 for the five-year base period, and \$1,325,033 for the one, two-year option term, for a combined not-to-exceed amount of \$4,544,022, effective ~~March 1, 2020 through February 28, 2027~~ **April 1, 2020 through March 31, 2027**, subject to resolution of protest(s), if any.

ISSUE

The existing waste management services contract will expire on ~~July 31, 2020~~ **October 31, 2020**. To continue providing the required integrated waste management services, two new regional contract awards are required effective ~~March 1, 2020~~ **April 1, 2020**. This action is necessary to allow the incoming contractor sufficient time to acquire new trash and recycling bins for all Metro facilities.

BACKGROUND

On October 25, 2012, Metro Board of Directors authorized the Chief Executive Officer to award a seven-year, Contract No. PS11064106R to Consolidated Disposal Service, the lowest responsive and responsible bidder for waste management services in an amount not to exceed \$6,993,296 effective December 1, 2012.

To avoid service interruptions and continue providing these critical services, two (2) new contract awards are required effective ~~March 1, 2020~~ **April 1, 2020**.

DISCUSSION

The existing waste management services contract is being replaced with two new regional service contracts split geographically. This action is necessary to expand opportunities for small business participation while maintaining service efficiency and continuity.

The existing contract includes transport and recycling or disposal of solid waste from Metro facilities, provides roll-off containers and dumpsters, and submittal of monthly diversion reports. Most containers are serviced on a regular schedule while others are on an on-call as-needed basis.

Improved diversion is one of many ways that Metro is striving to reduce its environmental impact. These two new contracts are an integral part of Metro's Environmental Management System. The contractor will support the Environmental Compliance and Services unit of the Transit Project Delivery department in education and waste disposal change efforts with front-line employees at all Metro operating facilities. In addition, the contractor will provide on-going analysis of Metro's efforts to reduce landfill waste and improve in-house recycling programs to exceed waste diversion requirements.

Currently, all local government organizations in California are required to divert at least 50% of their waste from landfills. To meet this requirement, Metro's trash-hauling contractor separates and recycles suitable materials from waste materials it collects from all Metro operating, support, office, and passenger facilities. These contracts set goals to improve and exceed the 50% waste diversion requirements over the next seven-years.

The existing contract is due to expire July 31, 2020. However, the two new contracts are required effective ~~March 1, 2020~~ **April 1, 2020**. This action is necessary to allow the outgoing contractor sufficient time to perform all necessary administrative processes associated with contract closeout, and to provide the incoming contractor ample time to acquire new trash and recycling bins for all Metro facilities.

The Diversity and Economic Opportunity Department (DEOD) established a 7% Small Business Enterprise (SBE) and 3% Disabled Veteran Business Enterprise (DVBE) goal for this solicitation. American Reclamation made a 7% SBE and 3% DVBE participation commitment for each of the North region and the South region contracts.

DETERMINATION OF SAFETY IMPACT

Timely and efficient removal of trash and recycling are important elements of a safe and responsible waste management program.

FINANCIAL IMPACT

The FY20 budget for waste management services is \$941,600, contained in Cost Center 8370 - Contracts and Administration, account 50308 - Service Contract maintenance, in various Operating projects. Current waste management services contracts expire on July 31, 2020 (FY21). To allow for seamless transition to a new contractor and avoid contractual interruptions, this action will put the contract in place for FY21 implementation.

Since these are multi-year contracts, the cost center manager and Sr. Executive Officer, Maintenance and Engineering will be accountable for budgeting the all costs in future fiscal years.

Impact to Budget

The current source of funding for this action are State and Local sources including sales tax and fares. Using these funding sources maximizes the project funding allocations allowed by approved provisions and guidelines.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

This board action supports Strategic Goal 5: Provide responsive, accountable, and trustworthy governance within the Metro organization. Metro objectives for this contract are to increase efficiency, minimize costs, improve Metro's recycling and landfill diversion programs, reduce the amount of waste that Metro disposes and comply with all applicable Federal, State and Local laws.

ALTERNATIVES CONSIDERED

Staff considered providing this service through Metro in-house staff. This would require the hiring and training of additional personnel, purchase of additional equipment, vehicles, and supplies to support the expanded responsibility. Staff's assessment indicates that this is not a cost-effective option for Metro.

NEXT STEPS

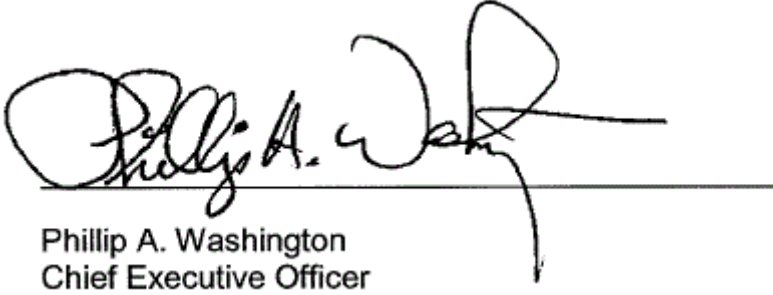
Upon approval by the Board, staff will execute Contracts OP1484230003367 and OP1484240003367 with American Reclamation, Inc. to provide integrated waste management services for the North and South Regions, respectively, effective ~~March 1, 2020~~ **April 1, 2020**.

ATTACHMENTS

Attachment A - Region Maps
Attachment B - Procurement Summary
Attachment C - DEOD Summary

Prepared by: Brady Branstetter, DEO, Facilities Maintenance, (213) 922-6767
Lena Babayan, Senior Director, Facilities Maintenance, (213) 922-6765

Reviewed by: James T. Gallagher, Chief Operations Officer, (213) 418-3108
Debra Avila, Chief, Vendor/Contract Management Officer, (213) 418-3051



Phillip A. Washington
Chief Executive Officer

ATTACHMENT A

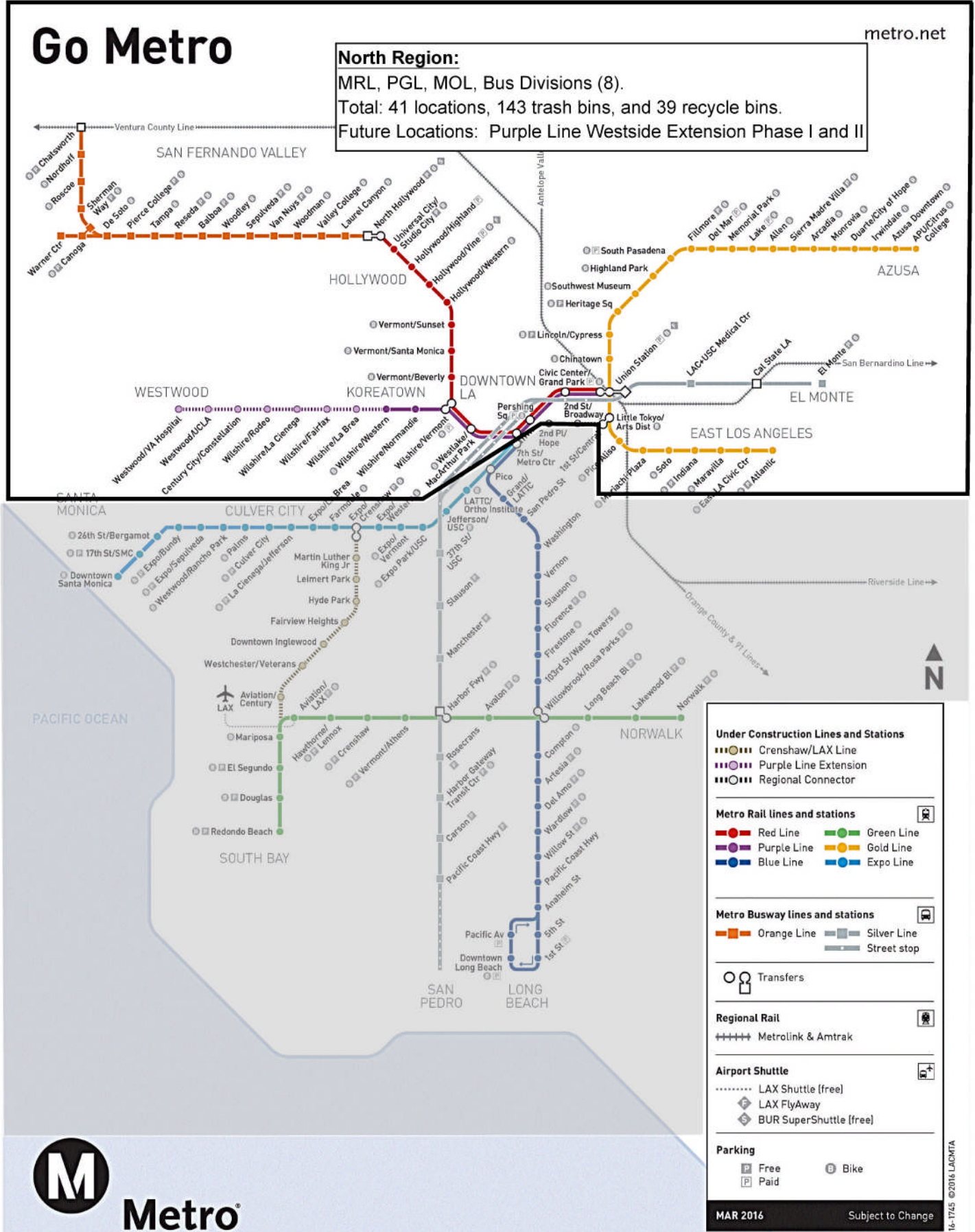
LIST OF SERVICE LOCATIONS

NORTH REGION

metro.net

Go Metro

North Region:
 MRL, PGL, MOL, Bus Divisions (8).
 Total: 41 locations, 143 trash bins, and 39 recycle bins.
 Future Locations: Purple Line Westside Extension Phase I and II



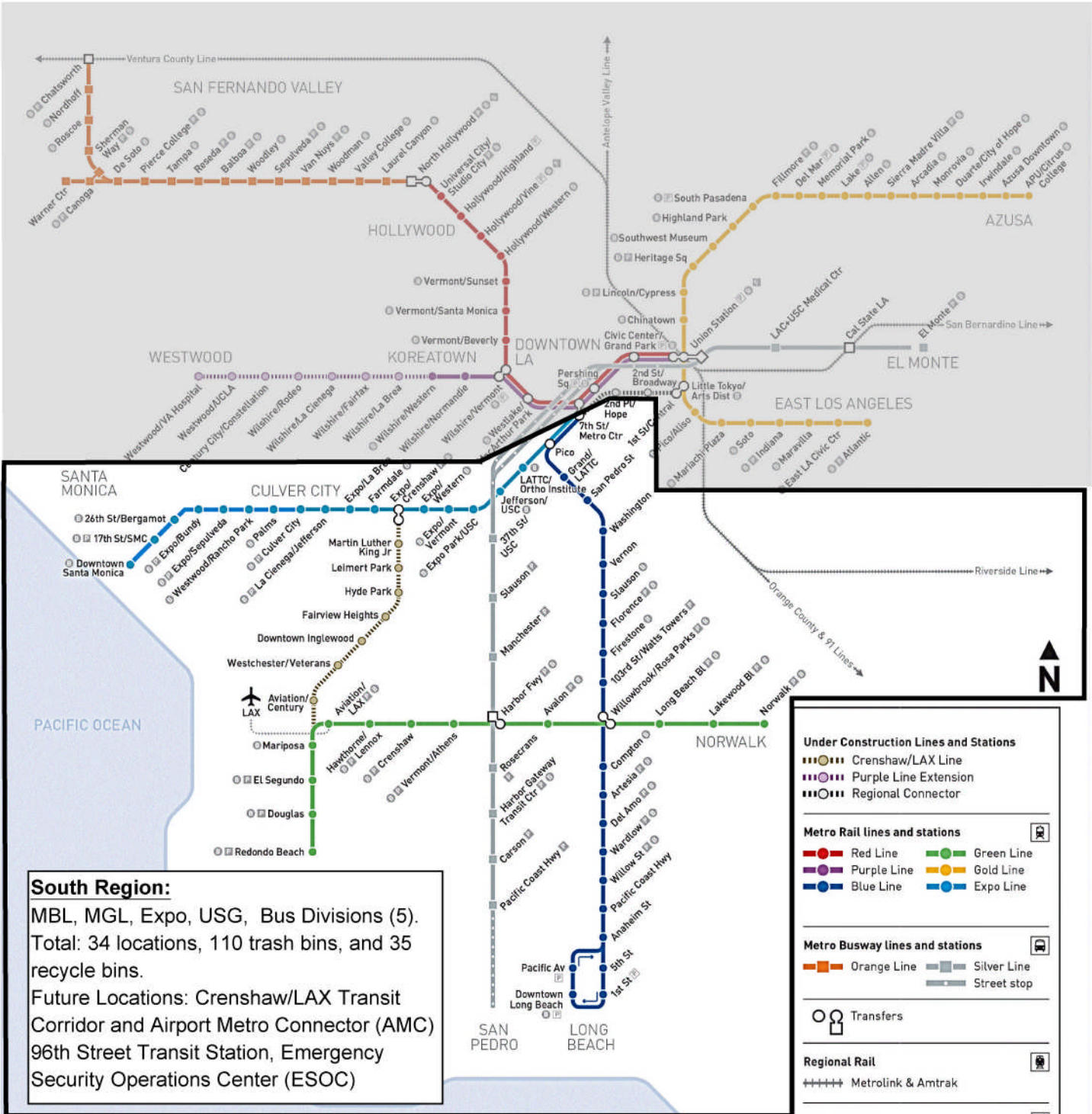
ATTACHMENT A

LIST OF SERVICE LOCATIONS

SOUTH REGION

Go Metro

metro.net



PROCUREMENT SUMMARY

WASTE MANAGEMENT SERVICES/
OP1484230003367 AND OP1484240003367

1.	Contract Number: A: OP1484230003367 (North Region) B: OP1484240003367 (South Region)	
2.	Recommended Vendor: A: American Reclamation, Inc. (North Region) B: American Reclamation, Inc. (South Region)	
3.	Type of Procurement (check one): <input checked="" type="checkbox"/> RFP <input type="checkbox"/> IFB <input type="checkbox"/> IFB-A&E <input type="checkbox"/> Non-Competitive <input type="checkbox"/> Modification <input type="checkbox"/> Task Order	
4.	Procurement Dates:	
	A. Issued: June 14, 2019	
	B. Advertised/Publicized: June 18, 2019	
	C. Pre-Proposal/Pre-Bid Conference: June 27, 2019	
	D. Proposals/Bids Due: July 31, 2019	
	E. Pre-Qualification Completed: December 5, 2019	
	F. Conflict of Interest Form Submitted to Ethics: December 2, 2019	
	G. Protest Period End Date: February 24, 2020	
5.	Solicitations Picked up/Downloaded: 19	Proposals Received: North Region: 2 Proposals Received: South Region: 2
6.	Contract Administrator: Rommel Hilario	Telephone Number: (213) 922-4654
7.	Project Manager: Alberto Garcia	Telephone Number: (213) 922-6760

A. Procurement Background

This Board Action is to approve the award of Contracts OP1484230003367 (North Region) and OP1484240003367 (South Region) to American Reclamation, Inc. to provide waste management services at various Metro facilities. Services include, but are not limited to, providing trash and recycling bins of various sizes, servicing trash and recycling bins at various frequencies and provide detailed reporting of trash and recycling efforts and activities. Board approval of contract awards are subject to resolution of any properly submitted protest.

On June 14, 2019, Request for Proposal (RFP) No. OP62840 was issued as a competitive procurement in accordance with Metro's Acquisition Policy. The proposed contract type is indefinitely quantity/delivery.

Two amendments were issued during the solicitation phase of this RFP:

- Amendment No. 1, issued on June 28, 2019, revised the Schedule of Quantities and Prices for the North and South Regions and List of Service Locations – South Region; and provided copies of the pre-bid conference material including sign-in sheets and the planholders' list;

- Amendment No. 2, issued on July 17, 2019, extended the proposal due date.

A Pre-Proposal Conference was held on June 27, 2019. A total of six participants attended representing four firms. There were 32 questions received and responses were provided prior to the proposal due date.

A total of two proposals each were received for the North and the South Regions, and are listed below in alphabetical order:

North Region

1. American Reclamation
2. Consolidated Disposal Services, LLC DBA Republic Services

South Region

1. American Reclamation
2. Consolidated Disposal Services, LLC DBA Republic Services

B. Evaluation of Proposals

The Proposal Evaluation Team (PET), consisting of staff from Environmental Services, General Services, and Facility Maintenance departments, was convened and conducted a comprehensive evaluation of the proposals received.

Proposals were evaluated based on the following evaluation criteria stated in the RFP:

Phase I – Minimum Qualification Evaluation: This is a pass/fail criteria. The evaluation focused on the experience of the Prime Contractor in providing integrated waste management services. Further, state issued licenses, certifications and permits were validated. Firms that pass each Minimum Qualification shall be considered within the competitive range for further evaluation.

Phase II – Technical Evaluation: Technical proposals were evaluated in accordance with the following evaluation criteria and associated weights:

- | | |
|--|-----|
| • Price | 30% |
| • Workplan | 45% |
| • Degree of Skills – Firm and Personnel Experience | 25% |

The evaluation criteria are appropriate and consistent with criteria developed for similar waste management services procurements.

The PET reconvened and determined that all proposals passed the Phase I evaluation and were within the competitive range. The proposers were therefore invited to make oral presentations on September 13, 2019. The firms' project managers and key team members had an opportunity to present each team's qualifications and respond to the PET's questions.

In general, each team's presentation described the composition of the team and the roles and responsibilities of each team member; explained the proposed staffing for the North and South regions as well as the basis of work assignments at each division/facility in relation to Statement of Work requirements. Further, the teams were asked to discuss that specific type of equipment proposed to be dedicated to the contract and procedures for hauling and recycling of waste.

Summary of Firms within the Competitive Range

American Reclamation, Inc.

American Reclamation, Inc. (American Reclamation) is a full service, solid waste hauling company that specializes in waste collection, disposal, and recycling and diversion program. It also conducts on-site waste audits and establishes recycling programs for its clients. American Reclamation is a family-owned and operated business which has been in the waste hauling industry since 1945. Existing clientele include the Department of Public Works of the Cities of El Monte, Glendale, Burbank, Pasadena, Santa Monica and the unincorporated cities of the Los Angeles County, Los Angeles Unified School District, Bureau of Street Services of the City of Los Angeles, California Department of Transportation, Mt. San Antonio Community College, Montebello Unified School District.

Consolidated Disposal Services, LLC dba Republic Services

Consolidated Disposal Services, LLC dba Republic Services, Inc. (Republic) is located in Long Beach, California. It has been in business for over 50 years providing solid waste collection, recycling, and disposal services. Republic provides services to 2,700 municipalities nationwide, including 50 communities across Southern California. Customers consist of residential and commercial clients including single and multi-family unit residences, small business, healthcare facilities, retail establishments and construction sites. Republic is Metro's current provider for waste management services.

The following is a summary of the final scores:

North Region

1	FIRM	Average Score	Factor Weight	Weighted Average Score	Rank
2	AMERICAN RECLAMATION				
3	Price	100.0	30%	30.0	
4	Workplan	82.7	45%	37.2	
5	Degree of Skills – Firm and Personnel Experience	86.8	25%	21.7	
6	Total		100.00%	88.9	1
7	CONSOLIDATED DISPOSAL SERVICES, LLC DBA REPUBLIC SERVICES				
8	Price	86.7	30%	26.0	
9	Workplan	75.8	45%	34.1	
10	Degree of Skills – Firm and Personnel Experience	76.4	25%	19.1	
11	Total		100.00%	79.2	2

South Region

1	FIRM	Average Score	Factor Weight	Weighted Average Score	Rank
2	AMERICAN RECLAMATION				
3	Price	100.0	30%	30.0	
4	Workplan	82.7	45%	37.2	
5	Degree of Skills – Firm and Personnel Experience	86.8	25%	21.7	
6	Total		100.00%	88.9	1
7	CONSOLIDATED DISPOSAL SERVICES, LLC DBA REPUBLIC SERVICES				
8	Price	93.3	30%	28.0	

9	Workplan	75.8	45%	34.1	
10	Degree of Skills – Firm and Personnel Experience	76.4	25%	19.1	
11	Total		100.00%	81.2	2

C. Cost/Price Analysis

North Region

The recommended price has been determined to be fair and reasonable based upon adequate competition, an independent cost estimate (ICE), fact finding, cost analysis, and technical evaluation. The ICE is 13% lower than the recommended award amount due to new environmental laws and restrictions and current recycling marketing conditions which differed from the existing historical pricing used to develop Metro's ICE, thus resulting in a higher recommended price.

BIDDER	AMOUNT	METRO ICE	AWARD AMOUNT
American Reclamation	\$5,475,796	\$4,769,058	\$5,475,796
Consolidated Disposal Services, LLC dba Republic Services	\$6,234,293		

South Region

The recommended price has been determined to be fair and reasonable based upon adequate competition, an independent cost estimate, fact finding, cost analysis, and technical evaluation. The ICE is 20% lower than the award amount due to new environmental laws and restrictions and current recycling marketing conditions which differed from the existing historical pricing used to develop Metro's ICE, thus resulting in a higher recommended price.

BIDDER	AMOUNT	METRO ICE	AWARD AMOUNT
American Reclamation	\$4,649,889.38	\$3,640,214.67	\$4,544,022
Consolidated Disposal Services, LLC dba Republic Services	\$4,962,276.61		

D. Background on Recommended Contractor

The recommended firm, American Reclamation, Inc. (American Reclamation), is headquartered in Los Angeles, CA. It is a full-service solid waste collection and recycling company that has been providing quality service in the greater Los Angeles area for over 50 years. American Reclamation runs a fleet of CNG-powered front-loading refuse collection, roll-off and long-haul flatbed trucks. In addition, it owns and operates a 4-acre major recycling facility located near the 5 and 134 freeway interchange. The facility, which diverts over 180,000 tons from the landfill each year, includes a buy-back recycling center, receipt and processing of haul loads and construction and demolition debris, recycling of commercial sector materials and e-Waste drop-off.

American Reclamation was Metro's waste collection and recycling provider during July 2002 through February 2013, and their performance was satisfactory.

DEOD SUMMARY

**WASTE MANAGEMENT SERVICES/
OP1484230003367 AND OP1484240003367**

A. Small Business Participation

The Diversity and Economic Opportunity Department (DEOD) established a 7% Small Business Enterprise (SBE) goal and 3% Disabled Veteran Business Enterprise (DVBE) goal for each region in this solicitation. American Reclamation, Inc. made a 7% SBE and 3% DVBE commitment for each region.

Small Business Goal	7% SBE 3% DVBE	Small Business Commitment	7% SBE 3% DVBE
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A1. North Region: American Reclamation, Inc. (Prime)

SBE Subcontractors		% Committed
1.	Urban Graffiti Enterprise, Inc.	7%
Total Commitment		7%

DVBE Subcontractors		% Committed
1.	Sam Scully Staffing DBE Indigo Staffing	3%
Total Commitment		3%

Small Business Goal	7% SBE 3% DVBE	Small Business Commitment	7% SBE 3% DVBE
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A2. South Region: American Reclamation, Inc. (Prime)

SBE Subcontractors		% Committed
1.	Urban Graffiti Enterprise, Inc.	7%
Total Commitment		7%

DVBE Subcontractors		% Committed
1.	Sam Scully Staffing DBE Indigo Staffing	3%
Total Commitment		3%

B. Living Wage and Service Contract Worker Retention Policy Applicability

The Living Wage and Service Contract Worker Retention Policy (LW/SCWRP) is not applicable on this contract.

C. Prevailing Wage Applicability

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. Project Labor Agreement/Construction Careers Policy is applicable only to construction contracts that have a construction contract value in excess of \$2.5 million.



Board Report

File #: 2020-0169, **File Type:** Informational Report

Agenda Number: 21.

**OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE
EXECUTIVE MANAGEMENT COMMITTEE
MARCH 19, 2020**

SUBJECT: MONTHLY UPDATE ON TRANSIT SAFETY AND SECURITY PERFORMANCE

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE Transit Safety and Security Report.

ISSUE

This report reflects January 2020 performance data as reported under the transit policing deployment strategy which is a combination of in-house fare compliance officers, private security for fixed assets and a multi-agency law enforcement deployment strategy by the Los Angeles Police Department (LAPD), Los Angeles County Sheriff's Department (LASD), and Long Beach Police Department (LBPD). The information in this report summarizes Crimes Against Persons, Crimes Against Property, and Crimes Against Society data under Uniform Crime Reporting (UCR) Program, average emergency response times, assaults on bus operators, and Metro's fare compliance and homeless outreach efforts. The Six Key Performance Indicators (KPI) are Uniform Crime Reporting guidelines, Average Emergency Response Times, Percentage of Time Spent on the System, Ratio of Staffing Levels vs Vacant Assignments, Ratio of Proactive vs Dispatched Activity, and Number of Grade Crossing Operations.

BACKGROUND

UCR is a National Incident-Based Reporting System from the US Department of Justice. It captures crime offenses in one of three categories: Crimes Against Persons, Crimes Against Property, and Crimes Against Society.

DISCUSSION

DEPLOYMENT ANALYSIS AND FORMULA DEVELOPMENT

The System Security and Law Enforcement (SSLE) is currently reviewing its deployment practices and developing strategies to achieve a higher felt presence on the system with existing resources. This assessment includes conducting an in-depth deployment analysis of where all levels of security and law enforcement are deployed. We are working with our law enforcement partners to understand their deployment strategies, assess their effectiveness, and enhance accountability where needed. A

portion of this analysis will seek to develop a security personnel formula to support the continued expansion of Metro's transportation system. This formula will factor in mileage and number of bus/rail stops. We will report back to the Board with updates on these efforts. Our top priority is to provide a safe experience for our customers, and we will be able to achieve that by making the best use of our law enforcement resources.

NATIONAL CRIME VICTIMIZATION SURVEY

As requested by Board Chair Butts, staff has convened a working group with Metro's Survey Team to explore the idea of implementing a National Crime Victimization Survey (NCVS). Staff has drafted a survey based on the NCVS methodology and it's being reviewed internally by management. Once the draft has been approved internally, staff will report back to the Board with a proposed plan, cost, and schedule.

COMPLIANCE - MPV UPDATE

In October 2019, Los Angeles Metro executed Modification No. 8 with Axiom Xcell, Inc. (Contractor) under Contract No. PS30203139 (TAP Mobile Phone Validator Application), to extend the period of performance and proceed with implementing new enhanced features to improve functionalities and capabilities for the Mobile Phone Validator (MPV) used by fare compliance officers.

One of the new enhancement features is designed to increase safety by displaying the location of law enforcement and fare compliance officers, and support SSLE's Compliance team with monitoring contract compliance. Currently, the upgrade has not met expectations. The MPV Mobile Device Management system should locate the MPV devices in real-time. If the new MPV Mobile Device Management system functions as designed, it could improve device management and resource tracking. It will report and display an animation of the officer's route/path and activity on to a map region between specified times.

In January 2020, Metro staff moved forward with implementing a 3.0 version test pilot program over 4 days and on 10 officers. The pilot program was to mitigate unforeseen software and server ITS bugs, before fully integrating and reprogramming 211 MPV devices from the 2.0 version to the new 3.0 version. Metro staff completed the pilot program, reprogrammed a total of 211 MPV devices, and issued a total of 50 MPV devices with version 3.0 to Metro Transit Security officers without interrupting their fare compliance operations.

In February 2020, Metro staff moved forward with the second phase of reprogramming an additional 266 MPV devices in preparation for issuing them to Metro's contracted law enforcement officers. Currently, Metro staff has issued an additional 13 devices to Metro Transit Security, 162 devices to LAPD, prepared 19 devices for LBPD, and continues to reprogram 233 MPV devices in preparation for LASD. Concurrently, Metro staff continues to meet weekly with Axiom to discuss issues and review progress of the new features.

The goal is to be able to search and display on a map, real-time or historically, variables on personnel names, deployment watch, and location, and allow data retrieval of dates going back six

months to a year. When utilizing these features, they should reflect the queried variables and generate reports. Map information should be translated into a format compatible with Google Chrome for future review to support monitoring contract compliance.

As the devices are being reprogrammed and field tests continue, SSLE will determine if the upgrade is effective. The design of the current dashboard is slow and labor intensive to draw information on accountability. SSLE will work with the vendor to ensure contract compliance and determine if the upgrade will meet the compliance, and accountability requirements needed.

Based on the modification's list of milestones, the enhancement features related to the Map are anticipated to be completed by July 24th and July 31st, 2020. We will update the Board on progress or setbacks.

HOMELESS OUTREACH SERVICES

Dream Center

The Dream Center is a Los Angeles faith-based organization. The mission of the Dream Center is “to connect broken people to a community of support by providing free resources and services that address immediate and long-term needs in the areas of homelessness, hunger, poverty, addiction, abuse, education, and human trafficking.” The Dream Center provides “opportunities for people to rebuild and transform their lives through the Center’s tools, education programs, and support through various community programs. All services are free of charge.”

The Dream Center’s leadership is committed to partnering with Los Angeles Metro to assist in reducing the number of homeless persons on Metro’s system while providing responsive, coordinated services to the unsheltered on Metro’s system. The Dream Center has the expertise and resources to provide immediate aid to homeless individuals in need 24-hour.

The Dream Center offers additional late-night resources to engage individuals suffering from addiction, cognitive struggles, or experiencing homelessness. These resources will enhance our ability to serve individuals forced off the system at the end of the line.

The expected launch of the pilot program will take place at Union Station during hours that trains shut down. They will work in tandem with our partner, PATH, LA DOOR, and law enforcement, to complement outreach at Union Station. If the concept proves successful, we will seek additional resources to provide services at subsequent end of the line stations. The Dream Center and Los Angeles Metro MOU is expected to be fully executed by mid-March.

PATH

PATH’s current level of staffing is 26 outreach workers and is down 14 workers. Two teams are deployed throughout the System. The Day team covers the system from 7 a.m. - 3:30 p.m. The Swing team covers the system from 3:00 a.m. - 11:30 a.m. Due to lack of staffing, there is no

coverage on Metro's system between the hours of 3:30 p.m. and 3:00 a.m. PATH is actively interviewing staff for both swing and day shifts. They are receiving applications through their website, epath.org.

L.A. DOOR Pilot Program

LA DOOR is a recidivism reduction & drug diversion unit within the Los Angeles City Attorney's office. LA DOOR is a comprehensive, health-focused, preventative approach that proactively engages individuals at elevated risk of returning to the Los Angeles City Attorney's Office. LA DOOR presents a new approach to addiction. Rather than waiting to charge new arrests, LA DOOR delivers peer-led multidisciplinary social services to "hotspot" locations. Union Station and MacArthur are two of the "hotspots."

A funding requirement of LA DOOR's grant is to provide consistent outreach to five locations; hence, Union Station and MacArthur Park are two of the locations that will receive LA DOOR outreach during a three-year period.

LA DOOR, in conjunction with PATH Outreach Teams and law enforcement, will convene to discuss outreach strategies beginning with deployment at Union Station. This concerted outreach is pending the MOU between Metro and the Dream Center being executed. Discussion with LA DOOR is in progress.

7-Day Homeless Count

The ground-breaking 7-day homeless count on Metro's system and properties is in the planning stage. The overarching objective is to count homeless persons on Metro's system and properties. The use of technology will be used to assist in the count, the analysis of data and tracking the presence of homeless persons on Metro's system in real-to-near-time.

This capability will enable the deployment of appropriate resources in a timely manner. Bus operators will have access to counting the homeless on the bus using an additional feature on buttons already in place on the buses. New fareboxes will also be used to collect tallies.

At present, the fareboxes are being upgraded.

Referral Definitions

As requested by Metro Director, Krekorian, staff has standardized the definition of referrals for LAPD, LASD, and LBPD. Our law enforcement partners will use the following definition for *referrals*: a contact that resulted in a positive connection to outreach workers or service providers. We will refer to *individuals contacted*, when information is provided on resources and services, but not accepted by the individual.

These revised definitions will be reflected in February's data set on the April board report.

SEXUAL HARASSMENT RESOURCES

Metro's partnership with Peace Over Violence (POV) commenced in December 2016 to provide a toll-free hotline for victims/Metro Transit customers who have experienced sexual harassment on our system. Staff is currently evaluating current practices to seek areas for improvement on how Metro can better support victims. As expressed by the Board Directors and after staff review, it's been recommended that Metro should update its sexual harassment messaging from callers contacting POV to instead contacting 911.

Currently, most of the calls POV receives are not sexual harassment-related. With this revised approach, law enforcement can respond to all calls, reducing response times, and determining if a crime has occurred. Those incidents of harassment that have not yet become a crime, SSLE will develop an incident intake using the Transit Watch mobile application for law enforcement to document incidents and share suspect information. SSLE will work with POV to develop sexual harassment training for officers to be provided at all roll calls. To improve our response to these incidents, it is imperative to provide first responders with training opportunities and tools to treat sexual harassment cases with sensitivity and a sense of urgency, such as effective techniques for victim interviews. Staff will report back to the Board with an update.

GRADE CROSSING & BUS LANE ENFORCEMENT MEDIA CAMPAIGN

Law enforcement officers enforce traffic regulations involving rail and bus rights-of-way and dedicated bus lanes with the additional responsibility of enforcing vehicle code violations committed in and around Metro buses that impact a bus operator's ability to safely operate the bus. Staff is working on developing and launching a media campaign to highlight the importance of safe grade crossing and proper use of bus lanes. Through this campaign, it will help improve public safety and support Metro's bus operators by clearing the bus lanes for their routes. Staff will provide updates as soon as a media plan is in place.

BUS OPERATOR ASSAULTS

In January, there was a total of 6 batteries on bus operators, with 5 batteries occurring in LAPD's jurisdiction and 1 battery occurring in LASD's jurisdiction. Of the 6 batteries, 2 suspects spat on the bus operators, 2 suspects threw objects, and 2 suspects used hands as their method of battery. In addition, the downtown Los Angeles area has experienced an influx in calls for service due to criminal activity occurring on bus and/or bus stops. Effective immediately, LAPD has re-deployed its Bus Riding Teams (BRT) to focus their bus boarding efforts specifically to the Skid Row area. The areas of focus is from Alameda to Main Street and 5th Street to 7th Street.

Metro is committed to improving security and creating a safe experience for our employees and

customers. Staff will continue to monitor crime trends, reassess deployment strategies, and reallocate resources where needed the most.

ATTACHMENTS

Attachment A - System-Wide Law Enforcement Overview January 2020

Attachment B - MTA Supporting Data January 2020


Attachment C - Key Performance Indicators January 2020

Attachment D - Transit Police Summary January 2020

Attachment E - Homeless Update January 2020

Prepared by: Jimmy Abarca, Senior Administrative Analyst, System Security and Law Enforcement, (213) 922-2615

Reviewed by: Bob Green, Chief System Security and Law Enforcement Officer, (213) 922-4811



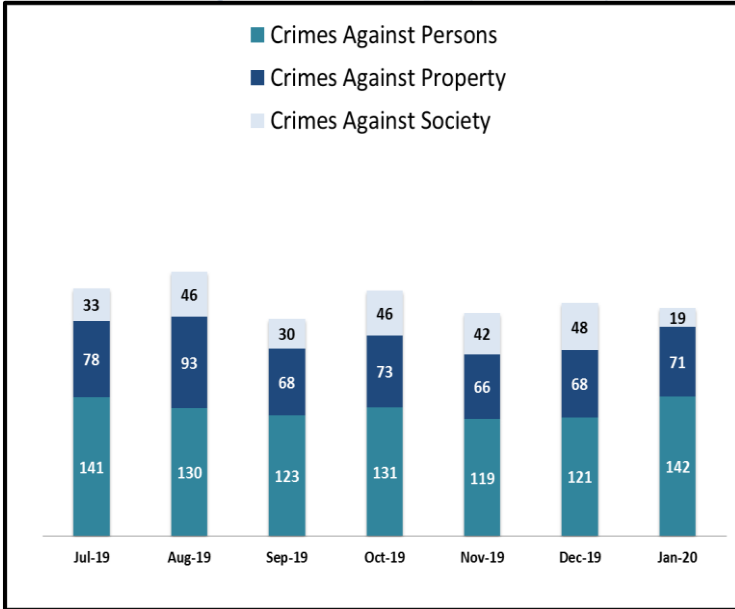
Phillip A. Washington
Chief Executive Officer

SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW

JANUARY 2020

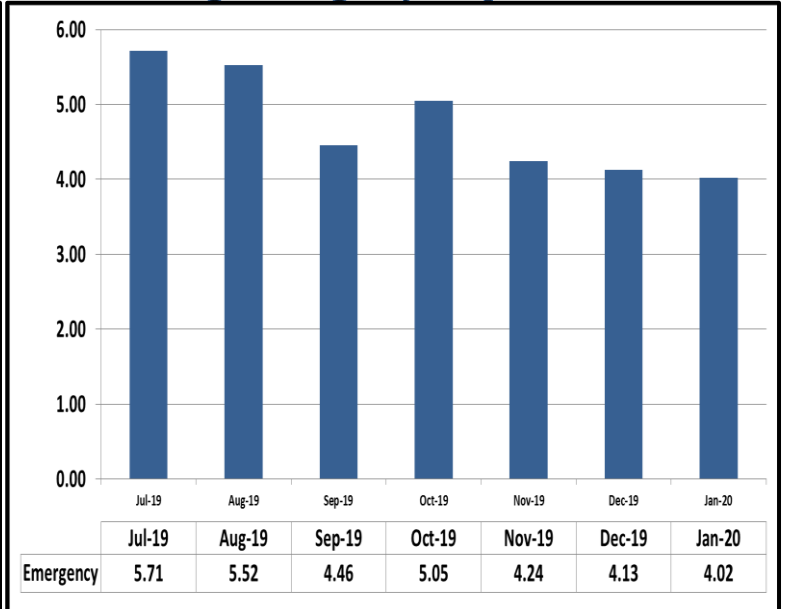
Attachment A

Crimes Against Persons, Property, and Society



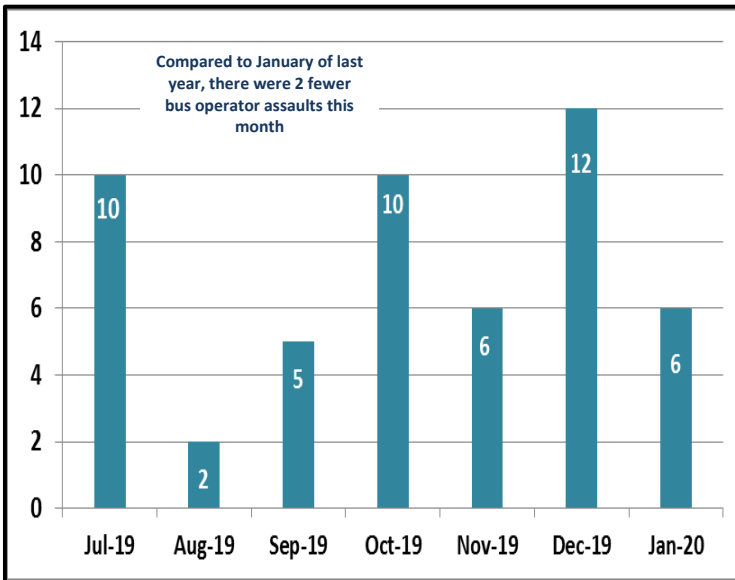
When compared to the same period last year, Crimes Against Persons increased by 15 crimes, Crimes Against Property decreased by 24 crimes, and Crimes Against Society decreased by 6 crimes.

Average Emergency Response Times

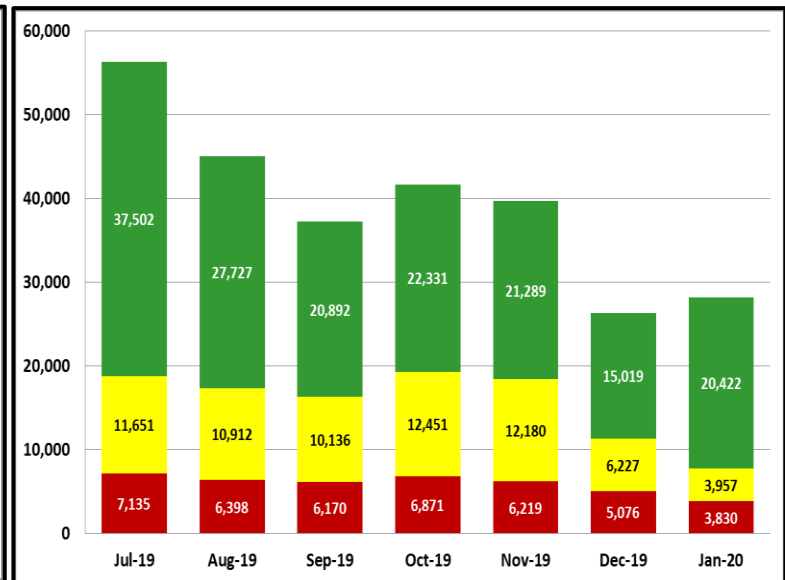


Average emergency response time was 4.02 mins.

Bus Operator Assaults



Fare Compliance



Green Checks- Occurs when a patron has valid fare

Yellow Checks- Occurs when a patron has valid fare, but did not tap at transfer station

Red Checks- Occurs when a patron has invalid fare

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JANUARY 2020

REPORTED CRIME				
CRIMES AGAINST PERSONS	LAPD	LASD	LBPDP	FYTD
Homicide	0	0	0	0
Rape	0	0	0	1
Robbery	1	3	1	24
Aggravated Assault	0	4	0	14
Aggravated Assault on Operator	0	0	0	0
Battery	3	2	0	32
Battery Rail Operator	0	0	0	0
Sex Offenses	1	0	0	5
SUB-TOTAL	5	9	1	76
CRIMES AGAINST PROPERTY	LAPD	LASD	LBPDP	FYTD
Burglary	0	0	0	1
Larceny	0	3	1	22
Bike Theft	0	0	0	0
Motor Vehicle Theft	0	1	0	4
Arson	0	0	0	0
Vandalism	0	4	0	16
Other	0	0	0	0
SUB-TOTAL	0	8	1	43
CRIMES AGAINST SOCIETY	LAPD	LASD	LBPDP	FYTD
Weapons	0	0	0	11
Narcotics	0	4	0	48
Trespassing	0	1	0	10
SUB-TOTAL	0	5	0	69
TOTAL	5	22	2	188

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
7th St/Metro Ctr	2	0	0	12
Pico	0	0	0	3
Grand/LATTC	0	0	0	0
San Pedro St	0	0	0	1
Washington	1	0	0	4
Vernon	0	0	0	2
Slauson	1	1	0	10
Florence	5	0	1	18
Firestone	2	0	0	9
103rd St/Watts Towers	2	0	0	7
Willowbrook/Rosa Parks	0	3	1	36
Compton	1	0	1	29
Artesia	0	4	1	22
Del Amo	0	0	1	5
Wardlow	0	0	0	1
Willow St	0	0	0	8
PCH	0	1	0	6
Anaheim St	0	0	0	4
5th St	0	0	0	1
1st St	0	0	0	2
Downtown Long Beach	1	0	0	7
Pacific Av	0	0	0	1
Blue Line Rail Yard	0	0	0	0
Total	15	9	5	188

ARRESTS				
AGENCY	LAPD	LASD	LBPDP	FYTD
Felony	5	8	5	156
Misdemeanor	6	30	46	625
TOTAL	11	38	51	781

CITATIONS				
AGENCY	LAPD	LASD	LBPDP	FYTD
Other Citations	679	36	56	8,651
Vehicle Code Citations	572	7	222	7,180
TOTAL	1,251	43	278	15,831

CALLS FOR SERVICE				
AGENCY	LAPD	LASD	LBPDP	FYTD
Routine	14	63	5	508
Priority	24	73	49	820
Emergency	0	20	21	208
TOTAL	38	156	75	1,536

DISPATCHED VS. PROACTIVE			
AGENCY	LAPD	LASD	LBPDP
Dispatched	40%	2%	4%
Proactive	60%	98%	96%
TOTAL	100%	100%	100%

PERCENTAGE OF TIME ON THE RAIL SYSTEM	
Blue Line-LAPD	93%
Blue Line-LASD	87%
Blue Line-LBPDP	70%

GRADE CROSSING OPERATIONS				
LOCATION	LAPD	LASD	LBPDP	FYTD
Washington St	15	0	0	85
Flower St	5	0	0	42
103rd St	0	0	0	2
Wardlow Rd	0	0	3	18
Pacific Ave.	0	0	0	2
Willowbrook	0	33	0	230
Slauson	6	1	0	41
Firestone	0	5	0	30
Florence	0	9	0	69
Compton	0	14	0	152
Artesia	0	6	0	30
Del Amo	0	2	0	28
Long Beach Blvd	0	0	0	8
TOTAL	26	70	3	737

LEGEND	
Los Angeles Police Department	
Los Angeles County Sheriff's Department	
Long Beach Police Department	

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JANUARY 2020

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	2	3
Robbery	1	4	26
Aggravated Assault	0	2	11
Aggravated Assault on Operator	0	0	0
Battery	1	1	29
Battery Rail Operator	0	0	0
Sex Offenses	0	1	3
SUB-TOTAL	2	10	72
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	1	3
Larceny	2	1	13
Bike Theft	0	0	1
Motor Vehicle Theft	0	0	2
Arson	0	1	1
Vandalism	0	2	6
SUB-TOTAL	2	5	26
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	1	11
Narcotics	0	1	20
Trespassing	0	0	1
SUB-TOTAL	0	2	32
TOTAL	4	17	130

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	12	53
Misdemeanor	0	18	237
TOTAL	0	30	290

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	7	22	319
Vehicle Code Citations	17	4	84
TOTAL	24	26	403

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	2	103	690
Priority	9	69	579
Emergency	0	17	93
TOTAL	11	189	1,362

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	18%	3%
Proactive	82%	97%
TOTAL	100%	100%

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Redondo Beach	1	0	1	5
Douglas	0	0	0	0
El Segundo	0	0	0	3
Mariposa	0	0	0	1
Aviation/LAX	0	0	0	2
Hawthorne/Lennox	1	0	0	7
Crenshaw	0	1	0	9
Vermont/Athens	3	0	1	11
Harbor Fwy	2	1	0	8
Avalon	0	1	0	7
Willowbrook/Rosa Parks	3	1	0	36
Long Beach Bl	1	1	0	22
Lakewood Bl	1	0	0	10
Norwalk	0	2	0	11
Total	12	7	2	132

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Green Line-LAPD	92%
Green Line-LASD	84%

LEGEND	
Los Angeles Police Department	
Los Angeles County Sheriff's Department	

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JANUARY 2020

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	3	0	21
Aggravated Assault	5	0	13
Aggravated Assault on Operator	0	0	0
Battery	6	0	32
Battery Rail Operator	0	0	0
Sex Offenses	2	0	11
SUB-TOTAL	16	0	77
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	1
Larceny	5	0	48
Bike Theft	1	1	16
Motor Vehicle Theft	0	0	0
Arson	0	0	0
Vandalism	0	0	2
SUB-TOTAL	6	1	67
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	2
Narcotics	0	0	1
Trespassing	1	0	5
SUB-TOTAL	1	0	8
TOTAL	23	1	152

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	5	0	35
Misdemeanor	10	1	85
TOTAL	15	1	120

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	37	7	201
Vehicle Code Citations	22	0	151
TOTAL	59	7	352

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	21	75	510
Priority	34	48	535
Emergency	0	7	56
TOTAL	55	130	1,101

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	23%	11%
Proactive	77%	89%
TOTAL	100%	100%

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
7th St/Metro Ctr	1	0	0	7
Pico	0	0	0	0
LATTC/Ortho Institute	0	0	0	18
Jefferson/USC	1	0	0	8
Expo Park/USC	0	0	0	4
Expo/Vermont	3	0	0	11
Expo/Western	3	2	0	17
Expo/Crenshaw	2	1	0	10
Farmdale	0	0	1	11
Expo/La Brea	1	1	0	13
La Cienega/Jefferson	0	1	0	10
Culver City	0	1	0	8
Palms	2	0	0	6
Westwood/Rancho Park	0	0	0	1
Expo/Sepulveda	3	0	0	9
Expo/Bundy	0	1	0	15
26th St/Bergamot	0	0	0	3
17th St/SMC	0	0	0	3
Downtown Santa Monica	0	0	0	8
Expo Line Rail Yard	0	0	0	0
Total	16	7	1	162

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Expo Line-LAPD	87%
Expo Line-LASD	96%

GRADE CROSSING OPERATIONS			
LOCATION	LAPD	LASD	FYTD
Exposition Blvd	184	0	844
Santa Monica	N/A	6	124
Culver City	N/A	0	4
TOTAL	184	6	972

LEGEND	
Los Angeles Police Department	
Los Angeles County Sheriff's Department	

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JANUARY 2020

REPORTED CRIME

CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	1	1
Robbery	5	23
Aggravated Assault	6	33
Aggravated Assault on Operator	0	0
Battery	23	119
Battery Rail Operator	0	0
Sex Offenses	2	12
SUB-TOTAL	37	188
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	10	82
Bike Theft	1	7
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	2	8
SUB-TOTAL	13	97
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	0
Narcotics	0	0
Trespassing	1	28
SUB-TOTAL	1	28
TOTAL	51	313

ARRESTS

AGENCY	LAPD	FYTD
Felony	19	202
Misdemeanor	98	715
TOTAL	117	917

CITATIONS

AGENCY	LAPD	FYTD
Other Citations	195	3,432
Vehicle Code Citations	83	1,158
TOTAL	278	4,590

CALLS FOR SERVICE

AGENCY	LAPD	FYTD
Routine	49	96
Priority	96	183
Emergency	11	15
TOTAL	156	294

DISPATCHED VS. PROACTIVE

AGENCY	LAPD
Dispatched	26%
Proactive	74%
TOTAL	100%

CRIMES PER STATION

STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Union Station	4	2	0	50
Civic Center/Grand Park	3	2	0	11
Pershing Square	4	1	0	24
7th St/Metro Ctr	7	4	0	32
Westlake/MacArthur Park	2	1	1	42
Wilshire/Vermont	2	2	0	21
Wilshire/Normandie	0	0	0	5
Vermont/Beverly	3	0	0	18
Wilshire/Western	0	0	0	11
Vermont/Santa Monica	3	0	0	16
Vermont/Sunset	1	0	0	8
Hollywood/Western	0	0	0	9
Hollywood/Vine	3	0	0	15
Hollywood/Highland	1	0	0	17
Universal City/Studio City	0	0	0	7
North Hollywood	4	1	0	25
Red Line Rail Yard	0	0	0	0
Total	37	13	1	311

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM

Red Line- LAPD	84%
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LEGEND

Los Angeles Police Department

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JANUARY 2020

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	1	0	2
Robbery	0	0	7
Aggravated Assault	1	2	12
Aggravated Assault on Operator	0	0	0
Battery	3	0	27
Battery Rail Operator	0	0	0
Sex Offenses	0	0	2
SUB-TOTAL	5	2	50
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	2	2	27
Bike Theft	0	1	7
Motor Vehicle Theft	0	2	4
Arson	0	1	1
Vandalism	0	0	14
SUB-TOTAL	2	6	53
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	2
Narcotics	0	0	6
Trespassing	0	0	1
SUB-TOTAL	0	0	9
TOTAL	7	8	112

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	2	33
Misdemeanor	1	13	126
TOTAL	1	15	159

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	14	13	313
Vehicle Code Citations	13	1	91
TOTAL	27	14	404

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	7	70	895
Priority	16	76	828
Emergency	1	10	105
TOTAL	24	156	1,828

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	20%	3%
Proactive	80%	97%
TOTAL	100%	100%

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
APU/Citrus College	0	1	0	7
Azusa Downtown	0	0	0	2
Irwindale	0	0	0	6
Duarte/City of Hope	0	0	0	5
Monrovia	0	0	0	7
Arcadia	0	0	0	2
Sierra Madre Villa	0	2	0	8
Allen	0	0	0	4
Lake	0	0	0	4
Memorial Park	0	1	0	8
Del Mar	0	0	0	1
Fillmore	0	0	0	1
South Pasadena	0	0	0	2
Highland Park	0	0	0	5
Southwest Museum	0	0	0	3
Heritage Square	0	1	0	2
Lincoln/Cypress	1	0	0	4
Chinatown	0	0	0	3
Union Station	3	1	0	10
Little Tokyo/Arts Dist	0	0	0	4
Pico/Aliso	0	0	0	2
Mariachi Plaza	0	0	0	3
Soto	0	0	0	5
Indiana (both LAPD & LASD)	1	0	0	4
Maravilla	0	0	0	1
East LA Civic Ctr	0	0	0	2
Atlantic	2	2	0	7
Total	7	8	0	112

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Gold Line-LAPD	89%
Gold Line-LASD	78%

GRADE CROSSING OPERATIONS			
LOCATION	LAPD	LASD	FYTD
Marmion Way	93	0	583
Arcadia Station	0	12	68
Irwindale	0	11	30
Monrovia	0	2	33
City of Pasadena	0	33	168
Magnolia Ave	0	0	0
Duarte Station	0	10	17
City Of Azusa	0	11	86
South Pasadena	0	20	97
City Of East LA	0	13	62
Figueroa St	44	0	272
TOTAL GOAL= 10	137	112	1,416

LEGEND
Los Angeles Police Department
Los Angeles County Sheriff's Department

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JANUARY 2020

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	1
Rape	0	0
Robbery	1	6
Aggravated Assault	0	7
Aggravated Assault on Operator	0	0
Battery	1	12
Battery Bus Operator	0	1
Sex Offenses	0	0
SUB-TOTAL	2	27
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	0	6
Bike Theft	1	3
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	1	4
SUB-TOTAL	2	13
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	0
Narcotics	0	0
Trespassing	0	0
SUB-TOTAL	0	0
TOTAL	4	40

ARRESTS		
AGENCY	LAPD	FYTD
Felony	0	9
Misdemeanor	3	25
TOTAL	3	34

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	437	1,856
Vehicle Code Citations	196	1,425
TOTAL	633	3,281

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	4	28
Priority	10	111
Emergency	1	8
TOTAL	15	147

DISPATCHED VS. PROACTIVE	
AGENCY	LAPD
Dispatched	17%
Proactive	83%
TOTAL	100%

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
Orange Line- LAPD	89%

LEGEND	
Los Angeles Police Department	

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
North Hollywood	0	0	0	10
Laurel Canyon	0	0	0	0
Valley College	0	0	0	0
Woodman	0	0	0	0
Van Nuys	2	1	0	8
Sepulveda	0	0	0	2
Woodley	0	0	0	1
Balboa	0	0	0	2
Reseda	0	0	0	2
Tampa	0	1	0	2
Pierce College	0	0	0	2
De Soto	0	0	0	0
Canoga	0	0	0	2
Warner Center	0	0	0	0
Sherman Way	0	0	0	1
Roscoe	0	0	0	1
Nordhoff	0	0	0	2
Chatsworth	0	0	0	5
Total	2	2	0	40

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JANUARY 2020

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	0	0	1
Aggravated Assault	0	0	2
Aggravated Assault on Operator	0	0	0
Battery	0	0	1
Battery Bus Operator	0	0	0
Sex Offenses	0	0	2
SUB-TOTAL	0	0	6
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	2	0	5
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	0
Arson	0	0	0
Vandalism	0	0	0
SUB-TOTAL	2	0	5
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	0
Narcotics	0	0	2
Trespassing	0	0	0
SUB-TOTAL	0	0	2
TOTAL	2	0	13

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	0	1
Misdemeanor	4	0	60
TOTAL	4	0	61

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	278	0	1,829
Vehicle Code Citations	305	0	2,047
TOTAL	583	0	3,876

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	3	3	31
Priority	4	0	52
Emergency	0	0	6
TOTAL	7	3	89

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	17%	0%
Proactive	83%	100%
TOTAL	100%	100%

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
El Monte	0	0	0	2
Cal State LA	0	0	0	0
LAC/USC Medical Ctr	0	0	0	0
Alameda	0	0	0	1
Downtown	0	0	0	3
37th St/USC	0	0	0	0
Slauson	0	0	0	0
Manchester	0	0	0	0
Harbor Fwy	2	0	0	3
Rosecrans	0	0	0	1
Harbor Gateway Transit Ctr	0	0	0	2
Carson	0	0	0	0
PCH	0	0	0	0
San Pedro/Beacon	0	0	0	1
Total	2	0	0	13

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
Silver Line- LAPD	91%
Silver Line- LASD	73%

LEGEND	
Los Angeles Police Department	
Los Angeles County Sheriff's Department	

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JANUARY 2020

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	3	0	41
Aggravated Assault	3	0	50
Aggravated Assault on Operator	0	0	6
Battery	21	8	171
Battery Bus Operator	5	1	44
Sex Offenses	0	2	26
SUB-TOTAL	32	11	338
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	8	1	120
Bike Theft	2	0	9
Motor Vehicle Theft	0	0	1
Arson	0	0	0
Vandalism	3	0	29
SUB-TOTAL	13	1	159
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	2	13
Narcotics	0	3	69
Trespassing	0	0	5
SUB-TOTAL	0	5	87
TOTAL	45	17	584

LASD's Crimes per Sector		
Sector		FYTD
Westside	2	10
San Fernando	3	9
San Gabriel Valley	5	29
Gateway Cities	1	75
South Bay	6	70
Total	17	193

LAPD's Crimes per Sector		
Sector		FYTD
Valley Bureau		
Van Nuys	2	11
West Valley	1	2
North Hollywood	3	13
Foothill	0	3
Devonshire	0	3
Mission	1	4
Topanga	1	5
Central Bureau		
Central	3	65
Rampart	2	25
Hollenbeck	2	5
Northeast	2	6
Newton	3	33
West Bureau		
Hollywood	2	8
Wilshire	1	21
West LA	1	8
Pacific	0	5
Olympic	4	38
Southwest Bureau		
Southwest	2	55
Harbor	0	5
77th Street	14	58
Southeast	1	18
Total	45	391

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	3	4	78
Misdemeanor	7	54	508
TOTAL	10	58	586

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	12	54	617
Vehicle Code Citations	8	22	285
TOTAL	20	76	902

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	8	128	825
Priority	18	140	1,153
Emergency	2	20	131
TOTAL	28	288	2,109

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	18%	2%
Proactive	82%	98%
TOTAL	100%	100%

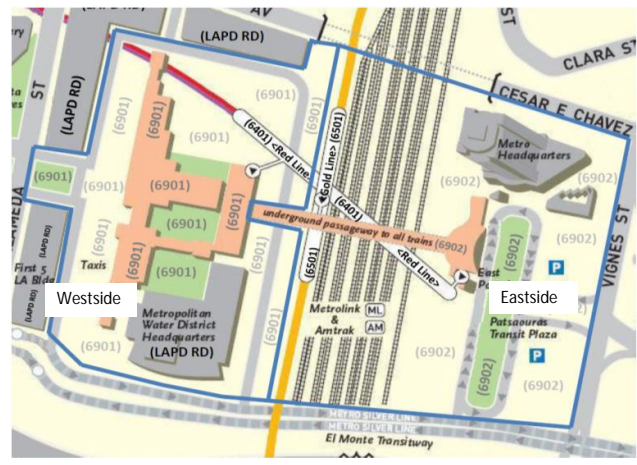
PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
LAPD BUS	88%
LASD BUS	75%

LEGEND	
Los Angeles Police Department	
Los Angeles County Sheriff's Department	

UNION STATION

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JANUARY 2020

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	0
Robbery	1	5
Aggravated Assault	0	8
Aggravated Assault on Operator	0	0
Battery	9	54
Battery Rail Operator	0	0
Sex Offenses	0	4
SUB-TOTAL	10	71
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	1
Larceny	8	46
Bike Theft	0	3
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	1	4
SUB-TOTAL	9	54
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	0
Narcotics	0	0
Trespassing	5	29
SUB-TOTAL	5	29
TOTAL	24	154



ARRESTS		
AGENCY	LAPD	FYTD
Felony	4	31
Misdemeanor	22	115
TOTAL	26	146

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	36	164
Vehicle Code Citations	4	64
TOTAL	40	228

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	17	126
Priority	23	255
Emergency	3	16
TOTAL	43	397

DISPATCHED VS. PROACTIVE	
AGENCY	LAPD
Dispatched	22%
Proactive	78%
TOTAL	100%

PERCENTAGE OF TIME SPENT AT UNION STATION	
LOCATION	LAPD
Union Station	85%

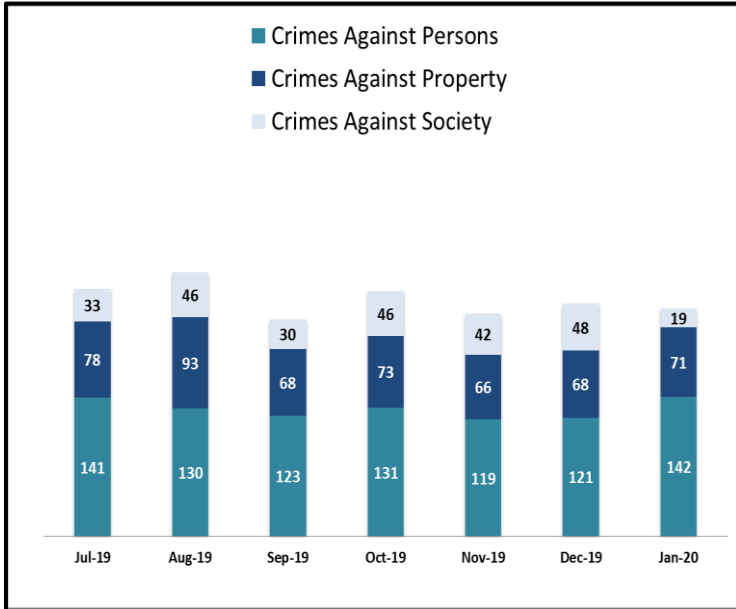
LEGEND	
Los Angeles Police Department	

KEY PERFORMANCE INDICATORS

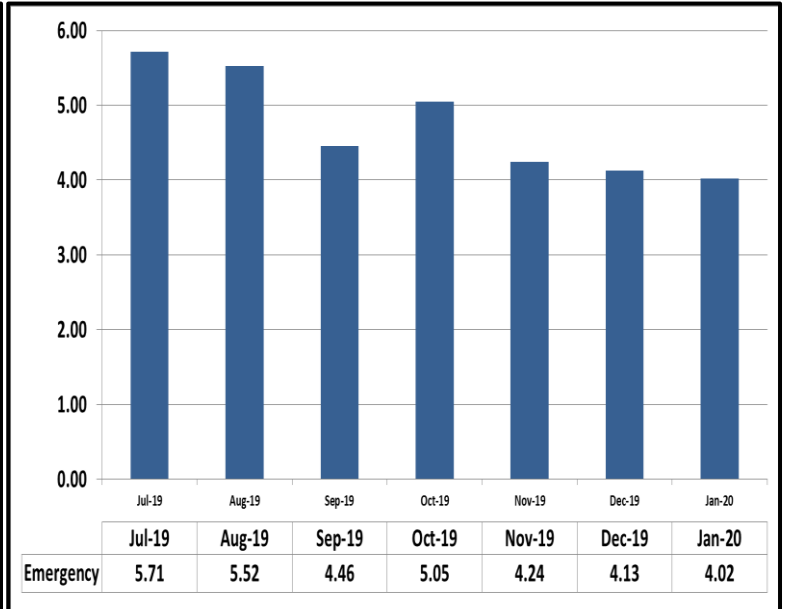
JANUARY 2020

Attachment C

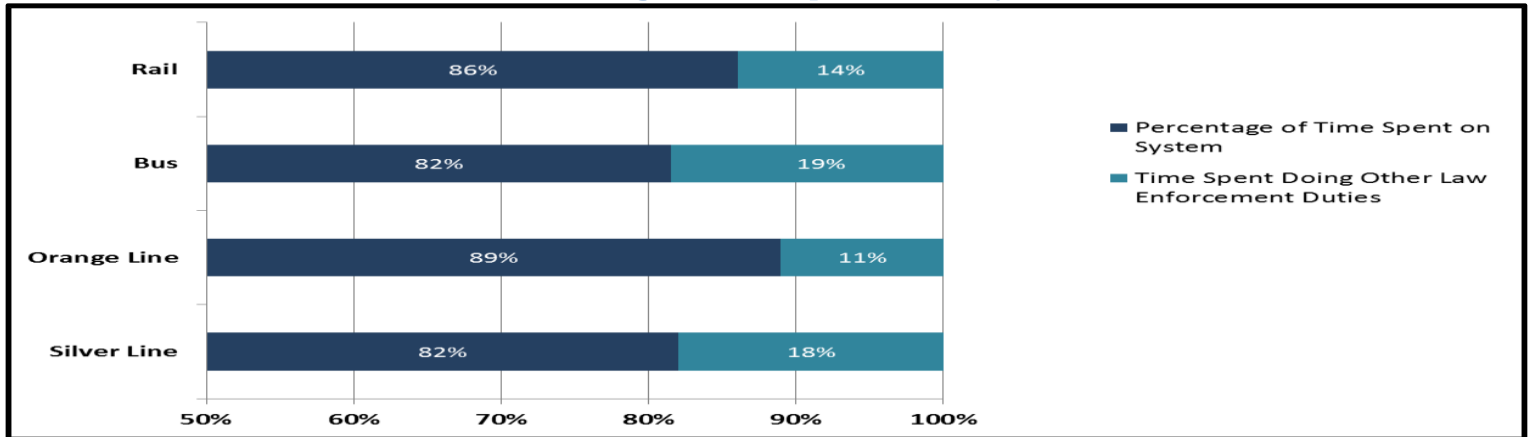
Crimes Against Persons, Property, and Society



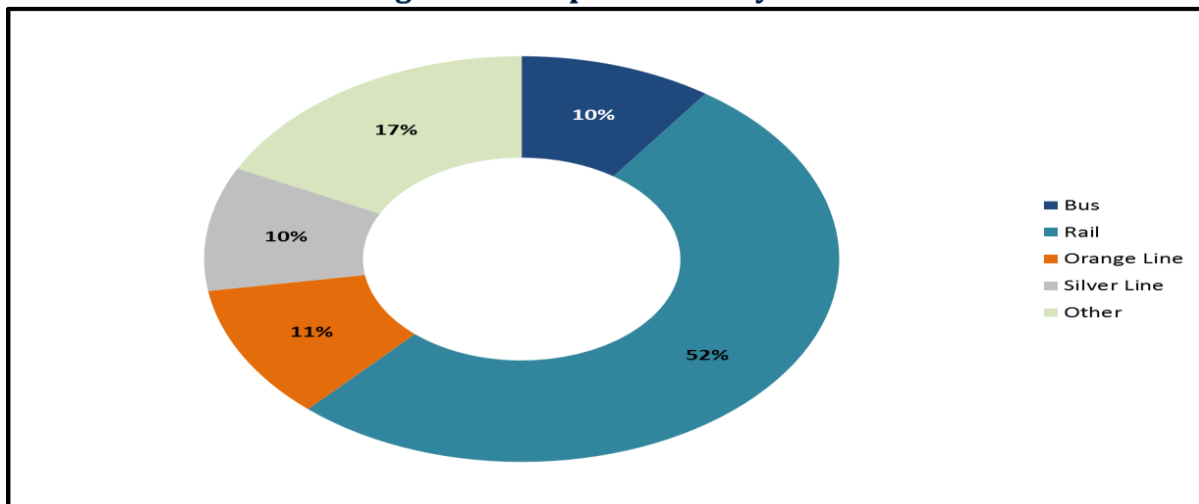
Average Emergency Response Times



Percentage of Time Spent on the System



Percentage of Time Spent on the System as a Whole

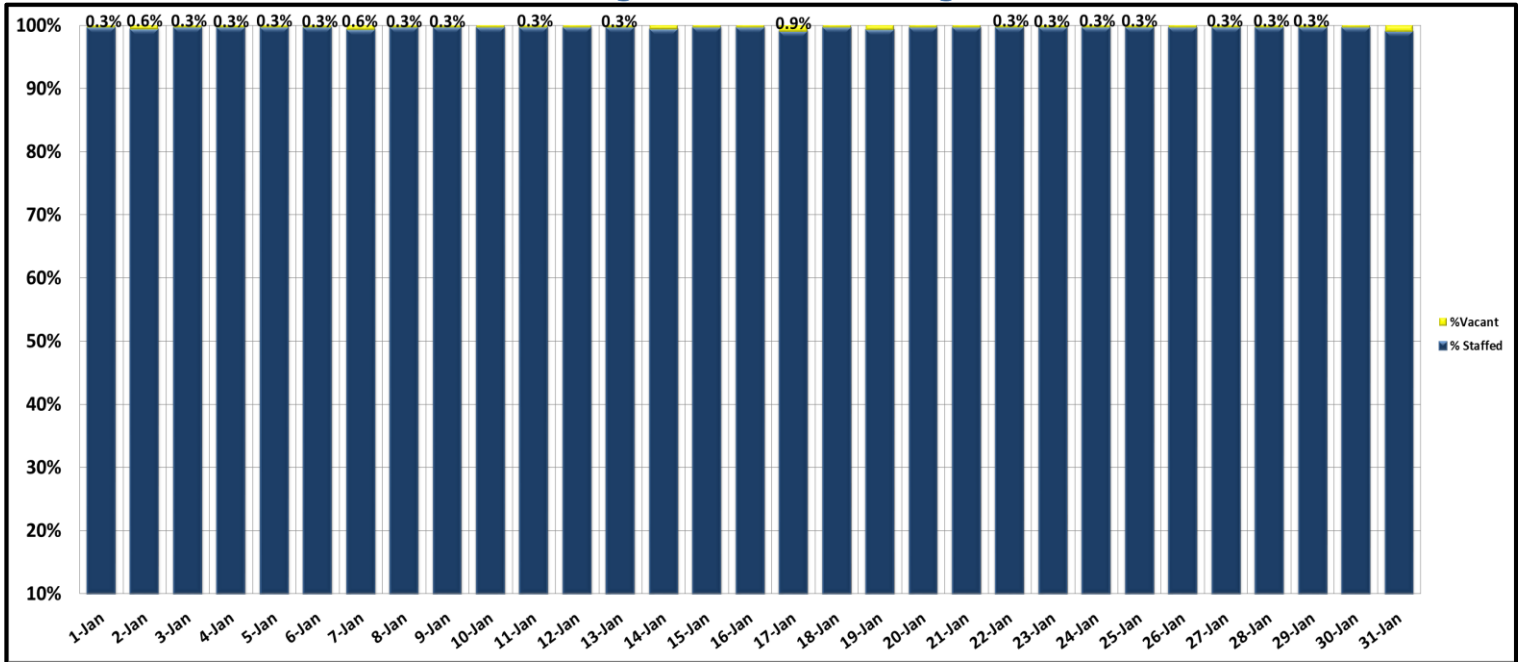


KEY PERFORMANCE INDICATORS

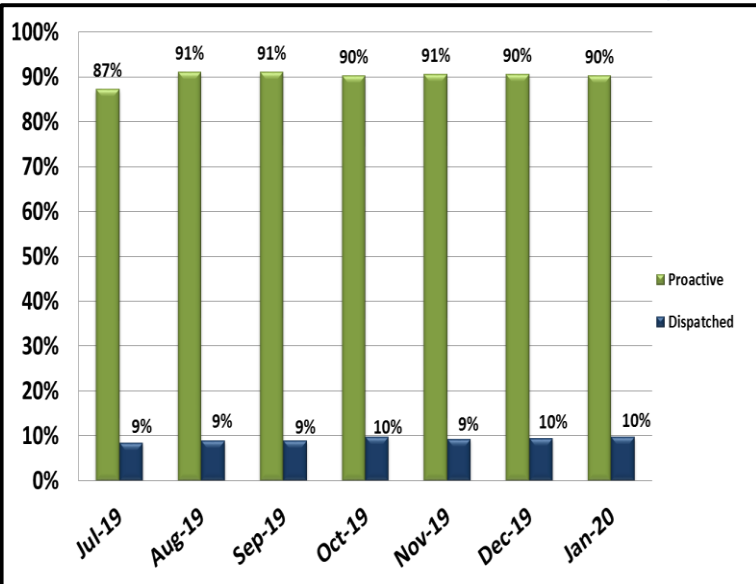
JANUARY 2020

Attachment C

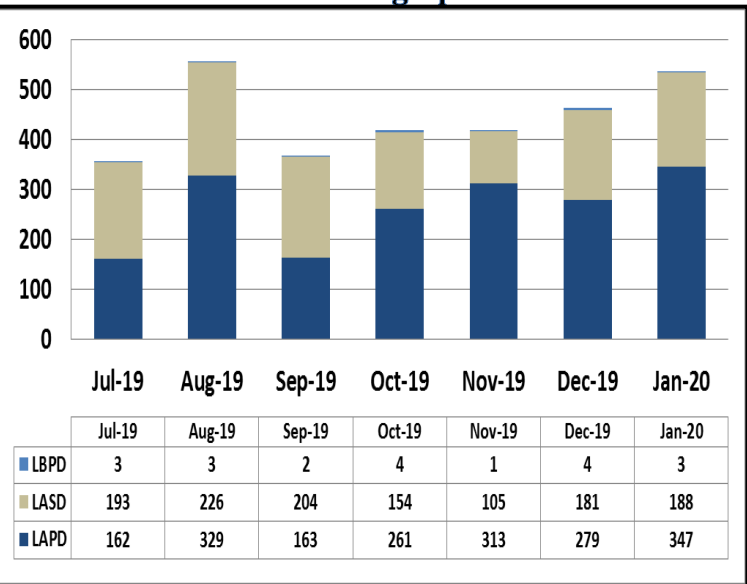
Ratio of Staffing Levels vs Vacant Assignments



Ratio of Proactive vs Dispatched Activity



Grade Crossing Operations



Grade Crossing Operation Locations January:

1. Blue Line Stations (99)
2. Expo Line Stations (190)
3. Gold Line Stations (249)

Transit Police

Monthly Crime Report



Attachment D

	2019	2020
	January	January
CRIMES AGAINST PERSONS		
Homicide	0	0
Rape	1	4
Robbery	29	23
Aggravated Assault	25	23
Aggravated Assault on Operator	0	0
Battery	55	78
Battery Rail Operator	8	6
Sex Offenses	9	8
SUB-TOTAL	127	142
CRIMES AGAINST PROPERTY		
Burglary	1	1
Larceny	77	45
Bike Theft	5	7
Motor Vehicle Theft	3	3
Arson	0	2
Other	0	0
Vandalism	9	13
SUB-TOTAL	95	71
CRIMES AGAINST SOCIETY		
Weapons	4	3
Narcotics	12	8
Trespassing	9	8
SUB-TOTAL	25	19
TOTAL	247	232
ENFORCEMENT EFFORTS		
Arrests	258	380
Citations	1,007	3,359
Fare Checks	116,551	28,209
Calls for Service	922	1,374

Metro's Homeless Efforts

In spring 2016, Metro created the Metro Homeless Task Force to address the displaced persons that have turned to Metro system and property for alternative shelter. Out of the Task Force, Metro created the Metro Transit Homeless Action Plan which was presented to the Metro Board of Directors in February 2017. The Action Plan's goals are to enhance the customer experience, maintain a safe and secure system, and provide coordinated outreach. Components of the plan include Metro's coordination with County and City Measure H and Measure HHH. The plan also called for the hiring of two C3 teams (County, City, Community) through the County Department of Health Services as indicated by Metro's Board of Directors. The C3 teams are to provide coordinated and responsive outreach to the homeless and to ultimately get them in housing resources.

Metro's C3 Homeless Outreach Teams

Metro's C3 Homeless Outreach teams' twelve-month pilot program began on May 22, 2017 with initial homeless outreach on the Red Line. Since the launch of Metro's C3 Homeless Outreach teams they have provided substantial homeless outreach-with 6,665 total unduplicated homeless contacts,1,832 of whom have been linked to permanent housing solutions with a total of 206 homeless persons permanently housed. In FY19 Metro expanded the C3 teams from two to eight teams to cover rail, bus and Union Station.

C3 Homeless Outreach January 1, 2020 through January 31, 2020

Performance Measure	January Number Served	Project Year to date Number Served
Number of unduplicated individuals' initiated contact (pre-engagement phase)	169	6,665
Number of Unduplicated individuals engaged (engagement phase)	97	3,465
Number of unduplicated individuals who are provided services or who successfully attained referrals*	86	2,878
Number of unduplicated individuals engaged who successfully attained an interim housing resource (this includes crisis and/or bridge housing)	46	1,235
Number of unduplicated individuals engaged who are successfully linked to a permanent housing program	5	391
Number of unduplicated individuals engaged who are permanently housed	16	206

During the month of January, the team had individuals refuse beds in Skid Row 166 times. On 13 occasions, the team had people willing to accept shelter, even in Skid Row, but there were no beds available.

LAPD made nine referrals to the team this month. Four individuals worked with the team, but then ceased contact and haven't been located. One person is continuing to work with the team. One family was placed in a motel where they are awaiting another placement. Two individuals were reunified with their families out-of-state. One family was placed in a motel room, and subsequently permanently housed.

January Motel Report

Secured 18 motel rooms for a total of \$32,220. The demographics and justification for each of these placements are attached.

Brief Demographic Overview:

- A total of 36 homeless persons were housed in 18 motel rooms.
- 26 of the clients were a combination of couples, couples with children and family members.
- 10 clients were singularly housed.

PATH Impact Story resulting in Stable Housing

Outreach services were provided in Spa 4, Metro Service Planning Area.

Client is a 22 year old female. She has a diagnosis of Schizoaffective disorder. Client was in a violent relationship with her boyfriend; her young child was taken from her. The team engaged the Client at the 7th and Metro station. She was referred to interim housing at Good Shepherd and attained a bed. The team maintained regular contact with Client once she was placed and began addressing her substance abuse and mental health needs. The team worked on improving life skills, seeking safety and money management. Outreach team connected client to employment services and referred her to permanent housing. Client is currently in her own apartment. Client has stated her next goal is to get enrolled in a community college. Client is taking psychiatric medication and working toward regaining custody of her child. The client has reported hope for her future and is now smiling and laughing when the team meets with her.

C3 Coordination with Law Enforcement

With Metro System Security and Law Enforcement personnel as the lead, Metro's C3 teams coordinate with LAPD's Homeless Outreach and Protective Engagement (HOPE) Teams, LASD's Mental Evaluation Teams (MET), Long Beach PD's Quality of Life Officers, and Metro's Transit Security Officers to engage the homeless and provide placement into services. These law enforcement entities provide gap service on the lines for homeless outreach when the C3 Teams are off duty or working another portion of the system.

LAPD Outreach Impact Story resulting in Stable Housing

January 22, 2020, TRSG HOPE Officers made contact with Kendall (a 23-year-old woman) living unsheltered on the MTA bike path near the MTA Expo Line Westwood/Rancho Park Platform. Officers were concerned for Kendall's safety because she appeared too young to be homeless and was utilizing the MTA greenway as a place to sleep. Additionally, Kendall appeared to be in emotional as well as mental distress because she had limited access to both food and shelter.

At first, Kendall was service resistant and was unwilling to be placed into a winter shelter. Officers were able to convince Kendall to meet with PATH who had access to additional homeless services.

The following day, Officers responded with PATH to link Kendall to homeless services. Additionally, the HOPE Team DMH clinician responded to assess Kendall for indicators of mental illness to connect her with the appropriate mental health services. Officers then contacted Kendall's mother (who resides in Phoenix, Arizona) to ascertain additional information relating to her daughter's status as well as condition. Kendall's mother informed Officers that her daughter suffers from both anxiety and depression. Kendall's mother was aware that her daughter was homeless but had no idea that she was living on the street. She advised Officers that she did not have the financial means to pay for her daughters return to Arizona., but would be grateful if Officers could reunite her with her daughter

TRSG HOPE Officers were able to convince Kendall to return home to her mother where she could receive the proper mental health services that she so desperately needed. Kendall had been living in Los Angeles in this condition for approximately four (4) months with no plan on how to lift herself out of homelessness. To ensure that Kendall could be reconnected with her mother, Officers purchased Kendall a bus ticket to Phoenix, Arizona and transported her to the bus terminal. Officers stood by at the bus terminal to ensure that she safely got onto the bus.

Once Kendall arrived home, she texted Officers expressing her gratitude for all their efforts. She strongly believed that without their intervention, she would still be homeless on the street. Additionally, Kendall's grandmother contacted Officers to thank them for finally reuniting her family. She believed that her granddaughter would have ended up as a statistic on the streets of Los Angeles had it not been for the TSRG HOPE Team.

Sheriff Mental Evaluation Team (MET) Contacts January 5, 2020 through February 1, 2020

These monthly statistics only include contacts of the Transit MET Units. They do not include contacts made by other Transit Services Bureau personnel. In addition to the data reported below, Transit MET Units:

- Transported 12 clients to other homeless outreach connection services.
- All teams attended TMET Staff meeting with Sgt. Finley and Lt. Jaime – 01/08/2020.
- 3 teams and Sgt. Finley assessed a homeless encampment at a non-revenue line on Garfield Ave/Petterson Ln, Paramount, CA – 01/09/2020.

- 3 teams assisted MTA regarding 602 P.C. posting at a homeless encampment on a non-revenue line at Rosecrans Ave/Aviation Blvd., El Segundo, CA – 01/22/2020.
- 3 teams attended a Pasadena Police Department Homeless Committee meeting – 01/28/2020.
- 3 teams assisted MTA regarding a homeless encampment clean-up on a non-revenue line at 61st/Blue Line – 01/29/2020.
- 9 teams attended a TMET staff meeting with Sgt. Finley at Downey Division 4 – 01/29/2020.

Long Beach Quality of Life Officers Update January 2020

In addition to the metrics reported below, Quality of Life Officers engaged on these dates:

- Wednesday, January 8th, Metro Quality of Life Officers assisted Cal Trans with encampment clean-up for persons experiencing homelessness. Location of the clean-up, north of the Wardlow Station, adjacent to, but not part of Metro property.
- Wednesday, January 13th, Quality of Life Officers encountered a subject who was a victim of a robbery which took place on the Metro Rail system. Upon investigation, it was discovered that the subject was also experiencing homelessness. A Long Beach Quality of Life Officer contacted and interviewed the subject and found out that the subject was originally from Oklahoma. The subject was taken to the Multi Service Center for shelter and services. Employees at the Multi Service Center and a Quality of Life Officer were able to convince the subject to return home for additional support. The brother of the subject was contacted and offered to purchase a bus ticket for the subject. The Quality of Life Officer drove the subject to the Greyhound Bus Station and placed him on a bus to Oklahoma. The subject's brother was notified of the arrival time to pick up the subject.
- Wednesday, January 15th, Quality of Life Officers assisted the Long Beach Environmental Services Bureau (Public Work Department) at 20th Street and Long Beach Blvd with persons experiencing homelessness encampment clean-up. The clean-up is not part of Metro property.
- Wednesday, January 22nd, Quality of Life Officers contacted a subject experiencing homelessness sleeping across three seats on the train at the Downtown Long Beach Metro Station (128 W. 1st Street). The subject had been experiencing homelessness on and off for 20 years. The subject willingly let Quality of Life Officers transport him to the Multi Service Center for an evaluation. During the evaluation, it was revealed that the subject should have been

receiving Social Security Income funds, but the funds were being sent to an incorrect person. The subject was given a meal, allowed to shower and placed in temporary shelter.

Law Enforcement Homeless Outreach Metrics, January 2019

ACTION	LAPD HOPE	LASD MET	LBPB
Contacts	1,089	536	65
Referrals	55	338	17
5150 Holds	9	11	1
Mental Illness	42	172	31
Substance Abuse	99	145	48
Veterans	8	2	1
Shelter	7	5	1
Motel Housing Plan	0	0	0
VA Housing	0	0	0
Return to Family	2	1	1
Transitional Long Term Housing	4	0	0
Detox	4	0	0
Rehab	3	0	0

Cleared Encampments Within Metro ROW:

Incident Date:	Location:	Work Required:	Comments:
01/07/2020	Taylor Yard, North San Fernando Rd	Abandoned	Clean-up completed Jan 7th
01/13/2020	Santa Ana IROW - Garfield Ave	Abandoned	Clean-up completed Jan 13th
01/24/2020	L Line (Gold) MPM 2.0 Track #1	LAPD removed camper	Clean-up completed Jan 24 th

Cleared Encampments Outside, Adjacent to Metro Right-of-Way:

No activity this reporting period

Measure H Generalist

Metro's Homeless Action Plan integrates itself into the work provided under Measures H and HHH. Part of the E6 Strategies of Measure H includes 40 additional outreach workers otherwise known as "generalists" to conduct outreach on government properties including Metro, and countywide parks, libraries, beaches and harbors. These generalists do not go past the fare gates and their data, per the county will not be extrapolated for Metro. However, these generalists currently work with the C3 teams to provide outreach services.

Connect Days

Connect Days provide comprehensive homeless resources at location sites throughout LA County. These resource opportunity events are led by Council Districts (CD) and are utilized by Metro's C3 and Measure H teams when the Connect Days are adjacent to Metro properties. CD1 hosts a standing Connect Day at MacArthur Park that was not utilized in January by Metro's C3 teams to provide comprehensive resources to the homeless.

Mental Health Outreach Workers

The LA County Department of Mental Health has provided a mental health clinician and an intern to one of Metro's contracted HOPE teams. Mental Health professionals are paired with all MET Teams.

Faith Based Partnership

Since January 2019, Metro has hosted nine regional faith leader roundtable discussions to identify ways that Metro and the Faith based community in LA County may partner to serve the homeless. There is a major opportunity for faith based groups to provide additional resources to homeless contacts on Metro in several ways: hosting Connect Days; partnering with entities that provide necessities (food, shelter, clothing) and providing referral information. Metro invites faith based groups and local nonprofits interested in providing resources to transit located homeless to contact Metro's System Security and Law Enforcement Department.

Peace over Violence

In 2014, a Los Angeles County Metropolitan Transportation Authority survey of nearly 20,000 passengers asked whether they felt unsafe during the last month while riding Metro due to "unwanted touching, exposure, comments, or any other form of unwanted sexual behavior." About 21% of rail passengers and 18% of bus passengers said yes. About 17% of bus riders and 13% of train riders said they felt unsafe while waiting at bus stops or train stations.

In December 2016, Metro approached Peace Over Violence (POV) to help address the response of safety and sexual harassment. Together both entities decided to create the Sexual Harassment Off Limits Hotline, which is 1-844-OFF-LIMITS or 1-844-633-5464. The Off Limits Hotline is a toll-free hotline for victims/Metro Transit customers who have experienced sexual harassment on the bus, bus stop, train or platform. The Off Limits Hotline is publicized by Metro on their buses, Metro lines, etc. for riders to make them aware of the support that is available to them. This hotline is customized to address the needs of Metro customers and Metro transportation. Peace Over Violence also distributes the Off Limits Hotline number throughout the community, whether that is through trainings, presentations, networking events, etc. POV maintains advertising of the hotline.

From August 2017 to January 31, 2020, POV has received a total of 1,225 calls through the Off Limits Hotline. In addition to the 24-hour response via the hotline, Peace Over Violence also provides:

- 72 hour follow up
- Advocacy on behalf of the caller to report an incident or address any specific needs (with law enforcement, Metro representatives, other service providers)
- Counseling

Our comprehensive case management services for survivors of sexual violence plus our emergency response services to survivors at local police stations, Sexual Assault Centers and ER hospitals is also offered to callers. Customized services that our POV representatives also provide are:

- Assisting callers in reporting abuse/harassment
- Processing complaints against bus drivers/operators

The Off Limits Hotline has been able to provide Metro riders with additional resources to report and receive support after sexual violence or trauma. Advocates have been able to provide immediate crisis intervention, safety planning and continuation of services for Metro customers.

Peace Over Violence Performance Metrics, January 2020

Performance Measure	January 2020
	Number Served
Total Number of individuals that contacted POV Line	18
Number of individuals that contacted POV Line regarding sexual harassment	3

Number of individuals that requested counseling services	3
Number of police reports filed or intended to file regarding sexual harassment	3
Number of active cases	3