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

Agenda - Final

Thursday, September 18, 2025

1:00 PM

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Operations, Safety, and Customer Experience Committee

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Janice Hahn
Tim Sandoval
Katy Yaroslavsky
Gloria Roberts, non-voting member

Stephanie Wiggins, Chief Executive Officer

METROPOLITAN TRANSPORTATION AUTHORITY BOARD AGENDA RULES

(ALSO APPLIES TO BOARD COMMITTEES)

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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.

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

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

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The Meeting begins at 1:00 PM Pacific Time on September 18, 2025; you may join the call 5 minutes prior to the start of the meeting.

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

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

CALL TO ORDER

ROLL CALL

APPROVE Consent Calendar Items: 32, 33, and 34.

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

CONSENT CALENDAR

32. SUBJECT: APPOINTMENTS TO METRO SAN FERNANDO VALLEY AND WESTSIDE CENTRAL CITIES SERVICE COUNCILS 2025-0446

RECOMMENDATION

APPROVE nominees for membership on Metro's San Fernando Valley and Westside Central Service Councils (Attachment A).

Attachments:
Attachment A - Nomination Letters
Attachment B - New Appointees' Bios and Qualifications
Attachment C - Additional Data
Presentation

33. SUBJECT: HVAC ASSEMBLIES FOR P3010 LIGHT RAIL VEHICLES 2025-0617

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a one-year firm fixed price contract, Contract No. OP126710000, to Merak North America for the purchase of 18 P3010 Light Rail Vehicle (LRV), Heating Ventilation Air Conditioning (HVAC) Assemblies in the amount of $1,408,500, effective date September 29, 2025, subject to the resolution of any properly submitted protest(s), if any.

Attachments:
Attachment A - Procurement Summary
Attachment B - DEOD Summary
Presentation

34. SUBJECT: A650 HEAVY RAIL VEHICLE (HRV) COUPLER ASSEMBLY OVERHAUL 2025-0616

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a 66-month firm fixed price contract, Contract No. RR127894000 to Dellner, Inc. for the A650 Heavy Rail Vehicle (HRV) Coupler Overhaul in the amount Not-To-Exceed (NTE) $3,120,000, subject to the resolution of any properly submitted protest(s), if

any.

Attachments: Attachment A - Procurement Summary
Attachment B - DEOD Summary
Presentation

NON-CONSENT

35. SUBJECT: OPERATIONS EMPLOYEES OF THE MONTH 2025-0614

RECOMMENDATION

RECOGNIZE Operations Employees of the Month.

Attachments: Presentation

36. SUBJECT: CHIEF OPERATIONS OFFICER'S MONTHLY REPORT 2025-0615

RECOMMENDATION

RECEIVE oral report on Metro Operations.

37. SUBJECT: CONSULTANT SUPPORT SERVICES FOR THE A650 HEAVY RAIL VEHICLE (HRV) OVERHAUL PROGRAM, TECHNICAL AND PROGRAM MANAGEMENT SUPPORT SERVICES 2025-0437

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to:

A. EXECUTE Contract Modification No. 19 to Contract No. OP30433488, a cost plus fixed-fee contract with HATCH Associates Consultants, Inc. (HATCH) for the A650 Heavy Rail Vehicle (HRV) Overhaul Program Consultant Support Services, increasing the Not-To-Exceed (NTE) amount by $11,930,792 from $8,615,474 to $20,546,266, and extending the period of performance from October 5, 2025, to June 30, 2031; and

B. EXECUTE individual contract modifications within the Board-approved contract modification authority.

Attachments: Attachment A - Procurement Summary
Attachment B - Contract Modification and Change Order Log
Attachment C - DEOD Summary

38. SUBJECT: STATION ACTIVATION UPDATE 2025-0555

RECOMMENDATION

RECEIVE an oral report that provides an update on Metro's efforts to launch a

comprehensive Station Activation Program.

Attachments: Attachment A - Board Motion 29
Presentation

39. SUBJECT: TRANSIT COMMUNITY PUBLIC SAFETY DEPARTMENT QUARTERLY UPDATE 2025-0445

RECOMMENDATION

CONSIDER:

A. RECEIVING AND FILING the quarterly update on the Transit Community Public Safety Department (TCPSD) Implementation Plan; and

B. AUTHORIZING the resolution affirming Metro's commitment to meet the minimum recruitment and training standards set by the California Commission on Peace Officer Standards and Training (POST), as required for membership in the POST Program.

Attachments: Attachment A - POST Resolution
Presentation

40. SUBJECT: IMPROVING ACCESS CONTROL 2025-0567

RECOMMENDATION

RECEIVE AND FILE updates on the enhanced access control strategies to improve safety for Metro riders and employees, including the weapons detection pilot, expansion of the TAP-to-Exit pilot, expansion of the Elevator Open-Door pilot, expansion of the Smart Restroom pilot, and expansion of the taller faregates pilot.

Attachments: Attachment A - Board Motion 34.1
Attachment B - Board Motion 39
Attachment C - Weapons Detection Onboard Rail System - Findings Summary
Attachment D - Norwalk and San Pedro Screening Results & KPI Definitions
Attachment E - Weapons Detection Onboard Buses
Attachment F - Comparison of Current and Required CCTV Capabilities
Presentation

41. SUBJECT: MONTHLY UPDATE ON PUBLIC SAFETY 2025-0577

RECOMMENDATION

RECEIVE AND FILE the Public Safety Report.

Attachments: Attachment A - Additional Data
Attachment B - Narcan Data June & July 2025
Attachment C - Arrests by Race & Ethnicity June & July 2025
Attachment D - Law Enforcement Homeless Outreach June & July 2025
Attachment E - Metro Transit Security Activities June & July 2025
Attachment F - Metro Ambassador Activities June & July 2025
Attachment G - Station Experience Updates
Attachment H - Law Enforcement Crime Summary June & July 2025
Attachment I - Frontline Safety Additional Data June & July 2025

42. SUBJECT: REVIEW OF METRO BUS PASS-UPS 2025-0642

RECOMMENDATION

RECEIVE AND FILE the Office of the Inspector General (OIG) Final Report on the Review of Metro Bus Pass-Ups (Report No. 25-AUD-07) (Attachment A).

Attachments: Attachment A - 25-AUD-07 Final Report
Presentation

43. SUBJECT: PUBLIC SAFETY ADVISORY COMMITTEE QUARTERLY REPORT 2025-0581

RECOMMENDATION

RECEIVE AND FILE status report on Metro's Public Safety Advisory Committee (PSAC).

Attachments: Presentation

SUBJECT: GENERAL PUBLIC COMMENT 2025-0754

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

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

File #: 2025-0446, **File Type:** Appointment **Agenda Number:** 32.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
SEPTEMBER 18, 2025**

SUBJECT: APPOINTMENTS TO METRO SAN FERNANDO VALLEY AND WESTSIDE CENTRAL CITIES SERVICE COUNCILS

ACTION: APPROVE RECOMMENDATION

RECOMMENDATION

APPROVE nominees for membership on Metro's San Fernando Valley and Westside Central Service Councils (Attachment A).

ISSUE

The terms of two appointees on the San Fernando Valley Service Council and one appointee on the Westside Central Cities Service Council expired on June 30, 2025. Another member of the San Fernando Valley Service Council has been nominated to move from the San Fernando Valley Service Council to fill the vacancy on the Westside Central Service Council, and a replacement is being nominated to fill the seat of the previous member for the remaining term of July 1, 2023 - June 30, 2026.

BACKGROUND

Metro Service Councils (MSCs) were created in 2002 as community-based bodies that improve bus service and promote service coordination with municipal and local transit providers. The MSC bylaws specify that representatives who live, work, or represent the region should have a basic working knowledge of public transit service within their area and understand passenger transit needs. To do so, each Representative is expected to ride at least one transit service per month.

The MSCs are responsible for convening public hearings to receive community input on proposed service modifications, rendering decisions for proposed bus route changes, and considering staff recommendations/public comments. All route and major service changes approved by the MSCs will be brought to the Metro Board of Directors as an information item. If the Metro Board moves an MSC -approved service change to an action item, the MSCs will be notified of this change before the next Service Council monthly meeting.

DISCUSSION

The nominating authorities have nominated the individuals listed below. If approved by the Board, they will serve the remainder of the three-year terms specified. Attachments A and B provide the nomination letters and a brief list of qualifications for the new nominee.

For reference, the 2023 American Community Survey demographics and 2023 Metro Ridership Survey demographics for the region are compared to what would be each Council's updated composition with the appointment of these nominees. The sex/gender composition for Los Angeles County is taken from the 2022 Census Quick Facts; Census data includes a question that intends to capture current sex; there are no questions about gender, sexual orientation, or sex at birth. This is denoted by an asterisk in the "non-binary/non-conforming" and "prefer to self-describe/decline to state" fields within the tables below.

Lastly, the attendance record over the July 1, 2022 - June 30, 2025, term is provided for incumbent candidates.

San Fernando Valley Service Council

A. Louis Herrera, Reappointment
   Nominated by: Los Angeles Mayor Karen Bass
   Term: July 1, 2025 - June 30, 2028
   Attendance record: of the 30 meetings held during his most recent term, he has attended 22 (73%).

B. Michael Menjivar, New Appointment
   Nominated by: Los Angeles Mayor Karen Bass
   Term: July 1, 2023 - June 30, 2026

C. Marianne Riggins, New Appointment
   Nominated by: Las Virgenes Malibu Council of Governments
   Term: July 1, 2025 - June 30, 2028

With the appointment of these nominees, the San Fernando Valley (SFV) Service Council membership will compare to the region's demographics and ridership as seen in Attachment C, Table 1

The gender makeup of the SFV Service Council will be as seen in Attachment C, Table 2.

Westside Central Cities Service Council

Erin Nash has served on the San Fernando Valley Service Council since February 2021. While they continue to work in the San Fernando Valley service area, they recently relocated to the Westside Central service area. As there is a vacancy on the Westside Central Service Council, the nominating authority has opted to appoint them to the Westside Central Service Council to more closely align with their residence. Their attendance record for their current term of July 1, 2023 - June 30, 2026, on the San Fernando Valley Service Council is provided below.

D. Erin Nash, Appointment
Nominated by: Los Angeles Mayor Karen Bass
Term: July 1, 2025 - June 30, 2028
Attendance record: Of the 30 meetings held during their most recent term on the San Fernando Valley Service Council, they have attended 21 (70%).

With the appointment of this nominee, the Westside Central Cities (WSC) Service Council membership will compare to the region's demographics and ridership as seen in Attachment C, Table 3:

The gender makeup of the WSC Service Council will be as seen in Attachment C, Table 4.

EQUITY PLATFORM

Metro recommends appointing Service Council members who represent the diverse needs and priorities of the respective region's demographics. To further encourage nominating authorities to nominate individuals who closely reflect the region and its ridership, Metro staff shares Service Council membership race/ethnicity and gender demographic makeup compared to that of the residents and riders with each nomination request. This practice has resulted in greater diversity of race/ethnicity and gender over the last several years of the Service Councils. However, approximately half of LA County residents and Metro riders are women, and work is still required to achieve gender equity on some of the Service Councils. The gender representation on all Service Councils is seen in Attachment C, Table 5.

Staff will continue to share demographic information and encourage nominating authorities to consider gender equity when selecting individuals for nomination.

VEHICLE MILES TRAVELED OUTCOME

VMT and VMT per capita in Los Angeles County are lower than national averages, the lowest in the SCAG region, and on the lower end of VMT per capita statewide, with these declining VMT trends due in part to Metro's significant investment in rail and bus transit.* Metro's Board-adopted VMT reduction targets align with California's statewide climate goals, including achieving carbon neutrality by 2045. To ensure continued progress, all Board items are assessed for their potential impact on VMT.
This item supports Metro's systemwide strategy to reduce VMT through operational activities that will improve and further encourage transit ridership, ridesharing, and active transportation. Metro's Board -adopted VMT reduction targets were designed to build on the success of existing investments, and this item aligns with those objectives.

While this item does not directly encourage taking transit, sharing a ride, or using active transportation, it is a vital part of Metro operations, as it makes progress towards fully appointed advisory bodies that enables local area stakeholders to provide input on how Metro's bus service is performing in their communities, thereby contributing to Metro's efforts to improve the customer experience. A fully appointed advisory body increases public engagement and provides transparency

around Metro's decision-making process for service planning. Because the Metro Board has adopted an agency-wide VMT Reduction Target, and this item generally supports the overall function of the agency, this item is consistent with the goals of reducing VMT.

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

IMPLEMENTATION OF STRATEGIC PLAN GOALS

Approval of this recommendation supports the following Metro Strategic Plan Goal: 30 Enhance communities and lives through mobility and access to opportunity.

ALTERNATIVES CONSIDERED

The alternative to the recommendation would be for these nominees not to be approved for appointment. This would reduce the effectiveness of the Service Councils, as it would increase the challenges of obtaining a necessary quorum for these Service Councils to formulate and submit recommendations to the Board. It would also result in these Service Councils having a less diverse representation of their service areas.

NEXT STEPS

Staff will continue to monitor the major contributors to the quality of bus service from the customer's perspective and share that information with the Service Councils for use in their work to plan, implement, and improve bus service and the customer experience in their areas.

ATTACHMENTS

Attachment A - Nomination Letters
Attachment B - New Appointees' Biographies and Qualifications
Attachment C - Additional Data

Prepared by: Dolores Ramos, Senior Manager, Regional Service Councils, (213) 922-1210

Reviewed by: Conan Cheung, Chief Operations Officer, (213) 418-3034

Digitally approved by *Stephanie Wiggins*, Chief Executive Officer

ATTACHMENT A

NEW APPOINTEE NOMINATION LETTERS

San Fernando Valley Service Council

LAS VIRGENES - MALIBU
COUNCIL OF GOVERNMENTS

Appointment Notification Letter

Notification of Appointment to the San Fernando Valley Service Council

June 24, 2025

Doris Ramos
Los Angeles County Metropolitan Transportation Authority
One Gateway Plaza
Los Angeles, CA 90012

Dear Ms. Ramos,

I am writing on behalf of the Las Virgenes-Malibu Council of Governments (COG) Governing Board to formally notify the Los Angeles County Metropolitan Transportation Authority (Metro) of a recent appointment to the San Fernando Valley Service Council.

At the Governing Board meeting held on June 17, 2025, the Las Virgenes-Malibu COG Governing Board unanimously appointed Malibu Mayor Marianne Riggins to serve as the Council's designated representative on the San Fernando Valley Service Council. Mayor Riggins brings a wealth of experience in municipal governance and a strong commitment to regional transportation issues, and we are confident she will be an asset to the Service Council.

Mayor Riggins' email is mriggins@malibucity.org and her mobile number is (805) 405-5709. Please update Metro's records accordingly. Should you require any additional information, feel free to contact me.

Thank you for your attention to this matter.

Sincerely,

Terry Dipple
Executive Director
Las Virgenes-Malibu Council of Governments

KAREN BASS
MAYOR

June 30, 2025

Ms. Dolores Ramos
Manager
Metro Regional Service Councils
One Gateway Plaza MS 99-7-1
Los Angeles, CA 90012

Dear Ms. Ramos:

I hereby reappoint Louis Herrera to serve as a representative on the San Fernando Valley Service Council, for a three year term ending on June 30, 2028. Mr. Herrera's current term expires on June 30, 2025. His resume is attached.

I certify that in my opinion Mr. Herrera is especially qualified by reason of training and experience for the work which shall devolve upon him, and that I make this appointment solely in the interest of the City.

Please let me know if you need any additional information.

Sincerely,

KAREN BASS
Mayor

KB:lap

Attachment

200 N. SPRING STREET, ROOM 303 LOS ANGELES, CA 90012 (213) 978-0600
MAYOR.LACITY.ORG

KAREN BASS
MAYOR

August 7, 2025

Ms. Dolores Ramos
Manager
Metro Regional Service Councils
One Gateway Plaza MS 99-7-1
Los Angeles, CA 90012

Dear Ms. Ramos:

I hereby appoint Mr. Michael Menjivar to serve as a representative on the San Fernando Valley Council, for the term ending June 30, 2028. He will be replacing Erin Nash, who has resigned.

I certify that in my opinion Mr. Menjivar is especially qualified by reason of training and experience for the work which shall devolve upon him, and that I make this appointment solely in the interest of the City.

Please let me know if you need any additional information.

Sincerely,

KAREN BASS
Mayor

KB:lap

Attachment

200 N. SPRING STREET, ROOM 303 LOS ANGELES, CA 90012 (213) 978-0600
MAYOR.LACITY.ORG

Westside Central Cities Service Council

KAREN BASS
MAYOR

June 30, 2025

Ms. Dolores Ramos
Manager
Metro Regional Service Councils
One Gateway Plaza MS 99-7-1
Los Angeles, CA 90012

Dear Ms. Ramos:

I hereby appoint Ms. Erin Nash to serve as a representative on the West Los Angeles Council, for the term ending June 30, 2028. She will be replacing Ernesto Hidalgo, who has resigned.

I certify that in my opinion Ms. Nash is especially qualified by reason of training and experience for the work which shall devolve upon her, and that I make this appointment solely in the interest of the City.

Please let me know if you need any additional information.

Sincerely,

KAREN BASS
Mayor

KB:lap

Attachment

200 N. SPRING STREET, ROOM 303 LOS ANGELES, CA 90012 (213) 978-0600
MAYOR.LACITY.ORG

ATTACHMENT B

Service Council Nominee Qualifications

Michael Menjivar, Nominee to San Fernando Valley Service Council



Michael Menjivar currently works as the Director of Community Relations for LA28. Before joining LA28, Mr. Menjivar worked as Vice President of Government Relations, in Southern California, for Strategies 360, a national public affairs firm. Previously, he was the Director of Strategic Relations for the Central City Association of Los Angeles, the premier advocacy organization for Downtown LA. Prior, he served as Deputy Director of Community Engagement for LAUSD Board President Kelly Gonez. He also previously worked as the Public Policy Organizer for the Southern California Association of Non-Profit Housing (SCANPH), where he organized and led campaign efforts toward housing affordability in LA.

Born and raised in the San Fernando Valley to parents who immigrated from El Salvador, Menjivar is a bilingual English and native Spanish speaker. He earned a Bachelor of Science from UCLA and is a regular volunteer with local groups such as San Fernando Valley Young Democrats and Chapter Director of the New Leaders Council in Los Angeles. He also serves on the Board of Directors for Abundant Housing Los Angeles, LA County Democratic Party Central Committee, as an appointed delegate to the CA State Democratic Party Central Committee, and as Controller of the Democratic Party of the San Fernando Valley.

Marianne Riggins, Nominee to San Fernando Valley Service Council



Marianne Riggins was elected to the Malibu City Council in November 2022. Her term will expire in November 2026.

Marianne's family moved to Malibu permanently in 1968 when she was 18 months old. She attended Point Dume Elementary School (now Malibu Elementary), Malibu Park Junior High School (now Malibu Middle School) and Santa Monica High School. She has also lived in Mammoth Lakes and Bishop, California. For 17 years, Marianne worked at the City of Malibu in both the Planning and Environmental Sustainability Departments.

Marianne is married and has one child who attended Malibu public schools. She has volunteered for many community organizations, including Girl Scouts, Malibu High School Athletic Booster Club, and the SMMUSD Bond Oversight Committee and Facility District Advisory Committee, and has been involved in many other community activities.

Additional Data

Table 1: San Fernando Valley (SFV) Service Council membership compared to the region's demographics.

SFV Race/Ethnicity	Hispanic or Latino	White	Asian	Pac Isl	Black	Native Amer	Other
SFV Council Region	41.3%	39.6%	11.2%	0.2%	3.7%	0.2%	2.2%
SFV Region Ridership	73%	9%	8%	1%	8%	1%	1%
SFV Membership (No.)	44% (4)	33% (3)	11% (1)	0% (0)	11% (1)	0% (0)	0% (0)

Table 2: San Fernando Valley (SFV) Service Council membership compared to the region's gender.

SFV Sex/Gender	Male/Man	Female/Woman	Non-binary/ Non-conforming	Prefer to self-describe/ Decline to respond
Los Angeles County	49.6%	50.4%	*	*
SFV Region Ridership	49%	48%%	2%	1%
SFV Membership (No.)	66% (6)	22% (2)	11% (1)	0% (0)

Table 3: Westside Central Cities (WSC) Service Council membership compared to the region's demographics.

WSC Race/Ethnicity	Hispanic or Latino	White	Asian	Pac Isl	Black	Native Amer	Other
WSC Council Region	41.0%	31.1%	13.8%	0.1%	9.0%	0.1%	4.8%
WSC Region Ridership	67%	8%	6%	1%	17%	1%	1%
WSC Membership (No.)*	27% (3)	45% (5)	0% (0)	0% (0)	18% (2)	9% (1)	0% (0)

**Note: Table does not add to the exact number of Councilmembers as it incorporates each race Councilmembers self-identified with; some Councilmembers identify with more than one race.*

Table 4: Westside Central Cities (WSC) Service Council membership compared to the region's gender.

WSC Sex/Gender	Male/Man	Female/ Woman	Non-binary/ Non-conforming	Prefer to self-describe/ Decline to respond
Los Angeles County	49.6%	50.4%	**	**
WSC Region Ridership	48%	49%	2%	1%
WSC Membership (No.)	44% (4)	33% (3)	11% (1)	11% (1)

Table 5: Gender representation on all Service Councils

Sex/Gender	Male/Man	Female/Woman	Non-binary/ Non-conforming	Prefer to self-describe/ Decline to respond
Los Angeles County	49.6%	50.4%	*	*
GWC Membership (No.)	66% (6)	33% (3)	0% (0)	0% (0)
SFV Membership (No.)	66% (6)	22% (2)	11% (1)	0% (0)
SGV Membership (No.)	77% (7)	22% (2)	0% (0)	0% (0)
SBC Membership (No.)	66% (6)	22% (2)	0% (0)	0% (0)
WSC Membership (No.)	44% (4)	33% (3)	11% (1)	11% (1)

REGIONAL SERVICE COUNCILS

APPOINTMENTS TO METRO SERVICE COUNCILS

Metro

Operations, Safety, & Customer Experience Committee Meeting
September 18, 2025

RECOMMENDATION

APPROVE nominees for membership on Metro's San Fernando Valley and Westside Central Service Councils.

ISSUE & DISCUSSION

ISSUE

The terms of two appointees on the San Fernando Valley Service Council and one appointee on the Westside Central Cities Service Council expired on June 30, 2025. A member of the San Fernando Valley Service Council is being appointed to fill the vacancy on the Westside Central Service Council.

DISCUSSION

If approved by the Board, the nominees will each serve the remainder of the three-year term tied to the seat on the Council they have been nominated to.

Metro

Nominating Authorities

Westside Central and San Fernando Councils' nominating authorities and the number of seats they provide nominations for are listed below. The responsible nominating authorities that have forwarded nominations for approval are highlighted below.

Region	Nominating Authorities
San Fernando Valley	Cities of Burbank, Glendale, San Fernando (2) ***City of Los Angeles Mayor (4)*** LA County 3rd District Supervisor (1) LA County 5th District Supervisor (1) ***Las Virgenes-Malibu Council of Governments (1)***
Westside Central	***City of Los Angeles Mayor (4)*** LA County 2nd District Supervisor (1) LA County 3rd District Supervisor (1) Westside Cities Council of Governments (3)

Metro

Demographics

With these nominees, the Service Council composition and representation will be:

Race/Ethnicity	Hispanic or Latino	White	Asian	Pac Isl	Black	Native Amer/ Amer Ind	Other
SFV Council Region	41.3%	39.6%	11.2%	0.2%	3.7%	0.2%	2.2%
SFV Region Ridership	73%	9%	8%	1%	8%	1%	1%
SFV Membership (No.)	44% (4)	33% (3)	11% (1)	0% (0)	11% (1)	0% (0)	0% (0)
WSC Council Region	41.0%	31.1%	13.8%	0.1%	9.0%	0.1%	4.8%
WSC Region Ridership	67%	8%	6%	1%	17%	1%	1%
WSC Membership (No.)*	27% (3)	45% (5)	0% (0)	0% (0)	18% (2)	9% (1)	0% (0)

**Note: Table/percentages does not add to the exact number of Council seats as each race Councilmembers self-identified with is incorporated; some current Councilmembers identify as multi-racial.*

Sex/Gender	Male/ Man	Female/ Woman	Non-binary/ Non-conforming	Prefer to self-describe/ Decline to respond
Los Angeles County	49.6%	50.4%	*	*
SFV Membership (No.)	66% (6)	25% (2)	13% (1)	0% (0)
WSC Membership (No.)	44% (4)	33% (3)	11% (1)	11% (1)

Metro

File #: 2025-0617, **File Type:** Contract **Agenda Number:** 33.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
SEPTEMBER 18, 2025

SUBJECT: HVAC ASSEMBLIES FOR P3010 LIGHT RAIL VEHICLES

ACTION: AWARD CONTRACT

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a one-year firm fixed price contract, Contract No. OP126710000, to Merak North America for the purchase of 18 P3010 Light Rail Vehicle (LRV), Heating Ventilation Air Conditioning (HVAC) Assemblies in the amount of $1,408,500, effective date September 29, 2025, subject to the resolution of any properly submitted protest(s), if any.

ISSUE

This procurement is for the acquisition of 18 HVAC units for float spares in support of revenue service and the upcoming component overhaul program consisting of 10 HVAC units overhauled monthly over a five-year period.

Execution of the component overhaul project includes an HVAC exchange program by staff removing the presently installed HVACs and replacing them with overhauled HVAC equipment to meet the production schedule, consisting of 10 overhauls per month over five years. The HVAC equipment provides a comfortable (heat or cool) air supply to Metro's passengers. In-service failure of the HVAC equipment is considered an operational safety hazard to both passengers and train operators, resulting in the vehicle being removed from service until repaired.

BACKGROUND

The P3010 LRV fleet consists of 235 rail cars manufactured by Kinkisharyo International, LLC. The fleet was placed in revenue service between 2016-2023, operating on all of Metro's light rail lines A, C, E, K, and L lines. The fleet is Metro's newest and most reliable light rail LRV fleet with consistent performance, reliability, and safety, amassing over 102,815,659 fleet miles.

The HVAC equipment is mounted onto the LRV rooftop and is rarely turned off, providing either cooling or heating for the LRV operator and passenger compartments. The design life of the HVAC equipment is 30 years of routine maintenance, and component-level overhauls are performed at the 600,000-mile target interval.

DISCUSSION

There are two HVAC units mounted onto the vehicle's rooftop that are subject to harsh outdoor environments (e.g., heat, cold, dust, and debris) with the high probability of declining reliability and service delays.

The HVAC Original Equipment Manufacturer (OEM) identified a preventive maintenance overhaul at the 600,000-mile interval when specific components within the HVAC equipment are overhauled or replaced to ensure sustained reliability and safety. Purchase of 18 new HVAC units served two purposes 1) available for the Divisions (shops) to install in the event of in-service equipment failures 2) float spares for the component overhaul project spanning over 5-year production schedule.

Approval of this Board action will ensure sufficient spare float stock is available to support the forthcoming overhaul production schedule, while assuring vehicle availability during the overhaul. It will also maintain passenger and operator comfort in a climate-controlled environment while riding the P3010 LRV fleet.

DETERMINATION OF SAFETY IMPACT

Operator and passenger comfort and safety are of the utmost importance for Metro. Passengers expect clean, safe, and reliable vehicles in a comfort-controlled environment. The HVAC equipment provides heating or cooling to the compartments. Should the HVAC equipment become inoperable, the LRV is removed from service as Metro's operating procedures deem the unsafe for continued operations.

FINANCIAL IMPACT

Funding of $500,000 for the Contract is included in the FY26 Budget in Rail Feet Services Cost Centers for P3010 light rail fleet, Project 214009, and Account 50441.

Impact to Budget

Funding for this effort includes operating eligible sources, such as Prop A35, Measure M, and STA. Using these funding sources maximizes the project funding allocations allowed by approved provisions and guidelines.

EQUITY PLATFORM

The P3010 fleet is Metro's largest fleet and operates on all A, C, E, K, and L lines. Purchasing 18 HVAC units will prevent service disruptions from vehicle unavailability due to decreased fleet availability from spare parts during the forthcoming overhaul program. All Metro's passengers riding the P3010 LRVs have access to climate-controlled vehicles throughout all weather seasons, particularly during the winter and summer months. This investment ensures a comfortable ride for those riding on Metro Rail, including many low-income, transit-dependent, and historically marginalized communities who rely on Metro Rail as their primary means of transportation.

The Diversity & Economic Opportunity Department (DEOD) did not recommend a Disadvantaged

Business Enterprise (DBE) goal for this procurement.

VEHICLE MILES TRAVELED OUTCOME

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

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

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

IMPLEMENTATION OF STRATEGIC PLAN GOALS

Approval of the P3010 fleet purchase of 18 HVAC units proactively supports Strategic Goal 1: Provide high quality mobility options that enable people to spend less time traveling as the forthcoming HVAC overhaul project ensures sustained fleet reliability, including safe, accessible, and affordable transportation for all riders of Metro's light rail system. The recommendation supports Metro's Strategic Plan Goal 5): Provide Responsive, Accountable, and Trustworthy governance within the Metro organization.
Contract Modification Authority and Contract extension safeguard overhaul production continuance while meeting passenger safety and fleet reliability.

ALTERNATIVES CONSIDERED

An alternative considered is to defer the procurement for the 18 spare HVAC units, but this will negatively impact on the upcoming fleet overhaul project due to insufficient spare units to sustain the production schedule of five LRVs or 10 kits per month. This alternative is not recommended as HVAC equipment is vital to sustain a positive operator and customer experience. If the HVAC were to fail, the LRV is pulled from revenue service for repairs, as Metro Operations will not allow the vehicle to remain in service without central heat and air conditioning.

NEXT STEPS

Upon Board Approval, the upcoming component overhaul project will have the necessary spares to move forward and meet the production schedule deadlines of five kits or 10 overhauls per month over a 5-year project.

ATTACHMENTS

Attachment A - Procurement Summary
Attachment B - DEOD Summary

Prepared by: Bob Spadafora, Senior Executive Officer, Rail Fleet Services
(213) 922-3144
Richard M. Lozano, Superintendent, Rail Fleet Services
(323)-224-4042
Matthew Dake, Deputy Chief Operations Officer
(213) 922-4061
Debra Avila, Deputy Chief, Vendor/Contract Management
(213) 418-3051

Reviewed by: Conan Cheung, Chief Operations Officer, Transit Operations (213) 418-3034

Digitally approved by *Stephanie Wiggins*, Chief Executive Officer

PROCUREMENT SUMMARY

HVAC ASSEMBLIES FOR P3010 LIGHT RAIL VEHICLES/ OP126710000

1.	**Contract Number**: OP126710000	
2.	**Recommended Vendor**: Merak North America	
3.	**Type of Procurement (check one):** ☒ **IFB** ☐ **RFP** ☐ **RFP–A&E** ☐ **Non-Competitive** ☐ **Modification** ☐ **Task Order**	
4.	**Procurement Dates**:	
	A. Issued: March 28, 2025	
	B. Advertised/Publicized: March 28, 2025	
	C. Pre-Bid Conference: N/A	
	D. Bids Due: May 12, 2025	
	E. Pre-Qualification Completed: May 22, 2025	
	F. Ethics Declaration Forms Submitted to Ethics: May 12, 2025	
	G. Protest Period End Date: September 25, 2025	
5.	**Solicitations Downloaded**: **19**	**Bids Received**: **1**
6.	**Contract Administrator**: **Uriel Villa**	**Telephone Number**: **(213) 922-1025**
7.	**Project Manager**: **Richard Lozano**	**Telephone Number**: **(213) 792-8047**

A. Procurement Background

This Board Action is to approve the award of Contract No. OP126710000 to Merak North America for the purchase of 18, P3010 Light Rail Vehicle, Heating Ventilation Air Conditioning (HVAC) Assemblies. Board approval of contract award is subject to the resolution of any properly submitted protest(s), if any.

Invitation for Bids (IFB) No. OP126710000 was issued in accordance with Metro's Acquisition Policy and the contract type is a firm fixed price. The Diversity & Economic Opportunity Department did not recommend a Disadvantaged Business Enterprise (DBE) goal for this procurement due to the lack of subcontracting opportunities.

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

- Amendment No. 1, issued on April 18, 2025 amended several Contract terms and conditions and extended the bid due date;
- Amendment No. 2, issued on May 1, 2025 extended the bid due date;

A total of 19 firms downloaded the IFB and were included in the planholders' list. A pre-bid conference was not held for this procurement. There were three (3) questions received for this IFB and responses were provided prior to the bid due date.

A single bid was received on May 12, 2025 from Merak North America. Staff conducted a market survey of planholders to determine why no additional bids were

received. Three responses were received. Reasons given for not submitting bids included limited resources to support the contract, inability to provide the requested unit, and a firm mistakenly downloading the solicitation. The results of the market survey indicated that the decisions of the firms not to propose were based on individual business considerations and as such, the solicitation could proceed to be awarded as a competitive award.

B. Evaluation of Bids

This procurement was conducted in accordance and complies with LACMTA's Acquisition Policy for a competitive sealed bid. The single bid received is listed below:

1. Merak North America (Merak)

Merak's bid was determined to be responsive and responsible to the minimum qualification requirements of the IFB.

C. Price Analysis

The procurement was released as a competitive Invitation for Bid (IFB) solicitation that was advertised and open to all bidders, so a Price Analysis is required. The Price Analysis revealed a 2.96% variance between the Independent Cost Estimate (ICE) and the bid price. Therefore, based on the Price Analysis, ICE, a Technical Analysis Memo, and expectation of adequate price competition, the recommended bid has been determined fair and reasonable.

Bidder Name	Metro ICE	Bid Amount
Merak North America	$1,368,000.00	**$1,408,500.00**

D. Background on Recommended Contractor

The recommended firm, Merak, located in Westminster, Maryland, has been in business for 25 years, and is a leader in the field of Heating, Ventilation and Air Conditioning (HVAC) for Railway Vehicles. Merak specializes in the manufacturing of HVAC systems for Railway Vehicles. Merak's client lists include Washington Metropolitan Area Transit Authority, Long Island Rail Road, and Metro North.

Merak HVAC systems are currently in use on Metro's P3010 Light Rail Vehicles and performance has been satisfactory.

DEOD SUMMARY

HVAC ASSEMBLIES FOR P3010 LIGHT RAIL VEHICLES/ OP126710000

A. Small Business Participation

The Diversity and Economic Opportunity Department (DEOD) did not establish a Disadvantaged Business Enterprise (DBE) participation goal for this procurement due to lack of subcontracting opportunities. It is expected that Merak North America will perform the services of this contract with their own workforce.

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. PLA/CCP is applicable only to construction contracts that have a construction related value in excess of $2.5 million.

RAIL FLEET SERVICES

HVAC ASSEMBLIES FOR P3010 LIGHT RAIL VEHICLES

Metro

Operations, Safety, & Customer Experience Committee Meeting
September 18, 2025

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a one-year firm fixed price contract, Contract No. OP126710000, to Merak North America for the purchase of 18 P3010 Light Rail Vehicle (LRV), Heating Ventilation Air Conditioning (HVAC) Assemblies in the amount of $1,408,500.00, effective date September 29, 2025, subject to the resolution of any properly submitted protest(s), if any.

Metro

ISSUE & DISCUSSION

AWARDEE

Merak North America

NUMBER OF BIDS/PROPOSALS

Bidders	Bid Amount
Merak North America	$1,408,500.00

DEOD COMMITMENT

The Diversity and Economic Opportunity Department (DEOD) does not recommend a Small/Disabled Veteran Business Enterprise (SBE/DVBE) participation goal for this procurement.

Metro

Discussion

ISSUE

This procurement is for the purchase of eighteen (18) new Heating Ventilation Air Conditioning (HVAC) units to be utilized as "float" spares in support of both revenue service fleet availability and the forthcoming component overhaul program.

DISCUSSION

The HVAC equipment provides comfortable (heat or cool) air supply to Metro's passengers and train operator. Of note, in service failure of the HVAC equipment is considered an operational safety hazard resulting in the vehicle removal from service until repaired. There are two HVAC units per LRV subject to harsh outdoor environments e.g., (heat, cold, dust and debris) with high probability of declining reliability and service delays upon equipment failure.

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

File #: 2025-0616, **File Type:** Contract **Agenda Number:** 34.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
SEPTEMBER 18, 2025**

SUBJECT: A650 HEAVY RAIL VEHICLE (HRV) COUPLER ASSEMBLY OVERHAUL

ACTION: AWARD CONTRACT

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a 66-month firm fixed price contract, Contract No. RR127894000 to Dellner, Inc. for the A650 Heavy Rail Vehicle (HRV) Coupler Overhaul in the amount Not-To-Exceed (NTE) $3,120,000, subject to the resolution of any properly submitted protest (s), if any.

ISSUE

The Original Equipment Manufacturer (OEM), Wabtec, identified and established an equipment overhaul schedule for coupler assembly at a 5-year interval. These projects are at 90% completion with the next cycle of overhauls beginning early 2026, including the coupler assembly overhaul.

BACKGROUND

The A650 Heavy Rail Vehicle (HRV) Fleet consists of 26 based-buy vehicles and 74 option-buy vehicles for a combined 32 years of revenue service operations. The option-buy fleet is currently undergoing a Component Overhaul Program for five major systems, inclusive of friction brakes, traction motor, gearbox, semi-permanent drawbar, and low voltage power supply replacement due to parts obsolescence. This overhaul is not routine maintenance but a complete teardown, inspection, and replacement of worn parts with new ones. The coupler assembly provides mechanical and electrical coupling between railcars, as there are 2 couplers per HRV. Overhauling couplers at this interval minimizes equipment failures while maintaining the fleet in a constant state of good repair. This procurement is for the overhaul of the HRV Coupler Assembly, encompassing the overhaul of 100 couplers, or 50 kits, including spares.

DISCUSSION

The A650 fleet component overhaul projects consist primarily of the repair and replacement of vehicle wear items that require overhaul or replacement of the vehicle's 30-year design life. Since the option fleet is at mid-life, the fleet is now programmed for a modernization overhaul. Of note, the

component overhaul program consists of those items not included in the modernization overhaul, as they are technically preventive maintenance overhauls, including coupler assembly overhaul.

Metro's Transit Vehicle Engineering (TVE), along with Rail Fleet Services (RFS) staff, performed a technical review of the OEM component overhaul tasks and are in concurrence with the scope and overhaul schedule as described in the Heavy Repair Maintenance Manual. TVE developed the Statement of Work (SOW), ensuring the Contractors are following the Federal Transit Administration (FTA), Association of American Railroads (AAR), California Public Utilities Commission (CPU), and Metro's Corporate Safety Standards for this project.

The coupler assembly consists of mechanical and electrical components, including the mechanical coupler assembly, buffer, electrical cables, and coupler head assembly for trainline functions. Wear and tear of these components is expected, which prompts periodic overhauls accomplished by a Contractor with specialized training, tools, and equipment.

DETERMINATION OF SAFETY IMPACT

The A650 coupler assembly is an integral component of the HRV, as the mechanical/electrical interface between trains is used for safe and reliable operations. Timely replacement of these components will ensure that safety is preserved by overhauling the coupler assemblies into new conditions as defined by the OEM, while achieving regulatory compliance with state and federal regulations.

FINANCIAL IMPACT

Funding in the amount of $500,000 for the coupler assembly overhaul project is included in the FY26 budget under approved Capital Project (CP 214007) in the amount of $11,000,000 Life-of-Project (LOP) in cost center 3942, Rail Fleet Service Maintenance.

Since this is a multi-year project, the cost center Component Overhaul Superintendent, Division Director, and Sr. Executive Officer of Rail Fleet Services will ensure that the balance of funds is budgeted in future years.

Impact to Budget

The current source of funds for this action is Measure M State of Good Repair 2%. This funding is eligible for Operating Capital Projects. Given approved funding provisions and guidelines, using these funding sources maximizes project funding intent.

EQUITY PLATFORM

Metro's HRV fleet provides vital transportation services throughout Center City and the County of Los Angeles via the B and D lines, which connect downtown Los Angeles to North Hollywood, and will connect Koreatown and the Wilshire/Western area to Century City and Westwood with the future D Line extension. The B and D subway system includes many underserved communities where regional disparities exist between residents' access to jobs, housing, education, health, and safety. Implementation of the coupler overhaul campaign safeguards the A650 fleet availability and reliability,

thereby ensuring continued service on the B and D Lines as well as minimizes service disruptions for transit riders.

The Diversity and Economic Opportunity Department (DEOD) did not recommend a Small Business Enterprise (SBE)/Disabled Veteran Business Enterprise (DVBE) participation goal for this procurement due to the lack of certified firms that perform this service. Dellner, Inc. listed two non-certified firms to perform the services of this contract.

VEHICLE MILES TRAVELED OUTCOME

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

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

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

IMPLEMENTATION OF STRATEGIC PLAN GOALS

Approval of the A650 fleet coupler assembly overhaul supports Strategic Goal 1: Provide high-quality mobility options that enable people to spend less time traveling. This component-level overhaul project ensures sustained fleet reliability, including safe, accessible, and affordable transportation for all riders of Metro's subway system. The recommendation supports Metro Strategic Plan Goal 5: Provide Responsive, Accountable, and Trustworthy governance within the Metro organization. CMA and Contract extension safeguard overhaul production continuity while meeting passenger safety and fleet reliability.

ALTERNATIVES CONSIDERED

An alternative is to defer the coupler assembly overhaul. However, this alternative is not recommended as the coupler is a vital and safety-sensitive component that could cause mechanical failure with no coupling for multiple trains and create a risk to passenger safety.

NEXT STEPS

Upon Board approval, staff will execute Contract No. RR127894000 for the A650 HRV Coupler Assembly Overhaul with Dellner, Inc.

ATTACHMENTS

Attachment A - Procurement Summary
Attachment B - DEOD Summary

Prepared by: Bob Spadafora, Senior Executive Officer, Rail Fleet Services
(213) 922-3144
Richard M. Lozano, Superintendent, Rail Fleet Services
(323) 224-4042
Matthew Dake, Deputy Chief Operations Officer
(213) 922-4061
Debra Avila, Deputy Chief, Vendor/Contract Management
(213) 418-3051

Reviewed by: Conan Cheung, Chief Operations Officer (213) 418-3034

Digitally approved by *Stephanie Wiggins*, Chief Executive Officer

PROCUREMENT SUMMARY

A650 HEAVY RAIL VEHICLE (HRV) COUPLER ASSEMBLY OVERHAUL/RR127894000

1.	**Contract Number**: RR127894000	
2.	**Recommended Vendor**: Dellner, Inc.	
3.	**Type of Procurement (check one):** ☐ **IFB** ☒ **RFP** ☐ **RFP–A&E** ☐ **Non-Competitive** ☐ **Modification** ☐ **Task Order**	
4.	**Procurement Dates** :	
	A. Issued : January 31, 2025	
	B. Advertised/Publicized: January 31, 2025	
	C. Pre-Proposal Conference: N/A	
	D. Proposals Due: March 24, 2025	
	E. Pre-Qualification Completed: March 24, 2025	
	F. Ethics Declaration Forms submitted to Ethics: March 25, 2025	
	G. Protest Period End Date: September 23, 2025	
5.	**Solicitations Downloaded**: 9	**Bids/Proposals Received**: 2
6.	**Contract Administrator**: Jessica Omohundro	**Telephone Number**: (213) 922-4790
7.	**Project Manager**: Richard Lozano	**Telephone Number**: (213) 792-8047

A. Procurement Background

This Board Action is to approve Contract No. RR127894000 for the inspection, overhaul, testing, and transportation of one hundred (100) A650 Couplers or fifty (50) kits in support of Metro's A650 Heavy Rail Vehicles (HRV). Board approval of contract award is subject to the resolution of any properly submitted protest(s), if any.

On January 31, 2025, Request for Proposals (RFP) No. RR127894 was issued as a competitive procurement in accordance with Metro's Acquisition Policy. The contract type is a firm fixed price. The Diversity & Economic Opportunity Department did not recommend a Small Business Enterprise (SBE) or a Disabled Veteran Business Enterprise (DVBE) participation goal for this procurement due to the lack of small businesses that perform these services.

Three (3) amendments and one (1) set of clarifications were issued during the solicitation phase of this RFP:

- Amendment No. 1, issued on February 7, 2025, Contract Administrator change;
- Amendment No. 2, issued on February 20, 2025, extended proposal due date;
- Amendment No. 3, issued on July 14, 2025, Best and Final Offer (BAFO).

A total of nine (9) firms downloaded the RFP and were included in the planholders' list. There were two (2) questions received for this RFP, and responses were provided prior to the proposal's due date.

A total of two (2) proposals were received by the due date of March 24, 2025.

Although the two (2) responding firms are the only known railcar coupler manufacturers, Metro staff conducted a market survey of the firms on the planholders list to determine why no other proposals were received. One firm indicated they declined to participate because of their limited access to some of the specialized components necessary for the overhaul services. The rest of the nonrespondent planholders were suppliers or distributors interested in providing parts and components to support the overhaul, but not the performance of the overhaul services.

The results of the market survey indicated that the decisions of the firms not to propose were based on individual business considerations and as such, the competitive solicitation could proceed to be awarded.

B. Evaluation of Proposals

A diverse Proposal Evaluation Team (PET) consisting of staff from Transit Vehicle Engineering, Rail Vehicle Maintenance, and Rail Quality Assurance conducted a comprehensive technical evaluation of the proposals received.

The proposals were evaluated based on the following evaluation criteria and weights:

- Proposed Work Scope 30 percent
- Technical Capability 20 percent
- Past Performance 15 percent
- Project Management 15 percent
- Price 20 percent

The evaluation criteria are appropriate and consistent with criteria developed for similar overhaul procurements. Several factors were considered when developing these weights, giving the greatest importance to the proposed scope of work.

Of the two (2) proposals received, both were determined to be within the competitive range and are listed in alphabetical order:

1. Dellner, Inc.
2. Wabtec Passenger Transit

No firms were determined to be outside the competitive range, and no firms were excluded for further consideration.

Evaluations were conducted on May 19, 2025 of the two (2) proposals received and both determined to be responsive, responsible, and qualified to perform the services based on the RFP requirements. The PET conducted technical fact-finding meetings and a full technical evaluation of the proposals. The proposals were found to be technically acceptable and in compliance with requirements of the RFP.

A Best and Final Offer (BAFO) was issued on July 14, 2025 requesting a BAFO proposal. The PET members met on July 28, 2025, to discuss and finalize the BAFO scoring and upon the completion of the evaluation process, found Dellner, Inc. to be the most qualified to perform the necessary work highlighted in our Scope of Services.

Qualifications Summary of Firms within the Competitive Range:

Dellner, Inc.

Dellner, Inc. is a global leader in rail vehicle connection systems with over 80 years of experience and a presence in more than 20 countries. As an OEM and trusted provider of coupler overhaul services for major transit agencies worldwide, Dellner offers in-house engineering, machining, testing, and quality assurance capabilities. Their North American facilities and established supply chain enable efficient sourcing and support, making them well-qualified for the A650 Coupler Overhaul.

Wabtec Passenger Transit

Wabtec Passenger Transit is a leading provider of rail technology and services with extensive experience supporting transit agencies across North America. With over a century of industry expertise, Wabtec specializes in the overhaul and maintenance of critical rail systems, including couplers, braking systems, and propulsion equipment. As an OEM and authorized service provider for multiple transit fleets, Wabtec offers robust in-house capabilities for engineering, testing, remanufacturing, and quality assurance capabilities. Their U.S.-based facilities and strong supply chain infrastructure ensure timely delivery, technical accuracy, and lifecycle support, making Wabtec well-qualified to perform the A650 Coupler Overhaul.

1	Firm	Average Score	Factor Weight	Weighted Average Score	Rank
2	**Dellner, Inc.**				
3	Proposed Work Scope	83.33	30.00%	25.00	
4	Technical Capability	92.25	20.00%	18.45	
5	Past Performance	93.80	15.00%	14.07	
6	Project Management	91.33	15.00%	13.70	
7	Price	100.00	20.00%	20.00	
8	**Total**		**100.00%**	**91.22**	**1**
9	**Wabtec Passenger Transit**				
10	Proposed Work Scope	82.00	30.00%	24.60	
11	Technical Capability	90.65	20.00%	18.13	
12	Past Performance	94.00	15.00%	14.10	
13	Project Management	86.33	15.00%	12.95	
14	Price	90.65	20.00%	18.13	
15	**Total**		**100.00%**	**87.91**	**2**

C. Cost/Price Analysis

The recommended price has been determined to be fair and reasonable based upon adequate competition, price analysis, an Independent Cost Estimate (ICE), technical evaluation, fact finding, and negotiations. The negotiated amount is 1.46% greater than Metro's ICE due current market conditions and anticipated cost increases.

	Proposer Name	Proposal Amount	Metro ICE	Negotiated or NTE amount
1.	Dellner, Inc.	$3,120,000.00	$3,075,000.00	$3,120,000.00
2.	Wabtec Passenger Transit	$3,476,700.00	$3,075,000.00	$3,441,409.46

D. Background on Recommended Contractor

Dellner, Inc., established in 1987, is a trusted manufacturer and service provider specializing in automatic and semi-permanent couplers for rail passenger transit applications. Headquartered in Charlotte, NC, with a full-service overhaul and repair facility in Roseville, CA, Dellner supports over 40 North American transit authorities as well as major rail vehicle manufacturers and maintainers. With more than 25 years of experience, the company has evaluated, repaired, and overhauled at least 500 couplers of similar design, size, and capacity to those specified for light rail vehicles, demonstrating proven capability and deep industry expertise in passenger rail systems.

Dellner, Inc. has provided services for Metro and performance has been satisfactory.

DEOD SUMMARY

A650 HEAVY RAIL VEHICLE (HRV) COUPLER ASSEMBLY OVERHAUL/RR127894000

A. Small Business Participation

The Diversity and Economic Opportunity Department (DEOD) did not recommend a Small Business Enterprise (SBE)/Disabled Veteran Business Enterprise (DVBE) participation goal for this procurement due to the lack of certified firms that perform this service. Dellner, Inc. listed two non-certified firms to perform the services of this contract.

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. PLA/CCP is applicable only to construction contracts that have a construction related value in excess of $2.5 million.

RAIL FLEET SERVICES

A650 HEAVY RAIL VEHICLE (HRV) COUPLER ASSEMBLY OVERHAUL

Metro

Operations, Safety, & Customer Experience Committee Meeting
September 18, 2025

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a 66-month firm fixed price contract, Contract No. RR127894000 to Dellner, Inc. for the A650 Heavy Rail Vehicle (HRV) Coupler Overhaul in the amount Not-To-Exceed (NTE) $3,120,000.00 subject to the resolution of any properly submitted protest(s), if any.

Metro

ISSUE & DISCUSSION

AWARDEE

Dellner, Inc.

NUMBER OF BIDS/PROPOSALS

1) Dellner, Inc. - $3,120,000

2) Wabtec Passenger Transport - $3,441,409.00

DEOD COMMITMENT

The Diversity and Economic Opportunity Department (DEOD) did not recommend a Small Business Enterprise (SBE)/Disabled Veteran Business Enterprise (DVBE) participation goal for this procurement due to the lack of certified firms that perform this service. Dellner, Inc. listed two non-certified firms to perform the services of this contract.

Metro

ISSUE & DISCUSSION

ISSUE

The A650 HRV fleet consist of 100 vehicles requiring coupler overhaul on a 5-year cycle as defined by the original equipment manufacturer. This is the 5th overhaul cycle ensuring coupler equipment reliability and passenger safety while meeting regulatory safety standards.

DISCUSSION

This procurement is for the overhaul of coupler equipment (2-per HRV) consisting of thorough cleaning, inspection, replacement of worn parts followed by a comprehensive test program ensuring the overhaul brings the coupler assembly to like new condition.

Metro

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

File #: 2025-0614, **File Type:** Oral Report / Presentation **Agenda Number:** 35.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
SEPTEMBER 18, 2025

SUBJECT: OPERATIONS EMPLOYEES OF THE MONTH

RECOMMENDATION

RECOGNIZE Operations Employees of the Month.

ISSUE

The Operations Department is celebrating two Employees of the Month (EOM) for September 2025. This presentation will highlight the EOMs' work ethic, tenure, and outstanding achievements, among other respectable attributes.

EQUITY PLATFORM

EOM nominations submitted to the Chief Operations Officer (COO) must be for frontline employees or field supervisors in a customer-facing role. Operations management is encouraged to nominate employees who have achieved excellence, went above and beyond their assigned job description, and are diverse in both genders/ethnicities. In addition, a review of the location, job responsibilities, and seniority is considered for final selections to ensure diverse representation among the various groups within the department. Operations also works with Logistics and System Security & Law Enforcement (SSLE) to nominate employees at various Metro locations.

VEHICLE MILES TRAVELED OUTCOME

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

While this item does not directly encourage taking transit, sharing a ride, or using active transportation, it is a vital part of Metro operations, as it highlights frontline employees and field supervisors in the Operations, Logistics, and System Security and Law Enforcement (SSLE) Departments. Because the Metro Board has adopted an agency-wide VMT Reduction Target, which generally supports the agency's overall function, it is consistent with the goal of reducing VMT.

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

Prepared by: Diane Corral-Lopez, Executive Officer, Operations Admin (213) 922-7676

Reviewed by: Conan Cheung, Chief Operations Officer (213) 418-3034

Digitally approved by *Stephanie Wiggins*, Chief Executive Officer

September 2025

Employees of the Month

September Employees of the Month

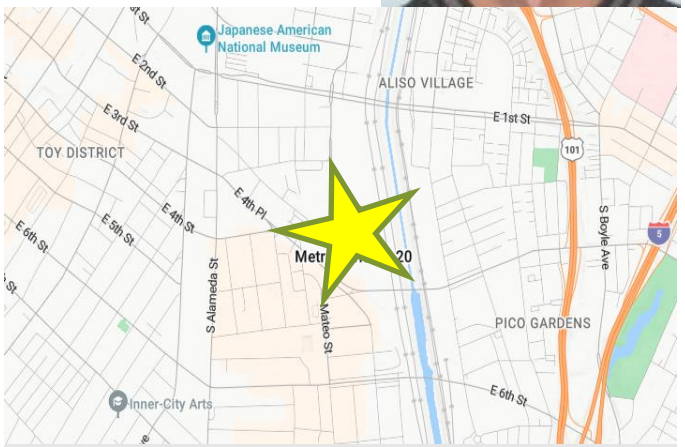


Rail Transportation

Rail Transit Supervisor

Mario Cabral-Carillo





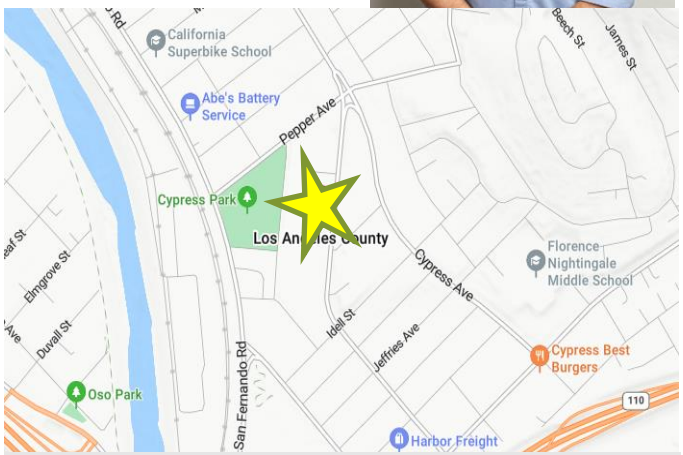
Division 20 – Arts District

Bus Maintenance

Ramon Gutierrez

Mechanic A





Division 3 – Los Angeles

Metro

Employees of the Month



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

File #: 2025-0437, **File Type:** Contract **Agenda Number:** 37.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
SEPTEMBER 18, 2025**

SUBJECT: CONSULTANT SUPPORT SERVICES FOR THE A650 HEAVY RAIL VEHICLE (HRV) OVERHAUL PROGRAM, TECHNICAL AND PROGRAM MANAGEMENT SUPPORT SERVICES

ACTION: APPROVE RECOMMENDATION

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to:

A. EXECUTE Contract Modification No. 19 to Contract No. OP30433488, a cost plus fixed-fee contract with HATCH Associates Consultants, Inc. (HATCH) for the A650 Heavy Rail Vehicle (HRV) Overhaul Program Consultant Support Services, increasing the Not-To-Exceed (NTE) amount by $11,930,792 from $8,615,474 to $20,546,266, and extending the period of performance from October 5, 2025, to June 30, 2031; and

B. EXECUTE individual contract modifications within the Board-approved contract modification authority.

ISSUE

This contract modification will approve funding for continued Technical and Program Management Support Services that HATCH is providing for the A650 Refurbishment contract with Woojin IS. Additional funding is needed for HATCH due to the change in the A650 vehicle contractor after the termination of the previous contractor, Talgo, Inc. This change in contractor resulted in additional costs, including re-procurement support, reworking vehicles that were previously modified under the terminated Overhaul and Critical Component Replacement Program (OCCRP) contract, additional vehicle systems that became obsolete in the 8 years between contracts, additional travel, and inflation. Refurbishing the existing A650 fleet is critical to comply with Metro's Rail Fleet Management Plan and to meet future service needs.

BACKGROUND

The A650 Option Buy fleet consists of 74 HRVs originally manufactured by Breda Costruzioni Ferroviarie. The fleet's average age is nearly 25 years, and many obsolete components require refurbishment to maintain a State of Good Repair through the 2028 Olympics and beyond.

In September 2016, the Board authorized a contract for the midlife overhaul of 74 A650 Option Buy HRVs. HATCH (previously known as LTK Engineering Services) was awarded the Technical and Program Management Support Services (TPMSS) contract for the A650 OCCRP. Concurrently, Talgo was awarded the OCCRP contract. The TPMSS contract value increased in subsequent Board actions to $8,615,474. However, in the Spring of 2022, Talgo's contract was terminated.

In March of 2024, the Board authorized a new contract with Woojin IS for the Refurbishment of the A650 vehicles. Metro continued its contract with HATCH for support services for the Refurbishment of the A650 HRVs.

DISCUSSION

The Refurbishment contract with Woojin is significantly more complex than the OCCRP contract with Talgo. Additional components and systems have become obsolete on the A650 vehicles in the eight years between the two contract issuances, requiring those components to be included in the Refurbishment contract scope. Vehicles that were modified during the OCCRP contract will also need to be carefully reverted back to their original configurations in order to deliver a unified A650 fleet. These complexities, combined with inflation, additional travel, and inspections needed due to the design and prototype vehicles being manufactured in South Korea, resulted in the Refurbishment TPMSS costs being significantly higher than the original OCCRP TPMSS costs. This estimated cost was developed by the Project Team and reflected in the additional LOP awarded in February 2024.

Therefore, a contract modification is now required to properly align funding with contract OP30433488 and permit uninterrupted support services for the A650 Refurbishment contract. The contract with HATCH to support the A650 Refurbishment is already in place, and the Board has already authorized the additional consultant funding. No material change is being made to the contract or the project approach with Hatch as they continue to provide TPMSS services for the remainder of the A650 Refurbishment contract.

DETERMINATION OF SAFETY IMPACT

The approval of this NTE contract value increase will have a direct and positive impact on system safety, service quality, system reliability, maintainability, and overall customer satisfaction. The continued A650 TPMSS support services will ensure that the A650 Refurbishment Program will be executed safely and reliably.

FINANCIAL IMPACT

Board approval of the action will have no budget impact for FY26, as the budget is included in CP 214010. The overall Board-approved LOP for the A650 Refurbishment contract with Woojin is $264,662,611.20, inclusive of $19,621,538.46 allocated for Professional Services.

Impact to Budget

The funding source for this action is Prop A Rail Set Aside 35%, which is eligible for Rail Capital and

Operating Projects. Staff is also pursuing additional Federal, State, and Local funding sources, such as Cap and Trade and similar sources, as they become available to meet the funding needs for the project.

EQUITY PLATFORM

The A650 Option vehicles will be used on the B Line, the current D Line, and the upcoming D (Purple) Line Extension. Approving the recommendations in this Board report will improve service reliability and provide a more comfortable experience on these lines that serve the majority of Equity Focus Communities (EFCs) who rely on public transportation. Based on the 2019 Customer Survey, the B and D heavy rail lines serve the following:

- Ridership Demographic:
  - 27.7% below the poverty line
  1. 56.4% had no car available

- Rider Ethnicity:
  - Latino 38.9%;
  1. Black 13.1%;
  2. White 25.8%;
  3. Asian/Pacific Islander 15.2%;
  4. Other 6.5%

HATCH Associates Consultants made a 30.74% Disadvantaged Business Enterprise (DBE) commitment on this contract, and the current level of DBE participation is 23.82%, representing a 6.92% shortfall of the DBE commitment. HATCH has a shortfall mitigation plan on file and is implementing corrective measures, as identified in Attachment C. This shortfall is as expected at this phase of the project, since DBE participation in rail vehicle acquisition projects is typically backloaded with inspection and commissioning tasks being performed by DBE firms.

VEHICLE MILES TRAVELED OUTCOME

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

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

**Based on population estimates from the United States Census and VMT estimates from Caltrans' Highway Performance Monitoring*

System (HPMS) data between 2001-2019.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

These recommendations support Metro Strategic Plan Goal No. 5) to “provide responsive, accountable, and trustworthy governance within the Metro organization”. This goal strives to position Metro to deliver the best possible mobility outcomes and improve business practices so that Metro can perform more effectively and adapt more nimbly to the changing needs of our customers.

ALTERNATIVES CONSIDERED

Staff considered using in-house Metro resources to perform this work as an alternative. This approach is not recommended as Metro does not have sufficient resources and subject matter experts available to perform this work. This approach is not recommended due to the lack of staff capabilities listed above.

The Board may choose not to authorize the increase of Contract value for this project; however, this alternative is not recommended by Metro staff because the A650 HRV Refurbishment Program is critical to having sufficient vehicles to meet future service needs for PLE Sections 2 and 3, as well as the 2028 Olympic and Paralympic Games.

NEXT STEPS

Upon Board approval, staff will execute Contract Modification No. 19 to increase the contract NTE amount by $11,930,792 with HATCH, and a new task order shall be awarded for the continued TPMSS services for the A650 Refurbishment Contract.

ATTACHMENTS

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

Prepared by: Ray Saito, Senior Manager, Project Control, (213) 922-3141
Jesus Montes, Sr. Executive Officer, Vehicle Acquisition, (213) 418-3277
Debra Avila, Deputy Chief Vendor/Contract Management Officer, 213-418-3051

Reviewed by: Conan Cheung, Chief Operations Officer, (213) 418-3034

Digitally approved by *Stephanie Wiggins*, Chief Executive Officer

PROCUREMENT SUMMARY

CONSULTANT SUPPORT SERVICES FOR THE A650 HEAVY RAIL VEHICLE (HRV) OVERHAUL PROGRAM, TECHNICAL AND PROGRAM MANAGEMENT SUPPORT SERVICES / CONTRACT NO. OP30433488

1.	**Contract Number**: OP30433488			
2.	**Contractor**: HATCH Associates Consultants, Inc.			
3.	**Mod. Work Description**: Increase the Not-To-Exceed(NTE) contract price by $11,930,792 from $8,615,474 to $20,546,266.			
4.	**Contract Work Description**: Consulting Services for the A650 Heavy Rail Vehicle Refurbishment and Critical Component Replacement Program			
5.	**The following data is current as of**: August 5, 2025			
6.	**Contract Completion Status**		**Financial Status**	
	Contract Awarded:	11/1/16	**Original Not-to-Exceed Contract Award Amount:**	$3,897,599
	Notice to Proceed (NTP):	11/23/16	**Total of Modifications Approved:**	18
	Original Complete Date:	09/23/20	**Pending Modifications (including this action):**	1
	Current Est. Complete Date:	10/05/25	**Current Contract Value (with this action):**	$8,615,474
7.	**Contract Administrator**: Elizabeth Martin-Maldonado		**Telephone Number**: 213-922-1041	
8.	**Project Manager**: David McDonald		**Telephone Number**: 213-922-3221	

A. Procurement Background

This Board Action is to approve Contract Modification No. 19 to increase the total authorized funding for Contract No. OP30433488, to HATCH Associates Consultants, Inc. (HATCH) for technical and program management support for Metro's A650 Heavy Rail Vehicle (HRV) Refurbishment and Critical Component Replacement Program, in the NTE amount of $11,930,792, increasing the Contract total from an NTE amount of $8,615,474, to an NTE amount of $20,546,266 and extending the Period of Performance to June 30, 2031.

This Contract Modification will be processed in accordance with Metro's Acquisition Policy and the contract type is cost plus fixed fee.

Contract OP30433488 was executed on November 1, 2016 with LTK Engineering (LTK) and on October 30, 2020, LTK merged into HATCH and all terms and conditions under Contract No. OP30433488 were assigned and assumed by HATCH on July 1, 2023, for a 46 month period of performance for a total NTE amount of $3,897,599 to provide technical and program management support to Metro's A650 Project Team on the A650 HRV Overhaul Program Project.

The contract period of performance was extended five times:

- Contract Modification No. 01 dated January 23, 2018 – Extended the Period of Performance from August 31, 2020, to July 5, 2021.
- Contract Modification No. 4 dated July 09, 2019 – Extended the Period of Performance from July 5, 2021, to May 5, 2022.
- Contract Modification No. 13 dated April 24 09, 2022 – Extended the Period of Performance from May 5, 2022, to July 5, 2022.
- Contract Modification No. 14 dated June 27, 2022 – Extended the Period of Performance from July 5, 2022, to March 5, 2025.
- Contract Modification No. 18 dated August 5, 2025 – Extended the Period of Performance from March 5, 2025, to October 5, 2025.

(Refer to Attachment B – Contract Modification/Change Order Log)

Hatch Associates Consultants, Inc. made a 30.74% Disadvantaged Business Enterprise (DBE) commitment. Based on payments, the project is 79% complete and the current DBE participation is 23.82%, representing a 6.92% shortfall of the DBE commitment. Hatch has a shortfall mitigation plan on file and contends, and Metro's PM concurred that the shortfall is due to Metro's cancellation of its contract with the previous car builder, which resulted in Hatch being unable to fully utilize Virginkar & Associates, Inc (VAI) to the listed commitment. Hatch reported that it expects to fully mitigate the shortfall by utilizing VAI for inspection of the A650 railcars that are currently being performed.

(Refer to Attachment C – DEOD Summary)

B. Cost/Price Analysis

A Request for Proposal was issued to HATCH on July 20, 2025. Metro received a proposal on July 31, 2025. Staff completed negotiations on August 5, 2025. The recommended price has been determined to be fair and reasonable based upon an Independent Cost Estimate (ICE), negotiations, and a technical evaluation. The negotiation of the NTE amount comprised validation of HATCH and its subcontractor's current labor rates, audited labor overhead, travel and other direct costs, and a negotiated fixed fee for this is cost-plus-fixed-fee contract type. The approved labor rate for each consultant is based on actual cost with payroll documentation, which has resulted in a fair and reasonable determination. The factors affecting the NTE amount were anticipated level of effort, travel and other direct costs, which have been

reviewed and negotiated by the Contracting Officer to align with the A650 HRV Overhaul Program's extended project schedule. The negotiated amount is a 5.4% reduction from the initial proposed amount; however, it is still 6.2% higher than the ICE. The primary contributing factor to this variance is attributed to the ICE not accounting for the fixed fee used in this contract.

Proposal Amount	Metro ICE	Negotiated Amount
$12,610,126	$11,235,560	$11,930,792

D. Contractor Information

Hatch Associates Consultants, Inc., is a leader in providing consultant support services to the infrastructure, energy and mining and metals sectors. Hatch engineering expertise includes areas such as rail vehicle engineering, rail systems engineering, revenue systems and technology, zero-emissions transportation, operations planning and simulations, systems assurance, intercity and high-speed rail, rail corridor development and transit advisory services.

In addition to providing technical and program support for the A650 HRV Overhaul Program, Hatch currently provides program management consulting services for Metro's P3010 New LRV procurement and the HR4000 & HR5000 New Heavy Rail Vehicle procurements, and P2550 Light Rail Vehicle Overhaul campaign.

ATTACHMENT B

CONTRACT MODIFICATION/CHANGE ORDER LOG

CONSULTANT SUPPORT SERVICES FOR THE A650 HEAVY RAIL VEHICLE (HRV) OVERHAUL PROGRAM, TECHNIAL AND PROGRAM MANAGMEENT SUPPORT SERVICES / CONTRACT NO. OP30433488

Mod. no.	Description	Status (approved or pending)	Date	Dollar Amount
1	Update Exhibit 1 add new staff and extend PoP from 46 to 56 months from 8/31/20 to 7/5/21.	Approved	01.23.18	$597,238
2	Update Exhibit 1 with Exhibit 1.1 to add new staff	Approved	01.03.19	
3	Update Exhibit 1.1 with Exhibit 1.2 to add new staff	Approved	04.26.19	
4	Update Exhibit 1.2 with Exhibit 1.3 to add new staff, extend PoP from 56 to 66 months from 7/5/21 to 5/5/22 and increase NTE amount	Approved	07.09.19	$993,693
5	Update Exhibit 1.3 with Exhibit 1.4 to add new staff	Approved	09.16.19	
6	Update Exhibit 1.4 with Exhibit 1.5 to add new staff	Approved	11.26.19	
7	Update Exhibit 1.5 with Exhibit 1.6 to add new staff	Approved	05.19.20	
8	Update Exhibit 1.6 with Exhibit 1.7 to add new staff	Approved	08.31.20	
9	Update Exhibit 1.7 with Exhibit 1.8 to add new staff	Approved	11.04.20	
10	Update Exhibit 1.8 with Exhibit 1.9 to add new staff	Approved	05.05.21	
11	Update Exhibit 1.9 with Exhibit 1.10 to add new staff	Approved	09.14.21	
12	Update Exhibit 1.10 with Exhibit 1.11 to add new staff	Approved	11.18.21	
13	Extend PoP from 66 to 68 months from 5/5/22 to 7/5/22	Approved	04.26.22	

14	extend PoP from 68 to 100 months from 7/5/22 to 3/5/25 and increase NTE amount	Approved	06.27.22	$3,126,944
15	Update Exhibit 1.11 with Exhibit 1.12 to add new staff	Approved	11.02.22	
16	Update Exhibit 1.12 with Exhibit 1.13 to add new staff	Approved	02.07.23	
17	Administrative Changes	Approved	06.30.23	
18	Update Exhibit 1.13 with Exhibit 1.14 to add new staff extend PoP from 100 to 107 months from 3/5/25 to 10/5/25	Approved	08.05.25	
19	**Increase the Not-to-Exceed Contract Price by $11,930,792 and extend the Period of Performance to June 30, 2031**	**Pending**	**Pending**	$11,930,792
	Modification Total:			$16,648,667
	Original Contract:			**$3,897,599**
	Total:			$20,546,266

DEOD SUMMARY

CONSULTANT SUPPORT SERVICES FOR THE A650 HEAVY RAIL VEHICLE (HRV) OVERHAUL PROGRAM, TECHNICAL AND PROGRAM MANAGEMENT SUPPORT SERVICES / CONTRACT NO. OP30433488

A. Small Business Participation

HATCH Associates Consultants, Inc. (HATCH) made a 30.74% Disadvantaged Business Enterprise (DBE) commitment. Based on payments, the project is 79% complete and the current DBE participation is 23.82%, representing a 6.92% shortfall.

HATCH has a shortfall mitigation plan on file. HATCH reported that due to Metro's cancellation of its contract with the previous car builder, HATCH has been unable to further utilize Virginkar & Associates, Inc. (VAI) as originally committed to which Metro's project manager concurred. HATCH further reported that it anticipates fully mitigating the shortfall by engaging VAI for ongoing inspection services of the A650 railcars currently in progress. Metro will continue monitor HATCH's efforts to meet its DBE commitment.

Small Business Commitment	**30.74% DBE**	**Small Business Participation**	**23.82% DBE**

	DBE Subcontractors	**Ethnicity**	**% Committed**	**Current Participation[1]**
1.	Ramos Consulting Services	Hispanic American	12.39%	11.84%
2.	Virginkar & Associates, Inc.	Subcontinent Asian American	18.35%	11.98%
		Total	**30.74%**	**23.82%**

[1]Current Participation = Total Actual amount Paid-to-Date to DBE firms ÷Total Actual Amount Paid-to-date to Prime.

B. Living Wage and Service Contract Worker Retention Policy Applicability

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

C. 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. PLA/CCP is applicable only to construction contracts that have a construction related value in excess of $2.5 million.

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

File #: 2025-0555, **File Type:** Contract **Agenda Number:** 38.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
SEPTEMBER 18, 2025

SUBJECT: STATION ACTIVATION UPDATE

ACTION: ORAL REPORT

RECOMMENDATION

RECEIVE an oral report that provides an update on Metro's efforts to launch a comprehensive Station Activation Program.

ISSUE

Station activation is vital to making stations feel safe, welcoming, and connected to the communities Metro serves, especially as Metro works to expand ridership. When stations appear empty or disconnected, customers can perceive them as unsafe spaces, making activation efforts a critical part of Metro's overall customer experience.

At its February 2025 meeting, the Board approved Motion 29 by Directors Yaroslavsky, Bass, Dupont-Walker, Sandoval and Mitchell. (Attachment A) In response to the Motion, staff is providing a status update on the comprehensive approach to station activation that will guide planning for the upcoming rail openings and future station improvements. The oral report covers a range of efforts, including the pilot program to enliven stations through vending, markets, and community events; early deployment planning for the D (Purple) Line Extension stations; and strategies for leveraging TAP cards to deepen connections with nearby entertainment and cultural venues. It also outlines a framework for ongoing performance monitoring and regular updates to the Board, highlighting lessons learned from existing activation efforts and the path forward for making stations welcoming, vibrant spaces for all riders.

Public safety research shows that open, active environments with high visibility increase perceptions of safety and foster natural surveillance. Activities such as cafes, kiosks, and markets help ensure that public spaces remain vibrant and well-used. Metro's care-based approach to station activation responds directly to the needs of transit riders and nearby communities, creating safer, more welcoming spaces while supporting increased ridership.

EQUITY PLATFORM

Station activation prioritizes equitable access and a sense of belonging across communities. By actively inviting people into stations, especially in underserved neighborhoods, Metro can help build spaces that reflect their culture and needs, making them feel safe, valued, and connected. These

efforts will foster stronger connections between Metro and the communities Metro serves, making stations places where everyone feels welcomed and supported.

By partnering with Community Based Organizations (CBOs) for open-air markets, educational programming, community events, and small business and workforce development initiatives, these efforts strengthen the local creative economy, foster a people-centered transit experience and help CBOs build capacity. These programs help address the lasting impacts of historical disinvestment and support microentrepreneurs and small businesses.

VEHICLE MILES TRAVELED OUTCOME

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

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

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

ATTACHMENT

Attachment A - Board Motion 29

Prepared by: Monica Bouldin, Deputy Chief, Customer Experience (213) 922-4081
Michelle Banks-Ordone, Senior Director, Countywide Planning & Development, (213) 547-4375

Reviewed by: Jennifer Vides, Chief Customer Experience Officer, (213) 922-4060
Ray Sosa, Chief Planning Officer, (213) 547-4274

Digitally approved by *Stephanie Wiggins*, Chief Executive Officer

Metro

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

Board Report

File #: 2025-0217, **File Type:** Motion / Motion Response **Agenda Number:** 29.

REVISED
OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
MARCH 20, 2025

Motion by:

DIRECTORS YAROSLAVSKY, BASS, DUPONT-WALKER, SANDOVAL AND MITCHELL

Station Activation

Station activation is a means for expanding public safety by actively inviting more people into station areas. When rail stations feel empty, riders express feeling unsafe. As Metro embarks on the project of opening eight new rail stations during 2025, the opportunity to use new station openings as tools to both enhance public safety and increase ridership has never been greater.

Station activation is an essential tool to help Metro achieve its core function of providing world-class transit that recovers pre-COVID ridership rates. Station openings are important milestones to influence travel behavior of existing riders and potential new riders.

Rarely does such an opportunity arise to revisit tools that could make Metro stations cherished community spaces, in addition to access to mobility. The opening of these new stations should also provide Metro an opportunity to reflect on other recent rail station openings, extract key lessons, and apply those lessons learned to the 2025 rail station openings.

Metro has engaged in ad-hoc and microentreupreneurship focused activations to enliven stations. In 2022, Metro, through the leadership of Director Mitchell, held a pop-up station activation day at the Compton Station. Metro, in partnership with Supervisor Solis, Mayor Bass, and Councilmember Hernandez, are in the process of re-launching the marketplace at Westlake MacArthur Park as part of the station re-imagining process. These past and ongoing activities have established a solid foundation from which Metro can begin a more comprehensive and systemic approach to activation stations in an effort to enhance public safety and customer experience.

As new rail station openings draw nearer, Metro will be engaging neighboring residents and businesses to introduce the community to the new rail stations' look and feel, including safety and security measures and public art installations. Those engagements will also be opportunities for partnerships to deploy transportation demand management strategies, such as enrolling companies into the various employer transit pass programs offered by Metro.

SUBJECT: STATION ACTIVATION MOTION

RECOMMENDATION

APPROVE Motion by Yaroslavsky, Bass, Dupont-Walker, Sandoval and Mitchell that the Board direct the Chief Executive Officer to:

A. Create a pilot station activation program to help Metro reimagine and determine how to elevate the experience of our transit riders and the surrounding communities, using tools like farmers markets, cultural programming, vending, and community events and report back in 3 months on the progress. The plan should also identify a rapid deployment that can support Purple Line Extension Section 1 station openings;

B. Open TAP Card art contest for the new stations, time permitting;

C. Explore TAP ticket integration art entertainment venues and cultural centers near stations, such as, but not limited to, the El Rey Theater, Pomona Fairplex, LACMA, and the Petersen Museum, building off of the successful Hollywood Bowl pilot; and

D. Report back on the progress of the actions above on a quarterly basis to the Operations, Safety, and Customer Experience Committee, including progress on the Visionary Seed Fund station activation program at Leimert Park Station, Willowbrook/Rosa Parks Station, and Westlake/MacArthur Park Station.

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Response to Board Motion 2025-0217 Station Activations, TAP, Ticket Integration

Metro

September 2025

Motion 2025-0217

- Create a **pilot station activation program** to help Metro reimagine and determine how to elevate the experience of our transit riders and the surrounding communities, using tools like **farmers markets, cultural programming, vending, and community events** and report back in 3 months on the progress. The plan should also identify a rapid deployment that can support Purple Line Extension Section 1 station openings;

- Open **TAP Card** art contest for the new stations, time permitting;

- Explore **TAP ticket integration art entertainment venues and cultural centers near stations**, such as, but not limited to, the El Rey Theatre, Pomona Fairplex, LACMA, and the Petersen Museum, building off of the successful Hollywood Bowl pilot; and

- **Report back on the progress** of the actions above on a quarterly basis to the Operations, Safety, and Customer Experience Committee, including progress in the Visionary Seed Fund station activation program at Leimert Park Station, Willowbrook/Rosa Parks Station, and Westlake/MacArthur Park Station.

Station Activations: Markets at Metro

Markets at Metro is a component of Metro's Economic Development Program. It supports small businesses through cultural tourism, workforce development, plaza vending programs, small scale retail, and placed-based strategies developed with community-based organizations (CBOs).

Goals

- Increase transit ridership
- Improve public safety
- Support local economies
- Promote cultural tourism, micro-entrepreneurship and small business growth

Visionary Seed Fund ($900k)

Each station is operated by a CBO partner.

- **Leimert Park -** *Leimert Park Village, Inc.*
- **Willowbrook/Rosa Parks -** *Willowbrook Inclusion Network*
- **Westlake/MacArthur Park -** *Community Power Collective*



Crenshaw Coffee Owner, Tony Jolly

Measurable outcomes will be documented in a final report.

Station Activations: Markets at Metro



Status: Program Launched – June 21, 2025

Hours of Operation: Weekly, Tuesday - Thursday and optional Mondays during federal holidays; 11 AM - 3 PM

Weekday Boardings/Alightings: Increased from 226/245 in April and 216/244 in May to 312/330 in June

Public Safety: Crime statistics reduced 2 (battery and trespassing) in May, 1 (trespassing) in June with no crimes reported in July

For More Information: https://bit.ly/LPVillage



Status: Program Launch – September 14, 2025

Hours of Operation: Weekly, Tuesday and Thursday; 12 PM - 4 PM

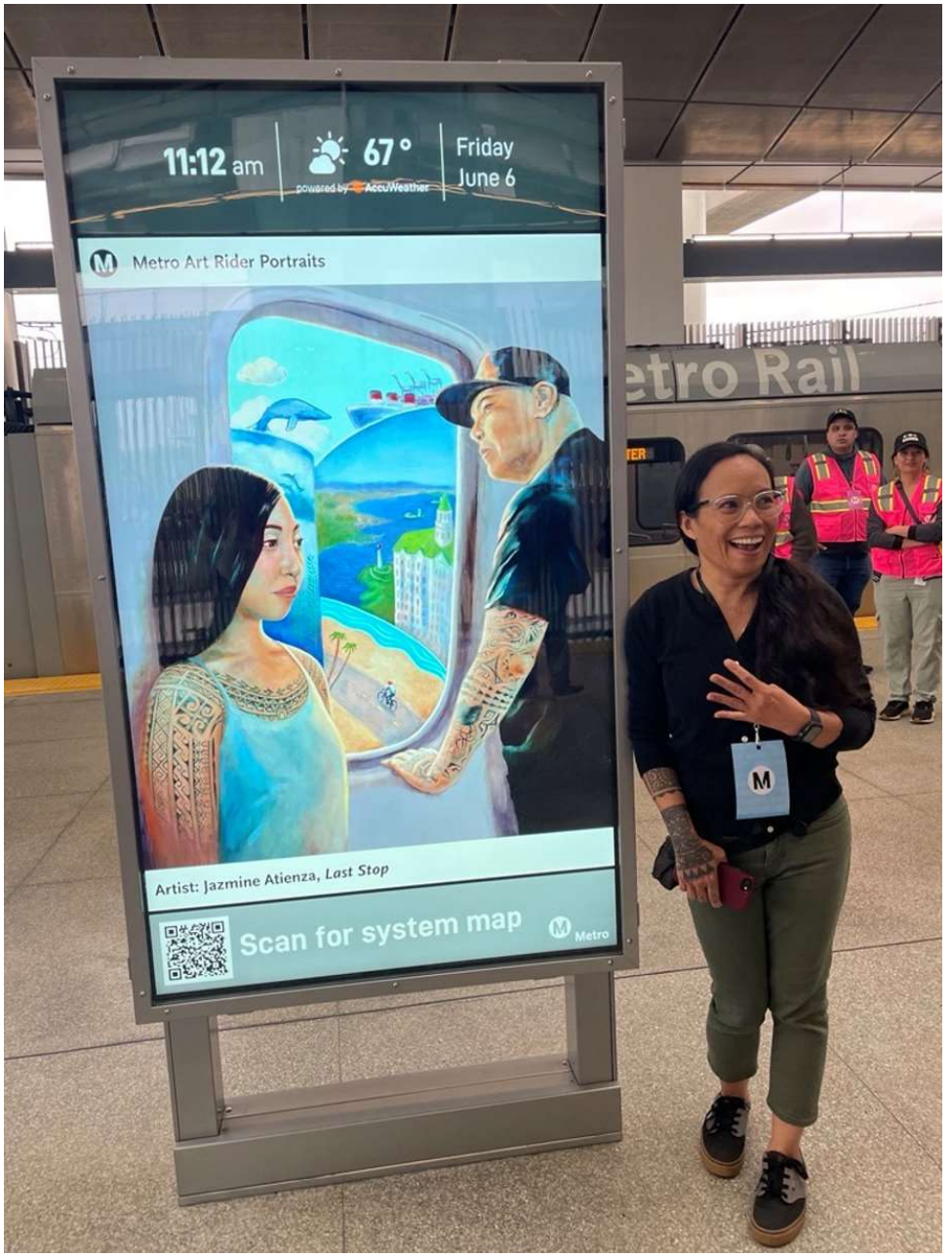
For More Information: https://linktr.ee/WINlinktree

Status: Program Launch - TBD

For More Information: https://linktr.ee/mercadowestlakemacarthurpark

Station Activations: Arts & Cultural Programming





- Giveaways of art posters featuring neighborhoods served by Metro, depicted through the eyes of artists.
- Poster signings with artists
- Portraits of Metro riders by local artists
- The popular Metro Art Bus, featuring a complete street-to-seat immersive arts experience

Station Activations: Regional & Community Events

- Metro wants to be the ride of choice to regional and community events and destinations.
- In the last six months, activated more than 30 regional and community events
- Provided fun travel training tips, rail safety education, and fan culture moments.
- Examples have included PRIDE, Anime Expo, the Cruel World Festival and FIFA Club World Cup.









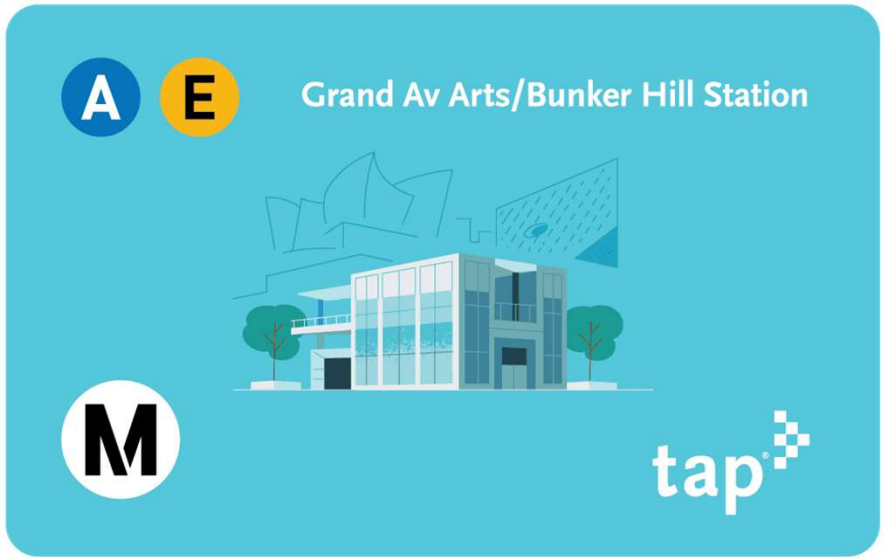
TAP Card: New Stations & Nipsey Hussle

- TAP cards were created for the opening of the Regional Connector
- Cards encouraged travel by Metro to cultural institutions near the new stations
- Designs creatively showcased iconic destinations
- Featured architecture and defining characteristics of those destinations





- TAP cards were created earlier this summer with the Nipsey Hussle Family Foundation to celebrate the artist's birthday
- 12,000 limited-edition TAP cards were produced
- Highlighted Nipsey Hussle's connection to public transportation.



Station Activations: Vending/Revenue Generation





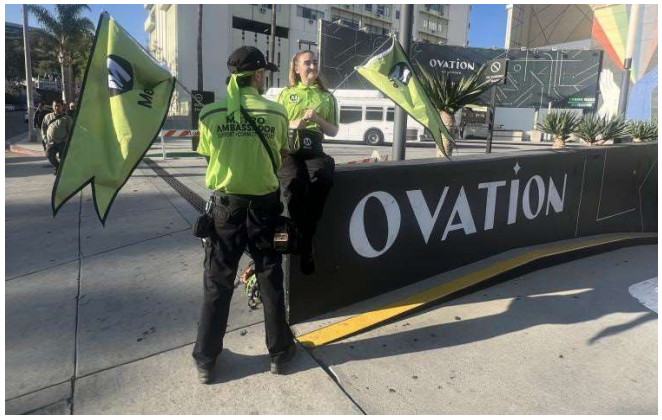
- Piloted vending and revenue generation activation
- New VenHub smart store at the LAX/Metro Transit Center
  - Well received by both customers and employees
  - As of 8/31, the store sold 10,249 items
- Pop-up Nescafe espresso activation at Union Station
  - Provided free coffee to customers

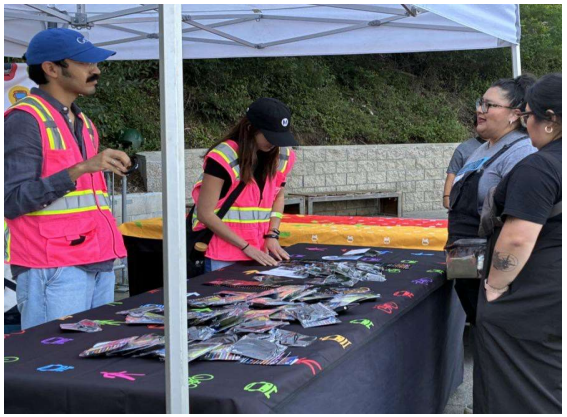
Ticket Integration

Our LA Phil/HB integrated ticketing program includes 73 shows from June to September, and Live Nation (LN) program 30 shows from April to December. Metro will have onsite activations at select shows this summer, aligning with concerts that attract a Gen Z and Millennial demographic. Upcoming shows include:

DATE	ARTIST/BAND
July 16	Juanes
July 20	SiR / KCRW Festival
Aug 10	King Gizzard & The Lizard Wizard
Aug 13	Alabama Shakes
Sept 26	LCD Soundsystem (LN)
Oct 17	**Shawn Mendes (LN) (Metro Featured Night)**

Staff continue to work with cultural and entertainment venues near stations to determine the feasibility of integrated ticketing based on the ticketing platforms used by the various venues.







Next Steps

- Report back on progress on a quarterly basis to the Operations, Safety, and Customer Experience Committee

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

File #: 2025-0445, **File Type:** Motion / Motion Response **Agenda Number:** 39.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
SEPTEMBER 18, 2025

SUBJECT: TRANSIT COMMUNITY PUBLIC SAFETY DEPARTMENT QUARTERLY UPDATE

ACTION: APPROVE RECOMMENDATION

RECOMMENDATION

CONSIDER:

A. RECEIVING AND FILING the quarterly update on the Transit Community Public Safety Department (TCPSD) Implementation Plan; and

B. AUTHORIZING the resolution affirming Metro's commitment to meet the minimum recruitment and training standards set by the California Commission on Peace Officer Standards and Training (POST), as required for membership in the POST Program.

ISSUE

In alignment with Metro's mission and comprehensive safety and security framework, staff continue to implement the plan to stand up Metro's Transit Community Public Safety Department (TCPSD). This report serves as a status report to the Board on implementation progress of the new department. Staff is also recommending approval of a resolution (Attachment A) committing Metro to follow POST's minimum recruitment and hiring standards. Approval of the resolution is a necessary step for Metro to then join POST as a member agency. While Metro is committing to adhere to all POST minimum hiring and training requirements, it also plans to enhance those standards with additional training aligned with its care-based, integrated public safety approach.

BACKGROUND

At its June 2024 meeting, the Board adopted the TCPSD Implementation Plan and approved the department's phased establishment over five years. The Board directed staff to report quarterly on the implementation progress.

Following the Board's approval of the Implementation Plan, Metro's CEO assembled an interdepartmental task force to support the program rollout. The task force was composed of members of Metro's key departments, including Homeless Outreach Management and Engagement, Customer Experience, System Security and Law Enforcement, Chief People Office, and the Office of

the Chief of Staff. Additionally, the CEO brought on a consultant to coordinate all activities related to standing up the TCPSD. Since the hiring of the Chief of Police and Emergency Management, the task force has been refined and is being led under his leadership. This team meets bi-weekly to coordinate efforts and ensure that progress is being made in implementing all work plan elements. A summary of progress made since the last quarterly report is detailed below.

DISCUSSION

Phase One activities for the TCPSD were recently completed, including the recruitment and appointment of William Scott as Chief of Police and Emergency Management position, the establishment of a transition team, the initial formulation of hiring and recruitment strategies for sworn officers and non-sworn positions, and the development of procurement and facility plans.

The CEO assembled an advisory board of highly qualified professionals to form the Transition Team Advisory Group. The transition team members provide strategic advice on program/policy development, training, and operational protocols. The Advisory Group includes national experts from diverse fields with extensive experience in law enforcement, mental health, social services, and public safety reform.

Upon his arrival, Chief Scott started working on an integrated organizational structure and a new, comprehensive but simplified name for TCPSD. Reviewing the actions and work by the Board and the Public Safety Advisory Committee (PSAC), coupled with listening sessions by Chief Scott, the need for a formal name of the new department is needed to more easily communicate the integrated nature of the new department. The proposed name is the Department of Public Safety (DPS).

Staff have moved on to Phase Two of the implementation plan, which includes resource planning, recruitment, and training. Furthermore, as part of this phase, staff have developed a department mission and vision statement that will guide future progress and support in the hiring and attraction of personnel.

The following provides details of the progress made since the last quarterly update in March 2025.

Hiring and Recruitment Progress

Hiring of Sworn Officers
A structured hiring process for sworn officers has been established, with key positions identified for recruitment in the current fiscal year. Metro staff collaborated with consultants from Mercer and Unisource to review job specifications, establish competitive salary ranges, and outline benefit options for sworn personnel. In alignment with POST (Peace Officer Standards and Training) guidelines, Metro is adhering to all mandatory hiring requirements. These include a written exam for new recruits, as well as background checks, psychological evaluations, and medical examinations for all candidates. Contracts have been secured to support these processes and facilitate the hiring of an initial cohort of sworn officers. Additionally, Requests for Proposals (RFPs) are being prepared to support ongoing recruitment needs.

The POST Program

The mission of POST is to promote professionalism within California law enforcement by upholding the highest standards of quality, integrity, and accountability. California State PUC Section 30504 authorizes Metro to form a transit police department and requires that Metro adhere to the standards for recruitment and training of peace officers as established by POST. These minimum selection and training standards apply to newly hired peace officers, reserve officers, and public safety dispatch personnel.

In addition to following the POST hiring and recruitment requirements, California law enforcement agencies can choose to participate as members in the POST Program. Joining the POST program is voluntary, and there is no cost to the agency. Over 600 agencies have joined this program, which has provided its members with access to many benefits, including management counseling services, development of new training courses, reimbursement for eligible training, quality leadership training programs, and a variety of training resources, including training videos.

Even though, per state law, Metro must follow the hiring requirements set by POST for its individual recruits, it is not required that Metro join POST as a member agency. Joining POST as a member agency requires following all of POST's hiring requirements as well as following POST regulations, which include a requirement to have continuous professional training every 24 months, for peace officers holding certain ranks to complete supervisory training courses, and to undergo any inspections by the assigned POST regional consultant. Not all police agencies decide to join POST. Staff believes that it is in Metro's interest to join POST as a member agency to bring credibility to the new department, to ensure that its officers have the most up-to-date training, and to take advantage of the benefits and resources offered by POST to its member agencies.

Metro staff recommends that the Board authorize the attached resolution (Attachment A), formally committing Metro to comply with the minimum recruitment and hiring standards established by POST. Approval of this resolution is a required first step for Metro to then apply for membership in the POST Program. The resolution commits Metro to compliance with California Penal Code Sections 13510, 13512, and 13522. Respectively, these statutes allow POST to adopt rules establishing and upholding minimum standards, recruitment, and training of peace officers, allow POST to inquire and report on adherence to those standards, and allow Metro to apply, through POST, for California state aid. If the resolution is approved, Metro would then transmit the resolution to POST along with a letter requesting that Metro become a member agency in the POST Program.

From a compliance perspective, Metro must already comply with the minimum hiring and training requirements set by POST, based on the CPUC Code authorizing the formation of a transit police department. Committing to these hiring and training requirements by adopting this resolution is consistent with state law.

By joining the POST Program as a member agency, Metro's new department and its officers can gain access to numerous benefits at no cost. By agreeing to comply with POST minimum recruitment and hiring standards, Metro will attract and retain candidates that meet the high standards for professional integrity set by POST and will enable Metro to compete with other POST member agencies for the highest quality candidates. Furthermore, by becoming a POST member agency, Metro's sworn officers will be provided with diverse training opportunities, including field officer training, crisis intervention and behavioral health courses, de-escalation techniques, and leadership

development.

Additionally, Metro will be eligible to receive reimbursement for certain POST training programs as referenced in the resolution (Attachment A), including access to new training courses as they are developed. While Metro will adhere to all POST minimum hiring and training requirements, it also plans to enhance those standards with additional training aligned with its care-based, integrated public safety approach.

Furthermore, once agencies join the POST program, they are assigned regional consultants who can assist with issues pertaining to the selection and training of peace officers. POST also sets member agency training standards for continuing education training for sworn officers of all tenures and of all ranks. Having these standards will greatly benefit Metro as it establishes its own in-house public safety department and will ensure the department's training stays consistent with that of agencies across the state of California. These training standards and continuous education will not conflict with any supplemental training developed by Metro to promote a care-based approach to public transit safety.

Transition Team Advisory Group

The Transition Team Advisory Group met on April 1 with Metro staff to receive an update on the TCPSD implementation plan, learn about new safety elements that have been implemented on the Metro system, and participate in a discussion on care-based strategies. Staff gave a detailed presentation on the challenges and issues pertaining to mental health incidents on the Metro system and the various models being explored to implement an integrated care-based strategy. Breakout groups were then held with Metro staff and members of the Transition Team Advisory Group to get input, guidance, and feedback on the various strategies, challenges, and approaches under consideration. Follow-up discussions will take place at future Transition Team Advisory Group meetings.

On July 10, Chief Scott held an introductory meeting with the advisory group. The Transition Team Advisory Members will continue to meet regularly with Metro staff to provide input and feedback on the development of training policies, crisis intervention strategies and policies, hiring and recruitment processes, key performance indicators and other metrics of success to ensure that the TCPSD holistically meets the needs of riders, employees, and the community.

On September 9, Chief Scott met with the Advisory Group and presented and received feedback on the Vision, Mission, Values statements, and the job specifications. The feedback was overwhelmingly supportive and positive. Advisory Group members commented that the Vision, Mission, and Values statements, along with the job specifications, were clear and concise and felt that they would assist the agency with establishing the public safety culture of care, compassion, and effectiveness that was envisioned by the Metro Board of Directors. There were several positive comments regarding the connection between the statement of DPS's core values and its commitment to providing excellent service to communities and employees. Members of the group offered several recommendations, most of which will be incorporated.

Crisis Interventionist and Crisis Response Teams

Staff has initiated several key steps in the development of the crisis response program that will be housed in the TCPSD to support the provision of a care-based response to individuals suffering from behavioral health crises on the Metro system and have continued a review of evidence-based practices for community-based crisis intervention.

Police-Mental Health Collaboration (PMHC) is a broad framework that promotes a reduction of force, redirects people from the criminal justice system toward appropriate resources, and enhances overall safety. A variety of communities utilize programs under the PMHC umbrella. Staff engaged several of them, including LAPD's Mental Evaluation Unit (MEU), LA Sheriff's Mental Evaluation Team (TMET), LA Department of Mental Health's Emergency Outreach and Triage Division, Bay Area Rapid Transit (BART), and Eugene, Oregon's Crisis Assistance Helping Out On The Streets (CAHOOTS) program. Staff visited BART at the end of August to participate in in-depth discussions with their staff, as well as join their teams for ride-alongs to make firsthand observations. LAPD's MEU currently provides POST-certified Mental Health Intervention Training (MHIT) to officers, and they have shared the training manual and POST certification requirements with Metro staff. Staff also attended the week-long MHIT at the end of May.

Staff also drafted four separate job descriptions to begin defining key crisis intervention positions, as Metro will look to recruit a network of professionals. The crisis response teams will supplement Metro's contracted homeless outreach teams and focus on addressing behavioral health crises. One of the key positions is a Senior Director, Special Projects, who was hired on August 4th and is a clinically licensed practitioner who will directly oversee the operations of the Crisis Response Teams.

Lastly, staff obtained instructor certification for Nonviolent Crisis Intervention training through the Crisis Prevention Institute. Evidence-based training modules will be developed and offered to a range of Metro staff, providing trauma-informed care approaches, mental health crisis response, verbal de-escalation strategies, cultural responsiveness, inclusive engagement, and autism spectrum considerations.

Procurement

Staff have developed a comprehensive procurement approach to ensure Metro can acquire the necessary resources and tools to stand up the new department. This multi-year strategy includes utilizing existing contracts, piggybacking on other competitively bid contracts executed by other agencies, utilizing other government contracts, as well as developing scopes of work that will be used for new competitive procurements.

Some existing contracts, such as background investigation services, psychological assessments, medical evaluations, and police academy training, have been modified or are in the process of being modified and extended so that new recruits and sworn officer candidates can be appropriately vetted and hired this fiscal year. Staff has also issued a contract with the National Testing Network, so that applicants can take the written assessment test consistent with Peace Officer Standards and Training (POST) requirements, a key step in the hiring process. Staff is also in the process of issuing a new contract with Lexipol to facilitate the development of best practice policies and procedures that are used by police departments across the country.

Furthermore, staff are beginning to assess and define technology needs for the TCPSD. Immediate priorities for these efforts will revolve around the readiness of Metro's Communications and Dispatch systems to meet operational demands. Other items that must be addressed include records and evidence management, integration with other existing Metro systems, as well as technology requirements for new public safety vehicles.

Lastly, staff are also working on a solicitation package to establish a bench for background services and psychological services, key steps in the hiring process. Staff anticipates returning to the Board in the coming months with recommendations to enter into contracts for hiring, equipment, and other long-lead items necessary for the Department.

Emergency Security Operations Center (ESOC)

Metro's Emergency Security Operations Center (ESOC) has been fully operational within both the Security Operations Center (SOC) and the Emergency Operations Center (EOC) since June. This encompasses 24/7 operations within the SOC and activation of the EOC for emergencies or special events.

The SOC transitioned from a controlled readiness testing period of internal systems to a constant 24/7 readiness state, which entails visibility of closed-circuit television (CCTV) systemwide, radio monitoring of first responder partners for awareness, and routine notifications of calls for service (via radio, phone call, Transit Watch, or through CCTV monitoring) to coordinate incident response on the Metro system. Additionally, the SOC expanded its Unified Operations Command to include Contract Security liaisons partnering with Metro Security, LAPD, and LASD to streamline dispatching, coordination, and communication during calls for service. These advancements are key components as staff build the infrastructure and operational capacities needed for an integrated, balanced public safety ecosystem under one department.

Draft Department Vision, Mission, and Values

PSAC Feedback
Chief Scott met with the PSAC leadership in July 2025. Staff has worked on drafting an overall vision, mission, and values statement for the new department, taking into account feedback from the Public Safety Advisory Committee (PSAC), gathered during past committee meetings, as well as community listening sessions. PSAC was briefed on the new department at their June 2024 and May 2025 meetings. Additionally, three PSAC listening sessions were held in September and October 2024 to discuss the implementation plan and desired traits for a new Chief of Police and Emergency Management.

PSAC committee members emphasized that increased visibility of uniformed presence is necessary to make people feel safe. Members emphasized the need for cross-training sworn officers to handle mental health, homelessness, and other issues. Members emphasized the need for robust care-based strategies as well as care-based workers on the system.

The feedback shared by PSAC members is reflected in our refined vision, mission, and values

statements. The TCPSD ecosystem will maintain an engaged and visible presence of personnel, focused on ensuring the safety of riders and employees throughout the system. The core values developed for the department - including safety, respect, and empathy - encompass the feedback and input received by PSAC members. Staff are presenting the draft Department *Vision, Mission, and Values to the Faith Leaders Roundtable, the Transition Team Advisory Group, and PSAC this month.*

Vision
The Metro TCPSD is a comprehensive and integrated public safety ecosystem. This approach incorporates 21st-century policing strategies, physical security, crisis intervention, and intentional, care-based community-centered engagement, including Ambassadors, Community Intervention Specialists, and Homeless Outreach Teams, across our transit system to ensure everyone is safe and feels safe.

Mission
The mission of the Metro TCPSD is to provide a safe transit experience for riders and employees through our engaged and visible public safety ecosystem personnel, technology, enforcement, and partnerships with community stakeholders.

TCPSD is committed to employee and transit community safety, and to protecting and enhancing the well-being of everyone using our system and facilities.

Our mission prioritizes safety, compassion, empathy, and context when engaging with vulnerable populations, including individuals experiencing mental health or substance use challenges.

Core Values
Metro TCPSD is committed to the agency's core value that "Everyone Deserves a Safe Metro". TCPSD employees are accountable for living up to a culture of providing excellent care-based and balanced public safety service to our transit communities and our employees.

- ***S***afety - Safety comes first in our every action.
- ***E***ngagement - Engaging our riders and employees is vital to understanding their safety needs.
- ***R***espect - Treating every member of our transit community with dignity and respect.
- ***V***igilant - Leveraging technology to be attentive, proactive, and responsive to public safety needs.
- ***I***ntegrity - Serving the transit community and our employees with integrity in all we say and do.
- ***C***ollaborative - Collaborating to deliver transformative care-based public safety.
- ***E***mpathy - Acting with empathy, compassion, and with a genuine understanding and context of the safety needs of our diverse transit community and our employees.

The TCPSD core values embody a culture in which TCPSD employees are accountable for providing excellent, care-based, and balanced public safety service to our transit communities and to our employees.

On September 4, 2025, Chief Scott presented the aforementioned refined TCPSD Vision, Mission,

and Values statements as well as the rationale for renaming TCPSD to the Metro Department of Public Safety (DPS) to the PSAC. Feedback and comments from the PSAC were unanimously positive and supportive of the refined Vision, Mission, and Values statements, and the renaming of TCPSD to the Metro DPS.

Specifically, several PSAC members commented that they were very pleased that their individual and collective input and advice had been incorporated into the refined Vision, Mission, and Values statements. PSAC members publicly acknowledged that wording in the Mission statement, such as "We prioritize safety, compassion, empathy, and context when engaging with vulnerable populations...." is directly attributable to PSAC input. Several PSAC members stated publicly that they appreciated that their recommended language was included. PSAC members also commented on the clarity of the refined Vision, Mission, Values statements and the renaming to Metro DPS, and how they felt the clarity would help establish and reinforce a care-based and collaborative public safety culture among DPS employees.

Stakeholder Coordination

TCPSD created a strategic stakeholder plan for Chief Scott's first year of duty. This plan ensures that the new Chief will be able to engage with riders, key internal and external stakeholders, and media, in order to keep the public informed about the new vision and the progress the agency has made towards creating a comprehensive and integrated public safety ecosystem.

These engagements will be prioritized to support the timely execution of the implementation plan and key milestones; build trust & confidence in the Department; support immediate operational improvements; and/or support TCPSD recruitment and workforce development needs. These engagements are already underway and continue to provide TCPSD with critical feedback from our transit stakeholders.

Staff continues to meet with representatives from police agencies and care-based entities in the Los Angeles County area and elsewhere in California to better understand public safety best practices, strategic procurement approaches, hiring and recruitment processes and challenges, and other key topics for TCPSD implementation. Staff met with the Los Angeles Unified School District (LAUSD) Safety Police representatives and officers in the spring to discuss procurement processes and approach, utilization of LAUSD school police facilities for the physical agility test for new recruits, and police academy options. Staff will continue to connect with other police departments to learn best practices as it progresses in establishing its in-house police department.

At the PSAC meeting on May 1, System Security and Law Enforcement Deputy Chief Robert Gummer provided incoming members with a refresher on TCPSD, including a background overview, progress to date, and current action items. Staff will continue to engage the PSAC as new milestones are met.

Chief Scott was introduced to all Metro employees at an all-hands meeting on July 25, where he presented an update on the implementation of the new police department and unveiled the new name for the department: the Department of Public Safety.

On August 14, Chief Scott met with the Accessibility Advisory Committee, where he introduced himself to the members and presented his vision for the Department. On September 4, Chief Scott presented to the Public Safety Advisory Committee, where he shared his vision and top priorities over the next 12 months. Chief Scott will be presenting to the Community Advisory Council on September 24.

DETERMINATION OF SAFETY IMPACT

The TCPSD will improve safety as it will allow for increased visibility, better accountability, and enhanced community engagement across the entire Metro transit system.

EQUITY PLATFORM

The TCPSD will implement safeguards, training, and oversight based on agency priorities, promoting equitable treatment of riders per the Board-approved Bias-Free Policing Policy and supporting a transit policing style with engaged visibility. Metro is incorporating feedback from the Transition Team Advisory Group, which includes national experts from diverse fields with extensive experience in law enforcement, mental health, social services, and public safety reform. In addition, staff continues to brief the Public Safety Advisory Committee on the progress of TCPSD. Furthermore, developing the crisis response program as an additional layer for homeless outreach teams and sworn officers will ensure that there is a dedicated group to assist individuals experiencing mental health crises on the system. Staff is basing the program on the PMHC framework and actively engaging with various agencies through discussions and ride-alongs to tailor community-based crisis intervention to the needs of Metro and its riders.

VEHICLE MILES TRAVELED OUTCOME

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

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

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

IMPLEMENTATION OF STRATEGIC PLAN GOALS

The recommendation supports strategic plan goal 2.1 of committing to improving security. Based on

the In-House Public Safety Feasibility Study findings, transitioning to the in-house Department of Public Safety would enhance safety.

NEXT STEPS

Staff will continue to actively engage employees and the public during the implementation of the TCPSD. Staff will report back to the Board quarterly with progress updates.

ATTACHMENTS

Attachment A - POST Resolution

Prepared by: Imelda Hernandez, Senior Manager, Transportation Planning, (213) 922-4848

Reviewed by: William Scott, Chief of Police and Emergency Management, (213) 922-5448

Digitally approved by *Stephanie Wiggins*, Chief Executive Officer

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ACCEPTANCE OF STANDARDS OF COMMISSION ON PEACE OFFICER STANDARDS AND TRAINING

A RESOLUTION OF THE BOARD OF DIRECTORS OF THE LOS ANGELES COUNTY TRANSPORTATION AUTHORITY ACCEPTING THE REQUIREMENTS OF SECTIONS 13510, 13512, AND 13522 OF THE CALIFORNIA PENAL CODE RELATING TO THE RECRUITMENT AND TRAINING OF PEACE OFFICERS.

WHEREAS, on June 27, 2024, the Board of Directors of the Los Angeles County Metropolitan Transportation Authority (Metro) approved the establishment of the Transit Community Public Safety Department (now known as the Department of Public Safety); and

WHEREAS, the Department of Public Safety must adhere to the standards for recruitment and training set by the California Commission on Peace Officer Standards and Training (POST); and

WHEREAS, POST also provides resources and benefits to over 600 member agencies in the State of California; and

WHEREAS, the Department of Public Safety is recommending Metro join POST in order to receive the numerous benefits available to member agencies; and

WHEREAS, POST requires the governing body of Metro approve a resolution committing to adhere to the minimum standards for recruitment and training established by POST in order become a member agency.

NOW THEREFORE,

Section 1: The governing body of Los Angeles County Metropolitan Transportation Authority declares that it desires to qualify to receive aid from the State of California under the provisions of Section 13522, Chapter 1 of Title 4, Part 4 of the California Penal Code.

Section 2: Pursuant to Sections 13510 and 13512 of said Chapter 1, the Los Angeles County Metropolitan Transportation Authority will adhere to the standards for recruitment and training established by the Commission on Peace Officer Standards and Training.

Section 3: The Commission and its representatives may make such inquiries as deemed necessary to ascertain that the peace officer personnel of the Los Angeles County Transportation Authority adhere to the standards for recruitment and training established by the California Commission on Peace Officer Standards and Training.

Attachment A

COLLETTE LANGSTON

LACMTA Board Clerk

DATED: September 25, 2025

Quarterly Update on Transit Community Public Safety Department (TCPSD) Implementation Plan

Operations, Safety, and Customer Experience Committee Meeting
September 18, 2025

Metro

5-Year Phased Transition Approach

Phase One activities for the TCPSD were recently completed:

- ✓ Recruitment and appointment of the Chief of Police and Emergency Management position
- ✓ Establishment of a transition team,
- ✓ Initial formulation of hiring and recruitment strategies for sworn officers and non-sworn positions
- ✓ Development of procurement and facility plans.



Phase 1 - Transition

Transition Team
External Coordination
Internal Coordination
Chief of Police Recuritment

COMPLETED

Phase 2 Resource Planning/Recruitment/Training

Orgainizational Framework
Integration with Ecosystem
Recruitment
Training
Resources

Phase 3 Monitoring and Evaluation

Performance Measurements
Civilian Oversight Commission
Accreditation

Metro

Hiring and Recruitment Progress

Hiring of Sworn Officers

- A structured hiring process for sworn officers has been established, with key positions identified for recruitment in the current fiscal year.
- Metro staff collaborated with consultants to review and develop job specifications, establish competitive salary ranges, and outline benefit options for sworn personnel. **Metro is adhering to all mandatory hiring requirements in alignment with POST (Peace Officer Standards and Training).**
- Contracts have been executed to support these processes and facilitate the hiring of an initial cohort of sworn officers.

Crisis Interventionist & Crisis Response Teams

- Staff drafted four separate job descriptions to begin defining key crisis intervention positions for review and consideration.
- The crisis response teams will be in addition to Metro's contracted homeless outreach teams and will focus on addressing mental health crises
    - A Senior Director for Special Projects, a clinically licensed practitioner who will directly oversee the operations of the Crisis Response Teams, was hired on August 4.

Metro

POST Program

- The mission of POST is to promote professionalism within California law enforcement agencies by upholding the highest standards of quality, integrity and accountability. POST has minimum hiring and recruitment standards for sworn officers that must be followed in order for agencies to join POST as a member agency. **Joining the POST program is voluntary, and there is no cost to the agency to join.**
    - Over 600 agencies have joined this program, which has provided its members with access to many benefits, including various types of training.
    - Even though, per state law, Metro must follow the hiring requirements set by POST for its individual recruits, it is not required that Metro join POST as a member agency.
- Metro staff is recommending that the Board approve the resolution on the Board agenda which commits Metro to complying with the minimum recruitment and hiring standards established by POST.
- **Approval of this resolution is a required step for Metro to then apply for membership in the POST Program.**

Metro

Transition Team Advisory Group & Procurement

Transition Team Advisory Group

- On April 1, the Advisory Group met with Metro staff to receive an update on the TCPSD implementation plan, learn about new safety elements that have been implemented, and participate in a discussion on care-based strategies.
- On July 10, Chief Scott held an introductory meeting with the Advisory Group.
- On September 9, Chief Scott met with the Advisory Group and presented, and received feedback on, the Vision, Mission, Values statements, and the job specifications.

Procurement

- Some existing contracts have been modified or are in the process of being modified and extended so that new recruits and sworn officer candidates can be appropriately vetted and hired starting this fiscal year.
- Staff are beginning to assess and define technology needs, with immediate priorities revolving around the readiness of Metro's Communications and Dispatch systems to meet operational demands.
- **Staff anticipates returning to the Board in the coming months with recommendations to enter into contracts for hiring, equipment, and other long-lead items.**

Metro

Draft Department Vision, Mission, & Values

- Staff has worked on drafting an overall vision, mission, and values statement for the new department, taking into account feedback from the Public Safety Advisory Committee (PSAC) committee members who emphasized:
  - Increased visibility of uniformed presence is necessary to make people feel safe.
  - The need for cross-training sworn officers to handle mental health, homelessness, and other issues.
  - The need for robust care-based strategies as well as care-based workers on the system.

Vision

The Metro TCPSD is a comprehensive and integrated public safety ecosystem. This approach incorporates 21st-century policing strategies, physical security, crisis intervention, and intentional, care-based community-centered engagement, including Ambassadors, Community Intervention Specialists, and Homeless Outreach Teams, across our transit system to ensure everyone is safe and feels safe.

Mission

The mission of the Metro TCPSD is to provide a safe transit experience for riders and employees through our engaged and visible public safety ecosystem personnel, technology, enforcement, and partnerships with community stakeholders.

Metro

Draft Department Vision, Mission, & Values

Core Values

Metro TCPSD is committed to the agency's core value that "Everyone Deserves a Safe Metro". TCPSD employees are accountable for living up to a culture of providing excellent care-based and balanced public safety service to our transit communities and our employees.

- ***S***afety – Safety comes first in our every action.
- ***E***ngagement – Engaging our riders and employees is vital to understanding their safety needs.
- ***R***espect – Treating every member of our transit community with dignity and respect.
- ***V***igilant – Leveraging technology to be attentive, proactive, and responsive to public safety needs.
- ***I***ntegrity – Serving the transit community and our employees with integrity in all we say and do.
- ***C***ollaborative – Collaborating to deliver transformative care-based public safety.
- ***E***mpathy – Acting with empathy, compassion, and with a genuine understanding and context of the safety needs of our diverse transit community and our employees.

Metro

Staff are presenting the draft Department *Vision, Mission, and Values* to the Faith Leaders Roundtable, the Transition Team Advisory Group, and PSAC this month.

Stakeholder Coordination

- **TCPSD created a strategic stakeholder plan for Chief Scott's first year of duty.**
    - Engagements will be prioritized to support the timely execution of the implementation plan and key milestones; build trust & confidence in the Department; support immediate operational improvements; and/or support TCPSD recruitment and workforce development needs.
- Staff continues to meet with representatives from police agencies in the Los Angeles County area and elsewhere in California.
- Staff met with the Los Angeles Unified School District (LAUSD) Safety Police representatives and officers.
- Other engagements also included:
    - PSAC on May 1
    - Accessibility Advisory Committee on August 1
    - PSAC on September 1
    - Community Advisory Council on September 24

Metro

Next Steps

- **With the approval of the POST resolution, Metro will apply for membership in the POST Program.**

- Continue to actively engage employees and the public during the implementation of the TCPSD.

- Prepare recommendations to enter contracts for hiring, equipment, and other long-lead items that will be needed by the TCPSD.

Metro

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

Metro

Board Report

File #: 2025-0567, **File Type:** Informational Report **Agenda Number:** 40.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
SEPTEMBER 18, 2025

SUBJECT: IMPROVING ACCESS CONTROL

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE updates on the enhanced access control strategies to improve safety for Metro riders and employees, including the weapons detection pilot, expansion of the TAP-to-Exit pilot, expansion of the Elevator Open-Door pilot, expansion of the Smart Restroom pilot, and expansion of the taller faregates pilot.

ISSUE

In response to continual efforts to increase public safety on the system, the Board approved Motion 34.1 by Directors Barger, Krekorian, Hahn, Najarian, Butts, and Solis (Attachment A) in April 2024. The motion directed staff to provide an update on current strategies and research potential new ones to improve safety for Metro riders and employees, and to report back to the Board. This report provides updates on the access control strategies approved by the Board in July 2024.

BACKGROUND

Through Motion 34.1, the Metro Board of Directors directed the CEO to report back on infrastructure, technology, activation, and partnerships to improve safety on the system. As presented to the Board in July 2024, Metro researched technologies to support improved access control, to address the following safety concerns:

- Use and/or possession of weapons on the Metro system
- Fare evasion and fare enforcement
- Enforcement of Metro's exclusion lists for persons violating Metro's Code of Conduct
- Identifying repeat offenders of crimes on the system

In the report back to the Board, staff provided a cost analysis, timelines, and recommendations for expanding early pilot successes, launching new pilots, and providing additional information on video management and analytics.

DISCUSSION

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This report provides an update on the ongoing station interventions that all share the same underlying objective: improving safety through access control initiatives for all Metro riders and employees. There are four pilot programs that have been approved for expansion by the Metro Board, as their initial pilots were successful in ensuring that the system is used solely for the purpose of transit, thereby improving safety and security. These include:

- Weapons detection pilot
- TAP-to-Exit Pilot
- Smart Restroom pilot
- Taller faregates pilot

In addition, the roll-out of the Elevator Open-Door Program for all compatible Metro elevators was completed in September 2024, another initiative to enhance safety and cleanliness for all riders and employees on the system.

Throughout all efforts, staff have continued to engage stakeholder groups, including the Public Safety Advisory Committee (PSAC), Community Advisory Council (CAC), and Accessibility Advisory Committee (AAC), and the service councils to promote transparency, community input, and alignment with agency-wide security and customer service objectives.

WEAPONS DETECTION PILOT

In July 2024, Metro launched several proof-of-concept pilots to evaluate multiple weapons detection technologies. Broadly, these initial proof-of-concept pilots focused on two types of weapons detection systems: concealed weapons screening and brandished firearm detection. The initial pilots provided valuable insight into the performance, scalability, and operational requirements of these technologies. It also informed the development of a refined deployment approach that balances detection accuracy with rider throughput and staff resourcing.

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

Staff has prepared a comprehensive update on ongoing efforts to enhance transit system safety through the deployment and evaluation of advanced weapons detection technologies, and report progress across three major initiatives:

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

Concealed Weapons Screening - Rail Station

As part of the expanded concealed weapons detection system pilot, Metro is collecting and analyzing various data points at stations selected for concealed weapons screening deployment. Upon the system's detection of a weapon, Metro Transit Security personnel conduct a field investigation to establish whether it is lawfully possessed or constitutes an unlawful firearm. This deliberate process ensures that any unlawful weapons are addressed with urgency, while upholding the rights of lawful owners. Should a firearm be deemed unlawful, officers immediately secure the weapon, detain the individual, and coordinate with law enforcement to ensure the matter is resolved safely, efficiently, and in full compliance with applicable laws.

- Using a series of metrics aligned with both safety outcomes and customer experience goals that are compliant with Metro's Bias-Free Policing and Data Analytics policies, staff will evaluate the effectiveness, operational feasibility, and public response to Metro's passenger screening for weapons detection pilot. This success metric framework will guide quarterly reporting and inform decisions regarding future deployment, system enhancements, and long-term investments in security infrastructure. A comprehensive evaluation will be conducted at the end of the 12-month pilot extension. To ensure peak performance, TSOs conduct hourly system tests at all screening locations by utilizing their service weapons, achieving a remarkable 99.5% positive detection rate (199/200 tests).

- As a result of security screenings for weapons detection, one firearm has been identified on Metro property to date, demonstrating the effectiveness of these measures in mitigating potential threats. Following a field investigation by MTS and the Los Angeles Police Department, the subject was taken into custody and charged under California Penal Code § 171.7 for knowingly possessing a firearm within a public transit facility.

- The most frequently encountered items during Metro screening operations have been bladed objects that exceed two inches in length. In most cases, these were legitimate work-related tools that patrons were lawfully transporting. Examples include utility knives, kitchen cutlery, and compact pocketknives. Officers use discretion to assess the presence of items and weapons intended to be used to harm others and not work/self-protection items. Scenario-based training was provided to officers to illustrate the difference between items being carried as part of one's "tools" and what constitutes intended use as a weapon.

- Weapons detection screening is mandatory for entry. If an individual declines screening, they will be denied access and asked to leave the premises. Should they refuse to comply, the matter will be escalated to security or law enforcement to ensure the safety of all parties involved. All incidents are thoroughly documented for accountability and review purposes. The information boards are posted ahead of the screening checkpoints, stating and citing the applicable policies.

Weapons Detection at Rail Stations

Metro Transit Security (MTS) Officers deployed to support at select stations for the extended concealed weapons screening pilot have been trained in using the equipment, its functionality, troubleshooting procedures, and calibration protocols. For the first few weeks of each deployment, deputies from the Los Angeles Sheriff's Department (LASD) were present, which established a higher

level of security presence at the four stations so far. Metro Ambassadors and TAP Blue Shirts were also present, speaking to and assisting riders, which helps create a greater sense of safety and visibility.

Below is a summary of findings at the four selected stations; the remaining stations are not identified for operational security purposes, in accordance with 49 CFR § 1520.5 (b)(8)(i). More details can be found in Attachment C.

Norwalk & San Pedro (ended June 29, 2025):

- Deployment: Four hours/day, at varying times.
- Findings: Bladed objects (pocket knives, box cutters, multi-tools) were detected each shift.
- Actions: Items >2” blade length directed for disposal, return to vehicle, or alternate travel. Illegal weapons are referred to law enforcement.
- Results: Consistent patron compliance, positive rider feedback, minimal operational issues.

Compton & Vermont/Beverly (ended August 29, 2025)

- Deployment: Four hours/day, at varying times.
- Findings: Bladed objects were identified each shift, similar to Norwalk/San Pedro.
- Actions: Items >2” blade length directed for disposal, return to vehicle, or alternate travel. Illegal weapons are referred to law enforcement.
- Results: Patron compliance and supportive feedback were consistent across both sites.
- Notable Incident (Vermont/Beverly): On August 11, an individual with an unloaded firearm was identified. LAPD made an arrest.

Customer Feedback Survey

Since the launch of the pilot, Metro has actively welcomed and documented public comments on the weapons detection pilot at Metro Board meetings. These comments, which encompass both support and concern, have helped shape internal discussions regarding operational impacts, privacy considerations, and communication with riders.

MTS personnel deployed at pilot screening locations have also been collecting informal rider feedback during day-to-day operations. Passengers have voluntarily shared a range of opinions, often expressing appreciation for the added security presence, while a few have raised questions about the screening process, equipment, or overall need.

While MTS interactions have provided valuable context, Metro is now implementing a more structured and inclusive public engagement process through the launch of a dedicated weapons detection survey developed jointly by the SSLE and the Customer Experience Department.

The survey is designed to collect quantifiable feedback on public sentiment and rider experience, including:

- Perceived safety
- Support for the pilot
- Non-invasiveness of the process
- Professionalism of staff.

It is available in English and Spanish and went live in late July, accessible through QR codes posted on signage at screening locations moving forward. TAP Blue Shirts have also been distributing flyers with the survey QR code to make it easier for the public to provide their feedback as they use the system. The initial round of surveys was conducted on July 25, July 28, July 30, and August 1. From this round, Metro received 48 responses. The next survey collection at pilot stations is scheduled for the first two weeks of October.

This survey aims to inform the effective design of a much more comprehensive survey effort to be conducted by the agency in early 2026. As such, the initial survey responses are currently limited, so it is too soon to draw conclusions. As outreach efforts for the feedback survey continue, staff will gather and summarize the results to present to the Board in the next quarterly update. The current QR code survey serves as a low-cost, quick feedback mechanism while broader outreach is being developed.

Since staff recognizes that quantitative metrics alone might not fully reflect the operational and perceptual effects of weapons screening in transit settings, integrating qualitative customer feedback from the new survey, reports from MTS field staff, and public comments during Board meetings provides the most complete insights into the program's success. Consequently, the final evaluation will include both measurable results and qualitative/anecdotal information to assess the overall effectiveness of the weapons detection efforts.

Cost-Benefit Analysis
As the 12-month extension of the pilot progresses, staff will also conduct a cost-benefit evaluation to assess the financial feasibility and the overall value of the deployment technologies. Staff will continue to analyze capital costs, including equipment procurement, installation, and system integration, as well as ongoing operational expenses such as staffing, maintenance, and vendor support.

Weapons Detection Onboard Buses
Implementation of bus-based weapons detection requires significant design, engineering, and integration to adapt to different vehicle types. The millimeter wave pilot has advanced to procurement, with a vendor demonstration held on July 15 at Division 13 showing installation options for a 60-foot articulated bus and a 40-foot standard bus. As of September 2, Metro and the vendor remain in discussions to define IT requirements and hardware installation needs. While the current plan anticipates testing on both bus types, the pilot has not yet been finalized. Refer to Attachment E for additional details.

Community Engagement

Metro continues to promote transparency and welcome public input in the rollout of Metro's weapons detection pilot program. Engagement efforts have included both formal and informal methods to gather community feedback, to ensure that safety initiatives align with Metro's customer experience values and accessibility standards.

SSLE has presented updates to and collected feedback from Metro's advisory bodies.

- On July 10, 2025, SSLE staff presented to the Public Safety Advisory Committee (PSAC), sharing updates on the pilot and plans for PSAC members to conduct field surveys; they completed their surveys on August 8, 11, 15, and 18.
- On July 23, 2025, SSLE briefed the Community Advisory Council (CAC) on Phase 1 findings, Motion 39 directives, and June progress. With the support of CAC members, staff scheduled member participation in field survey efforts for September 11 and 12.
- On September 4, 2025, PSAC provided findings from their field surveys to SSLE staff. Staff will convene with PSAC to discuss the findings from the field surveys and provide a summary in the next quarterly update.
- On September 11, 2025, staff provided a follow-up presentation to the Accessibility Advisory Committee (AAC).

Feedback from these bodies will continue to guide Metro's screening operations and communications strategy. SSLE staff will welcome additional opportunities to update Metro's advisory committees as the extended pilot moves forward.

Together, these layered feedback mechanisms form a comprehensive engagement framework that ensures Metro remains receptive to feedback from the communities the agency serves while piloting innovative transit safety solutions.

Video Analytics Brandished Firearm Detection

On May 1, SSLE staff began collaborating with key technical departments across Metro - including Information Technology Services (ITS), Infrastructure Maintenance & Engineering (IM&E), and Vehicle Maintenance & Engineering (VM&E) - to collect detailed information related to CCTV systems deployed across the Bus Fleet, Rail Fleet, Metro facilities and Bus Terminals. This effort is part of a broader internal evaluation aimed at identifying the upgrades necessary to support the reliable detection of brandished firearms through advanced analytics and scalability.

To date, SSLE staff have made steady progress in evaluating existing video infrastructure and camera technologies. The ITS and Maintenance of Way (MOW) departments have initiated a comprehensive assessment of CCTV assets across Metro divisions, stations, and other facilities, with a completion rate of 75%. This evaluation focuses on identifying the specific camera types deployed at each location to determine whether current equipment meets the technical requirements for advanced video analytics, including the detection of brandished firearms. Additionally, SSLE and a nonprofit organization (not identified for operational security purposes) will jointly conduct a comprehensive review of Metro's current CCTV system capabilities, configurations, and integration points. This comprehensive review will directly inform the development of a formal infrastructure readiness assessment. The assessment will serve as a foundational input for planning and implementing future enhancements, particularly for deploying real-time firearm detection analytics on a large scale.

The findings from the internal review will be presented to the Metro Board within the 12-month timeframe of the pilot. A formal update, including the completed readiness assessment and key recommendations, will be provided later this fiscal year. Attachment E provides a high-level

comparison between Mero's current CCTV system capabilities and the minimum technical requirements needed for the successful implementation of real-time firearm detection analytics.

TAP-TO-EXIT PILOT

Since temporarily pausing the TAP-to-Exit pilot program for North Hollywood Station and Union Station at the request of the LA City Fire Department (LAFD) on April 10, there has been an increase in security issues reported on the Transit Watch app and a decrease in fare revenue.

- Union Station saw a +116% increase in reported security incidents
- North Hollywood saw a +67% increase in reported security incidents
- LAPD crime data has shown increased narcotics activity on B Line
- Fare revenue has dropped nearly -$35,000 in the first month of TAP-to-Exit suspension across these two stations

In early June, staff submitted a "Request for Modification" for LAFD to review and authorize the restoration of the program to the stations within their jurisdiction. Staff are working to provide engineering and architectural drawings of the faregates at North Hollywood Station to LAFD within 30 days. Drawings for other stations will follow once Metro staff receive approval for the North Hollywood Station.

The TAP-to-Exit pilot is still being implemented at the Downtown Santa Monica Station, where reported security issues have dropped 83% during this same time period.

Pursuant to the Board approval of Motion 34.1 directing TAP-to-Exit expansion to all end-of-line stations, staff also plans to expand this program to the new A Line Foothill 2B end-of-line at Pomona North Station, pending Los Angeles County Fire Department (LACoFD) concurrence. LACoFD is currently reviewing information regarding this program.

ELEVATOR OPEN-DOOR PILOT

Elevators are a critical component of the station experience, particularly for customers with disabilities, bicycles or other belongings, and parents with strollers. They are also susceptible to misuse due to their confined nature and placement relative to the overall passenger flow of a station.

In the first six months of 2024, there were nearly 150 complaints about station elevators logged through Customer Care, or nearly 1 complaint per day. 4 out of 5 of these complaints are related to security, cleanliness or maintenance concerns about a station elevator. Therefore, staff have continued to identify near-term solutions to quickly respond to these customer pain points. Over the past several months, staff have been incrementally expanding the program to keep elevator doors open when not in use, which has improved safety and cleanliness through natural surveillance and deterrence of illicit activity. Additionally, the open-door pilot aligns well with recently adopted Metro Design Criteria for new facilities, requiring "hands-free" access to elevators to facilitate use by persons not able to actuate elevator call/floor selection buttons.

No issues or problems have been reported by persons with disability regarding the open-door pilot

program. Ambassadors have reported that parents with strollers and customers with bicycles are having an easier time entering the elevator, with additional time and visibility to negotiate their group and belongings into the elevator.

Facilities Maintenance and Security also report significant drops in special cleanups and extended dwelling/willful blocking of the Open-Door Pilot Program at the three new Regional Connector stations. Thereafter, it was expanded to three more stations, including APU/Citrus College A Line Station, Willowbrook/Rosa Parks A & C Line Station, and El Monte J Line Station.

In total, all 57 eligible elevators at Metro's newer stations are now part of the Elevator Open Door Pilot Program, which includes:

- Regional Connector (Little Tokyo/Arts District, Historic Broadway, Grand Ave Arts/Bunker Hill)
- A (Gold) Line (Arcadia, Monrovia, Irwindale, APU/Citrus College)
- A (Blue) Line (Willowbrook/Rosa Parks, Willow St)
- E (Expo) Line (Palms, Expo/Sepulveda, Expo/Bundy)
- K Line (Expo/Crenshaw, MLK Jr., Leimert Park)
- El Monte Bus Station
- NoHo B-G Line Connection Portal
- Universal City/Studio City Pedestrian Bridge across Lankershim Blvd.

SMART RESTROOM PILOT

As part of the Board-approved plan, Throne Bathrooms were added to five new locations in mid-July, now totaling 20 locations across the Metro system. The new locations are as follows:

- Atlantic E Line Station in East LA
- Chatsworth G Line Station
- Crenshaw/I-105 C Line Station
- Redondo Beach K Line Station
- Slauson J Line Transitway Station in South LA

These new locations are already off to a strong start, serving 480 riders within the first 48 hours of full deployment, including early usage and positive reviews from Metro bus operators who serve these locations.

Where Throne Bathrooms have been deployed to Metro stations with elevators, like Vermont/Sunset B Line Station, custodial teams report:

- 45% reduction in urination and defecation cleanups inside the elevators
- 40% reduction for special cleanup calls on the platform and mezzanine levels.

These results are also consistent in suburban communities, where custodians assigned to Chatsworth G Line Station report a nearly 100% reduction in defecation and a 50% reduction in urination cleanups since the Throne Bathroom was added there.

These reductions directly translate into a safer and cleaner environment for riders, particularly those needing to use the elevators, and also allow Metro custodians to focus on regular cleanings throughout the stations.

Beyond the actual maintenance improvements, staff are also seeing an improvement in customer satisfaction with Throne Bathrooms. In a recent survey of over 100 riders at Slauson J Line Transitway Station, 99% of respondents stated that the Throne Bathroom is safer or much safer compared to using a traditional public restroom, and that this made their experience better or much better riding Metro as a result.

As of August 2025, Throne Bathrooms have served nearly 370,000 users across the Metro system, maintaining a positive 4 out of 5-star user cleanliness rating.

TALLER FAREGATES PILOT

As part of the Board approval to expand the taller, modernized faregates to more stations, TAP has now successfully added three more stations online, bringing the total to seven stations featuring the new faregates. The new LAX/MTC station has shown promising results with an increase of more than 13% in valid entries week-over-week (WoW). Staff previously reported significant increases in paid entries at Lake and Firestone stations. This same trend is now showing at the latest stations, with these key findings:

- *NEW* Wilshire/Vermont +35% increase in valid entries year-over-year (YoY)
- *NEW* Vermont/Santa Monica +64% increase in valid entries YoY*NEW* Hollywood/Western +68% increase in valid entries YoY
- Firestone remains strong with +102% increase in valid entries YoY
- Lake remains strong with +62% increase in valid entries YoY

When analyzing the week after faregate installation compared with the week before installation, security incidents reported by the public through the Transit Watch app dropped 24% for the B Line and dropped 20% for the A Line.

Custodial teams assigned to these stations have also observed an increase in riders following the Code of Conduct and respecting the ride. This includes:

- 40% reduction in calls for special cleanups like public urination and defecation, improving their work conditions and allowing them to focus on their recurring duties to keep these stations cleaner

1 Custodians have noticed a substantial increase in riders placing their trash in appropriate receptacles and a corresponding reduction in littering

    - Because more trash has been properly discarded, custodians are now emptying trash

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receptacles more frequently than before, rather than cleaning discarded items littered on the ground

Looking ahead, TAP remains on schedule to expand the taller faregate to more stations later this year. See below for the remaining tentative completion dates:

Phase One

- A Line to Pomona - Opening September 19, 2025
  - (Glendora, San Dimas, La Verne, Pomona)
- 7th/Metro - September 2025
1. Willowbrook/Rosa Parks - September 2025
2. Westlake/MacArthur Park - September 2025
3. Pershing Square - September 2025

Phase Two

- Mariachi Plaza - October 2025
- Slauson - October 2025
- Hollywood/Highland - October 2025
- Harbor Freeway - November 2025
- Downtown Santa Monica - November 2025
- Norwalk - November 2025
- Douglas - November 2025
- Allen - December 2025
- Civic Center - December 2025
- Sierra Madre Villa - December 2025
- Aviation/LAX - December 2025

EQUITY PLATFORM

The weapons detection initiatives discussed have been reviewed and are in alignment with Metro's Bias-Free Policing and Data Analytics policies. These screening technologies do not employ facial recognition, and staff utilize pedestrian count intervals to select passengers for secondary screening, minimizing opportunities for profiling. All deployments are reviewed for any ADA accessibility concerns to ensure that all riders can transit through Metro stations without any negative impacts. Moreover, staff continue to engage with and gather feedback from Metro's advisory committees, including Metro's AAC. To collect public feedback, staff have launched a dedicated survey that will support the currently ongoing deployment at Compton as well as future screenings. This survey is available online in English and Spanish via a QR code provided on-site, making it easily accessible to Metro riders at select stations participating in the pilot. Additionally, the other access control pilots, including TAP-to-Exit, Elevator Open-Door, Smart Restroom, and Taller Faregates, do not impact riders with ADA accessibility concerns either.

Ongoing customer surveys for these pilot interventions continue to show strong rider satisfaction, particularly households earning less than $50,000 annually and BIPOC riders. For example, a recently conducted on-site survey of over 100 riders was completed at Slauson J Line Transitway

Station, which resides in an Equity Focus Community. Of the over 100 surveyed riders, 95% were BIPOC, and 9 in 10 resided in a household earning less than $50,000 annually, illustrating that this rider input came directly from communities with the greatest need. These survey results have confirmed near-unanimous support and satisfaction that these pilot interventions are making their customer experience better through improvement of safety perceptions, and that nearly all have indicated they would like to see these pilot interventions added to more Metro stations.

VEHICLE MILES TRAVELED OUTCOME

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

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

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

IMPLEMENTATION OF STRATEGIC PLAN GOALS

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

NEXT STEPS

Staff will continue to advance strategies to improve the safety and security on the metro system and report back to the Board on the performance of the various pilots.

This includes continuing with the implementation of the CEIA OpenGate pilot, rotating deployments at select station entrances, which are not identified for operational security purposes, in accordance with 49 CFR § 1520.5 (b)(8)(i). Staff will monitor key performance indicators related to throughput, false positives, customer experience, and staffing requirements, and refine screening operations accordingly. For the onboard bus detection pilot, SSLE will work to implement the proposed pilot. In parallel, SSLE and Metro's technology groups will advance the agency-wide infrastructure assessment required to support brandished firearm detection and take advantage of the effort to assess readiness for integrating other video analytics solutions. This includes completing site evaluations, confirming equipment compatibility, and developing a phased upgrade plan for key

facilities. The next quarterly report will be submitted to the Board in January 2026 with updated findings, refined evaluations, and recommendations on long-term deployment strategies based on pilot outcomes of the weapons detection pilot.

Concurrently, Metro staff will continue the TAP-to-Exit, Smart Restrooms, and Taller Faregates pilots. Staff will provide engineering and architectural drawings of the faregates at North Hollywood Station to LAFD within 30 days. Smart Restrooms will be added to new locations, according to the schedule. Staff will continue to install the taller faregates at the select rail stations, including for the new rail projects.

ATTACHMENTS

Attachment A - Board Motion 34.1
Attachment B - Board Motion 39
Attachment C - Weapons Detection Onboard Rail System Summary of Current Findings
Attachment D - Norwalk and San Pedro Screening Results & KPI Definitions
Attachment E - Weapons Detection Onboard Buses
Attachment F - Comparison of Current and Required CCTV Capabilities

Prepared by: Robert Gummer, Deputy Chief, System Security and Law Enforcement Officer, (213) 922-4513
Aldon Bordenave, Deputy Executive Officer, System Security and Law Enforcement, (213) 922-4404
Stephen Tu, Deputy Executive Officer, Station Experience, (213) 418-3005
Tisha Bruce, Executive Officer, Finance, (213) 922-7621
Nicholas Kappos, Director, Physical Security, (213) 922-4386

Reviewed by: William Scott, Chief of Police and Emergency Management, Public Safety Department, (213) 922-5448
Jennifer Vides, Chief Customer Experience Officer, Customer Experience Office, (213) 940-4060
Conan Cheung, Chief Operations Officer, (213) 418-3034
Nalini Ahuja, Chief Financial Officer

Digitally approved by *Stephanie Wiggins*, Chief Executive Officer

Metro

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

Board Report

File #: 2024-0300, **File Type:** Motion / Motion Response **Agenda Number:** 34.1

REGULAR BOARD MEETING
APRIL 25, 2024

Motion by:

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

Related to Item 34: Bus Operator Retrofit Barriers

SUBJECT: IMPROVING SAFETY FOR METRO RIDERS & EMPLOYEES MOTION

RECOMMENDATION

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

A. A preliminary investigation into fare gate hardening at our heavy and light rail stations, including identification of resources required, opportunities, and challenges associated with such an effort;

B. An update on implementation of latching faregates upon exit, including the proposed pilots of this technology at both North Hollywood and Union Stations;

C. An update on the proposed pilot interventions at Lake Ave, Hollywood/Highland, Downtown Santa Monica, and Norwalk stations, as highlighted in January's file#: 2023-0539;

D. Data collected on violent crimes committed over the past twelve months on the LA Metro system and any correlation found with an inability of the perpetrator to demonstrate a paid fare;

E. Data on outcomes of arrests for crimes against persons on the LA Metro system over the past twelve months, and instances of reoffending on the system;

F. Any current or recent legislative efforts to strengthen penalties for violent crimes against transit employees.

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

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

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

KREKORIAN AMENDMENT:

A. Report back to include recommendations to create holistic and reciprocal communication among Metro, local law enforcement agencies (beyond our contracted partners), the District Attorney's Office, Probation Department, and local court systems to create effective protocol concerning Be on the Lookout "BOLO" notices and Stay Away Orders; and

B. Recommendations for upgrades to the CCTV system on bus and rail facilities to support artificial intelligence and biometric technology to identify those individuals who are known repeat violent offenders, repeat disruptors to operations or individuals banned from the system by court order.

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

Metro

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

Board Report

File #: 2025-0164, **File Type:** Motion / Motion Response **Agenda Number:** 39.

REGULAR BOARD MEETING
FEBRUARY 27, 2025

Motion by:

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

CONTINUATION OF WEAPONS DETECTION PILOT

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

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

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

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

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

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

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

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

SUBJECT: CONTINUATION OF WEAPONS DETECTION PILOT MOTION

RECOMMENDATION

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

A. Extend and expand the deployment of the "pillar-type" weapons detection system pilot for 12 months to additional key high-traffic transit stations to gather additional data on effectiveness, false positives, staffing needs, and any impacts to passenger experience;

B. Conduct a 12-month pilot of weapons detection technology aboard a minimum of (2) Metro buses;

C. Provide a quarterly report on the requirements, feasibility, and timeline for upgrading Metro's video and camera system, to include the integration of brandished firearm detection analytics. This report should outline the infrastructure needs, estimated costs, and privacy considerations to ensure alignment with the agency's broader safety and security goals; and

D. Report back to the Board in June 2025, and on an as-needed basis, with findings and recommendations from the continued pilots.

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WEAPONS DETECTION ONBOARD RAIL SYSTEM
Summary of Current Findings

Metro Transit Security (MTS) Officers deployed to support at select stations for the extended concealed weapons screening pilot have been trained in using the equipment, its functionality, troubleshooting procedures, and calibration protocols. For the first few weeks of each deployment, deputies from the Los Angeles Sheriff's Department (LASD) were present, which established a higher level of security presence at the four stations so far. Metro Ambassadors and TAP Blue Shirts were also present, speaking to and assisting riders, which helps create a greater sense of safety and visibility.

Below is a summary of findings at the four selected stations; the remaining stations are not identified for operational security purposes, in accordance with 49 CFR § 1520.5 (b)(8)(i).

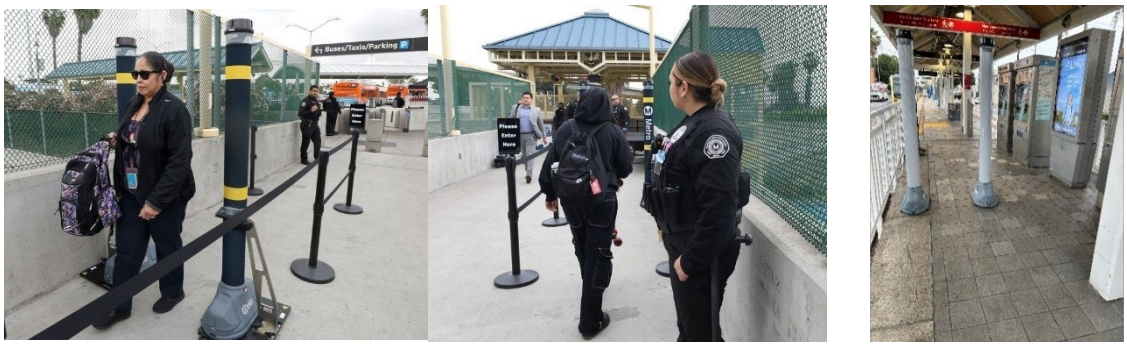
Norwalk and San Pedro

Deployments at Norwalk and San Pedro stations concluded on June 29, 2025. The duration of each deployment was four hours per day, at undisclosed times. During these deployments, TSOs identified a few bladed objects per shift, including pocket knives, box cutters, and multi-tools, all of which were disclosed by patrons during secondary screenings initiated by OpenGate system alerts; passengers identified these items as tools that are kept out of reach. There were some instances involving knives with blades exceeding the legal length of two inches. When this occurred, patrons were directed to either return the object to their vehicles, discard the item in a wastebasket, or choose a different method of travel. When a weapon was deemed to be illegal, staff notified the respective law enforcement agency and requested a response. Overall, officers noted consistent patron compliance, informal comments in support, and screening operations allowed customer interaction without significant operational friction.

The tables below provide brief findings from the completed deployments at Norwalk and San Pedro, respectively.

Norwalk C Line Station	
April 28 - June 29, 2025	
Event/Metric	**Average per Shift**
Illegal Firearms Detected	0
Bladed Objects Encounters	5
Individuals Declining Screening	2
Individuals Who Missed Their Scheduled Trains	2
Secondary Screening Time (seconds)	15
Average # of Patrons Screened	711

San Pedro A Line Station	
April 28 - June 29, 2025	
Event/Metric	**Average per Shift**
Illegal Firearms Detected	0
Bladed Objects Encounters	2
Individuals Declining Screening	2
Individuals Who Missed Their Scheduled Trains	2
Secondary Screening Time (seconds)	13
Average # of Patrons Screened	525



Concealed Weapons Screening at Norwalk Station (Left & Center); Screening at San Pedro (Right)

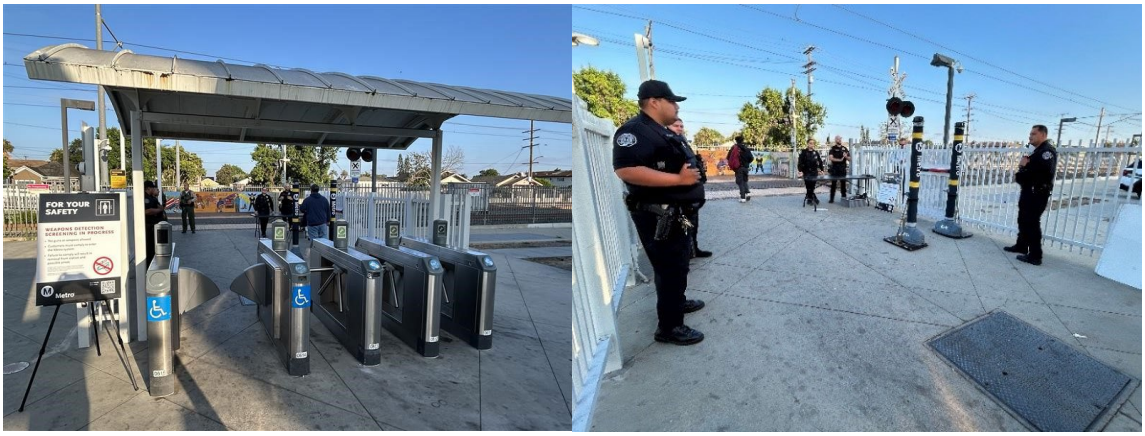
For additional information on the key metrics, definitions, purpose, and results of the concluded Norwalk and San Pedro station screening deployments, see Attachment C.

Compton

On June 30, 2025, the next weapons detection screening began at Compton A Line Station. Similar to the previous two stations, TSOs have identified a few bladed objects per shift so far, all of which were disclosed by patrons during secondary screenings triggered by OpenGate system alerts. Additionally, officers have noted consistent patron compliance, as well as informal comments in support, and screening operations have allowed for customer interaction without significant operational friction.

The table below presents the preliminary findings collected at this station.

Compton A Line Station	
June 30 - August 29, 2025	
Event/Metric	**Average per Shift**
Illegal Firearms Detected	0
Bladed Objects Encounters	6
Individuals Declining Screening	4
Individuals Who Missed Their Scheduled Trains	3
Secondary Screening Time (seconds)	12
Average # of Patrons Screened	404



Concealed Weapons Screening at Compton Station

Vermont/Beverly

On July 31, 2025, the weapons detection system screening began at Vermont/Beverly B Line Station.

Vermont/Beverly B Line Station	
July 31 to August 29, 2025	
Event/Metric	**Average per Shift**
Illegal Firearms Detected	0
Bladed Objects Encounters	5
Individuals Declining Screening	4
Individuals Who Missed Their Scheduled Trains	3
Secondary Screening Time (seconds)	12
Average # of Patrons Screened	429

Notably, on August 11, TSOs were utilizing the new weapons detection system when they identified and apprehended an individual carrying an unloaded firearm. This swift and decisive action, resulting in the suspect's arrest by LAPD, highlights the system's ability to act as a crucial defense layer, deterring potential threats and contributing to the safety of passengers and staff. This incident reinforces the importance of a multi-layered security approach, which includes technology, trained personnel, and partnerships with law enforcement agencies. This initial success provides evidence of the system's effectiveness and its vital role in Metro's commitment to a safe transit environment.



Firearm Detected at Vermont/Beverly Station

Norwalk and San Pedro Station Screening Results & KPI Definitions

Norwalk Station

KPI	Definition	Goal	30-Day Avg (Pre-Deployment)	30-Day Avg (During Deployment)	Data Source
Weapons Arrests (Possession)	Number of arrests for possession of a weapon (gun or knife) detected during pilot deployments.	Decrease weapons arrests by 30%.	**Less than 1** 3 in the prior 12 months	**0** 0 during 60-day deployment	LAPD / LASD Data
Assault with Weapon (Gun/Knife)	Number of assaults involving a weapon occurring at screening locations.	Decrease assaults with a weapon by 30%.	**Less than 1** 1 in the prior 12 months	**0** 0 during 60-day deployment	LAPD / LASD Data
False Negatives	Incidents where a test weapon passes through the system undetected (the system fails to alert).	False negatives <1% occurrence.	**Not Applicable**	**0.57%** Per 4-hr Screening Deployment	Weapon System UI
Weapons Detected	Instances where the system alerts and a weapon is found during the secondary search.	Average number of weapons detected per screening period during 60-day deployment.	**Not Applicable**	**4** Per 4-hr Screening Deployment	Weapon System UI
Transit Watch Incident Reports (Gun/Knife)	Number of gun/knife-related incident reports submitted via the Transit Watch app during the pilot period at the stations.	Decrease by 25%.	**0.17** 2 in the prior 12 months	**0** 0 during 60-day deployment	Transit Watch Admin Portal
Online Sentiment (Social Media)	Monitoring of social media posts/comments mentioning weapons detection at Metro facilities.	Decrease negative sentiment of public safety by 10%, measured at 60-day intervals after pilot initiation, compared to the 60 days before the pilot began.	**0** 0 in the prior 12 months	**0** 0 during 60-day deployment	AlphaVu Platform

San Pedro Station

KPI	Definition	Goal	30-Day Avg (Pre-Deployment)	30-Day Avg (During Deployment)	Data Source
Weapons Arrests (Possession)	Number of arrests for possession of a weapon (gun or knife) detected during pilot deployments.	Decrease weapons arrests by 30%.	**Less than 1** 1 in the prior 12 months	**0**	LAPD / LASD Data
Assault with Weapon (Gun/Knife)	Number of assaults involving a weapon occurring at screening locations.	Decrease assaults with a weapon by 30%.	**0**	**Less than 1** 1 during 60-day deployment	LAPD / LASD Data
False Negatives	Incidents where a test weapon passes through the system undetected (the system fails to alert).	False negatives <1% occurrence.	**Not Applicable**	**.62%** Per 4-hr Screening Deployment	Weapon System UI
Weapons Detected	Instances where the system alerts and a weapon is found during the secondary search.	Average number of weapons detected per screening period during 60-day deployment.	**Not Applicable**	**3** Per 4-hr Screening Deployment	Weapon System UI
Transit Watch Incident Reports (Gun/Knife)	Number of gun/knife-related incident reports submitted via the Transit Watch app during the pilot period at the stations.	Decrease by 25%.	**Less than 1** 2 in the prior 12 months	**0** 0 during 60-day deployment	Transit Watch Admin Portal
Online Sentiment (Social Media)	Monitoring of social media posts/comments mentioning weapons detection at Metro facilities.	sentiment of public safety by 10%, measured at 60-day intervals after pilot initiation, compared to the 60 days before the pilot began.	**0** 0 in the prior 12 months	**0** 0 during 60-day deployment	AlphaVu Platform

Notes:
The 30-Day Average for Weapons Arrests (Possession) and Assault with Weapon (Gun/Knife) represent the average number of incidents 12 months before ("Pre-Deployment") and during the weapons detection 60-day screening deployment, both normalized to give an average over 30 days for comparison.

The percentage in False Negatives indicates the daily rate at which the system failed to generate an alert of a firearm present during the hourly validation walkthrough conducted by an armed Transit Security Officer (TSO) and thus point to the observed likelihood that the system would not detect a firearm during passenger screening.

Weapons Detected is the average number of weapons observed during daily screening deployments over 30-days.

Similar to the first two KPIs, Transit Watch Incident Reports (Gun/Knife) and Online Sentiment (Social Media) represent the average number of incidents 12-months before ("Pre-Deployment") and during the weapons detection 60-day screening deployment, both normalized to give a daily average over 30 days for comparison..

Weapons Detection Onboard Buses – Update

The establishment of a bus-based weapons detection system requires a comprehensive undertaking encompassing design, engineering, product development, and the installation of a system adaptable to diverse bus architectures.

The at-cost millimeter wave weapons detection pilot project has advanced to the procurement stage. On July 15, a millimeter wave technology vendor visited Division 13 and provided Metro staff with a demonstration of Option 1 (installation on a 60-foot articulated bus) and Option 2 (installation on a 40-foot standard bus). Further coordination with the vendor will take place to determine which bus or buses will be equipped and when the installation will occur.

As of September 2, Metro and the vendor remain in active discussions to refine the specific IT requirements and hardware installation needs for the millimeter wave weapons detection pilot. While the current plan envisions installation on both a 60-foot articulated bus and a 40-foot standard bus to test performance across vehicle types, these details are still under review, and the pilot has not yet been finalized. At this stage, there are no tangible updates to report, but this information is included here to keep the Board apprised of these ongoing efforts.

Comparison of Current and Required CCTV Capabilities

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

Improving Access Control

Operations, Safety, and Customer Experience Committee
September 18, 2025

Metro

Concealed Weapons Screening Pilot



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

Initial Findings from First Four Stations:

Norwalk C Line Station	
April 28 - June 29, 2025	
Event/Metric	**Average per Shift**
Illegal Firearms Detected	0
Bladed Objects Encounters	5
Individuals Declining Screening	2
Individuals Who Missed Their Scheduled Trains	2
Secondary Screening Time (seconds)	15
Average # of Patrons Screened	711

San Pedro A Line Station	
April 28 - June 29, 2025	
Event/Metric	**Average per Shift**
Illegal Firearms Detected	0
Bladed Objects Encounters	2
Individuals Declining Screening	2
Individuals Who Missed Their Scheduled Trains	2
Secondary Screening Time (seconds)	13
Average # of Patrons Screened	525

Compton A Line Station	
June 30 - August 29, 2025	
Event/Metric	**Average per Shift**
Illegal Firearms Detected	0
Bladed Objects Encounters	6
Individuals Declining Screening	4
Individuals Who Missed Their Scheduled Trains	3
Secondary Screening Time (seconds)	12
Average # of Patrons Screened	404

Vermont/Beverly B Line Station	
July 31 to August 29, 2025	
Event/Metric	**Average per Shift**
Illegal Firearms Detected	0
Bladed Objects Encounters	5
Individuals Declining Screening	4
Individuals Who Missed Their Scheduled Trains	3
Secondary Screening Time (seconds)	12
Average # of Patrons Screened	429

Metro

- Notable Incident (Vermont/Beverly): On August 11, an individual with an unloaded firearm was identified, and LAPD made an arrest. This was a single incident, which did not impact the averages by shift.

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

Weapons Detection Onboard Buses

Implementation of bus-based weapons detection requires significant design, engineering, and integration to adapt to different vehicle types.

The millimeter wave pilot has advanced to procurement, with a vendor demonstration held on July 15 at Division 13 showing installation options for a 60-foot articulated bus and a 40-foot standard bus.

As of September 2, Metro and the vendor remain in discussions to define IT requirements and hardware installation needs. While the current plan anticipates testing on both bus types, the pilot has not yet been finalized.

Metro

Video Analytics
Brandished Firearm Detection

On May 1, SSLE staff began collaborating with key technical departments across Metro to collect detailed information related to CCTV systems deployed across the Bus Fleet, Rail Fleet, Metro facilities and Bus Terminals.

SSLE and a nonprofit organization will jointly conduct a comprehensive review of Metro's current CCTV system capabilities, configurations, and integration points.

- Directly informs the development of a formal infrastructure readiness assessment and serve as a foundational input for planning and implementing future enhancements, particularly for deploying real-time firearm detection analytics on a large scale.

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

Community Engagement

SSLE has presented updates to and collected feedback from Metro's advisory bodies.

- On July 10, 2025, SSLE staff presented to the Public Safety Advisory Committee (PSAC), sharing updates on the pilot and plans for PSAC members to conduct field surveys; they completed their surveys on August 8, 11, 15, and 18.
- On July 23, 2025, SSLE briefed the Community Advisory Council (CAC) on Phase 1 findings, Motion 39 directives, and June progress. With the support of CAC members, staff scheduled member participation in field survey efforts for September 11 and 12.
- On September 4, 2025, PSAC provided findings from their field surveys to SSLE staff. Staff will convene with PSAC to discuss the findings from the field surveys and provide a summary in the next quarterly update.
- On September 11, 2025, staff provided a follow-up presentation to the Accessibility Advisory Committee (AAC).

Metro

TAP-to-Exit Pilot

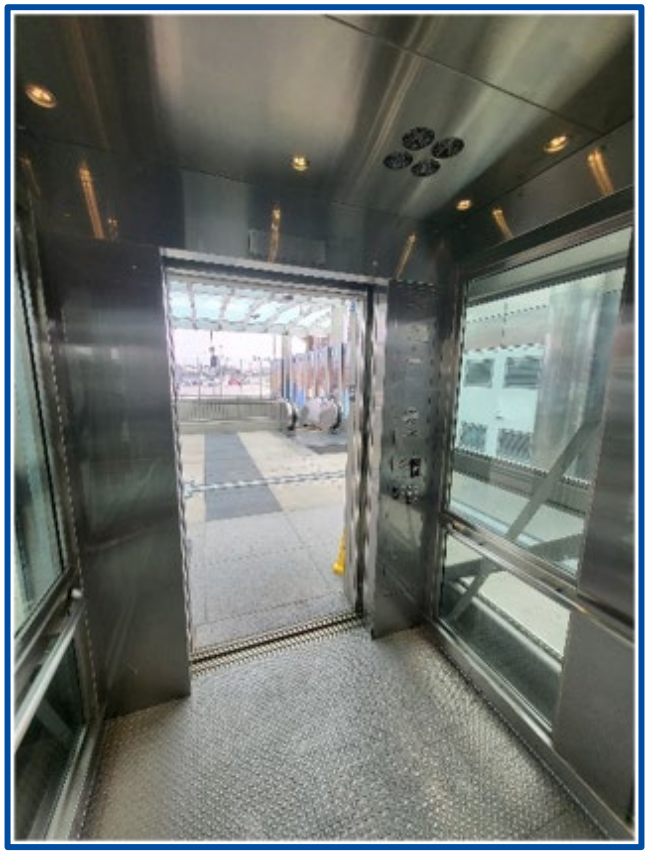
- Since temporarily pausing the TAP-to-Exit pilot program for North Hollywood Station and Union Station at the request of the LA City Fire Department (LAFD) on April 10, there has been an increase in security issues reported on the Transit Watch app and a decrease in fare revenue.
    - Union Station saw a +116% increase in reported security incidents
    - North Hollywood saw a +67% increase in reported security incidents
    - LAPD crime data has shown increased narcotics activity on B Line
    - Fare revenue has dropped nearly -$35,000 in the first month of TAP-to-Exit suspension across these two stations
- In early June, staff submitted a “Request for Modification” for LAFD to review and authorize the restoration of the program to the stations within their jurisdiction.
    - Staff are working to provide engineering and architectural drawings of the faregates at North Hollywood Station to LAFD within 30 days.
- Pursuant to the Board approval of Motion 34.1 directing TAP-to-Exit expansion to all end-of-line stations, staff also plans to expand this program to the new A Line Foothill 2B end-of-line at Pomona North Station, pending Los Angeles County Fire Department concurrence.

Metro

Elevator Open-Door Pilot

In total, **all 57 eligible elevators at Metro's newer stations are now part of the Elevator Open Door Pilot Program**, which include:

- Regional Connector (Little Tokyo/Arts District, Historic Broadway, Grand Ave Arts/Bunker Hill)
- A (Gold) Line (Arcadia, Monrovia, Irwindale, APU/Citrus College)
- A (Blue) Line (Willowbrook/Rosa Parks, Willow St)
- E (Expo) Line (Palms, Expo/Sepulveda, Expo/Bundy)
- K Line (Expo/Crenshaw, MLK Jr., Leimert Park)
- El Monte Bus Station
- NoHo B-G Line Connection Portal
- Universal City/Studio City Pedestrian Bridge across Lankershim Blvd.



Metro

No issues or problems have been reported by persons with disability regarding the open-door pilot program. Ambassadors have reported that parents with strollers and customers with bicycles are having an easier time entering the elevator.

Smart Restroom Pilot

As part of the Board-approved plan, Throne Bathrooms were added to five new locations in mid-July, now totaling **20 locations across the Metro system**.

Where Throne Bathrooms have been deployed to Metro stations with elevators, like Vermont/Sunset B Line Station, custodial teams report:

- **45% reduction in urination and defecation cleanups** inside the elevators
- **40% reduction for special cleanup calls** on the platform and mezzanine levels.

Chatsworth G Line Station reported a **nearly 100% reduction in defecation and a 50% reduction in urination cleanups** since the Throne Bathroom was added there.

As of August 2025, Throne Bathrooms have served nearly 370,000 users across the Metro system, maintaining a positive 4 out of 5-star user cleanliness rating.



Taller Faregates Pilot

TAP has now successfully added three more stations online, bringing the total to **seven stations featuring the new faregates**.

Staff previously reported significant increases in paid entries at Lake and Firestone stations. This same trend is now showing at the latest stations, with these key findings:

- *NEW* Wilshire/Vermont +35% increase in valid entries year-over-year (YoY)
- *NEW* Vermont/Santa Monica +64% increase in valid entries YoY
- *NEW* Hollywood/Western +68% increase in valid entries YoY
- Firestone remains strong with +102% increase in valid entries YoY
- Lake remains strong with +62% increase in valid entries YoY
- LAX/MTC station has shown promising results with an increase of more than 13% in valid entries week-over-week

When analyzing the week after faregate installation compared with the week before installation, security incidents reported by the public through the Transit Watch app **dropped -24% for the B Line** and **dropped -20% for the A Line.**



Phase 2 - Retrofit Taller Faregates (Tentative Schedule)	
Station	Estimated Completion Date
Marichi Plaza	October 2025
Slauson	October 2025
Hollywood/Highland	October 2025
Harbor Freeway	November 2025
Downtown Santa Monica	November 2025
Norwalk	November 2025
Douglas	November 2025
Allen	December 2025
Civic Center	December 2025
Sierra Madre Villa	December 2025
Aviation/LAX	December 2025

	New Rail Projects (Tentative Schedule)	
No	Rail Project	Installation Date
1	LAX/MTC	In Service 6/6/25
2	A Line to Pomona	By 9/19/25
3	PLE-1	By 12/2025
4	PLE-2	By 8/31/26

Metro

Looking ahead, TAP remains on schedule to expand the taller faregate to more stations later this year.

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

File #: 2025-0577, **File Type:** Informational Report **Agenda Number:** 41.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
SEPTEMBER 18, 2025

SUBJECT: MONTHLY UPDATE ON PUBLIC SAFETY

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE the Public Safety Report.

ISSUE

Metro is committed to providing outstanding trip experiences for all transportation system users. In furtherance of the Vision 2028 Plan, Metro implemented a multi-faceted plan to improve both safety outcomes and safety perceptions for riders and employees. The following summarizes current initiatives to accomplish this objective and recent public safety trends.

BACKGROUND

Within Metro's Public Safety Mission statement, the agency recognizes that every individual is entitled to a safe, dignified, and humane experience. In March 2023, the Board adopted a revised Code of Conduct, a Bias-Free Policing Policy, and a Public Safety Analytics Policy to avert racial profiling and bias in the deployment of Metro security and contract law enforcement services. In 2024, Metro enhanced its public safety model further by adopting a three-pronged strategy consisting of 1) increasing the engaged and visible presence of uniformed personnel, 2) improving access control to ensure the system is being used only for its intended purpose of transit, and 3) strengthening partnerships to address societal issues, including homelessness, untreated mental illness, drug addiction, and crime, with the County, cities, regional agencies, and nonprofit partners. The actions described in this report align with numerous initiatives to improve safety and the perception of safety on the system.

DISCUSSION

System Security & Law Enforcement (SSLE) is responsible for overseeing safety initiatives on the Metro system, working in coordination with other departments, including Operations and Customer Experience. SSLE forms the foundation of Metro's comprehensive approach to safety and security, focused specifically on protecting customers and employees by mitigating against crime and other societal issues on the system, enforcing Metro's Code of Conduct, ensuring the safety and hard

security of Metro's facilities, directing the deployment of law enforcement and private security presence throughout the system, and proactively identifying and addressing other areas of possible concern.

The following is a snapshot of activities, performance, and outcome-related data for June and July, the most recent months for which systemwide law enforcement data is available.

OVERVIEW

The following bullets are an overview of some outcomes for Metro's public safety and security priorities. As Metro strives to continually improve and more accurately measure the impact of its initiatives, staff have established the following outcomes, which are strategically focused on the three -pronged approach.

- **Continue to increase monthly ridership.** In June, Metro ridership decreased by 5.7% compared to the same month of the previous year (23,751,607 boardings vs. 25,181,475 boardings), marking the first decrease in year-over-year ridership in 31 months. In July, Metro ridership was 23,770,346, which is a 6.7% decrease compared to the same month of the previous year (23,770,346 vs. 25,466,384). Many factors influence ridership patterns, including closures due to construction, such as those required to connect the existing D Line to the first phase of the D Line extension, as well as changes in people's daily routines, including working from home or transitioning to summer school. The decline was also likely due to the increase in federal law enforcement activity across Los Angeles County, numerous protests resulting in station and road closures, and several days of curfew in downtown Los Angeles, as well as many Angelenos staying home. Monthly ridership numbers allow staff to assess the overall effectiveness of all three safety initiatives.

- **Ensure access to the system is only for transit riders**. Law enforcement made 184 trespassing arrests in June, four of which were initiated by Contract Security (CS), due to the investigation of an ancillary alarm. In July, law enforcement made 212 trespassing arrests, and there were four removals of individuals from the ancillary areas, two of them initiated by CS after ancillary alarms were triggered. Metro's proactive strategy of having security officer fixed posts, regular patrols, roving patrols, and regular cleanings by custodians has resulted in significant access control and safety improvements and noticeable positive differences in cleanliness in ancillary areas across the Metro system. The notable improvements in cleanliness, as well as the reduction and removal of encamped areas, coupled with increased enforcement and accountability for those who trespass in the ancillary areas, are positive measures of the effectiveness of Metro's access control safety improvement strategies and tactics.

- **Connect homeless riders to housing**. Metro Homeless Outreach Management & Engagement (HOME) referred 146 people to interim housing and placed 22 people into permanent housing in June, bringing the total to 2,708 connections to housing for FY25 and successfully reaching 150% of the FY25 goal of 1,800 connections. In July, HOME referred 176 people to interim housing and placed 20 people into permanent housing, bringing the total to 196 connections to housing for the new fiscal year. Meeting 9.3% of the FY26 goal of 2,100

connections, HOME teams continue to demonstrate their effectiveness in addressing societal issues, specifically homelessness.

- **Facilitate the reduction of violent crime**. Crimes Against Persons (violent crimes) systemwide decreased by 2.7% in June 2025 compared to May (144 vs. 148), marking the lowest total for June systemwide since 2021. This was mainly due to decreases in batteries and sex offenses. When compared to June 2024, Crimes Against Persons decreased by 17.2% in June 2025. In July, Crimes Against Persons increased by 22.9% compared to June (177 vs. 144), due to increases in aggravated assaults, robberies, and sex offenses. Despite this increase in July, violent crime was 7.8% lower than in July 2024 (177 vs. 192).

- **Facilitate the reduction of property crime**. Crimes Against Property decreased in June by 11.5% (69 vs. 78) compared to the previous month, with a decrease in thefts on the bus system (10 vs. 26) offset by an increase in vandalism on rail and bus (12 vs. 5 and 16 vs. 11, respectively). Of the reports of vandalism on buses, ten occurred during the week of June 8, which was higher than any other week in June, correlating with the protest activity around Los Angeles. In July, Crimes Against Property slightly increased (74 vs. 69), due to an increase in thefts (52 vs. 40), although vandalism saw a decrease (21 vs. 28). Los Angeles Sheriff's Department (LASD) conducted a one-day crime suppression operation on the C Line at the end of the month to mitigate these increased thefts, where uniformed and undercover personnel closely monitored the trains, platforms, and property in person and through security cameras. This resulted in two arrests; both suspects possessed narcotics, and one suspect also had a switchblade knife and two daggers.

- **Facilitate the reduction of narcotics, trespassing, and other crimes against society**. Arrests for Crimes Against Society decreased by 23.1% in June 2025 compared to the previous month (289 vs. 376) due to decreases in narcotics, trespassing, and weapons arrests. These arrests may have dropped due to the conclusion of Los Angeles Police Department's (LAPD) enhanced deployment that ended in May, as well as the end of their three-day narcotics operation at the end of May. In July, Crimes Against Society slightly increased (347 vs. 289), due to increases in trespassing (240 vs. 184) and weapons (18 vs. 7), while narcotics decreased (89 vs. 98). More details can be found in the Systemwide Crime Stats section below. Metro reviews crimes against society to measure the effectiveness of partnerships in addressing societal issues and access control.

Below are additional data points showing crime rates for June and July and how they compare to the long-term average crime rate:

June:

- Crimes Against Persons for the month are 3.7% below the 12-month trend (6.06 crimes per 1M boardings vs. 6.30 crimes per 1M boardings).
- Crimes Against Property systemwide are up 2.1% above the 12-month trend (2.91 crimes per 1M boardings vs. 2.84 crimes per 1M boardings).
- Arrests for Crimes Against Society systemwide are 28.8% below the 12-month trend (12.17 vs. 17.08); rail accounted for 89% or 256 of these 289 crimes.

July:

- Crimes Against Persons went up by 18.4% above the 12-month trend (7.45 crimes per 1M boardings vs. 6.29 crimes per 1M boardings).
- Crimes Against Property systemwide increased by 7.1% (3.11 crimes per 1M boardings vs. 2.91 crimes per 1M boardings).
- Arrests for Crimes Against Society systemwide decreased by 8.0% compared to the 12-month trend (14.60 crimes per 1M boardings vs. 15.87 crimes per 1M boardings).

Safety improvement and crime mitigation strategic responses to outcome trends are included in subsequent sections.

CUSTOMER COMMENTS

Metro believes in continuously listening to and learning from customer feedback. Using various sources, including Metro's social media accounts, the Transit Watch app, and the Customer Call Center, staff assessed the public comments and sentiment of the Metro system. SSLE monitors general sentiment, while actionable security concerns are reported in weekly calls with security and maintenance teams. Any customer comments about criminal activity are forwarded to law enforcement for investigation and reporting.

The number of security-related reports submitted decreased month-over-month from May to June, dropping from 6,334 to 5,320, and again in July, to 4,563, due to a decline in graffiti reports. The Security Operations Center's Security Control Specialists met the department's FY25 and FY26 target alert reactive times of 120 seconds, with an initial reply of 35 seconds in June and 40 seconds in July. This target response time ensures a faster process for determining the proper resources to dispatch for response and improving the initial actions at the onset of a call for service. Please see Figure 1 in Attachment A that shows the reactive times to alerts over the past 12 months.

Overall Sentiment and Engagement

Public sentiment on safety and security is assessed by analyzing social media and Transit Watch app reports from the public, as well as Ambassadors, Contract Security, and Law Enforcement. Most reports from the Transit Watch app come from Ambassadors and Contract Security; therefore, the monthly sentiment data may be biased.

In June and July, the overall sentiment about safety and security was slightly more positive than the previous month. Just as in the prior month, the most positive comments were about the system's visible security presence, highlighting visible security in stations.

- June 14 - On Reddit, a post about a rider's experience on the A Line generated positive engagement. The rider stated that his ride home from Bunker Hill Station to APU/Citrus College Station was "a great experience" due to the high presence of security personnel.
- June 17 - On X, a user referenced the Transit Watch app and stated that "staff actually shows up and does stuff" when a Transit Watch report is submitted, and that response time is great on the B Line.
- July 17 - On Reddit, a rider's post about the new LAX/Metro Transit Center Station received positive engagement, stating that "there were so many Ambassadors, security, and cleaning staff around" when he visited the station for the first time.

- July 22 - On X, a user mentioned that having security “at the faregates enforcing” fare has been the best thing that Metro could have done because this keeps the “troublemakers” out.

Like previous months, the Facilities/Infrastructure topic remained the most discussed, driven by a high volume of Transit Watch reports by Ambassadors and the public. There were 13,721 mentions in June, a 49% decrease compared to May, and 13,343 mentions in July, a 3% decrease compared to June. Most of these engagements mention graffiti at stations or malfunctioning fare gates, displays, or elevators, which tend to carry a negative sentiment.

From May to June, the topics that are directly tied to personal safety, like fights, harassment, persons in need, thefts, sexual assaults-physical, sexual harassment-non physical, smoking/alcohol/drugs, and suspicious activity decreased by 20%. However, from June to July, they increased by 17%. These findings have been shared in SSLE’s Public Safety Operations, Communications, Analytics, and Intelligence meeting for department leadership awareness and potential impacts on deployments. When discussing safety and security at specific Metro stations, these stations below garnered the most conversations in June and July, respectively:

June 2025:
1. Chinatown Station - mainly due to conversations around protest activity.
2. LATTC/Ortho Institute Station
3. Union Station - due to unverified ICE activity being mentioned in conversations by users on social media.

July 2025:
1. Union Station - conversations centered on fare evasion incidents and the visibility of new security patrols at the station.
2. Pico Station - riders praised the installation of brighter platform lighting and the rollout of additional security cameras.
3. Harbor Freeway Station - conversations around platform overcrowding during peak hours and calls for more on-site staff support.

Most Common Customer Concerns

To assess the most common customer concerns from the public, Metro looked at incidents submitted through the Transit Watch app by the public. The three most reported types of incidents are property crime related to graffiti (42% and 39% of reported incidents in June and July, respectively), smoking/alcohol/drugs (22% and 26% of reported incidents in June and July, respectively), and fights or disturbances (13% and 13% of reported incidents in June and July, respectively). Below are the top three locations for each incident type for June and July 2025:

June 2025
1. Graffiti - Sierra Madre Villa Station, Vermont/Beverly Station, and 7th Street/Metro Center Station
2. Smoking/Alcohol/Drugs - 7th Street/Metro Center Station, Union Station, and Reseda Station
3. Fights or Disturbances - Union Station, Pico Station, and South Pasadena Station

July 2025

1. Graffiti - Vermont/Beverly Station, Sierra Madre Villa Station, and Vermont/Santa Monica Station
2. Smoking/Alcohol/Drugs - Vermont/Santa Monica Station, North Hollywood Station, and 7th Street/Metro Center Station
3. Fights or Disturbances - North Hollywood Station, Vermont/Santa Monica Station, and Willowbrook/Rosa Parks Station

While the majority of ridership occurs on buses, most reports on the Transit Watch app focused on rail stations. Rider reports continue to highlight recurring issues related to graffiti and Code of Conduct violations (e.g., smoking, alcohol, and drug use) along the A, B, C, and E lines. This variance in reporting could be partially attributed to the fact that there are more factors to report about rail stations compared to buses, such as elevator/escalator issues, the mezzanine areas, and activities leading into a station. Even so, Metro promotes the Transit Watch app to all customers online, on YouTube, and through signage within the bus system. Metro continuously works to identify ways to address customer feedback and concerns. MTS and Contract Security train riding teams continue to enforce and provide education on Metro's Code of Conduct. In response to the feedback, these observations are shared during weekly meetings between public safety partners, and security patrols are adjusted at stations with the highest observations. More details on deployment are provided in the section below.

Additionally, SSLE actively works on mitigating drug use on our system. Staff work collaboratively with other public safety personnel to regularly review various data sources and adjust deployments of uniformed personnel. Law Enforcement, MTS, and Contract Security enforce the penal code and Code of Conduct, respectively. LAPD and LASD actively disrupt narcotics distribution when it is observed or reported by an employee or rider. In June, LAPD and LASD made 98 arrests (LAPD - 91; LASD - 7) for narcotics, while MTS cited five individuals for smoking/vaping. In July, LAPD and LASD made 68 arrests (LAPD - 60; LASD - 8) for narcotics, while MTS cited two individuals for smoking/vaping. In comparison, LAPD and LASD made 142 arrests (LAPD - 128; LASD - 14) for narcotics in May, while MTS cited 19 individuals for smoking/vaping. Metro's public safety personnel are also equipped with Narcan and administer it as needed to individuals experiencing symptoms of an overdose (refer to Attachment B for more details). More details are included in the Deployment section of this report.

ENGAGED & VISIBLE DEPLOYMENT

The following are Metro's public safety personnel's deployment activities for June and July, which are intended to promote the safe access and usage of the transit system, as well as prevent and reduce crime or other societal issues within the system.

Law Enforcement

LAPD and LASD enforce the penal and municipal code on the system, including conducting trespass investigations. Please see Figure 2 in Attachment A for law enforcement's efforts for June and July.

In June, the two law enforcement agencies made 493 arrests and issued 737 citations. In July, they made 598 arrests and issued 654 citations. Law enforcement citations and warnings are not related to fare evasion but are given for trespassing, loitering, and moving violations. Details on the

demographics of individuals arrested can be found in Attachment C. Law enforcement's separate homeless outreach teams also engage with unhoused individuals on the system and offer available services; more details can be found in Attachment D.

Transit Security

A primary role of MTS is Code of Conduct enforcement. In June, MTS officers issued 238 citations and 229 written warnings. In July, they issued 92 citations and 77 written warnings for Code of Conduct violations. Refer to Attachment E for more details on MTS activity and deployment this month and a demographic breakdown of those cited.

Most of the violations, 453 (97%), were due to individuals failing to provide proof of fare. Approximately 64% of these violations in June were issued at TAP-to-Exit locations: Downtown Santa Monica (23%), Downtown Long Beach (5%), Union Station (15%), North Hollywood (19%), and APU/Citrus (2%). In July, 164 (97%) of the violations were due to individuals failing to provide proof of fare. Approximately 70% of them were issued at TAP-to-Exit locations: North Hollywood (26%), Union Station (21%), Downtown Santa Monica (18%), and Downtown Long Beach (3%). Although the TAP-to-Exit program has been paused at Union Station and North Hollywood Station since April 10, MTS continues its efforts to deter those attempting to access the system for non-transit purposes in violation of the Code of Conduct. This is shown by the citations still being issued at those stations. Metro will continue these efforts as the results show strong safety metrics and responsiveness to stated customer concerns about what makes them feel safe.

Metro Ambassadors

Metro Ambassadors provide support to riders, connect them to resources, and report safety incidents or maintenance needs, thereby helping to improve the perception of safety and the overall customer experience. As of June 6, 2025, with the opening of the new LAX/Metro Transit Center (LAX/MTC), Ambassador resources were redeployed to support this key hub. Ten Ambassadors per shift are now permanently assigned to the new LAX/MTC and will remain stationed there daily until further notice. Ambassadors continue to be deployed across all rail lines, as well as the G Line and J Line. See Attachment F for more details on Ambassador deployments this month.

In June 2025, Ambassadors conducted 53,127 customer engagements and reported:

- 4,610 cleanliness issues (17% decrease from May 2025)
- 3,417 graffiti incidents (14% decrease from May 2025)
- 602 elevator and escalator problems (0.3% increase from May 2025)

In July 2025, Ambassadors conducted 49,639 customer engagements and reported:

- 5,467 cleanliness issues (3.1% decrease from June 2025)
- 2,683 graffiti incidents (21% decrease from June 2025)
- 626 elevator and escalator problems (4% increase from June 2025)

Bus Safety Teams

MTS Bus Safety Teams (BSTs) rotate across the top ten bus lines with reported incidents of operator assaults and bus lines with newly reported incidents of operator assaults and other significant security incidents to enforce Metro's Code of Conduct. The BSTs are augmented with law enforcement support. In June, there were 1,641 and 8,200 bus boardings by LAPD officers and

LASD deputies, respectively.* In July, there were 1,686 and 9,051 bus boardings by LAPD officers and LASD deputies, respectively.* For more details on MTS activities, refer to Attachment E.

End of Line Operations

Contract Security (CS) officers offload trains at 11 end-of-line (EOL) rail stations. This operation deters patrons from riding the system without a valid fare while allowing train cleaning to maintain a clean and safe environment. Staff are seeing a substantial year-over-year decline in refusal rates. June 2025 recorded a 91% decrease in offloading refusals compared to June 2024. July 2025 also recorded an 89% decrease in offloading refusals compared to July 2024. This significant decline underscores the effectiveness of Metro's ongoing strategies and interventions aimed at enhancing compliance and engagement. See Figure 3 in Attachment A for the downward trend.

In addition, MTS Bus Safety Teams conducted EOL operations during Owl Service on Line 2 in Exposition Park and Line 4 in Downtown Los Angeles to address bus operators' concerns about individuals refusing to alight buses at the end of the line. In June, these operations resulted in 187 removals on Line 2 and 203 removals on Line 4 for non-compliance between June 2 and June 27. In July, these operations resulted in 198 removals on Line 2 and 211 removals on Line 4 between June 30 and August 1. Enforcing the Customer Code of Conduct deters repeat offenders from staying on trains at the EOL. Homeless outreach workers are also at end-of-line stations to offer resources and services.

Station Experience Updates

Metro is committed to safety and partners with city officials and community groups, including local councils and businesses, to address challenges at various stations. Attachment G describes recent initiatives by the Station Experience team, including:

- To address challenges with maintaining stairway and elevator access at the Cal State LA Busway Station, this station now has the elevator attendant program, becoming the fourth station.
- To address visibility and illicit activity issues at the southbound platform at Slauson/I-110 Transitway Station, staff implemented the successful safety improvements that were previously completed on the northbound platform, which included the relocation of map cases and high-pressure washing of the station canopy.
- To improve safety, cleanliness, and customer experience at 37th St/USC Transitway Station, staff completed a major overhaul work, including upgraded LED lighting, relocated map cases, and deep cleaning the canopy and platform.
- To improve Metro's on-street visibility and rider wayfinding, staff installed a bus stop beacon upgrade for four J Line stops near popular sports and entertainment venues as a pilot.
- To address graffiti on the transparent sound walls at stations along the I-110 Harbor Transitway, staff collaborated with Caltrans in having their regular freeway sweeping team help monitor for and clean graffiti on those sound walls that are in challenging areas for Metro staff to clean themselves.
- To address trespassing, vandalism, and encampments along the new alignment for the A Line Foothill Extension to Pomona, staff shared best practices with the project team, including utilizing technology advancements to significantly reduce track intrusions.

- To address cleanliness issues at the underutilized parking structure at Willow Station, staff worked with internal Metro departments to better secure the area using technology advancements.
- To enhance natural surveillance at Azusa Station, staff worked collaboratively with the City of Azusa and Foothill Transit to upgrade the elevator programming, play classical music, and introduce daily paid parking.
- To improve wayfinding to the Metro J Line at the Patsaouras Busway Platform, staff began a targeted pilot to install international pictogram graphics on the steps of the entrance staircase to dramatically increase visibility.

Looking ahead, staff continue to identify hotspot stations with similar challenges to expand these best practice interventions. This includes the following:

- Staff is working with the City of Santa Monica to address the misuse of the emergency exit to trespass at Downtown Santa Monica Station.
- There are ongoing challenges with vandalism and illicit activity returning to Reseda Station. Staff is having Throne review their data to better understand the disproportionate pattern of vandalism and working to repair and restore station amenities that helped improve safety and cleanliness.
- Staff is working to coordinate a multi-pronged approach using HOME teams, fencing repairs, and technology advancements to address persistent break-ins of the emergency exit pathway underneath the Patsaouras Busway Station along the I-10 Express Lanes.

PARTNERSHIPS TO MITIGATE SOCIETAL ISSUES

Greater Los Angeles faces societal issues like any other metropolitan area, including homelessness and behavioral health concerns. Metro utilizes a care-based approach, collaborating with the Department of Health Services (DHS) and homeless service agencies to deploy multidisciplinary outreach teams (MDTs) across the rail and bus system and improve access to mental health and substance abuse resources. Addressing societal issues requires collaboration across Metro departments, so Ambassadors, homeless outreach, contract security, and law enforcement coordinate regularly to address end-of-line and hotspot stations where societal factors are regularly present. This multi-layer deployment best positions Metro to mitigate and respond to the issues of society that occur in cities across the country, including the greater LA area.

Helping Riders Experiencing Homelessness

By connecting people to housing resources, Metro's multidisciplinary outreach teams are helping improve the safety of unhoused riders sheltering on our system. In June, MDTs enrolled 515 people into the Homeless Management Information System (HMIS), referred 146 people to interim housing, and placed 22 people into permanent housing. In July, MDTs enrolled 584 people into the Homeless Management Information System (HMIS), referred 176 people to interim housing, and placed 20 people into permanent housing. In FY25, HOME enrolled 6,671 people into HMIS and connected 2,708 to interim or permanent housing. For FY26, 584 people have been enrolled into HMIS and connected 196 to interim or permanent housing thus far.

Responding to Mental Health & Emotional Distress

In addition to having MDTs on the system, SSLE's law enforcement partners also have their respective outreach units deployed to respond to and assist individuals experiencing mental health crises. LAPD's Homeless Outreach and Proactive Engagement (HOPE) teams and LASD's Mental Evaluation Team (MET) both involve officers working alongside a licensed mental health clinician. In June, LAPD's HOPE team engaged 130 individuals, referring five of them to services. LASD's MET had 339 engagements and referred 16 of them to social services. In July, LAPD's HOPE team engaged 181 individuals, referring seven of them to services. LASD's MET had 560 engagements and referred 13 of them to social services. More details can be found in Attachment D. Metro also collaborates with the LA County Department of Mental Health (DMH), as Metro staff have been trained to identify individuals appropriate for referrals and select DMH staff can access the system when mental health crises occur.

Systemwide Crime Stats - July 2025 vs. June 2025 vs. May 2025

Metro coordinates with its law enforcement partners to provide a visible, engaged presence on the bus and rail system, enforcing the penal code to deter criminal activity, such as assaults, thefts, and trespassing. Comparing the statistics with the previous month and normalizing for ridership allows SSLE and its public safety partners to better observe trends and determine and update deployments as necessary.

Overall, Crimes Against Persons had a slight decrease in June (144 vs. 148 in May) before increasing in July (177 vs. 144 in June) due to an increase in aggravated assaults, robberies, and sex offenses. The Willowbrook/Rosa Parks Station on the C Line experienced a rise in robberies, with four incidents reported, prompting an undercover operation by LASD at the end of July. This resulted in two arrests; both suspects possessed narcotics, and one suspect also had a switchblade knife and two daggers. While there was also an increase in robberies on the bus system, no pattern was seen. Most of the sex offenses occurred on the bus system, and they ranged from a suspect touching the victim inappropriately to exposing themselves. Law enforcement will continue to monitor activity on the bus system for any patterns and for any repeat offenders.

Crimes Against Property saw a decrease in June compared to May, with a decrease in thefts on the rail and bus system (30 vs. 35 and 10 vs 26, respectively), offset by an increase in vandalism on rail and buses (12 vs. 5 and 16 vs. 11, respectively). In July, there was a slight increase due to a rise in thefts on the rail system. As a result, on July 30, LASD conducted a one-day crime suppression operation on the C Line, from Willowbrook to Norwalk stations, in response to reports of robberies, cell phone thefts, and copper wire thefts in the area. Law enforcement did not observe any notable patterns in these increased vandalism incidents and continues to monitor for any suspicious activity.

Crimes Against Society decreased in June across all three major categories: trespassing, narcotics, and weapons. In July, the number of these crimes increased (347 vs. 289), primarily due to increases in arrests for trespassing and possession of weapons. Crimes in these categories fluctuate in relation to enforcement levels.

<u>June 2025</u>

- Crimes Against Persons slightly decreased in June compared to May (144 vs. 148). This marks the lowest total seen for June systemwide since 2021.
    - On the rail system, Crimes Against Persons increased by 20.8% (93 vs. 77) due to

increases in aggravated assaults (22 vs. 15), batteries (53 vs. 44), and robberies (15 vs. 11). Despite the increases, this still represents the lowest number seen for June on the rail system since 2021.

1 On the bus system, Crimes Against Persons decreased by 28.2% (51 vs. 71), due to decreases in aggravated assaults (11 vs. 13) and batteries (31 vs. 45).

- Crimes Against Property decreased by 11.5% in June compared to May (69 vs. 78).
  - On the rail system, Crimes Against Property increased by 4.9% due to an increase in vandalism (12 vs. 5), although there was a decrease in thefts (30 vs. 35).

  1 Crimes Against Property decreased by 29.7% on buses as a result of a drop in thefts (10 vs. 26); however, vandalism increased by 45.5% (16 vs. 11).
- Crimes Against Society decreased by 23.1% in June compared to May (289 vs. 376).
  - On the rail system, Crimes Against Society decreased by 24.9% (256 vs. 341) due to decreases in narcotics (85 vs. 113), trespassing (168 vs. 214), and weapons (3 vs. 14).

  1 On the bus system, Crimes Against Society decreased by 5.7% (33 vs. 35), due to a decrease in narcotics (13 vs. 29).

July 2025

- Crimes Against Persons increased by 22.9% in July compared to June (177 vs. 144).
  - On the rail system, Crimes Against Persons increased by 10.8% (103 vs. 93) due to increases in aggravated assaults (32 vs. 22).

  1 On the bus system, Crimes Against Persons increased by 45.1% (74 vs. 51), due to increases in aggravated assaults (21 vs. 11) and robberies (15 vs. 9).
- Crimes Against Property slightly increased in July compared to June (74 vs. 69).
  - On the rail system, Crimes Against Property had an increase due to thefts (45 vs. 30), despite a decrease in vandalism (10 vs. 12).

  1 Crimes Against Property decreased by 30.8% on buses as a result of fewer incidents of thefts (7 vs. 10) and vandalism (11 vs. 16).
- Crimes Against Society increased by 20% in July compared to June (347 vs. 289).
  - On the rail system, Crimes Against Society increased by 26.6% (324 vs. 256) due to increases in trespassing (237 vs. 168) and weapons (14 vs. 3).

  1 On the bus system, Crimes Against Society decreased by 30.3% (23 vs. 33), due to decreases in trespassing (3 vs. 16).

Per One Million Boardings

June 2025

- Crimes Against Persons increased by 12.5% compared to May 2025 (6.06 vs. 5.39) and decreased by 12.6% compared to June 2024 (6.06 vs. 6.91). It is the lowest rate of incidents per one million boardings seen for the month of June since 2019. Compared to pre-pandemic years, the current rate of 6.06 is higher (4.41 and 4.86 for June 2018 and June 2019, respectively).
- Crimes Against Property slightly increased compared to May 2025 (2.91 vs. 2.84) and by 7.6% compared to June 2024 (2.91 vs. 2.70). It is the second lowest rate of incidents per one million boardings seen for the month of June since 2018. Compared to pre-pandemic years, the current rate of 2.91 is lower (3.93 and 3.09 for June 2018 and June 2019, respectively).
- Crimes Against Society decreased by 11.2% compared to May 2025 (12.17 vs. 13.70) and decreased by 58.5% compared to June 2024 (12.17 vs. 29.31). Compared to pre-pandemic

years, the current rate of 12.17 is higher (0.95 and 0.68 for June 2018 and June 2019, respectively).

July 2025

- Crimes Against Persons increased by 22.5% compared to June 2025 (7.45 vs. 6.06) and decreased by 1.2% compared to July 2024 (7.45 vs. 7.54). Compared to pre-pandemic years, the current rate of 7.45 is higher (4.54 and 4.53 for July 2018 and July 2019, respectively).
- Crimes Against Property increased by 7.2% compared to June 2025 (3.11 vs. 2.91) and by 32.1% compared to July 2024 (3.11 vs. 2.36). Compared to pre-pandemic years, the current rate of 3.11 is lower than July 2018 (3.13) and higher than July 2019 (2.51).
- Crimes Against Society increased by 20.0% compared to June 2025 (14.60 vs. 12.17) and decreased by 49.9% compared to July 2024 (14.60 vs. 29.14). Compared to pre-pandemic years, the current rate of 14.60 is higher (0.90 and 1.06 for July 2018 and July 2019, respectively).

Refer to Attachment H for more details on the data normalized by ridership. Based on internal metrics and discussions with staff, law enforcement partners adjust their deployments weekly and as conditions require.

Mitigating Assaults Against Frontline Employees

Bus Operators
Metro's law enforcement partners reported four operator assaults in June, a slight decrease from May (4 vs. 5). Using physical force, brandishing a weapon, spitting, and using a weapon or object were the methods of assaults on operators. Of the four assaults reported, three occurred inside the vehicle, and three reported a barrier in use. In July, operator assaults decreased further from June to two incidents (2 vs. 4). Using physical force and brandishing a weapon were the methods of assaults on operators. One incident occurred in the vehicle, while the other occurred outside of the vehicle. Both reported a barrier in use. The number of operator assaults in June and July is the lowest seen since September 2020, when two assaults were reported during a period of very low ridership due to the COVID-19 pandemic. Excluding the pandemic years of 2020 and 2021-when ridership was abnormally low-the last time operator assaults were as low as they are now was in August 2019, when there were two reported operator assaults. See Figure D in Attachment I for a graph of the downward trend.

For the assaults in June, one assault with a barrier involved a suspect pepper-spraying the barrier door, causing the operator and passengers to cough. Another assault occurred when a suspect spat at the operator through the opening where the farebox is. The third assault with a barrier in place occurred when the suspect brandished a firearm at the operator as he was walking off the bus. All three operators declined medical attention. The assault that occurred outside the barrier took place as the operator was walking to the restroom, and a suspect struck him on the left ear. The suspect was arrested, and the operator declined medical attention.

In July, one incident involved the suspect spitting on the operator and then engaging in a fight with the operator, resulting in the suspect's arrest. The other assault involved a suspect brandishing a knife on board a bus; the suspect was not arrested. Neither operator required medical attention. See

Attachment I for more details on the assaults.

Staff continues to see a decrease in assault severity, as retrofit enclosed bus barriers help prevent serious injuries. Staff will continue to analyze assaults as more months of data are collected. When trends show gap exploitation, they will offer mitigation recommendations to help develop best safety practices that can be shared with operators by their supervisors.

In addition to the protection that physical barriers give, all operators have received de-escalation training. Other safety measures in place include surveillance cameras, penalty signage, and video monitors to deter assaults on operators when they are outside the operator compartment area. Assault events are reviewed by Metro to identify root issues, possible preventive measures, and to provide lessons learned.

Other Frontline Staff
Assaults on frontline staff (excluding operators) decreased from 18 in May to eight in June and then increased to 12 in July. The methods of assault on these frontline staff vary from suspects using their hands to shove or punch staff to throwing an object to spitting on an employee. Of the eight assaults in June, three occurred on the B Line, three occurred at Union Station (not line-specific), one occurred on the A Line, and one occurred on the J Line. Of the twelve assaults in July, four occurred on the B Line, three each occurred on the A Line and Union Station (not line-specific), and one each occurred on the G Line and J Line.

Assaults on security officers involve physical altercations as they approach individuals to enforce the Code of Conduct, often provoking confrontational reactions. LASD provides enhanced training focused on officer safety, de-escalation techniques, arrest procedures, and customer service. Similarly, Contract Security has expanded its training to reduce officer assaults. For frontline staff like Ambassadors, Blue Shirts, and Custodians, assaults are unpredictable and can include spitting, verbal threats, or throwing objects. They also may face physical assaults. All frontline staff undergo de-escalation training to better manage uncooperative or aggressive individuals. More details on assault methods, reasons, and mitigations can be found in Attachment I.

EQUITY PLATFORM

Metro continues to take a cross-disciplinary approach to sustain and grow ridership, improve customer experience, and, most importantly, ensure the safety of Metro's system. The safety of Metro's riders and employees continues to be a top priority. Contract Security and MTS Bus Safety Teams regularly conduct EOL offloading operations at rail and bus stations, respectively, setting a consistent standard on what riders should do upon reaching the last station. In June and July, MTS Bus Safety Teams focused on bus Lines 2 and 4, improving staff safety as operators had concerns of individuals refusing to alight at the last stop. Additionally, homeless outreach teams are available at EOL stations to offer services to any individuals experiencing homelessness. The Transit Watch App continues to be promoted as an avenue for riders to report any suspicious activity, and the Metro website has a dedicated page on what the agency is doing to address safety on the system. Through these safety operations and comprehensive deployment, Metro is creating a safer environment for employees to perform their duties and for riders to enjoy their trip experience.

VEHICLE MILES TRAVELED OUTCOME

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

This item supports Metro's systemwide strategy to reduce VMT through operational activities that will improve public safety and customer experience on Metro's bus and rail system and further encourage transit ridership. Metro's Board-adopted VMT reduction targets were designed to build on the success of existing investments, and this item aligns with those objectives.

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

IMPLEMENTATION OF STRATEGIC PLAN GOALS

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

NEXT STEPS

SSLE will continue to monitor the performance of its law enforcement partners, private security, and Transit Security Officers, as well as the agency's crime statistics. It also considers information from system operations, surveys, customer complaints, and physical security assessments, amongst other sources, to analyze safety-related issues, adjust deployment strategies, and formulate new interventions.

ATTACHMENTS

Attachment A - Additional Data
Attachment B - Narcan Data June & July 2025
Attachment C - Arrests by Race & Ethnicity June & July 2025
Attachment D - Law Enforcement Homeless Outreach June & July 2025
Attachment E - Metro Transit Security Activities June & July 2025
Attachment F - Metro Ambassador Activities June & July 2025
Attachment G - Station Experience Updates
Attachment H - Law Enforcement Crime Summary June & July 2025
Attachment I - Frontline Safety Additional Data June & July 2025

Prepared by: Robert Gummer, Deputy Chief, System Security and Law Enforcement Officer, (213) 922-4513
Stephen Tu, Deputy Executive Officer, Operations, (213) 418-3005

Karen Parks, Senior Director, Special Projects, (213) 922-4612
Imelda Hernandez, Senior Manager, Transportation Planning, (213) 922-4848

Reviewed by: William Scott, Chief of Police and Emergency Management, (213) 922-5448
Jennifer Vides, Chief Customer Experience Officer, (213) 940-4060
Conan Cheung, Chief Operations Officer, (213) 418-3034

Digitally approved by *Stephanie Wiggins*, Chief Executive Officer

Additional Data

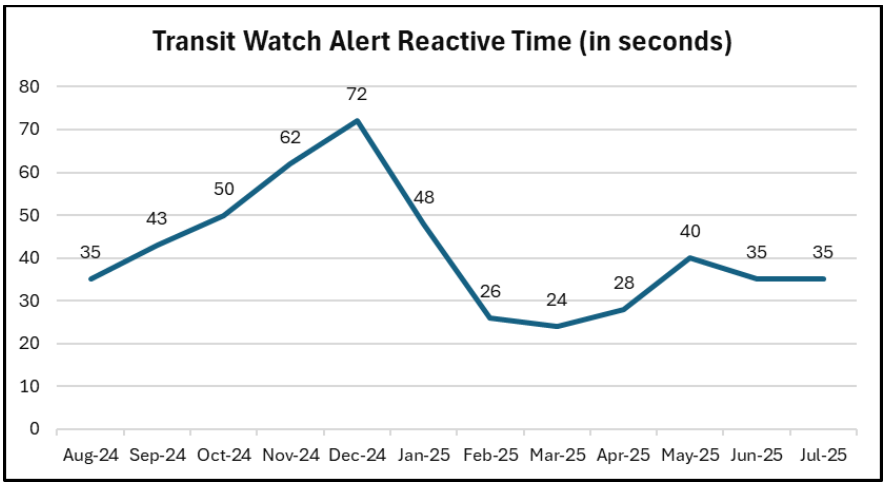


Figure 1: Transit Watch Alert Reactive Time

Law Enforcement Efforts						
Agency	Arrests			Citations*		
	Rolling 12-Month Average	June 2025	July 2025	Rolling 12-Month Average	June 2025	July 2025
LAPD	564	419	497	803	660	559
LASD	116	74	101	118	77	95
Total	680	493	598	921	737	654

*Law enforcement citations are not related to fare but for trespassing, loitering, and moving violations.

Figure 2: Law Enforcement Arrests and Citations

When we compare June and July arrests and citations to the 12-month averages, the averages are higher as a result of extremely high arrest and citation totals in July-September 2024 when law enforcement was conducting their surge operations. When we look at the 6-month averages, June and July arrest and citation totals are above average.

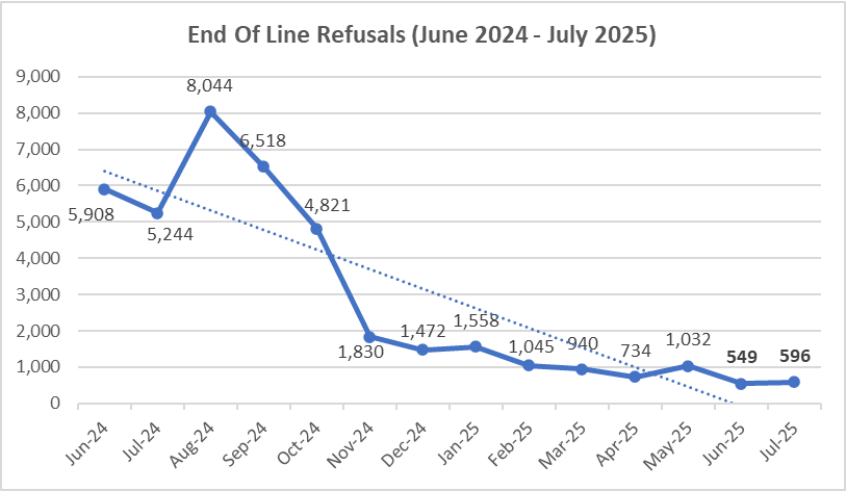


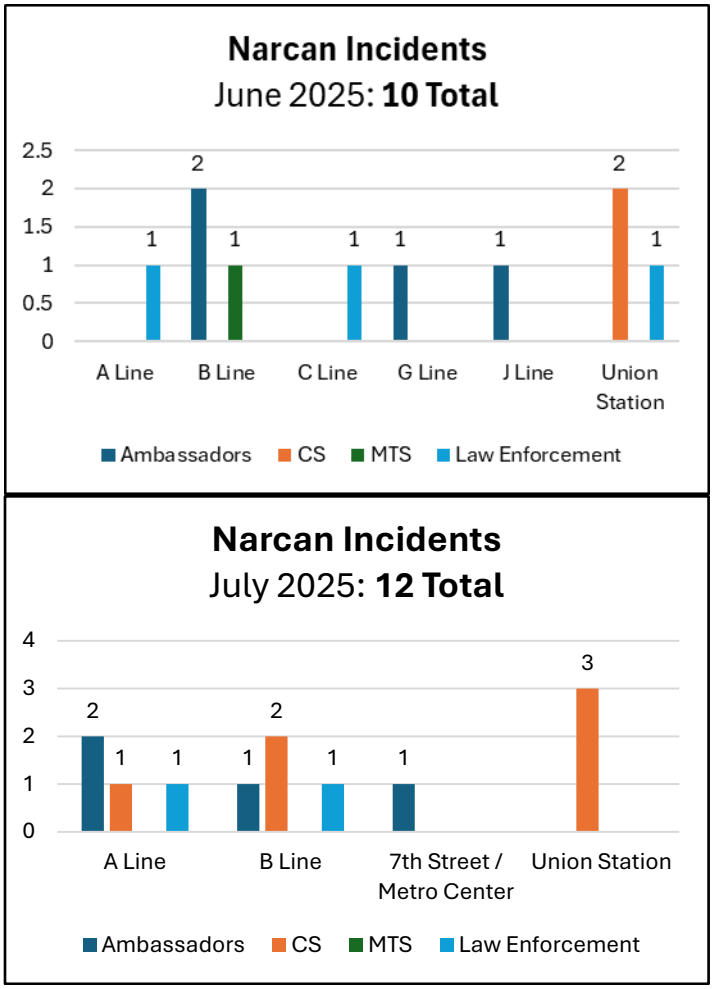
Figure 3: End-of-Line Refusals

Narcan Data (June & July 2025)

MTS, LAPD, LASD, Contract Security, and Ambassadors are equipped with Narcan and administer it as needed to individuals experiencing symptoms of an overdose.

In June, there were a total of 10 Narcan incidents, which is an increase of one incident from the previous month (9). Ambassadors reported four incidents, LAPD reported three, Contract Security reported two, and MTS reported one, while LASD reported no incidents. Three of the Narcan incidents occurred on the B Line, three occurred at Union Station, one occurred on the A, C, G, and J Lines.

In July, there were a total of 12 Narcan incidents, which is an increase of two incidents from the prior month (10). Contract Security reported six incidents, Ambassadors reported four, LAPD and LASD each reported one, while MTS reported no incidents. Four of the Narcan incidents occurred on the A and B Lines, three occurred at Union Station, and one occurred at 7th Street / Metro Center Station.



Metro

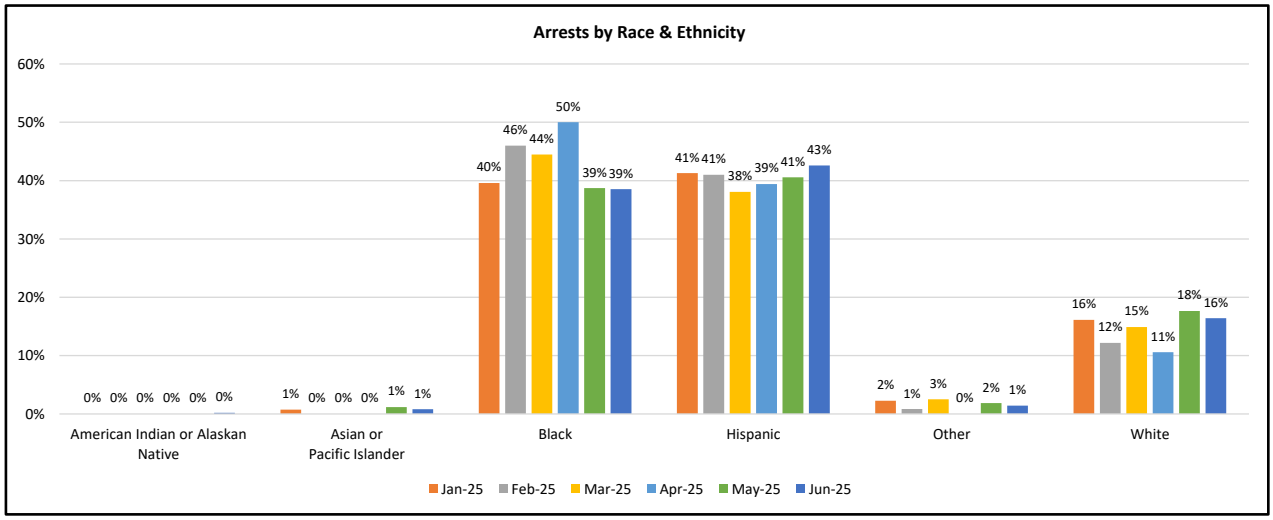
SYSTEM SECURITY & LAW ENFORCEMENT

Attachment C

Arrests June 2025	American Indian or Alaskan Native		Asian or Pacific Islander		Black		Hispanic		Other		White		Total
	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	
Systemwide - Arrests	0	1	0	4	28	162	17	193	1	6	13	68	493
Total	**1**		**4**		**190**		**210**		**7**		**81**		**493**
% Share	**0.20%**		**0.81%**		**38.54%**		**42.60%**		**1.42%**		**16.43%**		**100.00%**

Arrests June 2025	American Indian or Alaskan Native		Asian or Pacific Islander		Black		Hispanic		Other		White		Total
	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	
Bus Systemwide (includes G & J Lines)	0	0	0	0	1	13	3	30	0	0	3	5	55
Rail Systemwide	0	1	0	4	26	143	12	149	1	6	10	62	414
Union Station and 7th & Metro Station	0	0	0	0	1	6	2	14	0	0	0	1	24
Total	**1**		**4**		**190**		**210**		**7**		**81**		**493**
% Share	**0.20%**		**0.81%**		**38.54%**		**42.60%**		**1.42%**		**16.43%**		**100.00%**

Arrests (by Line, Bus, Union Station, and 7th & Metro Station) June 2025	American Indian or Alaskan Native		Asian or Pacific Islander		Black		Hispanic		Other		White		Total
	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	
A Line (Blue)	0	0	0	1	9	38	5	58	1	3	2	15	132
B Line (Red)	0	1	0	2	9	80	3	70	0	2	7	40	214
C Line (Green)	0	0	0	0	3	3	1	5	0	0	0	4	16
E Line (Expo)	0	0	0	1	1	18	2	15	0	1	1	3	42
Bus - G Line (Orange)	0	0	0	0	1	2	2	14	0	0	3	2	24
Bus - J Line (Silver)	0	0	0	0	0	0	0	0	0	0	0	1	1
K Line	0	0	0	0	4	4	1	1	0	0	0	0	10
Union Station	0	0	0	0	1	6	2	14	0	0	0	1	24
7th & Metro Station	0	0	0	0	0	0	0	0	0	0	0	0	0
Bus Systemwide (excludes G & J Lines)	0	0	0	0	0	11	1	16	0	0	0	2	30
Total	**1**		**4**		**190**		**210**		**7**		**81**		**493**
% Share	**0.20%**		**0.81%**		**38.54%**		**42.60%**		**1.42%**		**16.43%**		**100.00%**



Metro

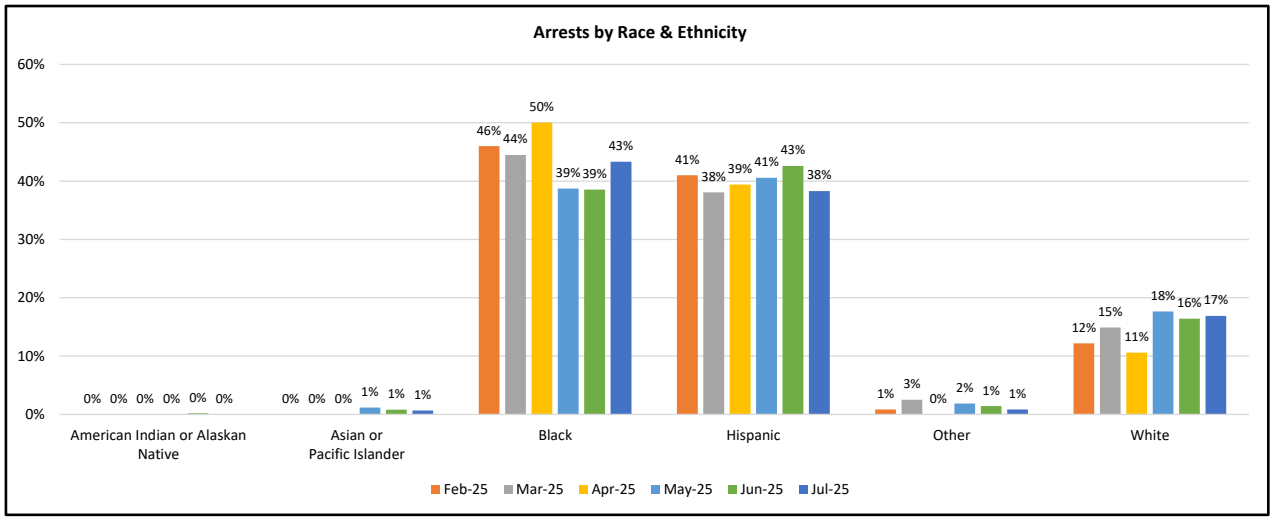
SYSTEM SECURITY & LAW ENFORCEMENT

Attachment C

Arrests July 2025	American Indian or Alaskan Native		Asian or Pacific Islander		Black		Hispanic		Other		White		Total
	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	
Systemwide - Arrests	0	0	0	4	50	209	26	203	1	4	16	85	598
Total	**0**		**4**		**259**		**229**		**5**		**101**		**598**
% Share	**0.00%**		**0.67%**		**43.31%**		**38.29%**		**0.84%**		**16.89%**		**100.00%**

Arrests July 2025	American Indian or Alaskan Native		Asian or Pacific Islander		Black		Hispanic		Other		White		Total
	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	
Bus Systemwide (includes G & J Lines)	0	0	0	0	4	21	3	29	1	2	1	8	69
Rail Systemwide	0	0	0	4	45	187	23	174	0	2	15	77	527
Union Station and 7th & Metro Station	0	0	0	0	1	1	0	0	0	0	0	0	2
Total	**0**		**4**		**259**		**229**		**5**		**101**		**598**
% Share	**0.00%**		**0.67%**		**43.31%**		**38.29%**		**0.84%**		**16.89%**		**100.00%**

Arrests (by Line, Bus, Union Station, and 7th & Metro Station) July 2025	American Indian or Alaskan Native		Asian or Pacific Islander		Black		Hispanic		Other		White		Total
	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	
A Line (Blue)	0	0	0	1	21	70	7	76	0	0	5	24	204
B Line (Red)	0	0	0	3	18	87	10	69	0	2	7	44	240
C Line (Green)	0	0	0	0	2	8	1	9	0	0	0	1	21
E Line (Expo)	0	0	0	0	2	19	4	16	0	0	3	5	49
Bus - G Line (Orange)	0	0	0	0	0	5	0	11	0	1	1	4	22
Bus - J Line (Silver)	0	0	0	0	0	1	0	1	0	1	0	1	4
K Line	0	0	0	0	2	3	1	4	0	0	0	3	13
Union Station	0	0	0	0	1	1	0	0	0	0	0	0	2
7th & Metro Station	0	0	0	0	0	0	0	0	0	0	0	0	0
Bus Systemwide (excludes G & J Lines)	0	0	0	0	4	15	3	17	1	0	0	3	43
Total	**0**		**4**		**259**		**229**		**5**		**101**		**598**
% Share	**0.00%**		**0.67%**		**43.31%**		**38.29%**		**0.84%**		**16.89%**		**100.00%**



Metro

Attachment D

Law Enforcement Homeless Outreach
June 2025

	LAPD	LASD
Contacts	130	339
Refusal of Services	101	324
Referrals	5	16
Veteran	1	0
5150	0	6
Mental Illness	26	18
Evaluations	26	18
Narcotics	78	0
Detox	0	0
Housed	2	0
Parole	3	0
Probation	1	0
Cleanup requests	24	0
Cleanups	28	0
Hospital	0	8
Food/Clothing	0	1

Note: Each category has slight variations in how it is defined by each law enforcement agency. Law enforcement clinicians share Metro-affiliated services with individuals experiencing homelessness, which leads to potential double-counting.

SYSTEM SECURITY & LAW ENFORCEMENT

Attachment D

Law Enforcement Homeless Outreach
July 2025

	LAPD	LASD
Contacts	181	560
Refusal of Services	168	546
Referrals	7	13
Veteran	2	0
5150	0	4
Mental Illness	89	22
Evaluations	133	22
Narcotics	158	0
Detox	0	0
Housed	0	1
Parole	7	0
Probation	8	0
Cleanup requests	22	0
Cleanups	41	2
Hospital	0	6
Food/Clothing	0	1

Note: Each category has slight variations in how it is defined by each law enforcement agency. Law enforcement clinicians share Metro-affiliated services with individuals experiencing homelessness, which leads to potential double-counting.

Metro Transit Security Activities (June & July 2025)

MTS Citations and Warnings			
	June 2025	July 2025	12-Month Avg
Citations	238	92	308
Warnings	229	77	170

MTS Citations and Warnings - June & July 2025		
Category	June	July
Proof of Fare	453	164
Smoking/Vaping	5	2
Blocking Access with Bicycle	3	0
Wheeled Riding Device Over 6ft Long	0	2
Animal Not in Carrier	1	0
Disruptive Activities	1	0
Food or Drink in Closed Containers	1	0
Unruly or Loud Activities	1	0
Urinating or Defecating	1	0
Throwing Objects	1	0
Allow Safe Movement of Persons	0	1
Total	**467**	**169**

MTS Citations & Warnings Demographics* - June 2025													
	American Indian or Alaskan Native		Asian or Pacific Islander		Black		Hispanic		Other		White		
	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Total
	0	1	2	9	23	145	26	152	9	29	9	62	467
Total	**1**		**11**		**168**		**178**		**38**		**71**		**467**
% Share	**0.21%**		**2.36%**		**35.97%**		**38.12%**		**8.14%**		**15.20%**		**100%**

***Citation data is for adults only, as minors are not cited**

MTS Citations & Warnings Demographics* - July 2025													
	American Indian or Alaskan Native		Asian or Pacific Islander		Black		Hispanic		Other		White		
	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Total
	0	0	0	3	15	60	9	49	1	4	2	26	169
Total	**0**		**3**		**75**		**58**		**5**		**28**		**169**
% Share	**0.00%**		**1.78%**		**44.38%**		**34.32%**		**2.96%**		**16.57%**		**100%**

***Citation data is for adults only, as minors are not cited**

In addition to Code of Conduct enforcement, Transit Security Officers (TSOs) offer safety tips like staying aware of surroundings while using mobile phones and promoting the Transit Watch app for incident reporting. Many TSOs are bilingual, assisting customers in languages such as Spanish, Korean, and Thai. They engage with bus operators to discuss safety issues for the Bus Safety Teams to address. When possible, TSOs give operators verbal tips on safety and de-escalation tactics to respond appropriately to potential threats.

MTS Bus Safety Teams conducted EOL operations during Owl Service on Line 2 in Exposition Park and Line 4 in Downtown Los Angeles to address bus operators' concerns about individuals refusing to alight buses at the end of the line. In June, these operations resulted in 187 removals on Line 2 and 203 removals on Line 4 for non-compliance between June 2 and June 27. In July, these operations resulted in 198 removals on Line 2 and 211 removals on Line 4 between June 30 and August 1.

TRANSIT SECURITY BUS SAFETY TEAMS – JUNE 2025				
DEPLOYMENT PERIOD	LINES COVERED	TRIPS[1]	REMOVALS[2]	VERBAL WARNINGS[3]
06/02/25 – 06/06/25	2, 4, 33, 207, 720	18	113	13
06/09/25 – 06/13/25	2, 4, 33, 207, 720	15	64	15
06/16/25 – 06/20/25	2, 4, 33, 207, 720	22	55	11
06/23/25 – 06/27/25	2, 4, 33, 207, 720	19	90	23

TRANSIT SECURITY BUS SAFETY TEAMS – JULY 2025				
DEPLOYMENT PERIOD	LINES COVERED	TRIPS[1]	REMOVALS[2]	VERBAL WARNINGS[3]
06/30/25 – 07/04/25	2, 4, 33, 207, J Line	20	84	39
07/07/25 – 07/11/25	2, 4, 207, 720, J Line	17	53	20
07/14/25 – 07/18/25	2, 4, 207, 720, J Line	13	42	26
07/21/25 – 07/25/25	4, 33, 207, 720	15	52	15
07/28/25 – 08/01/25	2, 4, 33, 720, J Line	11	24	18

[1] Combined number of trips taken by BST on the referenced bus lines.

[2] Combined number of persons removed at the bus door for fare evasion.

[3] Combined number of verbal warnings given inside the bus for Code of Conduct violations.

**Starting with June 2025 data, a new automatic data collection method was implemented to track MTS deployments. Some variance may be expected from the old method; additional data validation may continue for the next two months.*

Transit Security Fare Compliance Teams are assigned to conduct fare compliance at station turnstiles, mezzanines, and platforms. The table below provides a recap of June and July's monthly activity.

TRANSIT SECURITY FARE COMPLIANCE TEAMS – JUNE 2025			
DEPLOYMENT PERIOD	LINES COVERED[1]	REMOVALS – FARES[2]	REMOVALS – CoC[3]
06/02/25 – 06/06/25	A, B, C, E, K	761	965
06/09/25 – 06/13/25	A, B, C, E, K	370	661
06/16/25 – 06/20/25	A, B, C, E, K	792	944
06/23/25 – 06/27/25	A, B, C, E, K	718	839

TRANSIT SECURITY FARE COMPLIANCE TEAMS – JULY 2025			
DEPLOYMENT PERIOD	LINES COVERED[1]	REMOVALS – FARES[2]	REMOVALS – CoC[3]
06/30/25 – 07/04/25	A, B, C, E, K	911	1454
07/07/25 – 07/11/25	A, B, C, E, K	725	987
07/14/25 – 07/18/25	A, B, C, E	306	511
07/21/25 – 07/25/25	A, B, C, E	232	474
07/28/25 – 08/01/25	A, B, C, E, K	284	497

[1] Refers to Focus Stations and End-of-Line Stations on indicated rail line.

[2] Combined number of persons removed from rail station at fare gate, mezzanine, or platform for fare evasion (No proof of fare).

[3] Combined number of persons removed from rail station at mezzanine or platform for Code of Conduct violations.

**Starting with June 2025 data, a new automatic data collection method was implemented to track MTS deployments. Some variance may be expected from the old method; additional data validation may continue for the next two months.*

Transit Security Train Safety Teams provide a uniformed presence and enforce Metro's Code of Conduct aboard trains. The table below provides a recap of June and July activities.

TRANSIT SECURITY TRAIN SAFETY TEAMS – JUNE 2025				
DEPLOYMENT PERIOD	LINES COVERED	TRIPS[1]	REMOVALS – FARES[2]	REMOVALS – CoC[3]
06/02/25 – 06/06/25	A, E, K	254	362	69
06/09/25 – 06/13/25	A, B, E, K	116	146	56
06/16/25 – 06/20/25	A, B, E, K,	124	161	93
06/23/25 – 06/27/25	A, B, C, E, K	212	287	100

TRANSIT SECURITY TRAIN SAFETY TEAMS – JULY 2025				
DEPLOYMENT PERIOD	LINES COVERED	TRIPS[1]	REMOVALS – FARES[2]	REMOVALS – CoC[3]
06/30/25 – 07/04/25	A, B, E, K	146	233	120
07/07/25 – 07/11/25	A, E, K	75	217	52
07/14/25 – 07/18/25	A, B, E, K	74	84	60
07/21/25 – 07/25/25	A, B, C	22	50	13
07/28/25 – 08/01/25	A, E, K	50	69	9

[1] Combined number of trips taken by TST on the referenced rail lines.

[2] Combined number of persons removed from the train for fare evasion (No proof of fare).

[3] Combined number of persons removed from the train for Code of Conduct violations.

**Starting with June 2025 data, a new automatic data collection method was implemented to track MTS deployments. Some variance may be expected from the old method; additional data validation may continue for the next two months.*

Metro Ambassadors Activities (June & July 2025)

In addition to regular systemwide deployments, Metro Ambassadors supported several high-profile events, including the LA Pride Festival, FIFA Club World Cup matches, Culver City Pride Rally, Cali Vibes Festival, ongoing Hollywood Bowl concerts, Dodger home games, and other major soccer events. Ambassadors also played a key role in managing customer flow and providing wayfinding assistance during ongoing service disruptions, including the A Line South Bus Bridge and the J Line Slauson Station closure.

D-Line Closure Support

Since mid-May, two Ambassador teams have remained stationed at Wilshire/Vermont Station to assist riders affected by the planned D Line closure, offering real-time support and guidance.

Compton Station – Weapon Detection Pilot

From June 30 to July 11, a dedicated Ambassador team was redeployed to Compton Station for the launch of the Weapon Detection Pilot. Their role included informing riders about the program and directing customers without valid fare to Ticket Vending Machines (TVMs) or Blue Shirt teams. Initial customer feedback was positive, with many riders expressing appreciation for the added safety measure.

LAX/Metro Transit Center Station Deployment

As of June 6, 2025, 20 Ambassadors are deployed daily to the new LAX/MTC station, providing coverage seven days a week as follows:

- 4 Ambassadors/shift - Bus Plaza
- 2 Ambassador/ shift - Street Level
- 2 Ambassador/ shift – Rail Platform
- 2 Ambassador/shift – Concourse

This deployment supports customer navigation and enhances the rider experience at this critical new transit hub.

Station Experience Updates (September 2025)

Elevator Attendant Program Expands to Cal State LA Station

During the last semester, the Cal State LA Busway Station encountered difficult issues in maintaining stairway and elevator access from the bus platform to the campus. This 1970s-era station was built without redundant pathways, so there is only a single elevator and stairwell to exit. During last year's rainstorm, the persistent water runoff eventually damaged the stairwell and elevator. Facilities Maintenance and Vertical Transportation have been working around the clock to complete repairs during the quieter summer break, restoring this critical service for the thousands of college students and staff who use the Metro J Line and Foothill Transit services to Cal State LA.

With these teams completing the critical repairs in time for the Fall Semester, the Transitional Duty team has also expanded the popular elevator attendant program to this station, welcoming the Cal State LA family off Metro buses and onto campus, and ensuring that the single elevator is operating well. Elevator attendants will be scheduled on school days from 6 am to 3 pm, providing a helpful presence across most class hours.

This marks the fourth station where Transitional Duty has supplemented the Metro system presence in key areas. They are now providing elevator attendant coverage at the following stations:

- Pershing Square (DTLA)
- Hollywood/Vine
- Lake (Pasadena)
- Cal State LA

Safety Improvements at Slauson/I-110 Transitway Station Platforms Complete

Previous work to improve natural surveillance through environmental design strategies helped transform the "Northbound to Downtown LA" boarding platform. Recent CCTV footage confirms the positive feedback from Metro Ambassadors and riders that there has been a substantial improvement on the recently improved northbound platform. However, staff observed that the issues have shifted to the southbound platform.

As a result, staff mirrored the strategies on the southbound platform (towards Harbor Gateway and San Pedro).

- Median benches were removed
- Map cases were relocated
- New standard benches and trash receptacles were installed
- Platform bollards and other station elements were repainted
- The station canopy was power-washed

Both platforms now have improved lighting, visibility, and natural surveillance. There has been a significant improvement in the appropriate activity, with Metro riders waiting in safer and cleaner conditions for both northbound and southbound travel.

In August, Station Experience staff returned to Slauson/I-110 Transitway Station to conduct a multilingual survey of over 100 riders on how the mini-makeover has impacted their journey. As a result, riders shared a unanimous and near-unanimous sentiment on how these improvements are making them feel safer and cleaner. Below are some highlights about how riders felt about the upgraded platform reconfiguration:

- 98% said they feel *safer or much safer*
- 99% said the station feels *cleaner or much cleaner*
- 78% have noticed *reduced loitering* at the station
- 98% said they *want these improvements at more Metro stations*
- 99% said the Throne restroom:
    - Feels safer or much safer compared to a traditional public restroom
    - It makes their experience using Metro better or much better
    - They want Throne restrooms installed at more stations, and would ride more if there were
- 9 out of 10 surveyed use the Slauson J Line Station at least several times per week, reinforcing that these upgrades are improving the experience for the most frequent and loyal riders
- 94% respondents are BIPOC, including two out of three riders as Hispanic / Latinx
- 5% identified as a person with disability

37th St/USC Transitway Station Gets a Mini Makeover

Staff have reached the completion mark for the mini makeover at 37th St/USC Transitway Station. Crews from various departments across Operations and Customer Experience took full advantage of the temporary closures of the platforms to surge resources and complete major overhaul work, improving safety, cleanliness, and customer-facing information. Updates at this station include:

- Median benches were removed
- Map cases were relocated
- Upgraded to LED lighting under the canopy
- Platform bollards and other station elements were repainted
- Canopy, platform, lighting fixtures, and stairs were deep-cleaned

Premium Bus Stop Beacon Pilot Begins at Metro J Line Stops

Just in time for the Anime Expo, which attracted thousands of visitors to Downtown LA, Metro's Stops & Zones Department completed the installation of a targeted bus stop beacon upgrade pilot inspired by Metro's larger, Rail & Bus Rapid Transit station pylons, at four locations:

1. Northbound at Figueroa & Pico (Convention Center)
2. Northbound at Figueroa & Olympic (LA LIVE)

3. Southbound at Flower & Olympic (LA LIVE)
4. Southbound at Flower & Pico (Convention Center)

Staff have been working to identify scalable solutions for enhancing our on-street visibility on the most frequently used and popular bus rapid transit lines, starting with the Metro J Line. These lines are prominent on larger Metro system maps, but they currently use the same signage dimensions as our local bus lines. This can lead to mismatched expectations, as a rider planning their trip may have expected more prominent amenities while navigating their way to the boarding location.

At the same time, it's essential to balance the maintenance and resiliency requirements for these bus stops, as Metro oversees over 12,000 bus stops. In previous projects, upgraded bus stop signage had required custom poles and foundations, leading to permitting delays, non-standard maintenance issues, and additional costs. By contrast, this pilot seeks to use the same standard poles as the 12,000+ existing ones, the same aluminum material from the same sign shop, and the same brackets to attach the signs, thereby striking a balance between respecting the need for standardization while also achieving an elevated look and feel for Metro's current and potential riders.

As Crypto.com Arena attracts 250+ events per year, which is an event roughly two out of three days per week, staff expects these prominent beacons to help basketball and hockey fans to seamlessly find their way back to the boarding stop during the crowded, postgame evenings, and to remind potential riders of the convenience of using the Metro J Line to the doorstep of LA's busiest sports and entertainment district.

Graffiti Abatement Pilot Improves Appearance Along I-110 Harbor Transitway

While staff recently completed improvements to the Slauson/I-110 Transitway Station, which have helped make the station safer, cleaner, and brighter, one difficult area to address has been graffiti tagging along the transparent sound walls that help reduce freeway noise for Metro J Line and other bus riders. Unfortunately, these transparent sound walls are sandwiched between the outer freeway lanes and the inner busway stations, inviting vandals to tag the outer, freeway-facing side of the glass, which creates difficulty for staff in removing it because it is unreachable beyond the busway station boundaries.

If Metro were to address this under a traditional approach, staff would need to retain a traffic control contractor to design and implement a freeway lane closure plan, secure necessary permits from Caltrans to enter their jurisdiction, assemble and disassemble cone patterns and work area, coordinate with California Highway Patrol, along with many other responsibilities that would take months and cost thousands of dollars for each occurrence. Furthermore, because Caltrans does not issue recurring permits, staff would have to go through this step-by-step process each time a graffiti cleanup was required, starting from the beginning.

Fortuitously, during an LA28 interagency planning meeting, staff was introduced to the Caltrans District 7 Maintenance Superintendent, who shared that their team routinely

conducts a freeway sweeping operation on a bi-weekly basis. During a sidebar discussion, after listening to Metro's challenge, the Superintendent generously offered to have his team be on the lookout for the removal of graffiti on these freeway-facing partitions when it is safe to do so during their routine sweeping operations every other week.

Staff are pleased to share promising results on major appearance improvements to the transparent sound walls at both Manchester and Slauson Transitway stations. Their team will continue to address the sound wall graffiti facing the freeway lanes during their routine sweeping operations, when safe to do so. Metro staff are grateful that they can lean on the experienced crews at Caltrans, who are familiar with conducting roadside maintenance under freeway traffic conditions, ensuring that all users of the corridor (whether motorists or transit users) experience a safe and clean facility.

Major Reduction in Trespassing Intrusions along the A Line Foothill Extension
In preparation for the Grand Opening of the A Line Foothill 2B Extension to Pomona on September 19, staff have been working with the project team to share best practices for restoring safe and secure conditions along the new railway. Specifically, the project team has experienced persistent trespassing, vandalism, and encampments in certain hotspots that have been repeatedly breached, posing safety and security concerns as Metro begins full, pre-revenue train testing with up to 55 MPH train movement every few minutes.

To address these persistent safety and security issues along this new alignment, Metro staff shared best practices used on the existing Metro system and recommended the potential placement of technology advancements in hotspot segments. The project team procured several of the successful devices along the two key hotspots where Metro's tracks run underneath major freeways. Since the installation was completed, staff have now reported a major reduction in track intrusions, with zero instances of trespassing, tampering with wayside equipment, vandalism, or encampments. This also provides a secondary benefit for Metro's Burlington Northern Santa Fe (BNSF) neighbors, who operate a daily freight train along the third track.

Parking Lot User Safety (PLUS) Improvements Installed at Willow Station
In recent inspection periods, Willow St A Line Station in Long Beach has received a No Pass score, primarily attributed to cleanliness issues within the multilevel parking structure. While this parking structure had higher utilization pre-pandemic, today's utilization remains below previous highs, which has also invited unwanted activity around the unused parking levels. Fortunately, the elevators within the parking structure remain in good condition, as the open-door upgrade was configured for these units.

In July, staff held a virtual kickoff with Metro's Parking Management, Facilities Maintenance, Facilities Contracted Maintenance, and SSLE departments to discuss securing underutilized areas of the parking structure and installing an ambient sound device identical to what has been installed in the parking structures at APU/Citrus College, Fillmore, and the authorized area at 37th St/USC.

In early August, a safety technology was installed, and access to the upper floors of the parking structure was restricted to authorized vehicles only. The parking garage was monitored to assess the effectiveness of the interventions, and adjustments will be made as needed.

Later in the month, staff returned to evaluate these changes and have seen a dramatic improvement in safety, cleanliness, and reports from frontline staff assigned to this station. There has been a significant decrease in loitering and related issues since the installation of open elevator doors, the technology device, and traffic control devices on the top floors.

PLUS Improvements & New Daily Parking Added to Azusa Station

In partnership with Parking Management, Foothill Transit, and the City of Azusa, staff have been working to provide improved parking options for Foothill riders at Azusa Downtown A Line Station, which is currently the second-to-last stop on the A Line North. Since the Foothill Extension opened in 2007, this parking structure has been jointly maintained and operated across these three entities.

Although there is parking at the adjacent APU/Citrus College end-of-line station, which has consistently reached capacity, utilization at Azusa Downtown is very low. Much of this is because there has been no daily parking option, as the pre-pandemic commute demand was to offer monthly commuter parking permits instead. With telework and hybrid schedules, the number of monthly permits purchased is very low. As a result, the Azusa Downtown parking structure typically remains empty and an invitation for illicit activity.

Rather than allow the structure to remain empty, staff learned that increasing activity can help to naturally deter unwanted activity. Therefore, staff reached an agreement to introduce daily paid parking at this station, effective August 18, 2025. With the introduction of daily parking, Metro is providing an attractive overflow option for APU/Citrus College users who currently have no alternative daily parking option, and the expanded parking capacity will also enhance natural surveillance within the structure.

Although the parking structure elevator is maintained by Foothill Transit, staff worked together to upgrade it to an “open door” elevator in August, which has proven successful in other Metro stations in deterring illicit activity, as well as loitering and vandalism. In addition, the City of Azusa also has speakers inside the parking stairwells, which they plan to use to play Metro’s classical music soundtrack to help maintain a safe environment as Metro riders walk between the station and their vehicles.

Since the beginning of these improvements, preliminary reports from Metro custodians have indicated a downward trend in vandalism, loitering, trash, and biohazard clean-ups.

Safety And Wayfinding Improvements Coming to Patsaouras Busway Platform

Patsaouras Busway Station at Union Station East recently opened several years ago to improve multimodal connections at Union Station and serves prominent Bus Rapid Transit (BRT) services like the Metro J Line and Foothill Transit Silver Streak, among many other commuter express routes. For many years before this station opened, buses instead serviced a noisy and congested island bus stop at the Alameda St interchange.

As much of the modern Union Station wayfinding was designed and implemented in 2013, it pre-dates the opening of this new busway station, and the Station Experience team continually receives requests to improve wayfinding to the station entrance, which resides tucked away on the southernmost tip of the existing Patsaouras Bus Plaza, which serves many local bus lines, Greyhound, and the LAX FlyAway. Given the myriad bus routes and dizzying bus bay numbering schemes, in addition to Metrolink and Amtrak track numbers, riders often have a difficult time finding the Metro J Line and other key express lines, even when they intuitively see local buses circulating within the Patsaouras Bus Plaza in front of them.

As Metro remains committed to applying world-class innovation to address these opportunities, staff are starting a targeted pilot to install international pictogram graphics on the underutilized stair-step entrance to dramatically increase visibility to the Metro J Line that would be visible from the Union Station East Portal, which is virtually impossible to see from a distance today. Installation was completed in late August. If successful, staff are looking to expand this strategy to other key locations with documented customer confusion in complex environments, such as the transfer confusion between the A, B, D, E, and J Lines at 7th Street/Metro Center.

In recent months, staff have also received requests to investigate persistent break-ins of the emergency exit pathway underneath the new Patsaouras Busway Station at Union Station East along the I-10 ExpressLanes. Because platform emergency exits must always remain unlocked, destination-less individuals have created a hazardous environment directly beneath the elevated station, leaving behind evidence of illegal fires and drug paraphernalia. The disproportionate number of issues here unnecessarily pulls security resources away from patrolling other critical areas of Union Station, where riders may look for a uniformed presence.

As a result, staff recently conducted a site visit with Building Services to investigate this area and identify potential solutions to this challenge. The site visit confirmed a substantial presence of inconspicuous encampments in the shadows beneath the I-10 ExpressLanes. In the coming weeks, we will be working to coordinate a multipronged approach that includes HOME Outreach, fencing repairs, and technology to restore safe conditions in this passageway, which is designated for emergencies only.

SYSTEM SECURITY & LAW ENFORCEMENT

Attachment H

Total Crime Summary - June 2025

Total Crimes 5-Year Trend Year-to-Date - Systemwide

	2021	2022	2023	2024	2025
Crimes Against Persons					
Agg Assault	173	225	254	210	197
Agg Assault on Op	7	16	17	21	9
Battery	334	452	509	479	462
Battery on Operator	36	64	60	54	27
Homicide	2	1	2	4	0
Rape	6	8	7	9	2
Robbery	105	175	204	160	153
Sex Offenses	45	53	66	54	57
Subtotal	**708**	**994**	**1,119**	**991**	**907**
Crimes Against Property					
Arson	7	3	0	2	4
Bike Theft	20	27	12	5	4
Burglary	7	8	9	5	5
Larceny	166	286	254	255	262
Motor Vehicle Theft	6	9	29	14	26
Vandalism	137	170	92	74	126
Subtotal	**343**	**503**	**396**	**355**	**427**
Crimes Against Society					
Narcotics	102	66	256	480	628
Trespassing	46	51	665	1,922	1,088
Weapons	27	18	53	96	94
Subtotal	**175**	**135**	**974**	**2,498**	**1,810**
Total	**1,226**	**1,632**	**2,489**	**3,844**	**3,144**

Total Crimes 5-Year Trend Current Month only - Systemwide

	Jun-21	Jun-22	Jun-23	Jun-24	Jun-25
Crimes Against Persons					
Agg Assault	42	39	55	30	32
Agg Assault on Op	0	2	6	5	1
Battery	55	63	80	91	81
Battery on Operator	10	12	9	9	3
Homicide	1	0	0	1	0
Rape	1	1	0	2	0
Robbery	24	35	32	27	24
Sex Offenses	6	8	10	9	3
Subtotal	**139**	**160**	**192**	**174**	**144**
Crimes Against Property					
Arson	1	0	0	1	1
Bike Theft	5	6	1	2	1
Burglary	2	1	0	0	0
Larceny	31	48	55	44	37
Motor Vehicle Theft	1	0	11	1	2
Vandalism	23	19	13	20	28
Subtotal	**63**	**74**	**80**	**68**	**69**
Crimes Against Society					
Narcotics	19	28	25	109	98
Trespassing	12	7	48	609	184
Weapons	4	6	2	20	7
Subtotal	**35**	**41**	**75**	**738**	**289**
Total	**237**	**275**	**347**	**980**	**502**

Total Crimes 5-Year Trend Year-to-End - Rail

	2021	2022	2023	2024	2025
Crimes Against Persons					
Agg Assault	115	162	192	135	123
Agg Assault on Op	2	0	1	0	0
Battery	214	306	355	308	278
Battery on Operator	1	4	5	0	0
Homicide	2	0	2	2	0
Rape	6	7	7	7	0
Robbery	74	137	144	102	92
Sex Offenses	27	39	37	29	31
Subtotal	**441**	**655**	**743**	**583**	**524**
Crimes Against Property					
Arson	7	3	0	2	4
Bike Theft	12	15	5	4	4
Burglary	7	6	9	5	5
Larceny	120	197	185	163	182
Motor Vehicle Theft	4	4	27	7	21
Vandalism	76	119	48	37	57
Subtotal	**226**	**344**	**274**	**218**	**273**
Crimes Against Society					
Narcotics	38	36	192	439	539
Trespassing	40	45	656	1,904	1,056
Weapons	13	13	41	86	79
Subtotal	**91**	**94**	**889**	**2,429**	**1,674**
Total	**758**	**1,093**	**1,906**	**3,230**	**2,471**

Total Crimes 5-Year Trend Current Month only - Rail

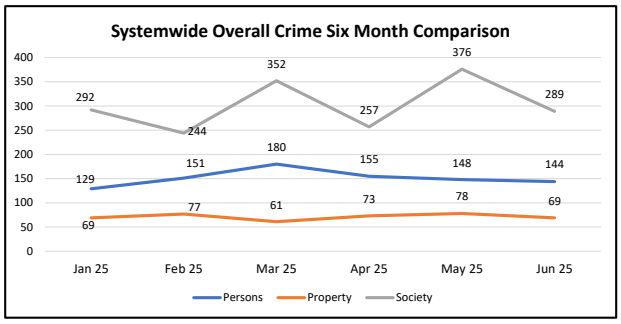
	Jun-21	Jun-22	Jun-23	Jun-24	Jun-25
Crimes Against Persons					
Agg Assault	27	29	42	17	22
Agg Assault on Op	0	0	0	0	0
Battery	28	38	58	54	53
Battery on Operator	0	0	0	0	0
Homicide	1	0	0	1	0
Rape	1	1	0	2	0
Robbery	13	24	21	16	15
Sex Offenses	3	5	4	4	3
Subtotal	**73**	**97**	**125**	**94**	**93**
Crimes Against Property					
Arson	1	0	0	1	1
Bike Theft	5	3	0	2	1
Burglary	2	1	0	0	0
Larceny	18	35	41	20	28
Motor Vehicle Theft	1	0	11	1	1
Vandalism	10	11	9	9	12
Subtotal	**37**	**50**	**61**	**33**	**43**
Crimes Against Society					
Narcotics	8	20	17	102	85
Trespassing	10	6	47	606	168
Weapons	2	4	0	19	3
Subtotal	**20**	**30**	**64**	**727**	**256**
Total	**130**	**177**	**250**	**854**	**392**

Total Crimes 5-Year Trend Year-to-Date - Bus

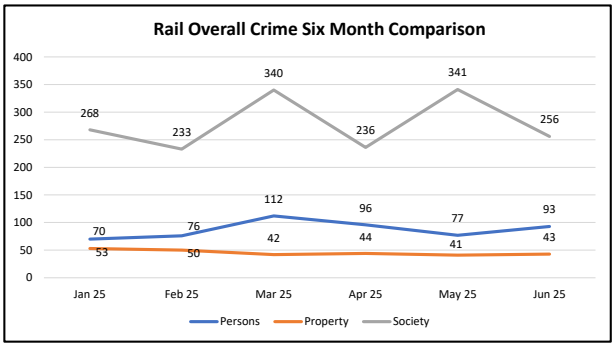
	2021	2022	2023	2024	2025
Crimes Against Persons					
Agg Assault	58	63	62	75	74
Agg Assault on Op	5	16	16	21	9
Battery	120	146	154	171	184
Battery on Operator	35	60	55	54	27
Homicide	0	1	0	2	0
Rape	0	1	0	2	2
Robbery	31	38	60	58	61
Sex Offenses	18	14	29	25	26
Subtotal	**267**	**339**	**376**	**408**	**383**
Crimes Against Property					
Arson	0	0	0	0	0
Bike Theft	8	12	7	1	0
Burglary	0	2	0	0	0
Larceny	46	89	69	92	80
Motor Vehicle Theft	2	5	2	7	5
Vandalism	61	51	44	37	69
Subtotal	**117**	**159**	**122**	**137**	**154**
Crimes Against Society					
Narcotics	64	30	64	41	89
Trespassing	6	6	9	18	32
Weapons	14	5	12	10	15
Subtotal	**84**	**41**	**85**	**69**	**136**
Total	**468**	**539**	**583**	**614**	**673**

Total Crimes 5-Year Trend Current Month only - Bus

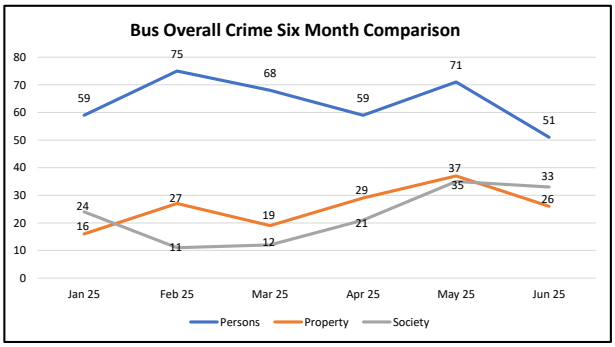
	Jun-21	Jun-22	Jun-23	Jun-24	Jun-25
Crimes Against Persons					
Agg Assault	15	10	13	13	10
Agg Assault on Op	0	2	6	5	1
Battery	27	25	22	37	28
Battery on Operator	10	12	9	9	3
Homicide	0	0	0	0	0
Rape	0	0	0	0	0
Robbery	11	11	11	11	9
Sex Offenses	3	3	6	5	0
Subtotal	**66**	**63**	**67**	**80**	**51**
Crimes Against Property					
Arson	0	0	0	0	0
Bike Theft	0	3	1	0	0
Burglary	0	0	0	0	0
Larceny	13	13	14	24	9
Motor Vehicle Theft	0	0	0	0	1
Vandalism	13	8	4	11	16
Subtotal	**26**	**24**	**19**	**35**	**26**
Crimes Against Society					
Narcotics	11	8	8	7	13
Trespassing	2	1	1	3	16
Weapons	2	2	2	1	4
Subtotal	**15**	**11**	**11**	**11**	**33**
Total	**107**	**98**	**97**	**126**	**110**



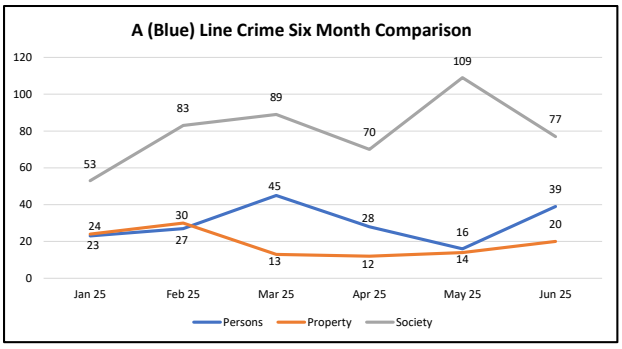
Systemwide	Jun 25	May 25	% Change
Crimes Against Persons			
Agg Assault	32	25	28.0%
Agg Assault on Op	1	3	-66.7%
Battery	81	87	-6.9%
Battery on Operator	3	2	50.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	24	20	20.0%
Sex Offenses	3	11	-72.7%
Subtotal	**144**	**148**	**-2.7%**
Crimes Against Property			
Arson	1	0	100.0%
Bike Theft	1	1	0.0%
Burglary	0	1	-100.0%
Larceny	37	52	-28.8%
Motor Vehicle Theft	2	8	-75.0%
Vandalism	28	16	75.0%
Subtotal	**69**	**78**	**-11.5%**
Crimes Against Society			
Narcotics	98	142	-31.0%
Trespassing	184	220	-16.4%
Weapons	7	14	-50.0%
Subtotal	**289**	**376**	**-23.1%**
Total	**502**	**602**	**-16.6%**



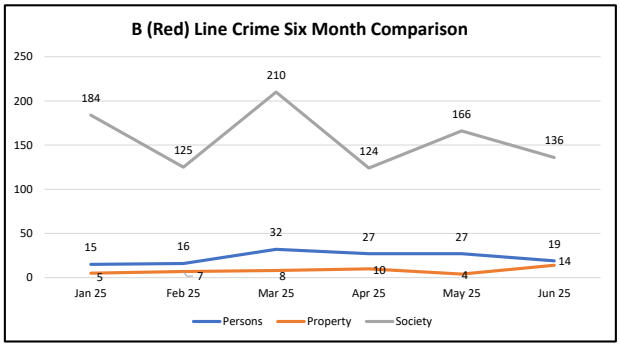
Rail	Jun 25	May 25	% Change
Crimes Against Persons			
Agg Assault	22	15	46.7%
Agg Assault on Op	0	0	0.0%
Battery	53	44	20.5%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	15	11	36.4%
Sex Offenses	3	7	-57.1%
Subtotal	**93**	**77**	**20.8%**
Crimes Against Property			
Arson	1	0	100.0%
Bike Theft	1	1	0.0%
Burglary	0	1	-100.0%
Larceny	28	28	0.0%
Motor Vehicle Theft	1	6	-83.3%
Vandalism	12	5	140.0%
Subtotal	**43**	**41**	**4.9%**
Crimes Against Society			
Narcotics	85	113	-24.8%
Trespassing	168	214	-21.5%
Weapons	3	14	-78.6%
Subtotal	**256**	**341**	**-24.9%**
Total	**392**	**459**	**-14.6%**



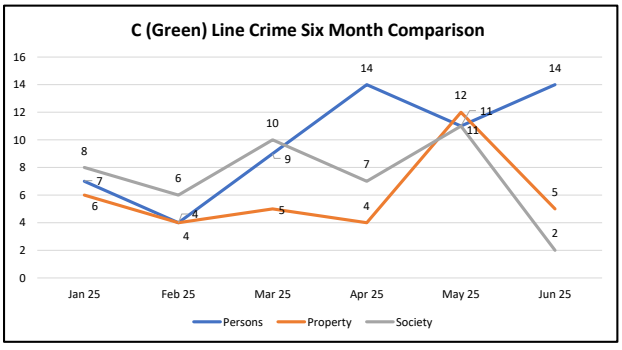
Bus	Jun 25	May 25	% Change
Crimes Against Persons			
Agg Assault	10	10	0.0%
Agg Assault on Op	1	3	-66.7%
Battery	28	43	-34.9%
Battery on Operator	3	2	50.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	9	9	0.0%
Sex Offenses	0	4	-100.0%
Subtotal	**51**	**71**	**-28.2%**
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	9	24	-62.5%
Motor Vehicle Theft	1	2	-50.0%
Vandalism	16	11	45.5%
Subtotal	**26**	**37**	**-29.7%**
Crimes Against Society			
Narcotics	13	29	-55.2%
Trespassing	16	6	166.7%
Weapons	4	0	400.0%
Subtotal	**33**	**35**	**-5.7%**
Total	**110**	**143**	**-23.1%**



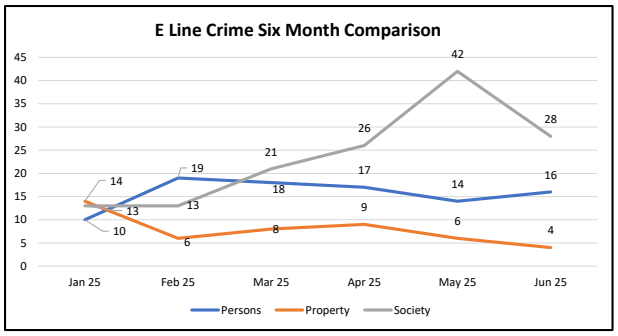
A (Blue) Line	Jun 25	May 25	% Change
Crimes Against Persons			
Agg Assault	10	2	400.0%
Agg Assault on Op	0	0	0.0%
Battery	20	9	122.2%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	8	3	166.7%
Sex Offenses	1	2	-50.0%
Subtotal	**39**	**16**	**143.8%**
Crimes Against Property			
Arson	1	0	100.0%
Bike Theft	0	0	0.0%
Burglary	0	1	-100.0%
Larceny	14	10	40.0%
Motor Vehicle Theft	1	1	0.0%
Vandalism	4	2	100.0%
Subtotal	**20**	**14**	**42.9%**
Crimes Against Society			
Narcotics	30	30	0.0%
Trespassing	47	75	-37.3%
Weapons	0	4	-100.0%
Subtotal	**77**	**109**	**-29.4%**
Total	**136**	**139**	**-2.2%**



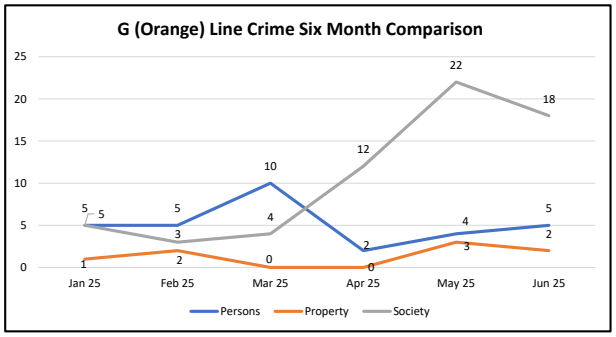
B (Red) Line	Jun 25	May 25	% Change
Crimes Against Persons			
Agg Assault	3	5	-40.0%
Agg Assault on Op	0	0	0.0%
Battery	12	18	-33.3%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	4	3	33.3%
Sex Offenses	0	1	-100.0%
Subtotal	**19**	**27**	**-29.6%**
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	8	3	166.7%
Motor Vehicle Theft	0	0	0.0%
Vandalism	6	1	500.0%
Subtotal	**14**	**4**	**250.0%**
Crimes Against Society			
Narcotics	46	58	-20.7%
Trespassing	88	101	-12.9%
Weapons	2	7	-71.4%
Subtotal	**136**	**166**	**-18.1%**
Total	**169**	**197**	**-14.2%**



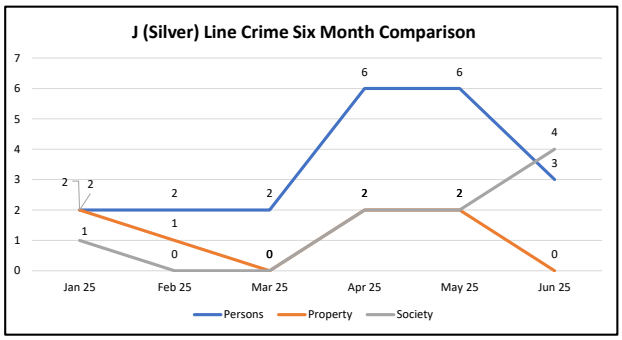
C (Green) Line	Jun 25	May 25	% Change
Crimes Against Persons			
Agg Assault	4	2	100.0%
Agg Assault on Op	0	0	0.0%
Battery	10	6	66.7%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	0	3	-100.0%
Sex Offenses	0	0	0.0%
Subtotal	**14**	**11**	**27.3%**
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	1	1	0.0%
Burglary	0	0	0.0%
Larceny	3	5	-40.0%
Motor Vehicle Theft	0	5	-100.0%
Vandalism	1	1	0.0%
Subtotal	**5**	**12**	**-58.3%**
Crimes Against Society			
Narcotics	0	6	-100.0%
Trespassing	2	5	-60.0%
Weapons	0	0	0.0%
Subtotal	**2**	**11**	**-81.8%**
Total	**21**	**34**	**-38.2%**



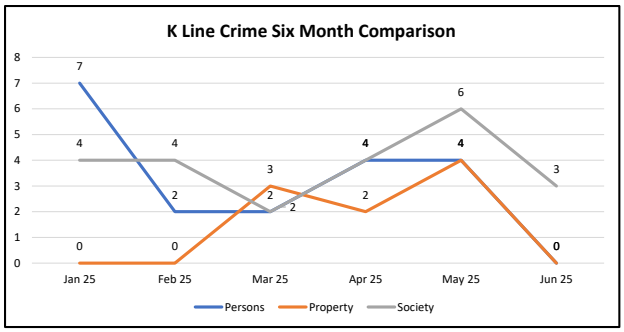
E Line	Jun 25	May 25	% Change
Crimes Against Persons			
Agg Assault	4	5	-20.0%
Agg Assault on Op	0	0	0.0%
Battery	8	4	100.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	3	1	200.0%
Sex Offenses	1	4	-75.0%
Subtotal	**16**	**14**	**14.3%**
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	3	6	-50.0%
Motor Vehicle Theft	0	0	0.0%
Vandalism	1	0	100.0%
Subtotal	**4**	**6**	**-33.3%**
Crimes Against Society			
Narcotics	5	14	-64.3%
Trespassing	22	26	-15.4%
Weapons	1	2	-50.0%
Subtotal	**28**	**42**	**-33.3%**
Total	**48**	**62**	**-22.6%**



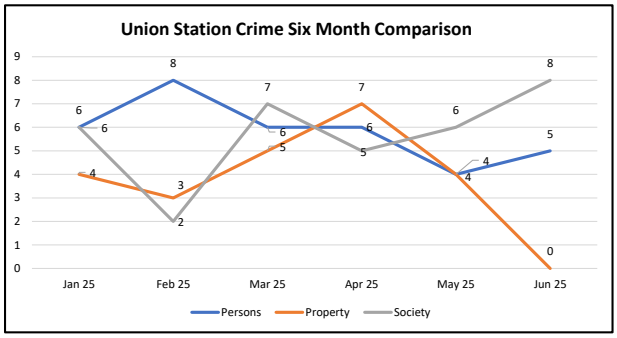
G (Orange) Line	Jun 25	May 25	% Change
Crimes Against Persons			
Agg Assault	3	1	200.0%
Agg Assault on Op	0	0	0.0%
Battery	0	3	-100.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	2	0	200.0%
Sex Offenses	0	0	0.0%
Subtotal	**5**	**4**	**25.0%**
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	1	2	-50.0%
Motor Vehicle Theft	1	1	0.0%
Vandalism	0	0	0.0%
Subtotal	**2**	**3**	**-33.3%**
Crimes Against Society			
Narcotics	10	18	-44.4%
Trespassing	5	4	25.0%
Weapons	3	0	300.0%
Subtotal	**18**	**22**	**-18.2%**
Total	**25**	**29**	**-13.8%**



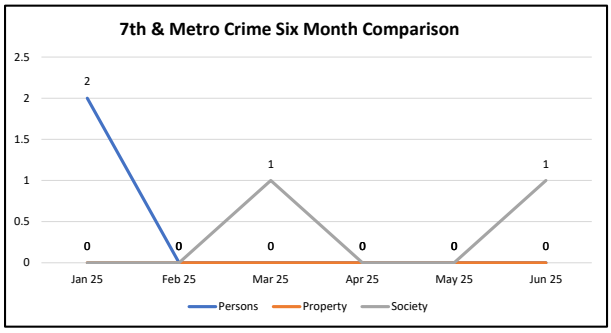
J (Silver) Line	Jun 25	May 25	% Change
Crimes Against Persons			
Agg Assault	0	1	-100.0%
Agg Assault on Op	0	0	0.0%
Battery	2	3	-33.3%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	1	2	-50.0%
Sex Offenses	0	0	0.0%
Subtotal	**3**	**6**	**-50.0%**
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	0	2	-100.0%
Motor Vehicle Theft	0	0	0.0%
Vandalism	0	0	0.0%
Subtotal	**0**	**2**	**-100.0%**
Crimes Against Society			
Narcotics	1	2	-50.0%
Trespassing	3	0	300.0%
Weapons	0	0	0.0%
Subtotal	**4**	**2**	**100.0%**
Total	**7**	**10**	**-30.0%**



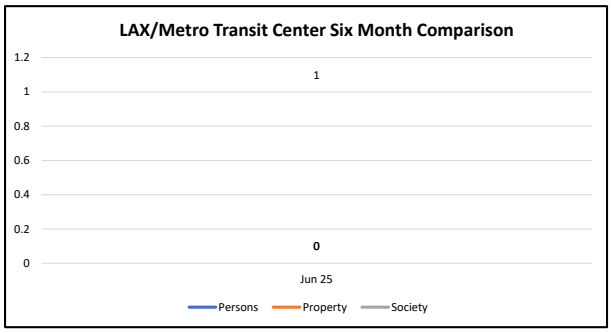
K Line	Jun 25	May 25	% Change
Crimes Against Persons			
Agg Assault	0	0	0.0%
Agg Assault on Op	0	0	0.0%
Battery	0	4	-100.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	0	0	0.0%
Sex Offenses	0	0	0.0%
Subtotal	**0**	**4**	**-100.0%**
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	0	3	-100.0%
Motor Vehicle Theft	0	0	0.0%
Vandalism	0	1	-100.0%
Subtotal	**0**	**4**	**-100.0%**
Crimes Against Society			
Narcotics	0	0	0.0%
Trespassing	3	5	-40.0%
Weapons	0	1	-100.0%
Subtotal	**3**	**6**	**-50.0%**
Total	**3**	**14**	**-78.6%**



Union Station	Jun 25	May 25	% Change
Crimes Against Persons			
Agg Assault	1	0	100.0%
Agg Assault on Op	0	0	0.0%
Battery	3	4	-25.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	0	0	0.0%
Sex Offenses	1	0	100.0%
Subtotal	**5**	**4**	**25.0%**
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	0	3	-100.0%
Motor Vehicle Theft	0	0	0.0%
Vandalism	0	1	-100.0%
Subtotal	**0**	**4**	**-100.0%**
Crimes Against Society			
Narcotics	4	0	400.0%
Trespassing	4	5	-20.0%
Weapons	0	1	-100.0%
Subtotal	**8**	**6**	**33.3%**
Total	**13**	**14**	**-7.1%**



7th & Metro	Jun 25	May 25	% Change
Crimes Against Persons			
Agg Assault	0	0	0.0%
Agg Assault on Op	0	0	0.0%
Battery	0	0	0.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	0	0	0.0%
Sex Offenses	0	0	0.0%
Subtotal	**0**	**0**	**0.0%**
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	0	0	0.0%
Motor Vehicle Theft	0	0	0.0%
Vandalism	0	0	0.0%
Subtotal	**0**	**0**	**0.0%**
Crimes Against Society			
Narcotics	0	0	0.0%
Trespassing	1	0	100.0%
Weapons	0	0	0.0%
Subtotal	**1**	**0**	**100.0%**
Total	**1**	**0**	**0.0%**

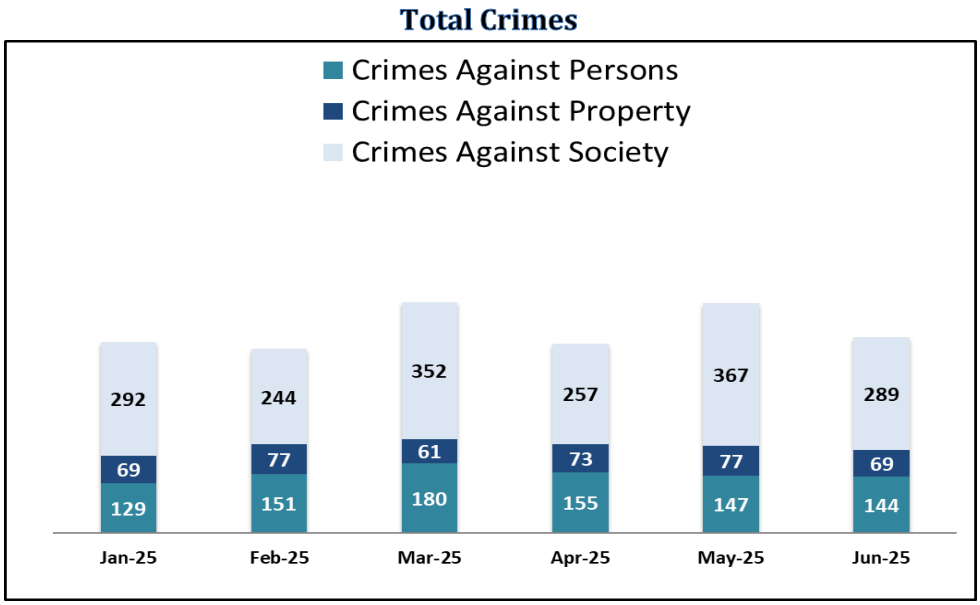


LAX/MTC	Jun 25		% Change
Crimes Against Persons			
Agg Assault	0		0.0%
Agg Assault on Op	0		0.0%
Battery	0		0.0%
Battery on Operator	0		0.0%
Homicide	0		0.0%
Rape	0		0.0%
Robbery	0		0.0%
Sex Offenses	0		0.0%
Subtotal	**0**		**0.0%**
Crimes Against Property			
Arson	0		0.0%
Bike Theft	0		0.0%
Burglary	0		0.0%
Larceny	0		0.0%
Motor Vehicle Theft	0		0.0%
Vandalism	0		0.0%
Subtotal	**0**		**0.0%**
Crimes Against Society			
Narcotics	0		0.0%
Trespassing	1		100.0%
Weapons	0		0.0%
Subtotal	**1**		**0.0%**
Total	**1**		**0.0%**

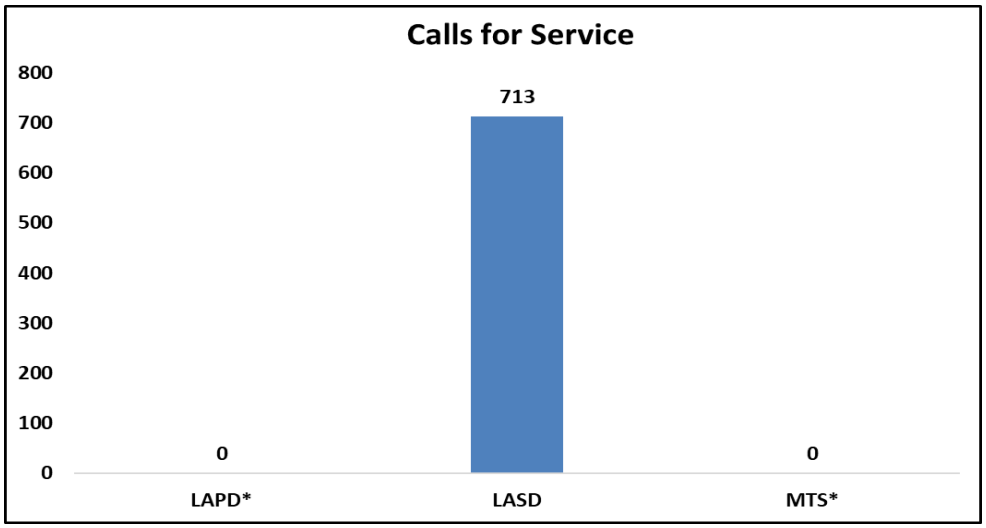
SYSTEMWIDE LAW ENFORCEMENT OVERVIEW

JUNE 2025

Attachment H



Crimes Against Persons: violent crimes (i.e., homicide, aggravated assaults) are those in which the victims are always individuals
Crimes Against Property: crimes to obtain money, property, or some other benefit (i.e., theft, vandalism, robbery)
Crimes Against Society: represent society's prohibition against engaging in certain types of activity (i.e., drug violations)



* LAPD and MTS Calls for Service data is currently unavailable

SYSTEMWIDE LAW ENFORCEMENT OVERVIEW

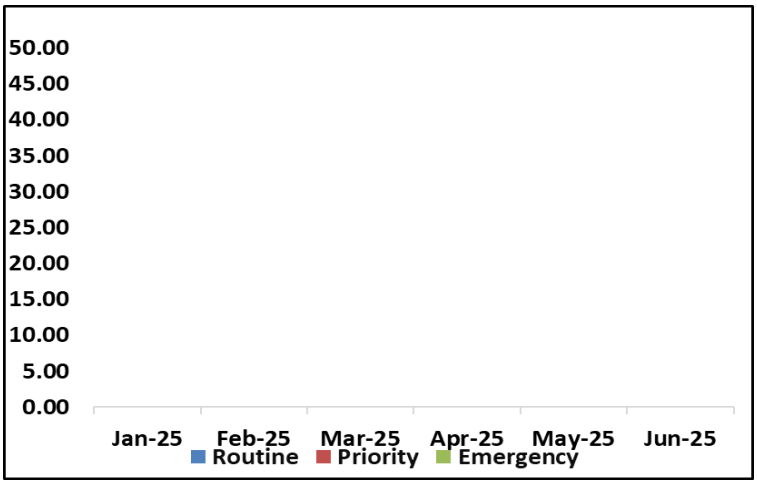
JUNE 2025

Attachment H

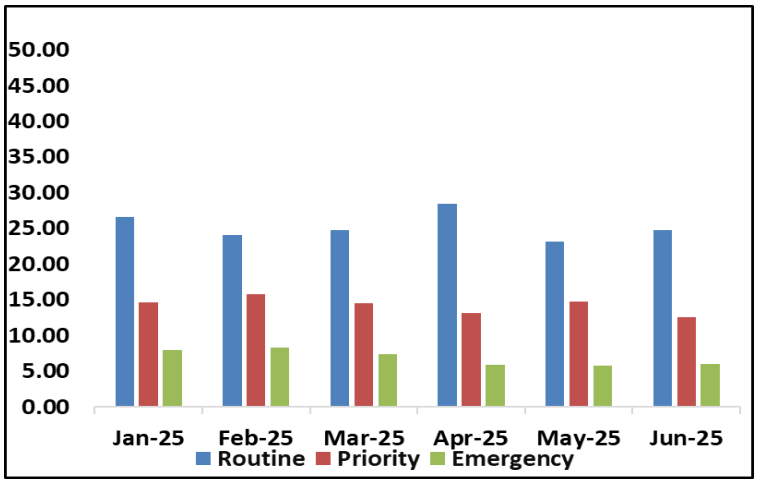
Average Incident Response Times

These graphs show how long it takes (in minutes) for LAPD, LASD, and MTS to respond to Emergency, Priority, and Routine calls

LAPD

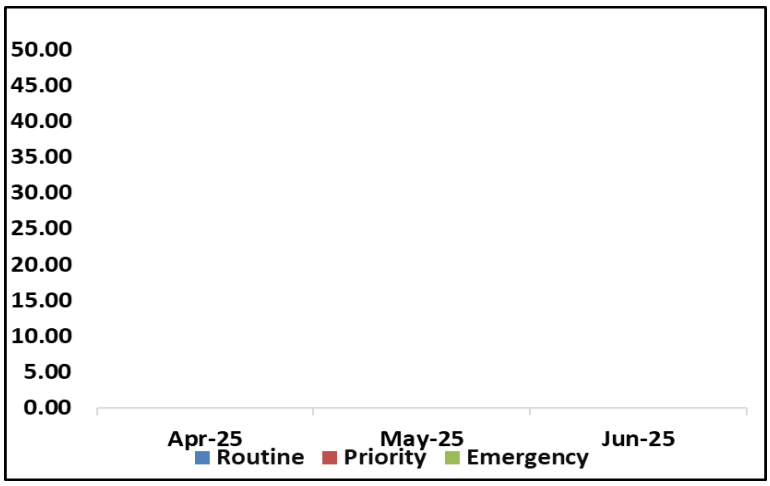


LASD



* LAPD Incident Response Times data is currently unavailable

MTS



* MTS Incident Response Times data is currently unavailable

Transit Police

Monthly Crime Report



Attachment H

	2025	2024	%
	June	June	Change
CRIMES AGAINST PERSONS			
Homicide	0	1	-100.0%
Rape	0	2	-100.0%
Robbery	24	27	-11.1%
Aggravated Assault	32	30	6.7%
Aggravated Assault on Operator	1	5	-80.0%
Battery	81	91	-11.0%
Battery on Operator	3	9	-66.7%
Sex Offenses	3	9	-66.7%
SUB-TOTAL	**144**	**174**	**-17.2%**
CRIMES AGAINST PROPERTY			
Burglary	0	0	0.0%
Larceny	37	44	-15.9%
Bike Theft	1	2	-50.0%
Motor Vehicle Theft	2	1	100.0%
Arson	1	1	0.0%
Vandalism	28	20	40.0%
SUB-TOTAL	**69**	**68**	**1.5%**
CRIMES AGAINST SOCIETY			
Weapons	7	20	-65.0%
Narcotics	98	109	-10.1%
Trespassing	184	609	-69.8%
SUB-TOTAL	**289**	**738**	**-60.8%**
TOTAL	**502**	**980**	**-48.8%**
ENFORCEMENT EFFORTS			
Arrests	493	988	-50.1%
Citations	737	964	-23.5%
Calls for Service	713	2,086	-65.8%

SYSTEM SECURITY & LAW ENFORCEMENT

MONTHLY, BI-ANNUAL, ANNUAL COMPARISON

JUNE 2025 Attachment H

Crimes

Monthly

System-Wide	Jun-25	Jun-24	% Change
Crimes Against Persons	144	174	-17.2%
Crimes Against Property	69	68	1.5%
Crimes Against Society	289	738	-60.8%
Total	502	980	-48.8%

Six Months

System-Wide	Jan-25-Jun-25	Jan-24-Jun-24	% Change
Crimes Against Persons	906	991	-8.6%
Crimes Against Property	423	355	19.2%
Crimes Against Society	1,797	2,498	-28.1%
Total	3,126	3,844	-18.7%

Annual

System-Wide	Jul-24-Jun-25	Jul-23-Jun-24	% Change
Crimes Against Persons	1,972	2,107	-6.4%
Crimes Against Property	888	708	25.4%
Crimes Against Society	5,379	3,855	39.5%
Total	8,239	6,670	23.5%

Average Emergency Response Times

Monthly

Jun-25	Jun-24	% Change
2.00	6.00	-66.7%

Six Months

Jan-25-Jun-25	Jan-24-Jun-24	% Change
2.85	5.59	-49.0%

Annual

Jul-24-Jun-25	Jul-23-Jun-24	% Change
3.59	5.49	-34.6%

Bus Operator Assaults

Monthly

Jun-25	Jun-24	% Change
4	14	-71.4%

Six Months

Jan-25-Jun-25	Jan-24-Jun-24	% Change
39	75	-48.0%

Annual

Jul-24-Jun-25	Jul-23-Jun-24	% Change
112	166	-32.5%

Ridership

Monthly

Jun-25	Jun-24	% Change
23,751,607	25,181,475	-5.7%

Six Months

Jan-25-Jun-25	Jan-24-Jun-24	% Change
153,827,187	151,621,478	1.5%

Annual

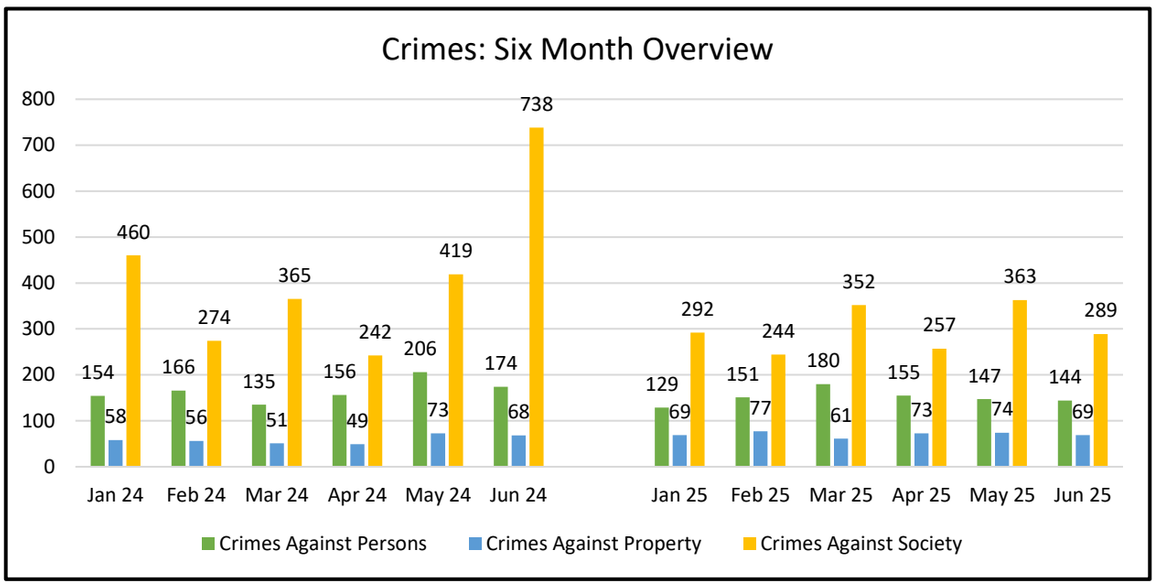
Jul-24-Jun-25	Jul-23-Jun-24	% Change
313,282,465	298,864,416	4.8%

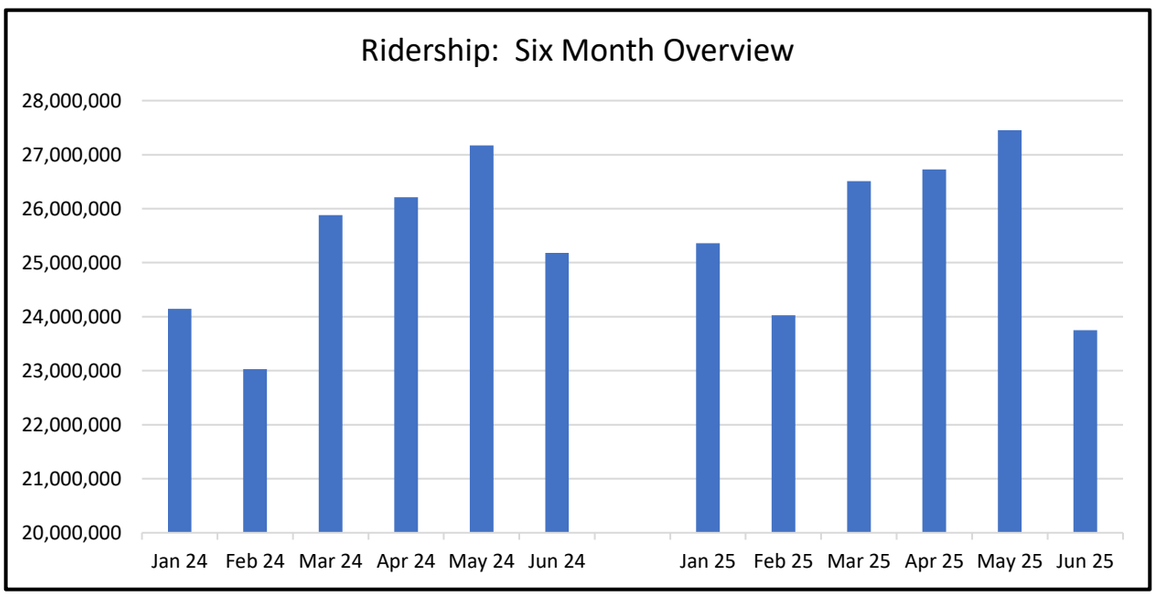
SYSTEM SECURITY & LAW ENFORCEMENT

MONTHLY, BI-ANNUAL, ANNUAL COMPARISON

JUNE 2025

Attachment H





A LINE (BLUE)

ATTACHMENT H

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JUNE 2025

REPORTED CRIME				
CRIMES AGAINST PERSONS	**LAPD**	**LASD**	**MTS**	**FYTD**
Homicide	0	0	0	0
Rape	0	0	0	0
Robbery	2	6	0	61
Aggravated Assault	4	6	0	99
Aggravated Assault on Operator	0	0	0	1
Battery	11	8	1	164
Battery Rail Operator	0	0	0	0
Sex Offenses	0	1	0	17
SUB-TOTAL	**17**	**21**	**1**	**342**
CRIMES AGAINST PROPERTY	**LAPD**	**LASD**	**MTS**	**FYTD**
Burglary	0	0	0	3
Larceny	1	13	0	171
Bike Theft	0	0	0	2
Motor Vehicle Theft	1	0	0	13
Arson	0	1	0	3
Vandalism	3	1	0	39
SUB-TOTAL	**5**	**15**	**0**	**231**
CRIMES AGAINST SOCIETY	**LAPD**	**LASD**	**MTS**	**FYTD**
Weapons	0	0	0	53
Narcotics	24	6	0	267
Trespassing	41	4	2	707
SUB-TOTAL	**65**	**10**	**2**	**1,027**
TOTAL	**87**	**46**	**3**	**1,600**

CRIMES PER STATION				
STATION	**CRIMES AGAINST PERSONS**	**CRIMES AGAINST PROPERTY**	**CRIMES AGAINST SOCIETY**	**FYTD**
APU/Citrus College	1	0	1	10
Azusa Downtown	2	0	0	24
Irwindale	0	0	0	4
Duarte/City of Hope	0	0	0	5
Monrovia	0	0	0	7
Arcadia	1	1	0	6
Sierra Madre Villa	2	0	0	14
Allen	0	0	0	2
Lake	2	0	0	22
Memorial Park	3	1	0	11
Del Mar	1	0	0	7
Fillmore	0	0	0	9
South Pasadena	0	0	0	11
Highland Park	1	0	3	34
Southwest Museum	0	0	1	35
Heritage Square	0	0	1	25
Lincoln/Cypress	1	1	1	36
Chinatown	2	0	15	210
Union Station	2	0	6	40
Little Tokyo/Arts Dist	1	1	1	60
Historic Broadway	0	0	1	33
Grand Av Arts/Bunker Hill	1	1	11	258
7th St/Metro Ctr	5	0	5	30
Pico	0	0	14	92
Grand/LATTC	0	1	5	99
San Pedro St	1	0	0	21
Washington	1	0	1	26
Vernon	2	0	0	14
Slauson	2	1	1	33
Florence	1	6	0	41
Firestone	0	6	0	46
103rd St/Watts Towers	0	1	0	27
Willowbrook/Rosa Parks	2	0	3	116
Compton	0	0	0	36
Artesia	2	0	2	53
Del Amo	2	0	3	24
Wardlow	0	0	0	5
Willow St	0	0	0	20
PCH	0	0	1	7
Anaheim St	0	0	0	9
5th St	0	0	0	1
1st St	0	0	0	1
Downtown Long Beach	1	0	0	20
Pacific Av	0	0	0	3
Blue Line Rail Yard	0	0	1	11
Other	0	0	0	0
Total	**39**	**20**	**77**	**1,598**

ARRESTS				
AGENCY	**LAPD**	**LASD**	**MTS**	**FYTD**
Felony	22	16	0	426
Misdemeanor	75	19	0	1,293
TOTAL	**97**	**35**	**0**	**1,719**

CITATIONS				
AGENCY	**LAPD**	**LASD**	**MTS**	**FYTD**
Misdemeanor Citations	0	0	0	5
Other Citations	85	30	0	1,465
Vehicle Code Citations	3	3	0	162
TOTAL	**88**	**33**	**0**	**1,632**

CALLS FOR SERVICE				
AGENCY	**LAPD**	**LASD**	**MTS**	**FYTD**
Routine	Currently Unavailable	123	0	3,911
Priority	Currently Unavailable	98	0	1,512
Emergency	Currently Unavailable	9	0	206
TOTAL	**0**	**230**	**0**	**5,629**

DISPATCHED VS. PROACTIVE			
AGENCY	**LAPD**	**LASD**	**MTS**
Dispatched	30%	N/C	0%
Proactive	70%	N/C	0%
TOTAL	**100%**	**0%**	**0%**

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Blue Line-LAPD	81%
Blue Line-LASD	N/C
Blue Line-MTS	0%

GRADE CROSSING OPERATIONS				
LOCATION	**LAPD**	**LASD**	**MTS**	**FYTD**
Azusa	0	29	0	321
Irwindale	0	18	0	286
Duarte Station	0	7	0	79
Monrovia	0	5	0	114
Magnolia Ave	0	0	0	0
Arcadia Station	0	9	0	202
Pasadena	0	16	0	496
South Pasadena	0	0	0	143
Marmion Way	0	0	0	0
Flower St	0	0	0	0
Washington St	12	0	0	521
Slauson	0	5	0	118
Florence	0	4	0	162
Firestone	0	6	0	120
103rd St	15	0	0	146
Willowbrook	0	41	0	196
Compton	0	11	0	71
Artesia	0	18	0	84
Del Amo	0	7	0	58
Wardlow Rd	0	0	0	20
Long Beach Blvd	0	0	0	0
Pacific Av	0	0	0	0
TOTAL	**27**	**176**	**0**	**3,137**

LEGEND
Los Angeles Police Department
Los Angeles County Sheriff's Department
Metro Transit Security

B LINE (RED)

ATTACHMENT H

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JUNE 2025

REPORTED CRIME		
CRIMES AGAINST PERSONS	**LAPD**	**FYTD**
Homicide	0	0
Rape	0	1
Robbery	4	46
Aggravated Assault	3	82
Aggravated Assault on Operator	0	0
Battery	12	236
Battery Rail Operator	0	0
Sex Offenses	0	22
SUB-TOTAL	**19**	**387**
CRIMES AGAINST PROPERTY	**LAPD**	**FYTD**
Burglary	0	0
Larceny	8	74
Bike Theft	0	0
Motor Vehicle Theft	0	1
Arson	0	0
Vandalism	6	31
SUB-TOTAL	**14**	**106**
CRIMES AGAINST SOCIETY	**LAPD**	**FYTD**
Weapons	2	128
Narcotics	46	802
Trespassing	88	2,294
SUB-TOTAL	**136**	**3,224**
TOTAL	**169**	**3,717**

ARRESTS		
AGENCY	**LAPD**	**FYTD**
Felony	34	877
Misdemeanor	180	3,732
TOTAL	**214**	**4,609**

CITATIONS		
AGENCY	**LAPD**	**FYTD**
Other Citations	276	3,670
Vehicle Code Citations	9	380
TOTAL	**285**	**4,050**

CALLS FOR SERVICE		
AGENCY	**LAPD**	**FYTD**
Routine	Currently Unavailable	0
Priority	Currently Unavailable	0
Emergency	Currently Unavailable	0
TOTAL	**0**	**0**

DISPATCHED VS. PROACTIVE	
AGENCY	**LAPD**
Dispatched	30%
Proactive	70%
TOTAL	**100%**

CRIMES PER STATION				
STATION	**CRIMES AGAINST PERSONS**	**CRIMES AGAINST PROPERTY**	**CRIMES AGAINST SOCIETY**	**FYTD**
Union Station	1	0	7	806
Civic Center/Grand Park	1	0	2	38
Pershing Square	0	6	10	421
7th St/Metro Ctr	2	2	17	319
Westlake/MacArthur Park	2	1	16	580
Wilshire/Vermont	2	1	11	244
Wilshire/Normandie	0	0	0	26
Vermont/Beverly	1	0	9	113
Wilshire/Western	0	0	0	76
Vermont/Santa Monica	0	1	2	54
Vermont/Sunset	1	0	2	82
Hollywood/Western	0	2	14	127
Hollywood/Vine	1	0	8	133
Hollywood/Highland	2	0	5	98
Universal City/Studio City	0	0	11	108
North Hollywood	6	1	22	492
Red Line Rail Yard	0	0	0	0
Total	**19**	**14**	**136**	**3,717**

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Red Line- LAPD	81%

LEGEND
Los Angeles Police Department

C LINE (GREEN)

ATTACHMENT H

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JUNE 2025

REPORTED CRIME			
CRIMES AGAINST PERSONS	**LAPD**	**LASD**	**FYTD**
Homicide	0	0	0
Rape	0	0	0
Robbery	0	0	38
Aggravated Assault	1	3	41
Aggravated Assault on Operator	0	0	0
Battery	1	9	38
Battery Rail Operator	0	0	0
Sex Offenses	0	0	8
SUB-TOTAL	**2**	**12**	**125**
CRIMES AGAINST PROPERTY	**LAPD**	**LASD**	**FYTD**
Burglary	0	0	0
Larceny	0	3	48
Bike Theft	0	1	2
Motor Vehicle Theft	0	0	17
Arson	0	0	0
Vandalism	0	1	12
SUB-TOTAL	**0**	**5**	**79**
CRIMES AGAINST SOCIETY	**LAPD**	**LASD**	**FYTD**
Weapons	0	0	14
Narcotics	0	0	62
Trespassing	2	0	76
SUB-TOTAL	**2**	**0**	**152**
TOTAL	**4**	**17**	**356**

ARRESTS			
AGENCY	**LAPD**	**LASD**	**FYTD**
Felony	1	2	87
Misdemeanor	2	11	314
TOTAL	**3**	**13**	**401**

CITATIONS			
AGENCY	**LAPD**	**LASD**	**FYTD**
Other Citations	10	14	403
Vehicle Code Citations	0	1	19
TOTAL	**10**	**15**	**422**

CALLS FOR SERVICE			
AGENCY	**LAPD**	**LASD**	**FYTD**
Routine	Currently Unavailable	63	2,166
Priority	Currently Unavailable	39	459
Emergency	Currently Unavailable	4	41
TOTAL	**0**	**106**	**2,666**

DISPATCHED VS. PROACTIVE		
AGENCY	**LAPD**	**LASD**
Dispatched	29%	N/C
Proactive	71%	N/C
TOTAL	**100%**	**0%**

CRIMES PER STATION				
STATION	**CRIMES AGAINST PERSONS**	**CRIMES AGAINST PROPERTY**	**CRIMES AGAINST SOCIETY**	**FYTD**
LAX/Metro Transit Center	1	0	0	1
Aviation/Century	0	0	0	0
Aviation/Imperial	0	0	1	42
Hawthorne/Lennox	0	0	0	16
Crenshaw	0	1	0	23
Vermont/Athens	1	1	0	16
Harbor Fwy	1	0	1	76
Avalon	0	0	0	28
Willowbrook/Rosa Parks	4	1	0	44
Lynwood	2	1	0	57
Lakewood Bl	0	0	0	9
Norwalk	5	1	0	38
Total	**14**	**5**	**2**	**350**

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Green Line-LAPD	80%
Green Line-LASD	N/C

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

E LINE

ATTACHMENT H

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JUNE 2025

REPORTED CRIME			
CRIMES AGAINST PERSONS	**LAPD**	**LASD**	**FYTD**
Homicide	0	0	0
Rape	0	0	2
Robbery	3	0	43
Aggravated Assault	1	3	36
Aggravated Assault on Operator	0	0	0
Battery	5	3	86
Battery Rail Operator	0	0	0
Sex Offenses	1	0	12
SUB-TOTAL	**10**	**6**	**179**
CRIMES AGAINST PROPERTY	**LAPD**	**LASD**	**FYTD**
Burglary	0	0	3
Larceny	3	0	67
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	1
Arson	0	0	0
Vandalism	1	0	15
SUB-TOTAL	**4**	**0**	**86**
CRIMES AGAINST SOCIETY	**LAPD**	**LASD**	**FYTD**
Weapons	1	0	13
Narcotics	5	0	72
Trespassing	22	0	425
SUB-TOTAL	**28**	**0**	**510**
TOTAL	**42**	**6**	**775**

ARRESTS			
AGENCY	**LAPD**	**LASD**	**FYTD**
Felony	2	2	90
Misdemeanor	35	3	640
TOTAL	**37**	**5**	**730**

CITATIONS			
AGENCY	**LAPD**	**LASD**	**FYTD**
Other Citations	59	4	880
Vehicle Code Citations	0	0	23
TOTAL	**59**	**4**	**903**

CALLS FOR SERVICE			
AGENCY	**LAPD**	**LASD**	**FYTD**
Routine	Currently Unavailable	90	1,534
Priority	Currently Unavailable	18	258
Emergency	Currently Unavailable	3	27
TOTAL	**0**	**111**	**1,819**

DISPATCHED VS. PROACTIVE		
AGENCY	**LAPD**	**LASD**
Dispatched	36%	N/C
Proactive	64%	N/C
TOTAL	**100%**	**0%**

CRIMES PER STATION				
STATION	**CRIMES AGAINST PERSONS**	**CRIMES AGAINST PROPERTY**	**CRIMES AGAINST SOCIETY**	**FYTD**
Atlantic	1	0	0	7
East LA Civic Ctr	0	0	0	3
Maravilla	0	0	0	5
Indiana (both LAPD & LASD)	0	0	0	31
Soto	0	0	2	31
Mariachi Plaza	0	0	1	26
Pico/Aliso	0	0	0	8
Little Tokyo/Arts Dist	0	0	0	3
Historic Broadway	0	0	0	0
Grand Av Arts/Bunker Hill	0	0	0	0
7th St/Metro Ctr	0	0	0	2
Pico	0	0	0	14
LATTC/Ortho Institute	3	0	7	101
Jefferson/USC	1	1	1	15
Expo Park/USC	0	1	2	19
Expo/Vermont	1	0	5	66
Expo/Western	2	0	6	93
Expo/Crenshaw	3	0	0	90
Farmdale	0	1	2	23
Expo/La Brea	0	1	2	52
La Cienega/Jefferson	0	0	0	94
Culver City	0	0	0	8
Palms	0	0	0	9
Westwood/Rancho Park	0	0	0	5
Expo/Sepulveda	0	0	0	10
Expo/Bundy	0	0	0	7
26th St/Bergamot	1	0	0	10
17th St/SMC	0	0	0	8
Downtown Santa Monica	4	0	0	35
Expo Line Rail Yard	0	0	0	0
Total	**16**	**4**	**28**	**775**

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Expo Line-LAPD	82%
Expo Line-LASD	N/C

GRADE CROSSING OPERATIONS			
LOCATION	**LAPD**	**LASD**	**FYTD**
East Los Angeles	0	9	85
Figueroa St	0	0	0
Exposition Blvd	64	0	1,578
Culver City	0	14	129
Santa Monica	0	71	978
TOTAL	**64**	**94**	**2,770**

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

G LINE (ORANGE)

ATTACHMENT H

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JUNE 2025

REPORTED CRIME		
CRIMES AGAINST PERSONS	**LAPD**	**FYTD**
Homicide	0	0
Rape	0	0
Robbery	2	13
Aggravated Assault	3	18
Aggravated Assault on Operator	0	0
Battery	0	28
Battery Bus Operator	0	0
Sex Offenses	0	1
SUB-TOTAL	**5**	**60**
CRIMES AGAINST PROPERTY	**LAPD**	**FYTD**
Burglary	0	0
Larceny	1	10
Bike Theft	0	0
Motor Vehicle Theft	1	2
Arson	0	0
Vandalism	0	9
SUB-TOTAL	**2**	**21**
CRIMES AGAINST SOCIETY	**LAPD**	**FYTD**
Weapons	3	8
Narcotics	10	80
Trespassing	5	38
SUB-TOTAL	**18**	**126**
TOTAL	**25**	**207**

ARRESTS		
AGENCY	**LAPD**	**FYTD**
Felony	8	58
Misdemeanor	16	116
TOTAL	**24**	**174**

CITATIONS		
AGENCY	**LAPD**	**FYTD**
Other Citations	16	193
Vehicle Code Citations	22	234
TOTAL	**38**	**427**

CALLS FOR SERVICE		
AGENCY	**LAPD**	**FYTD**
Routine	Currently Unavailable	0
Priority	Currently Unavailable	0
Emergency	Currently Unavailable	0
TOTAL	**0**	**0**

DISPATCHED VS. PROACTIVE	
AGENCY	**LAPD**
Dispatched	19%
Proactive	81%
TOTAL	**100%**

CRIMES PER STATION				
STATION	**CRIMES AGAINST PERSONS**	**CRIMES AGAINST PROPERTY**	**CRIMES AGAINST SOCIETY**	**FYTD**
North Hollywood	1	0	1	32
Laurel Canyon	0	0	1	6
Valley College	0	0	2	4
Woodman	0	0	0	9
Van Nuys	1	0	0	11
Sepulveda	0	0	1	4
Woodley	0	0	0	1
Balboa	0	0	0	4
Reseda	0	1	6	61
Tampa	1	0	0	5
Pierce College	0	0	0	0
De Soto	0	0	0	3
Canoga	0	0	2	7
Warner Center	0	0	0	0
Sherman Way	1	0	1	12
Roscoe	0	0	0	3
Nordhoff	0	0	0	2
Chatsworth	1	1	4	43
Total	**5**	**2**	**18**	**207**

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
Orange Line- LAPD	85%

LEGEND
Los Angeles Police Department

J LINE (SILVER)

ATTACHMENT H

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JUNE 2025

REPORTED CRIME			
CRIMES AGAINST PERSONS	**LAPD**	**LASD**	**FYTD**
Homicide	0	0	0
Rape	0	0	0
Robbery	1	0	10
Aggravated Assault	0	0	12
Aggravated Assault on Operator	0	0	0
Battery	2	0	13
Battery Bus Operator	0	0	2
Sex Offenses	0	0	2
SUB-TOTAL	**3**	**0**	**39**
CRIMES AGAINST PROPERTY	**LAPD**	**LASD**	**FYTD**
Burglary	0	0	0
Larceny	0	0	7
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	1
Arson	0	0	0
Vandalism	0	0	2
SUB-TOTAL	**0**	**0**	**10**
CRIMES AGAINST SOCIETY	**LAPD**	**LASD**	**FYTD**
Weapons	0	0	2
Narcotics	1	0	15
Trespassing	3	0	36
SUB-TOTAL	**4**	**0**	**53**
TOTAL	**7**	**0**	**102**

ARRESTS			
AGENCY	**LAPD**	**LASD**	**FYTD**
Felony	0	0	10
Misdemeanor	1	0	44
TOTAL	**1**	**0**	**54**

CITATIONS			
AGENCY	**LAPD**	**LASD**	**FYTD**
Other Citations	1	0	88
Vehicle Code Citations	1	0	43
TOTAL	**2**	**0**	**131**

CALLS FOR SERVICE			
AGENCY	**LAPD**	**LASD**	**FYTD**
Routine	Currently Unavailable	0	64
Priority	Currently Unavailable	0	22
Emergency	Currently Unavailable	0	1
TOTAL	**0**	**0**	**87**

DISPATCHED VS. PROACTIVE		
AGENCY	**LAPD**	**LASD**
Dispatched	14%	6%
Proactive	86%	94%
TOTAL	**100%**	**100%**

CRIMES PER STATION				
STATION	**CRIMES AGAINST PERSONS**	**CRIMES AGAINST PROPERTY**	**CRIMES AGAINST SOCIETY**	**FYTD**
El Monte	0	0	0	4
Cal State LA	0	0	0	1
LAC/USC Medical Ctr	0	0	0	2
Alameda	0	0	0	2
Downtown	1	0	1	3
37th St/USC	0	0	0	8
Slauson	0	0	1	14
Manchester	1	0	0	18
Harbor Fwy	1	0	0	22
Rosecrans	0	0	0	0
Harbor Gateway Transit Ctr	0	0	2	20
Carson	0	0	0	0
PCH	0	0	0	0
San Pedro/Beacon	0	0	0	4
Total	**3**	**0**	**4**	**98**

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
Silver Line- LAPD	85%
Silver Line- LASD	93%

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

K LINE

ATTACHMENT H

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JUNE 2025

REPORTED CRIME			
CRIMES AGAINST PERSONS	**LAPD**	**LASD**	**FYTD**
Homicide	0	0	0
Rape	0	0	0
Robbery	0	0	5
Aggravated Assault	0	0	5
Aggravated Assault on Operator	0	0	0
Battery	0	0	22
Battery Bus Operator	0	0	0
Sex Offenses	0	0	1
SUB-TOTAL	**0**	**0**	**33**
CRIMES AGAINST PROPERTY	**LAPD**	**LASD**	**FYTD**
Burglary	0	0	0
Larceny	0	0	15
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	0
Arson	0	0	1
Vandalism	0	0	5
SUB-TOTAL	**0**	**0**	**21**
CRIMES AGAINST SOCIETY	**LAPD**	**LASD**	**FYTD**
Weapons	0	0	4
Narcotics	0	0	6
Trespassing	3	0	34
SUB-TOTAL	**3**	**0**	**44**
TOTAL	**3**	**0**	**98**

ARRESTS			
AGENCY	**LAPD**	**LASD**	**FYTD**
Felony	0	1	18
Misdemeanor	7	2	69
TOTAL	**7**	**3**	**87**

CITATIONS			
AGENCY	**LAPD**	**LASD**	**FYTD**
Other Citations	6	2	71
Vehicle Code Citations	0	0	8
TOTAL	**6**	**2**	**79**

CALLS FOR SERVICE			
AGENCY	**LAPD**	**LASD**	**FYTD**
Routine	Currently Unavailable	70	1,230
Priority	Currently Unavailable	6	70
Emergency	Currently Unavailable	0	16
TOTAL	**0**	**76**	**1,316**

DISPATCHED VS. PROACTIVE		
AGENCY	**LAPD**	**LASD**
Dispatched	26%	N/C
Proactive	74%	N/C
TOTAL	**100%**	**0%**

CRIMES PER STATION				
STATION	**CRIMES AGAINST PERSONS**	**CRIMES AGAINST PROPERTY**	**CRIMES AGAINST SOCIETY**	**FYTD**
Expo / Crenshaw	0	0	0	22
Martin Luther King Jr Station	0	0	0	9
Leimert Park Station	0	0	1	8
Hyde Park Station	0	0	1	11
Fairview Heights Station	0	0	0	4
Downtown Inglewood Station	0	0	0	3
Westchester / Veterans Station	0	0	0	5
LAX/Metro Transit Center	0	0	0	0
Aviation/Century	0	0	1	1
Mariposa	0	0	0	0
El Segundo	0	0	0	0
Douglas	0	0	0	0
Redondo Beach	0	0	0	0
Total	**0**	**0**	**3**	**63**

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
K Line - LAPD	83%
K Line - LASD	N/C

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

BUS PATROL

ATTACHMENT H

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JUNE 2025

REPORTED CRIME			
CRIMES AGAINST PERSONS	**LAPD**	**LASD**	**FYTD**
Homicide	0	0	1
Rape	0	0	2
Robbery	3	3	98
Aggravated Assault	1	6	138
Aggravated Assault on Operator	1	0	30
Battery	15	11	343
Battery Bus Operator	3	0	76
Sex Offenses	0	0	41
SUB-TOTAL	**23**	**20**	**729**
CRIMES AGAINST PROPERTY	**LAPD**	**LASD**	**FYTD**
Burglary	0	0	1
Larceny	5	3	157
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	3
Arson	0	0	0
Vandalism	12	4	137
SUB-TOTAL	**17**	**7**	**298**
CRIMES AGAINST SOCIETY	**LAPD**	**LASD**	**FYTD**
Weapons	1	0	34
Narcotics	1	1	113
Trespassing	8	0	39
SUB-TOTAL	**10**	**1**	**186**
TOTAL	**50**	**28**	**1,213**

LASD's Crimes per Sector		
Sector		**FYTD**
Westside	4	40
San Fernando	0	7
San Gabriel Valley	2	61
Gateway Cities	8	94
South Bay	14	135
Total	**28**	**337**

LAPD's Crimes per Sector		
Sector		**FYTD**
Valley Bureau		
Van Nuys	0	18
West Valley	3	26
North Hollywood	1	34
Foothill	1	17
Devonshire	0	12
Mission	1	23
Topanga	0	7
Central Bureau		
Central	3	147
Rampart	6	52
Hollenbeck	3	31
Northeast	1	27
Newton	2	65
West Bureau		
Hollywood	2	39
Wilshire	3	43
West LA	3	30
Pacific	2	17
Olympic	5	73
Southwest Bureau		
Southwest	4	69
Harbor	0	14
77th Street	6	94
Southeast	4	37
Total	**50**	**875**

ARRESTS			
AGENCY	**LAPD**	**LASD**	**FYTD**
Felony	4	5	208
Misdemeanor	8	13	488
TOTAL	**12**	**18**	**696**

CITATIONS			
AGENCY	**LAPD**	**LASD**	**FYTD**
Other Citations	29	15	1,456
Vehicle Code Citations	105	8	1,783
TOTAL	**134**	**23**	**3,239**

CALLS FOR SERVICE			
AGENCY	**LAPD**	**LASD**	**FYTD**
Routine	Currently Unavailable	104	2,038
Priority	Currently Unavailable	80	1,099
Emergency	Currently Unavailable	6	55
TOTAL	**0**	**190**	**3,192**

DISPATCHED VS. PROACTIVE		
AGENCY	**LAPD**	**LASD**
Dispatched	0%	2%
Proactive	0%	98%
TOTAL	**0%**	**100%**

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
LAPD BUS	0%
LASD BUS	92%

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

UNION STATION

ATTACHMENT H

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JUNE 2025

REPORTED CRIME		
CRIMES AGAINST PERSONS	**LAPD**	**FYTD**
Homicide	0	0
Rape	0	2
Robbery	0	6
Aggravated Assault	1	16
Aggravated Assault on Operator	0	0
Battery	3	47
Battery Rail Operator	0	0
Sex Offenses	1	6
SUB-TOTAL	**5**	**77**
CRIMES AGAINST PROPERTY	**LAPD**	**FYTD**
Burglary	0	0
Larceny	0	24
Bike Theft	0	0
Motor Vehicle Theft	0	1
Arson	0	0
Vandalism	0	15
SUB-TOTAL	**0**	**40**
CRIMES AGAINST SOCIETY	**LAPD**	**FYTD**
Weapons	0	1
Narcotics	4	19
Trespassing	4	47
SUB-TOTAL	**8**	**67**
TOTAL	**13**	**184**

ARRESTS		
AGENCY	**LAPD**	**FYTD**
Felony	2	38
Misdemeanor	22	93
TOTAL	**24**	**131**

CITATIONS		
AGENCY	**LAPD**	**FYTD**
Other Citations	38	739
Vehicle Code Citations	0	7
TOTAL	**38**	**746**

CALLS FOR SERVICE		
AGENCY	**LAPD**	**FYTD**
Routine	Currently Unavailable	0
Priority	Currently Unavailable	0
Emergency	Currently Unavailable	0
TOTAL	**0**	**0**

DISPATCHED VS. PROACTIVE	
AGENCY	**LAPD**
Dispatched	7%
Proactive	93%
TOTAL	**100%**

PERCENTAGE OF TIME SPENT ON THE SYSTEM	
Union Station	85%

LEGEND
Los Angeles Police Department

7TH & METRO STATION

ATTACHMENT H

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JUNE 2025

REPORTED CRIME		
CRIMES AGAINST PERSONS	**LAPD**	**FYTD**
Homicide	0	0
Rape	0	0
Robbery	0	1
Aggravated Assault	0	0
Aggravated Assault on Operator	0	0
Battery	0	1
Battery Rail Operator	0	0
Sex Offenses	0	0
SUB-TOTAL	**0**	**2**
CRIMES AGAINST PROPERTY	**LAPD**	**FYTD**
Burglary	0	0
Larceny	0	0
Bike Theft	0	0
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	0	0
SUB-TOTAL	**0**	**0**
CRIMES AGAINST SOCIETY	**LAPD**	**FYTD**
Weapons	0	0
Narcotics	0	1
Trespassing	1	1
SUB-TOTAL	**1**	**2**
TOTAL	**1**	**4**

ARRESTS		
AGENCY	**LAPD**	**FYTD**
Felony	0	2
Misdemeanor	0	1
TOTAL	**0**	**3**

CITATIONS		
AGENCY	**LAPD**	**FYTD**
Other Citations	0	0
Vehicle Code Citations	0	0
TOTAL	**0**	**0**

CALLS FOR SERVICE		
AGENCY	**LAPD**	**FYTD**
Routine	Currently Unavailable	0
Priority	Currently Unavailable	0
Emergency	Currently Unavailable	0
TOTAL	**0**	**0**

DISPATCHED VS. PROACTIVE	
AGENCY	**LAPD**
Dispatched	27%
Proactive	73%
TOTAL	**100%**

PERCENTAGE OF TIME SPENT ON THE SYSTEM	
7th & Metro Station	83%

LEGEND
Los Angeles Police Department

LAX/METRO TRANSIT CENTER

ATTACHMENT H

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JUNE 2025

REPORTED CRIME		
CRIMES AGAINST PERSONS	**MTS**	**FYTD**
Homicide	0	0
Rape	0	0
Robbery	0	0
Aggravated Assault	0	0
Aggravated Assault on Operator	0	0
Battery	0	0
Battery Rail Operator	0	0
Sex Offenses	0	0
SUB-TOTAL	**0**	**0**
CRIMES AGAINST PROPERTY	**MTS**	**FYTD**
Burglary	0	0
Larceny	0	0
Bike Theft	0	0
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	0	0
SUB-TOTAL	**0**	**0**
CRIMES AGAINST SOCIETY	**MTS**	**FYTD**
Weapons	0	0
Narcotics	0	0
Trespassing	1	1
SUB-TOTAL	**1**	**1**
TOTAL	**1**	**1**

ARRESTS		
AGENCY	**MTS**	**FYTD**
Felony	0	0
Misdemeanor	0	0
TOTAL	**0**	**0**

CITATIONS		
AGENCY	**MTS**	**FYTD**
Other Citations	0	0
Vehicle Code Citations	0	0
TOTAL	**0**	**0**

CALLS FOR SERVICE		
AGENCY	**MTS**	**FYTD**
Routine	0	0
Priority	0	0
Emergency	0	0
TOTAL	**0**	**0**

DISPATCHED VS. PROACTIVE	
AGENCY	**MTS**
Dispatched	0%
Proactive	0%
TOTAL	**0%**

PERCENTAGE OF TIME SPENT ON THE SYSTEM	
LAX/MTC	0%

LEGEND
Metro Transit Security

SYSTEM SECURITY & LAW ENFORCEMENT

Attachment H

Sexual Crimes / Harassment Calls for Service June 2025

Calls related to sexual crimes/harassment are routed through System Security & Law Enforcement Operations Center, which then transfers the caller to a free 24/7 hotline — Center for the Pacific Asian Family Inc., and Sister Family Services — that can provide more directed counseling. Between June 1 and June 30, Metro Transit Security, LAPD and LASD received three (3) incidents and referred all victims of sexual crimes/harassment to the above free hotlines.

Incident Type & Totals						
	June 25	**May 25**	**% Change**	**June 25**	**June 24**	**% Change**
Sexual Harassment	1	1	0.0%	1	0	100.0%
Sexual Battery	1	5	-80.0%	1	6	-83.3%
Lewd Conduct	0	3	-100.0%	0	1	-100.0%
Indecent Exposure	1	2	-50.0%	1	2	-50.0%
Rape	0	0	0.0%	0	2	-100.0%
TOTAL	**3**	**7**	**-57.1%**	**3**	**11**	**-72.7%**

Counseling Information Provided	
	June 2025
Yes	**3**
No - If no, why?	**0**
Gone On Arrival	0
Did Not Have Info	0
Telephonic Report	0
Not Offered	0
Refused	0
Officer Witnessed Incident	0
TOTAL	**3**

SYSTEM SECURITY & LAW ENFORCEMENT

Attachment H

Total Crime Summary - July 2025

Total Crimes 5-Year Trend Year-to-Date - Systemwide

	2021	2022	2023	2024	2025
Crimes Against Persons					
Agg Assault	209	266	299	249	249
Agg Assault on Op	9	19	22	27	10
Battery	395	527	578	568	539
Battery on Operator	43	78	71	71	28
Homicide	2	2	2	4	0
Rape	10	8	8	10	3
Robbery	129	200	227	192	183
Sex Offenses	57	63	74	62	72
Subtotal	**854**	**1,163**	**1,281**	**1,183**	**1,084**
Crimes Against Property					
Arson	7	3	0	2	5
Bike Theft	28	30	17	5	4
Burglary	11	10	11	5	5
Larceny	198	333	298	286	311
Motor Vehicle Theft	6	10	32	15	29
Vandalism	168	202	110	102	147
Subtotal	**418**	**588**	**468**	**415**	**501**
Crimes Against Society					
Narcotics	112	78	298	578	717
Trespassing	50	61	710	2,536	1,328
Weapons	28	23	63	126	112
Subtotal	**190**	**162**	**1,071**	**3,240**	**2,157**
Total	**1,462**	**1,913**	**2,820**	**4,838**	**3,742**

Total Crimes 5-Year Trend Current Month only - Systemwide

	Jul-21	Jul-22	Jul-23	Jul-24	Jul-25
Crimes Against Persons					
Agg Assault	36	41	45	39	52
Agg Assault on Op	2	3	5	6	1
Battery	61	75	69	89	77
Battery on Operator	7	14	11	17	1
Homicide	0	1	0	0	0
Rape	4	0	1	1	1
Robbery	24	25	23	32	30
Sex Offenses	12	10	8	8	15
Subtotal	**146**	**169**	**162**	**192**	**177**
Crimes Against Property					
Arson	0	0	0	0	1
Bike Theft	8	3	5	0	0
Burglary	4	2	2	0	0
Larceny	32	47	44	31	49
Motor Vehicle Theft	0	1	3	1	3
Vandalism	31	32	18	28	21
Subtotal	**75**	**85**	**72**	**60**	**74**
Crimes Against Society					
Narcotics	10	12	42	98	89
Trespassing	4	10	45	614	240
Weapons	1	5	10	30	18
Subtotal	**15**	**27**	**97**	**742**	**347**
Total	**236**	**281**	**331**	**994**	**598**

Total Crimes 5-Year Trend Year-to-End - Rail

	2021	2022	2023	2024	2025
Crimes Against Persons					
Agg Assault	139	184	220	157	155
Agg Assault on Op	2	0	1	1	0
Battery	255	347	407	364	328
Battery on Operator	2	4	5	0	0
Homicide	2	1	2	2	0
Rape	9	7	8	8	1
Robbery	91	155	158	127	107
Sex Offenses	36	47	43	31	36
Subtotal	**536**	**745**	**844**	**690**	**627**
Crimes Against Property					
Arson	7	3	0	2	5
Bike Theft	16	17	7	4	4
Burglary	11	8	10	5	5
Larceny	146	235	218	182	224
Motor Vehicle Theft	4	4	30	8	24
Vandalism	97	145	59	52	67
Subtotal	**281**	**412**	**324**	**253**	**329**
Crimes Against Society					
Narcotics	39	45	226	525	612
Trespassing	44	54	699	2,494	1,293
Weapons	14	16	47	108	93
Subtotal	**97**	**115**	**972**	**3,127**	**1,998**
Total	**914**	**1,272**	**2,140**	**4,070**	**2,954**

Total Crimes 5-Year Trend Current Month only - Rail

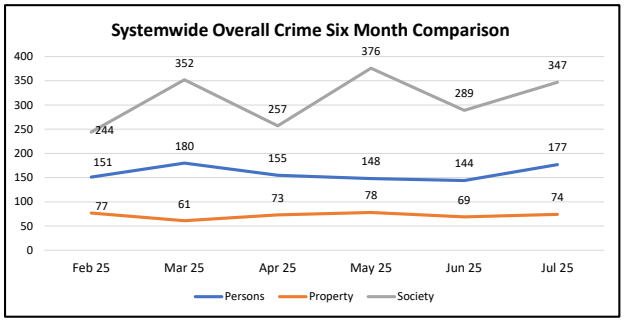
	Jul-21	Jul-22	Jul-23	Jul-24	Jul-25
Crimes Against Persons					
Agg Assault	24	22	28	22	32
Agg Assault on Op	0	0	0	1	0
Battery	41	41	52	56	50
Battery on Operator	1	0	0	0	0
Homicide	0	1	0	0	0
Rape	3	0	1	1	1
Robbery	17	18	14	25	15
Sex Offenses	9	8	6	2	5
Subtotal	**95**	**90**	**101**	**107**	**103**
Crimes Against Property					
Arson	0	0	0	0	1
Bike Theft	4	2	2	0	0
Burglary	4	2	1	0	0
Larceny	26	38	33	19	42
Motor Vehicle Theft	0	0	3	1	3
Vandalism	21	26	11	15	10
Subtotal	**55**	**68**	**50**	**35**	**56**
Crimes Against Society					
Narcotics	1	9	34	86	73
Trespassing	4	9	43	590	237
Weapons	1	3	6	22	14
Subtotal	**6**	**21**	**83**	**698**	**324**
Total	**156**	**179**	**234**	**840**	**483**

Total Crimes 5-Year Trend Year-to-Date - Bus

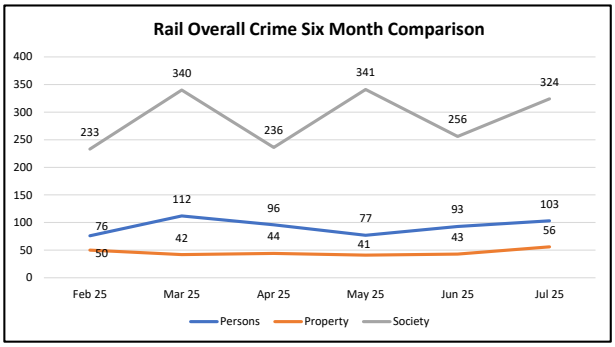
	2021	2022	2023	2024	2025
Crimes Against Persons					
Agg Assault	70	82	79	92	94
Agg Assault on Op	7	19	21	26	10
Battery	140	180	171	204	211
Battery on Operator	41	74	66	71	28
Homicide	0	1	0	2	0
Rape	1	1	0	2	2
Robbery	38	45	69	65	76
Sex Offenses	21	16	31	31	36
Subtotal	**318**	**418**	**437**	**493**	**457**
Crimes Against Property					
Arson	0	0	0	0	0
Bike Theft	12	13	10	1	0
Burglary	0	2	1	0	0
Larceny	52	98	80	104	87
Motor Vehicle Theft	2	6	2	7	5
Vandalism	71	57	51	50	80
Subtotal	**137**	**176**	**144**	**162**	**172**
Crimes Against Society					
Narcotics	73	33	72	53	105
Trespassing	6	7	11	42	35
Weapons	14	7	16	18	19
Subtotal	**93**	**47**	**99**	**113**	**159**
Total	**548**	**641**	**680**	**768**	**788**

Total Crimes 5-Year Trend Current Month only - Bus

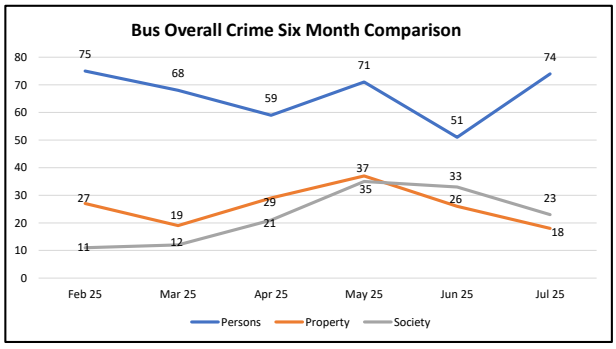
	Jul-21	Jul-22	Jul-23	Jul-24	Jul-25
Crimes Against Persons					
Agg Assault	12	19	17	17	20
Agg Assault on Op	2	3	5	5	1
Battery	20	34	17	33	27
Battery on Operator	6	14	11	17	1
Homicide	0	0	0	0	0
Rape	1	0	0	0	0
Robbery	7	7	9	7	15
Sex Offenses	3	2	2	6	10
Subtotal	**51**	**79**	**61**	**85**	**74**
Crimes Against Property					
Arson	0	0	0	0	0
Bike Theft	4	1	3	0	0
Burglary	0	0	1	0	0
Larceny	6	9	11	12	7
Motor Vehicle Theft	0	1	0	0	0
Vandalism	10	6	7	13	11
Subtotal	**20**	**17**	**22**	**25**	**18**
Crimes Against Society					
Narcotics	9	3	8	12	16
Trespassing	0	1	2	24	3
Weapons	0	2	4	8	4
Subtotal	**9**	**6**	**14**	**44**	**23**
Total	**80**	**102**	**97**	**154**	**115**



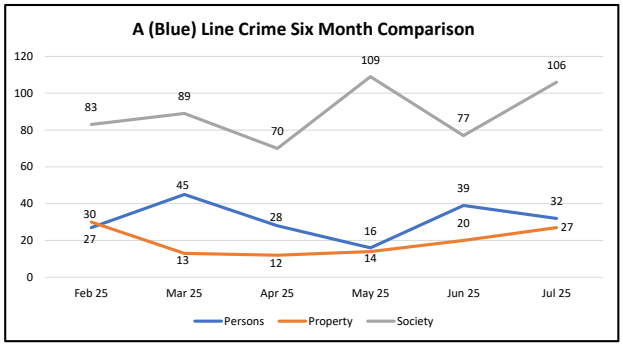
Systemwide	Jul 25	Jun 25	% Change
Crimes Against Persons			
Agg Assault	52	32	62.5%
Agg Assault on Op	1	1	0.0%
Battery	77	81	-4.9%
Battery on Operator	1	3	-66.7%
Homicide	0	0	0.0%
Rape	1	0	100.0%
Robbery	30	24	25.0%
Sex Offenses	15	3	400.0%
Subtotal	**177**	**144**	**22.9%**
Crimes Against Property			
Arson	1	1	0.0%
Bike Theft	0	1	-100.0%
Burglary	0	0	0.0%
Larceny	49	37	32.4%
Motor Vehicle Theft	3	2	50.0%
Vandalism	21	28	-25.0%
Subtotal	**74**	**69**	**7.2%**
Crimes Against Society			
Narcotics	89	98	-9.2%
Trespassing	240	184	30.4%
Weapons	18	7	157.1%
Subtotal	**347**	**289**	**20.1%**
Total	**598**	**502**	**19.1%**



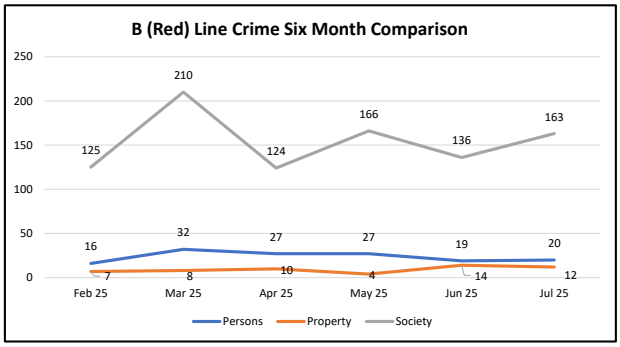
Rail	Jul 25	Jun 25	% Change
Crimes Against Persons			
Agg Assault	32	22	45.5%
Agg Assault on Op	0	0	0.0%
Battery	50	53	-5.7%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	1	0	100.0%
Robbery	15	15	0.0%
Sex Offenses	5	3	66.7%
Subtotal	**103**	**93**	**10.8%**
Crimes Against Property			
Arson	1	1	0.0%
Bike Theft	0	1	-100.0%
Burglary	0	0	0.0%
Larceny	42	28	50.0%
Motor Vehicle Theft	3	1	200.0%
Vandalism	10	12	-16.7%
Subtotal	**56**	**43**	**30.2%**
Crimes Against Society			
Narcotics	73	85	-14.1%
Trespassing	237	168	41.1%
Weapons	14	3	366.7%
Subtotal	**324**	**256**	**26.6%**
Total	**483**	**392**	**23.2%**



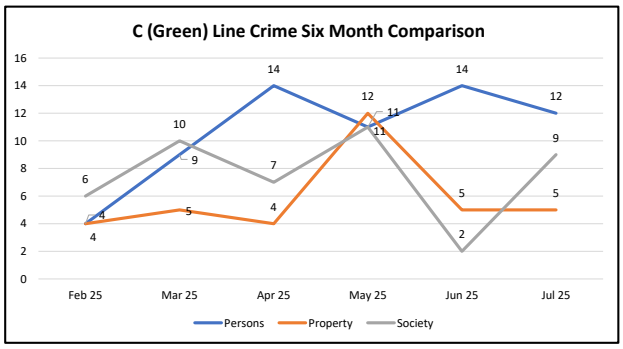
Bus	Jul 25	Jun 25	% Change
Crimes Against Persons			
Agg Assault	20	10	100.0%
Agg Assault on Op	1	1	0.0%
Battery	27	28	-3.6%
Battery on Operator	1	3	-66.7%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	15	9	66.7%
Sex Offenses	10	0	1000.0%
Subtotal	**74**	**51**	**45.1%**
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	7	9	-22.2%
Motor Vehicle Theft	0	1	-100.0%
Vandalism	11	16	-31.3%
Subtotal	**18**	**26**	**-30.8%**
Crimes Against Society			
Narcotics	16	13	23.1%
Trespassing	3	16	-81.3%
Weapons	4	4	400.0%
Subtotal	**23**	**33**	**-30.3%**
Total	**115**	**110**	**4.5%**



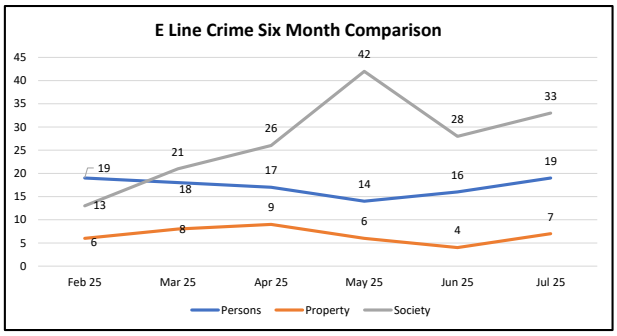
A (Blue) Line	Jul 25	Jun 25	% Change
Crimes Against Persons			
Agg Assault	12	10	20.0%
Agg Assault on Op	0	0	0.0%
Battery	12	20	-40.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	6	8	-25.0%
Sex Offenses	2	1	100.0%
Subtotal	**32**	**39**	**-17.9%**
Crimes Against Property			
Arson	1	1	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	21	14	50.0%
Motor Vehicle Theft	1	1	0.0%
Vandalism	4	4	0.0%
Subtotal	**27**	**20**	**35.0%**
Crimes Against Society			
Narcotics	19	30	-36.7%
Trespassing	83	47	76.6%
Weapons	4	0	400.0%
Subtotal	**106**	**77**	**37.7%**
Total	**165**	**136**	**21.3%**



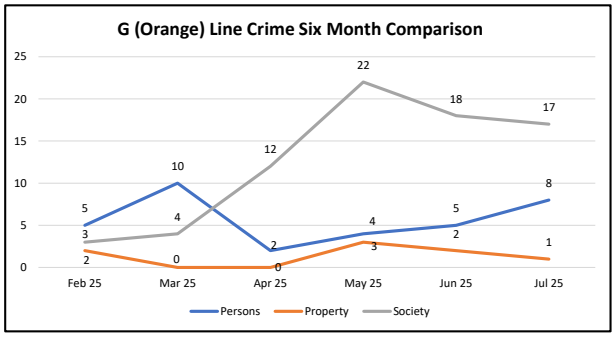
B (Red) Line	Jul 25	Jun 25	% Change
Crimes Against Persons			
Agg Assault	4	3	33.3%
Agg Assault on Op	0	0	0.0%
Battery	13	12	8.3%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	2	4	-50.0%
Sex Offenses	1	0	100.0%
Subtotal	**20**	**19**	**5.3%**
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	9	8	12.5%
Motor Vehicle Theft	1	0	100.0%
Vandalism	2	6	-66.7%
Subtotal	**12**	**14**	**-14.3%**
Crimes Against Society			
Narcotics	45	46	-2.2%
Trespassing	111	88	26.1%
Weapons	7	2	250.0%
Subtotal	**163**	**136**	**19.9%**
Total	**195**	**169**	**15.4%**



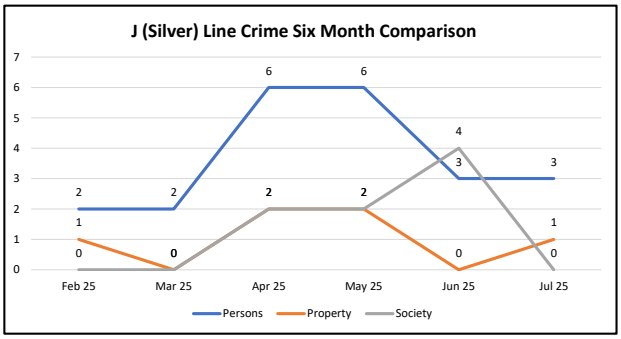
C (Green) Line	Jul 25	Jun 25	% Change
Crimes Against Persons			
Agg Assault	1	4	-75.0%
Agg Assault on Op	0	0	0.0%
Battery	5	10	-50.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	6	0	600.0%
Sex Offenses	0	0	0.0%
Subtotal	**12**	**14**	**-14.3%**
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	1	-100.0%
Burglary	0	0	0.0%
Larceny	4	3	33.3%
Motor Vehicle Theft	1	0	100.0%
Vandalism	0	1	-100.0%
Subtotal	**5**	**5**	**0.0%**
Crimes Against Society			
Narcotics	4	0	400.0%
Trespassing	5	2	150.0%
Weapons	0	0	0.0%
Subtotal	**9**	**2**	**350.0%**
Total	**26**	**21**	**23.8%**



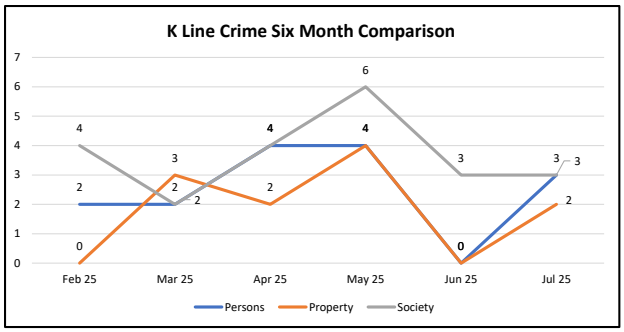
E Line	Jul 25	Jun 25	% Change
Crimes Against Persons			
Agg Assault	11	4	175.0%
Agg Assault on Op	0	0	0.0%
Battery	8	8	0.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	0	3	-100.0%
Sex Offenses	0	1	-100.0%
Subtotal	**19**	**16**	**18.8%**
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	6	3	100.0%
Motor Vehicle Theft	0	0	0.0%
Vandalism	1	1	0.0%
Subtotal	**7**	**4**	**75.0%**
Crimes Against Society			
Narcotics	5	5	0.0%
Trespassing	26	22	18.2%
Weapons	2	1	100.0%
Subtotal	**33**	**28**	**17.9%**
Total	**59**	**48**	**22.9%**



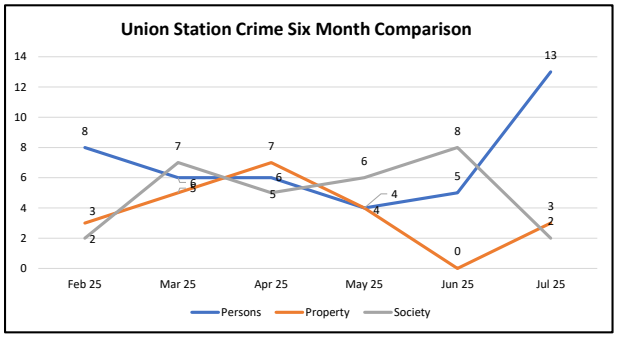
G (Orange) Line	Jul 25	Jun 25	% Change
Crimes Against Persons			
Agg Assault	4	3	33.3%
Agg Assault on Op	0	0	0.0%
Battery	4	0	400.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	0	2	-100.0%
Sex Offenses	0	0	0.0%
Subtotal	**8**	**5**	**60.0%**
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	1	1	0.0%
Motor Vehicle Theft	0	1	-100.0%
Vandalism	0	0	0.0%
Subtotal	**1**	**2**	**-50.0%**
Crimes Against Society			
Narcotics	11	10	10.0%
Trespassing	3	5	-40.0%
Weapons	3	3	0.0%
Subtotal	**17**	**18**	**-5.6%**
Total	**26**	**25**	**4.0%**



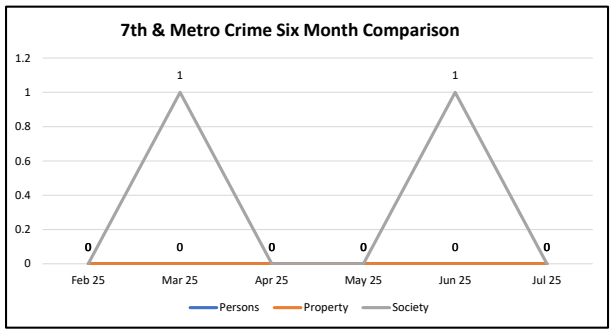
J (Silver) Line	Jul 25	Jun 25	% Change
Crimes Against Persons			
Agg Assault	2	0	200.0%
Agg Assault on Op	0	0	0.0%
Battery	1	2	-50.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	0	1	-100.0%
Sex Offenses	0	0	0.0%
Subtotal	**3**	**3**	**0.0%**
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	0	0	0.0%
Motor Vehicle Theft	0	0	0.0%
Vandalism	1	0	100.0%
Subtotal	**1**	**0**	**100.0%**
Crimes Against Society			
Narcotics	0	1	-100.0%
Trespassing	0	3	-100.0%
Weapons	0	0	0.0%
Subtotal	**0**	**4**	**-100.0%**
Total	**4**	**7**	**-42.9%**



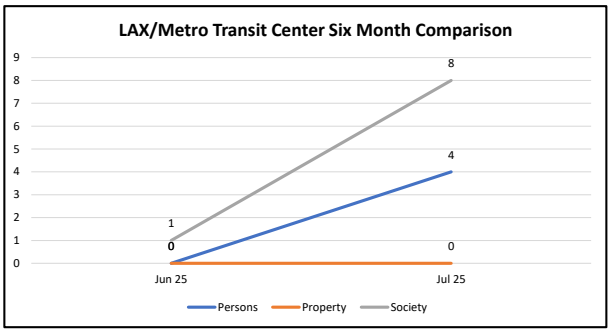
K Line	Jul 25	Jun 25	% Change
Crimes Against Persons			
Agg Assault	1	0	100.0%
Agg Assault on Op	0	0	0.0%
Battery	1	0	100.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	1	0	100.0%
Sex Offenses	0	0	0.0%
Subtotal	**3**	**0**	**300.0%**
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	1	0	100.0%
Motor Vehicle Theft	0	0	0.0%
Vandalism	1	0	100.0%
Subtotal	**2**	**0**	**200.0%**
Crimes Against Society			
Narcotics	0	0	0.0%
Trespassing	3	3	0.0%
Weapons	0	0	0.0%
Subtotal	**3**	**3**	**0.0%**
Total	**8**	**3**	**166.7%**



Union Station	Jul 25	Jun 25	% Change
Crimes Against Persons			
Agg Assault	2	1	100.0%
Agg Assault on Op	0	0	0.0%
Battery	10	3	233.3%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	1	0	100.0%
Robbery	0	0	0.0%
Sex Offenses	0	1	-100.0%
Subtotal	**13**	**5**	**160.0%**
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	1	0	100.0%
Motor Vehicle Theft	0	0	0.0%
Vandalism	2	0	200.0%
Subtotal	**3**	**0**	**300.0%**
Crimes Against Society			
Narcotics	0	4	-100.0%
Trespassing	2	4	-50.0%
Weapons	0	0	0.0%
Subtotal	**2**	**8**	**-75.0%**
Total	**18**	**13**	**38.5%**



7th & Metro	Jul 25	Jun 25	% Change
Crimes Against Persons			
Agg Assault	0	0	0.0%
Agg Assault on Op	0	0	0.0%
Battery	0	0	0.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	0	0	0.0%
Sex Offenses	0	0	0.0%
Subtotal	**0**	**0**	**0.0%**
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	0	0	0.0%
Motor Vehicle Theft	0	0	0.0%
Vandalism	0	0	0.0%
Subtotal	**0**	**0**	**0.0%**
Crimes Against Society			
Narcotics	0	0	0.0%
Trespassing	0	1	-100.0%
Weapons	0	0	0.0%
Subtotal	**0**	**1**	**-100.0%**
Total	**0**	**1**	**-100.0%**

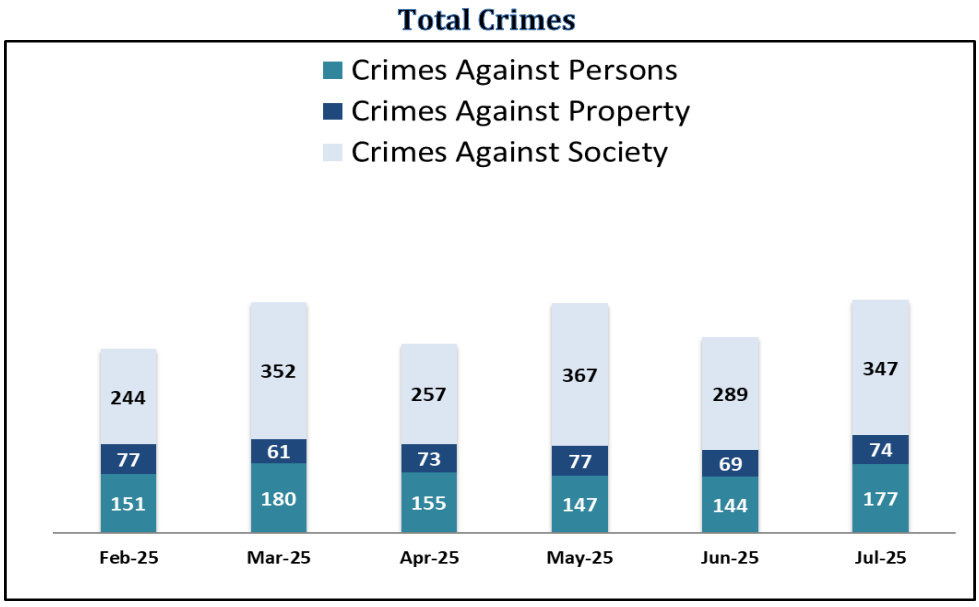


LAX/MTC	Jul 25	Jun 25	% Change
Crimes Against Persons			
Agg Assault	1	0	100.0%
Agg Assault on Op	0	0	0.0%
Battery	1	0	100.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	0	0	0.0%
Sex Offenses	2	0	200.0%
Subtotal	**4**	**0**	**400.0%**
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	0	0	0.0%
Motor Vehicle Theft	0	0	0.0%
Vandalism	0	0	0.0%
Subtotal	**0**	**0**	**0.0%**
Crimes Against Society			
Narcotics	0	0	0.0%
Trespassing	7	1	600.0%
Weapons	1	0	100.0%
Subtotal	**8**	**1**	**700.0%**
Total	**12**	**1**	**1100.0%**

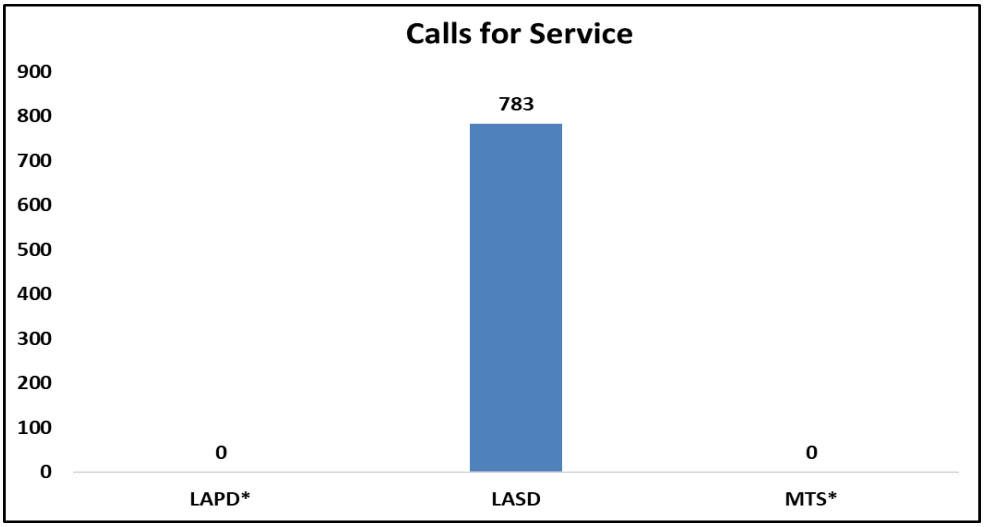
SYSTEMWIDE LAW ENFORCEMENT OVERVIEW

JULY 2025

Attachment H



Crimes Against Persons: violent crimes (i.e., homicide, aggravated assaults) are those in which the victims are always individuals
Crimes Against Property: crimes to obtain money, property, or some other benefit (i.e., theft, vandalism, robbery)
Crimes Against Society: represent society's prohibition against engaging in certain types of activity (i.e., drug violations)



* LAPD and MTS Calls for Service data is currently unavailable

SYSTEMWIDE LAW ENFORCEMENT OVERVIEW

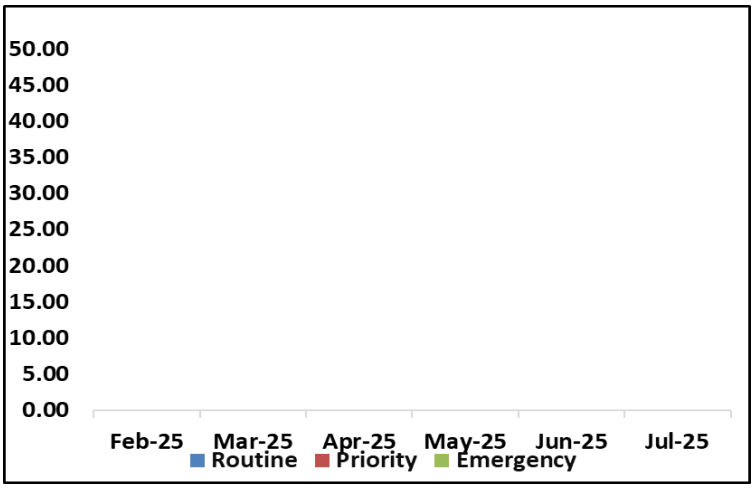
JULY 2025

Attachment H

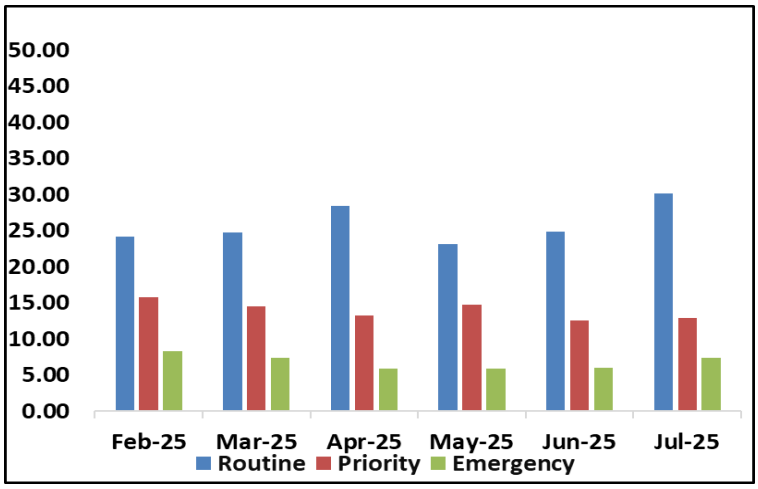
Average Incident Response Times

These graphs show how long it takes (in minutes) for LAPD, LASD, and MTS to respond to Emergency, Priority, and Routine calls

LAPD

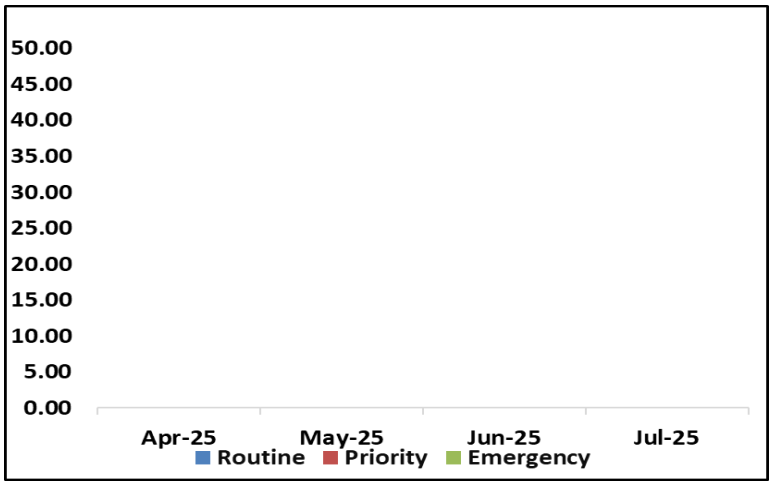


LASD



* LAPD Incident Response Times data is currently unavailable

MTS



* MTS Incident Response Times data is currently unavailable

Transit Police

Monthly Crime Report



Attachment H

	2025	2024	%
	July	July	Change
CRIMES AGAINST PERSONS			
Homicide	0	0	0.0%
Rape	1	1	0.0%
Robbery	30	32	-6.3%
Aggravated Assault	52	39	33.3%
Aggravated Assault on Operator	1	6	-83.3%
Battery	77	89	-13.5%
Battery on Operator	1	17	-94.1%
Sex Offenses	15	8	87.5%
SUB-TOTAL	**177**	**192**	**-7.8%**
CRIMES AGAINST PROPERTY			
Burglary	0	0	0.0%
Larceny	49	31	58.1%
Bike Theft	0	0	0.0%
Motor Vehicle Theft	3	1	200.0%
Arson	1	0	100.0%
Vandalism	21	28	-25.0%
SUB-TOTAL	**74**	**60**	**23.3%**
CRIMES AGAINST SOCIETY			
Weapons	18	30	-40.0%
Narcotics	89	98	-9.2%
Trespassing	240	614	-60.9%
SUB-TOTAL	**347**	**742**	**-53.2%**
TOTAL	**598**	**994**	**-39.8%**
ENFORCEMENT EFFORTS			
Arrests	598	1,030	-41.9%
Citations	654	1,194	-45.2%
Calls for Service	783	1,918	-59.2%

SYSTEM SECURITY & LAW ENFORCEMENT

MONTHLY, BI-ANNUAL, ANNUAL COMPARISON

JULY 2025 Attachment H

Crimes

Monthly

System-Wide	Jul-25	Jul-24	% Change
Crimes Against Persons	177	192	-7.8%
Crimes Against Property	74	60	23.3%
Crimes Against Society	347	742	-53.2%
Total	598	994	-39.8%

Six Months

System-Wide	Feb-25-Jul-25	Feb-24-Jul-24	% Change
Crimes Against Persons	954	1,029	-7.3%
Crimes Against Property	428	357	19.9%
Crimes Against Society	1,852	2,780	-33.4%
Total	3,234	4,166	-22.4%

Annual

System-Wide	Aug-24-Jul-25	Aug-23-Jul-24	% Change
Crimes Against Persons	1,957	2,137	-8.4%
Crimes Against Property	902	696	29.6%
Crimes Against Society	4,984	4,500	10.8%
Total	7,843	7,333	7.0%

Average Emergency Response Times

Monthly

Jul-25	Jul-24	% Change
3.67	5.88	-37.6%

Six Months

Feb-25-Jul-25	Feb-24-Jul-24	% Change
2.83	5.66	-49.9%

Annual

Aug-24-Jul-25	Aug-23-Jul-24	% Change
3.40	5.48	-37.9%

Bus Operator Assaults

Monthly

Jul-25	Jul-24	% Change
2	23	-91.3%

Six Months

Feb-25-Jul-25	Feb-24-Jul-24	% Change
35	82	-57.3%

Annual

Aug-24-Jul-25	Aug-23-Jul-24	% Change
91	173	-47.4%

Ridership

Monthly

Jul-25	Jul-24	% Change
23,770,346	25,466,384	-6.7%

Six Months

Feb-25-Jul-25	Feb-24-Jul-24	% Change
152,239,170	152,940,320	-0.5%

Annual

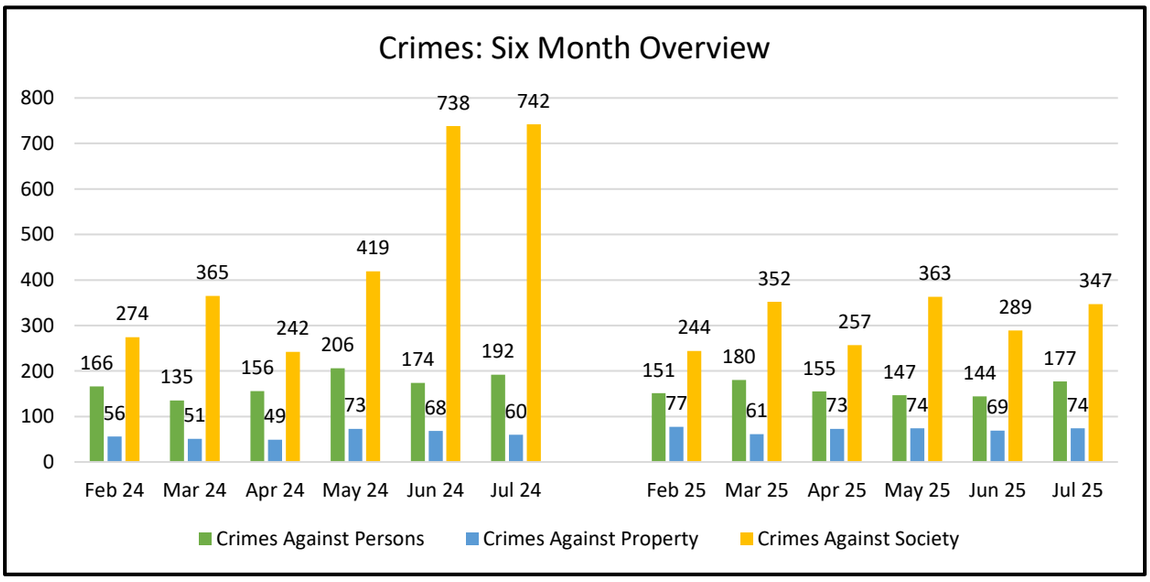
Aug-24-Jul-25	Aug-23-Jul-24	% Change
311,586,427	300,993,396	3.5%

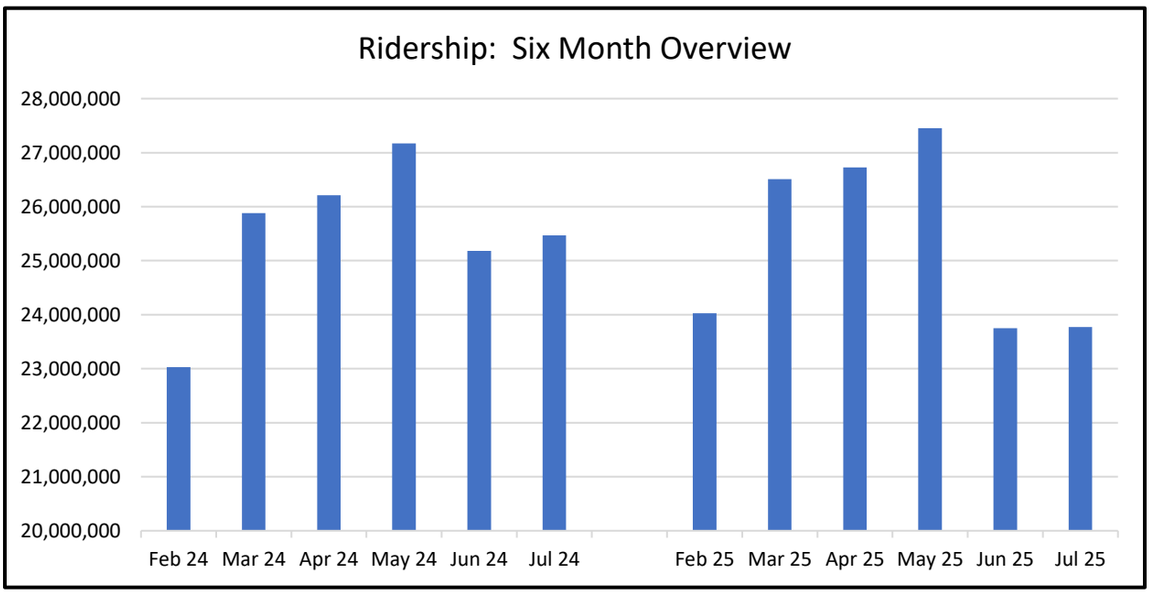
SYSTEM SECURITY & LAW ENFORCEMENT

MONTHLY, BI-ANNUAL, ANNUAL COMPARISON

JULY 2025

Attachment H





A LINE (BLUE)

ATTACHMENT H

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JULY 2025

REPORTED CRIME				
CRIMES AGAINST PERSONS	**LAPD**	**LASD**	**MTS**	**FYTD**
Homicide	0	0	0	0
Rape	0	0	0	0
Robbery	2	3	1	6
Aggravated Assault	5	6	1	12
Aggravated Assault on Operator	0	0	0	0
Battery	7	5	0	12
Battery Rail Operator	0	0	0	0
Sex Offenses	0	1	1	2
SUB-TOTAL	**14**	**15**	**3**	**32**
CRIMES AGAINST PROPERTY	**LAPD**	**LASD**	**MTS**	**FYTD**
Burglary	0	0	0	0
Larceny	9	11	1	21
Bike Theft	0	0	0	0
Motor Vehicle Theft	0	1	0	1
Arson	0	1	0	1
Vandalism	4	0	0	4
SUB-TOTAL	**13**	**13**	**1**	**27**
CRIMES AGAINST SOCIETY	**LAPD**	**LASD**	**MTS**	**FYTD**
Weapons	1	3	0	4
Narcotics	17	2	0	19
Trespassing	73	6	4	83
SUB-TOTAL	**91**	**11**	**4**	**106**
TOTAL	**118**	**39**	**8**	**165**

CRIMES PER STATION				
STATION	**CRIMES AGAINST PERSONS**	**CRIMES AGAINST PROPERTY**	**CRIMES AGAINST SOCIETY**	**FYTD**
APU/Citrus College	0	0	0	0
Azusa Downtown	0	0	0	0
Irwindale	0	0	0	0
Duarte/City of Hope	0	0	0	0
Monrovia	0	0	0	0
Arcadia	1	0	0	1
Sierra Madre Villa	1	0	1	2
Allen	0	0	1	1
Lake	0	0	0	0
Memorial Park	0	1	1	2
Del Mar	2	0	0	2
Fillmore	1	0	0	1
South Pasadena	0	0	1	1
Highland Park	0	1	1	2
Southwest Museum	1	0	0	1
Heritage Square	0	0	2	2
Lincoln/Cypress	0	1	0	1
Chinatown	2	0	29	31
Union Station	1	0	0	1
Little Tokyo/Arts Dist	3	3	1	7
Historic Broadway	0	0	0	0
Grand Av Arts/Bunker Hill	1	0	37	38
7th St/Metro Ctr	0	0	1	1
Pico	2	3	12	17
Grand/LATTC	1	0	8	9
San Pedro St	1	0	0	1
Washington	0	2	0	2
Vernon	1	1	0	2
Slauson	3	0	1	4
Florence	0	7	0	7
Firestone	0	4	0	4
103rd St/Watts Towers	1	2	0	3
Willowbrook/Rosa Parks	2	0	3	5
Compton	4	0	1	5
Artesia	1	1	2	4
Del Amo	0	0	0	0
Wardlow	1	0	0	1
Willow St	0	0	2	2
PCH	0	0	0	0
Anaheim St	0	1	0	1
5th St	0	0	0	0
1st St	0	0	0	0
Downtown Long Beach	2	0	0	2
Pacific Av	0	0	0	0
Blue Line Rail Yard	0	0	2	2
Other	0	0	0	0
Total	**32**	**27**	**106**	**165**

ARRESTS				
AGENCY	**LAPD**	**LASD**	**MTS**	**FYTD**
Felony	31	15	0	46
Misdemeanor	128	30	0	158
TOTAL	**159**	**45**	**0**	**204**

CITATIONS				
AGENCY	**LAPD**	**LASD**	**MTS**	**FYTD**
Misdemeanor Citations	0	0	0	0
Other Citations	89	37	0	126
Vehicle Code Citations	2	0	0	2
TOTAL	**91**	**37**	**0**	**128**

CALLS FOR SERVICE				
AGENCY	**LAPD**	**LASD**	**MTS**	**FYTD**
Routine	Currently Unavailable	140	0	140
Priority	Currently Unavailable	135	0	135
Emergency	Currently Unavailable	12	0	12
TOTAL	**0**	**287**	**0**	**287**

DISPATCHED VS. PROACTIVE			
AGENCY	**LAPD**	**LASD**	**MTS**
Dispatched	29%	N/C	0%
Proactive	71%	N/C	0%
TOTAL	**100%**	**0%**	**0%**

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Blue Line-LAPD	80%
Blue Line-LASD	N/C
Blue Line-MTS	0%

GRADE CROSSING OPERATIONS				
LOCATION	**LAPD**	**LASD**	**MTS**	**FYTD**
Azusa	0	30	0	30
Irwindale	0	21	0	21
Duarte Station	0	8	0	8
Monrovia	0	8	0	8
Magnolia Ave	0	0	0	0
Arcadia Station	0	15	0	15
Pasadena	0	32	0	32
South Pasadena	0	7	0	7
Marmion Way	0	0	0	0
Flower St	0	0	0	0
Washington St	17	0	0	17
Slauson	0	3	0	3
Florence	0	7	0	7
Firestone	0	9	0	9
103rd St	2	0	0	2
Willowbrook	0	22	0	22
Compton	0	6	0	6
Artesia	0	11	0	11
Del Amo	0	3	0	3
Wardlow Rd	0	0	0	0
Long Beach Blvd	0	0	0	0
Pacific Av	0	0	0	0
TOTAL	**19**	**182**	**0**	**201**

LEGEND
Los Angeles Police Department
Los Angeles County Sheriff's Department
Metro Transit Security

B LINE (RED)

ATTACHMENT H

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JULY 2025

REPORTED CRIME		
CRIMES AGAINST PERSONS	**LAPD**	**FYTD**
Homicide	0	0
Rape	0	0
Robbery	2	2
Aggravated Assault	4	4
Aggravated Assault on Operator	0	0
Battery	13	13
Battery Rail Operator	0	0
Sex Offenses	1	1
SUB-TOTAL	**20**	**20**
CRIMES AGAINST PROPERTY	**LAPD**	**FYTD**
Burglary	0	0
Larceny	9	9
Bike Theft	0	0
Motor Vehicle Theft	1	1
Arson	0	0
Vandalism	2	2
SUB-TOTAL	**12**	**12**
CRIMES AGAINST SOCIETY	**LAPD**	**FYTD**
Weapons	7	7
Narcotics	45	45
Trespassing	111	111
SUB-TOTAL	**163**	**163**
TOTAL	**195**	**195**

ARRESTS		
AGENCY	**LAPD**	**FYTD**
Felony	29	29
Misdemeanor	211	211
TOTAL	**240**	**240**

CITATIONS		
AGENCY	**LAPD**	**FYTD**
Other Citations	181	181
Vehicle Code Citations	5	5
TOTAL	**186**	**186**

CALLS FOR SERVICE		
AGENCY	**LAPD**	**FYTD**
Routine	Currently Unavailable	0
Priority	Currently Unavailable	0
Emergency	Currently Unavailable	0
TOTAL	**0**	**0**

DISPATCHED VS. PROACTIVE	
AGENCY	**LAPD**
Dispatched	28%
Proactive	72%
TOTAL	**100%**

CRIMES PER STATION				
STATION	**CRIMES AGAINST PERSONS**	**CRIMES AGAINST PROPERTY**	**CRIMES AGAINST SOCIETY**	**FYTD**
Union Station	4	1	6	11
Civic Center/Grand Park	0	0	1	1
Pershing Square	2	1	4	7
7th St/Metro Ctr	1	3	26	30
Westlake/MacArthur Park	0	1	32	33
Wilshire/Vermont	0	0	12	12
Wilshire/Normandie	0	0	0	0
Vermont/Beverly	0	0	11	11
Wilshire/Western	0	0	0	0
Vermont/Santa Monica	0	1	7	8
Vermont/Sunset	1	0	7	8
Hollywood/Western	1	0	25	26
Hollywood/Vine	2	2	8	12
Hollywood/Highland	1	0	3	4
Universal City/Studio City	1	1	3	5
North Hollywood	7	2	18	27
Red Line Rail Yard	0	0	0	0
Total	**20**	**12**	**163**	**195**

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Red Line- LAPD	78%

LEGEND
Los Angeles Police Department

C LINE (GREEN)

ATTACHMENT H

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JULY 2025

REPORTED CRIME			
CRIMES AGAINST PERSONS	**LAPD**	**LASD**	**FYTD**
Homicide	0	0	0
Rape	0	0	0
Robbery	0	6	6
Aggravated Assault	1	0	1
Aggravated Assault on Operator	0	0	0
Battery	3	2	5
Battery Rail Operator	0	0	0
Sex Offenses	0	0	0
SUB-TOTAL	**4**	**8**	**12**
CRIMES AGAINST PROPERTY	**LAPD**	**LASD**	**FYTD**
Burglary	0	0	0
Larceny	2	2	4
Bike Theft	0	0	0
Motor Vehicle Theft	1	0	1
Arson	0	0	0
Vandalism	0	0	0
SUB-TOTAL	**3**	**2**	**5**
CRIMES AGAINST SOCIETY	**LAPD**	**LASD**	**FYTD**
Weapons	0	0	0
Narcotics	1	3	4
Trespassing	3	2	5
SUB-TOTAL	**4**	**5**	**9**
TOTAL	**11**	**15**	**26**

ARRESTS			
AGENCY	**LAPD**	**LASD**	**FYTD**
Felony	1	4	5
Misdemeanor	3	13	16
TOTAL	**4**	**17**	**21**

CITATIONS			
AGENCY	**LAPD**	**LASD**	**FYTD**
Other Citations	3	13	16
Vehicle Code Citations	1	0	1
TOTAL	**4**	**13**	**17**

CALLS FOR SERVICE			
AGENCY	**LAPD**	**LASD**	**FYTD**
Routine	Currently Unavailable	60	60
Priority	Currently Unavailable	37	37
Emergency	Currently Unavailable	3	3
TOTAL	**0**	**100**	**100**

DISPATCHED VS. PROACTIVE		
AGENCY	**LAPD**	**LASD**
Dispatched	33%	N/C
Proactive	67%	N/C
TOTAL	**100%**	**0%**

CRIMES PER STATION				
STATION	**CRIMES AGAINST PERSONS**	**CRIMES AGAINST PROPERTY**	**CRIMES AGAINST SOCIETY**	**FYTD**
LAX/Metro Transit Center	4	0	2	6
Aviation/Century	0	0	1	1
Aviation/Imperial	0	1	0	1
Hawthorne/Lennox	0	0	0	0
Crenshaw	1	0	0	1
Vermont/Athens	0	1	1	2
Harbor Fwy	0	0	1	1
Avalon	0	2	0	2
Willowbrook/Rosa Parks	4	0	2	6
Lynwood	1	0	1	2
Lakewood Bl	0	0	1	1
Norwalk	2	1	0	3
Total	**12**	**5**	**9**	**26**

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Green Line-LAPD	85%
Green Line-LASD	N/C

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

E LINE

ATTACHMENT H

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JULY 2025

REPORTED CRIME			
CRIMES AGAINST PERSONS	**LAPD**	**LASD**	**FYTD**
Homicide	0	0	0
Rape	0	0	0
Robbery	0	0	0
Aggravated Assault	4	7	11
Aggravated Assault on Operator	0	0	0
Battery	1	7	8
Battery Rail Operator	0	0	0
Sex Offenses	0	0	0
SUB-TOTAL	**5**	**14**	**19**
CRIMES AGAINST PROPERTY	**LAPD**	**LASD**	**FYTD**
Burglary	0	0	0
Larceny	6	0	6
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	0
Arson	0	0	0
Vandalism	1	0	1
SUB-TOTAL	**7**	**0**	**7**
CRIMES AGAINST SOCIETY	**LAPD**	**LASD**	**FYTD**
Weapons	2	0	2
Narcotics	5	0	5
Trespassing	25	1	26
SUB-TOTAL	**32**	**1**	**33**
TOTAL	**44**	**15**	**59**

ARRESTS			
AGENCY	**LAPD**	**LASD**	**FYTD**
Felony	6	3	9
Misdemeanor	34	6	40
TOTAL	**40**	**9**	**49**

CITATIONS			
AGENCY	**LAPD**	**LASD**	**FYTD**
Other Citations	73	8	81
Vehicle Code Citations	5	0	5
TOTAL	**78**	**8**	**86**

CALLS FOR SERVICE			
AGENCY	**LAPD**	**LASD**	**FYTD**
Routine	Currently Unavailable	81	81
Priority	Currently Unavailable	19	19
Emergency	Currently Unavailable	2	2
TOTAL	**0**	**102**	**102**

DISPATCHED VS. PROACTIVE		
AGENCY	**LAPD**	**LASD**
Dispatched	29%	N/C
Proactive	71%	N/C
TOTAL	**100%**	**0%**

CRIMES PER STATION				
STATION	**CRIMES AGAINST PERSONS**	**CRIMES AGAINST PROPERTY**	**CRIMES AGAINST SOCIETY**	**FYTD**
Atlantic	0	0	0	0
East LA Civic Ctr	0	0	0	0
Maravilla	0	0	0	0
Indiana (both LAPD & LASD)	0	0	3	3
Soto	1	0	0	1
Mariachi Plaza	0	1	0	1
Pico/Aliso	0	0	1	1
Little Tokyo/Arts Dist	0	0	0	0
Historic Broadway	0	0	0	0
Grand Av Arts/Bunker Hill	0	0	0	0
7th St/Metro Ctr	0	0	1	1
Pico	0	0	0	0
LATTC/Ortho Institute	0	0	0	0
Jefferson/USC	1	0	0	1
Expo Park/USC	1	2	2	5
Expo/Vermont	0	2	2	4
Expo/Western	1	0	16	17
Expo/Crenshaw	1	0	5	6
Farmdale	0	0	0	0
Expo/La Brea	0	0	0	0
La Cienega/Jefferson	0	1	0	1
Culver City	1	0	0	1
Palms	0	1	0	1
Westwood/Rancho Park	0	0	0	0
Expo/Sepulveda	0	0	1	1
Expo/Bundy	0	0	1	1
26th St/Bergamot	0	0	0	0
17th St/SMC	0	0	0	0
Downtown Santa Monica	13	0	1	14
Expo Line Rail Yard	0	0	0	0
Total	**19**	**7**	**33**	**59**

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Expo Line-LAPD	84%
Expo Line-LASD	N/C

GRADE CROSSING OPERATIONS			
LOCATION	**LAPD**	**LASD**	**FYTD**
East Los Angeles	0	4	4
Figueroa St	0	0	0
Exposition Blvd	75	0	75
Culver City	0	4	4
Santa Monica	0	72	72
TOTAL	**75**	**80**	**155**

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

G LINE (ORANGE)

ATTACHMENT H

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JULY 2025

REPORTED CRIME		
CRIMES AGAINST PERSONS	**LAPD**	**FYTD**
Homicide	0	0
Rape	0	0
Robbery	0	0
Aggravated Assault	4	4
Aggravated Assault on Operator	0	0
Battery	4	4
Battery Bus Operator	0	0
Sex Offenses	0	0
SUB-TOTAL	**8**	**8**
CRIMES AGAINST PROPERTY	**LAPD**	**FYTD**
Burglary	0	0
Larceny	1	1
Bike Theft	0	0
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	0	0
SUB-TOTAL	**1**	**1**
CRIMES AGAINST SOCIETY	**LAPD**	**FYTD**
Weapons	3	3
Narcotics	11	11
Trespassing	3	3
SUB-TOTAL	**17**	**17**
TOTAL	**26**	**26**

ARRESTS		
AGENCY	**LAPD**	**FYTD**
Felony	8	8
Misdemeanor	14	14
TOTAL	**22**	**22**

CITATIONS		
AGENCY	**LAPD**	**FYTD**
Other Citations	22	22
Vehicle Code Citations	7	7
TOTAL	**29**	**29**

CALLS FOR SERVICE		
AGENCY	**LAPD**	**FYTD**
Routine	Currently Unavailable	0
Priority	Currently Unavailable	0
Emergency	Currently Unavailable	0
TOTAL	**0**	**0**

DISPATCHED VS. PROACTIVE	
AGENCY	**LAPD**
Dispatched	20%
Proactive	80%
TOTAL	**100%**

CRIMES PER STATION				
STATION	**CRIMES AGAINST PERSONS**	**CRIMES AGAINST PROPERTY**	**CRIMES AGAINST SOCIETY**	**FYTD**
North Hollywood	3	0	1	4
Laurel Canyon	0	0	0	0
Valley College	0	0	1	1
Woodman	2	0	0	2
Van Nuys	0	0	0	0
Sepulveda	0	0	3	3
Woodley	0	0	0	0
Balboa	0	0	0	0
Reseda	0	0	6	6
Tampa	0	0	0	0
Pierce College	0	0	0	0
De Soto	0	0	0	0
Canoga	0	1	2	3
Warner Center	0	0	0	0
Sherman Way	0	0	0	0
Roscoe	0	0	1	1
Nordhoff	1	0	2	3
Chatsworth	2	0	1	3
Total	**8**	**1**	**17**	**26**

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
Orange Line- LAPD	86%

LEGEND
Los Angeles Police Department

J LINE (SILVER)

ATTACHMENT H

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JULY 2025

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

ARRESTS			
AGENCY	**LAPD**	**LASD**	**FYTD**
Felony	1	1	2
Misdemeanor	0	1	1
TOTAL	**1**	**2**	**3**

CITATIONS			
AGENCY	**LAPD**	**LASD**	**FYTD**
Other Citations	0	0	0
Vehicle Code Citations	0	0	0
TOTAL	**0**	**0**	**0**

CALLS FOR SERVICE			
AGENCY	**LAPD**	**LASD**	**FYTD**
Routine	Currently Unavailable	9	9
Priority	Currently Unavailable	2	2
Emergency	Currently Unavailable	0	0
TOTAL	**0**	**11**	**11**

DISPATCHED VS. PROACTIVE		
AGENCY	**LAPD**	**LASD**
Dispatched	12%	4%
Proactive	88%	96%
TOTAL	**100%**	**100%**

CRIMES PER STATION				
STATION	**CRIMES AGAINST PERSONS**	**CRIMES AGAINST PROPERTY**	**CRIMES AGAINST SOCIETY**	**FYTD**
El Monte	2	0	0	2
Cal State LA	0	0	0	0
LAC/USC Medical Ctr	0	0	0	0
Alameda	0	0	0	0
Downtown	0	0	0	0
37th St/USC	0	0	0	0
Slauson	0	0	0	0
Manchester	0	1	0	1
Harbor Fwy	0	0	0	0
Rosecrans	0	0	0	0
Harbor Gateway Transit Ctr	1	0	0	1
Carson	0	0	0	0
PCH	0	0	0	0
San Pedro/Beacon	0	0	0	0
Total	**3**	**1**	**0**	**4**

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
Silver Line- LAPD	89%
Silver Line- LASD	94%

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

K LINE

ATTACHMENT H

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JULY 2025

REPORTED CRIME			
CRIMES AGAINST PERSONS	**LAPD**	**LASD**	**FYTD**
Homicide	0	0	0
Rape	0	0	0
Robbery	1	0	1
Aggravated Assault	1	0	1
Aggravated Assault on Operator	0	0	0
Battery	1	0	1
Battery Bus Operator	0	0	0
Sex Offenses	0	0	0
SUB-TOTAL	**3**	**0**	**3**
CRIMES AGAINST PROPERTY	**LAPD**	**LASD**	**FYTD**
Burglary	0	0	0
Larceny	0	1	1
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	0
Arson	0	0	0
Vandalism	1	0	1
SUB-TOTAL	**1**	**1**	**2**
CRIMES AGAINST SOCIETY	**LAPD**	**LASD**	**FYTD**
Weapons	0	0	0
Narcotics	0	0	0
Trespassing	3	0	3
SUB-TOTAL	**3**	**0**	**3**
TOTAL	**7**	**1**	**8**

ARRESTS			
AGENCY	**LAPD**	**LASD**	**FYTD**
Felony	2	0	2
Misdemeanor	10	1	11
TOTAL	**12**	**1**	**13**

CITATIONS			
AGENCY	**LAPD**	**LASD**	**FYTD**
Other Citations	6	0	6
Vehicle Code Citations	0	0	0
TOTAL	**6**	**0**	**6**

CALLS FOR SERVICE			
AGENCY	**LAPD**	**LASD**	**FYTD**
Routine	Currently Unavailable	65	65
Priority	Currently Unavailable	11	11
Emergency	Currently Unavailable	0	0
TOTAL	**0**	**76**	**76**

DISPATCHED VS. PROACTIVE		
AGENCY	**LAPD**	**LASD**
Dispatched	33%	N/C
Proactive	67%	N/C
TOTAL	**100%**	**0%**

CRIMES PER STATION				
STATION	**CRIMES AGAINST PERSONS**	**CRIMES AGAINST PROPERTY**	**CRIMES AGAINST SOCIETY**	**FYTD**
Expo / Crenshaw	0	1	1	2
Martin Luther King Jr Station	2	0	2	4
Leimert Park Station	0	0	0	0
Hyde Park Station	0	0	0	0
Fairview Heights Station	0	0	0	0
Downtown Inglewood Station	0	1	0	1
Westchester / Veterans Station	0	0	0	0
LAX/Metro Transit Center	1	0	0	1
Aviation/Century	0	0	0	0
Mariposa	0	0	0	0
El Segundo	0	0	0	0
Douglas	0	0	0	0
Redondo Beach	0	0	0	0
Total	**3**	**2**	**3**	**8**

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
K Line - LAPD	84%
K Line - LASD	N/C

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

BUS PATROL

ATTACHMENT H

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JULY 2025

REPORTED CRIME			
CRIMES AGAINST PERSONS	**LAPD**	**LASD**	**FYTD**
Homicide	0	0	0
Rape	0	0	0
Robbery	10	5	15
Aggravated Assault	9	5	14
Aggravated Assault on Operator	1	0	1
Battery	15	7	22
Battery Bus Operator	1	0	1
Sex Offenses	7	3	10
SUB-TOTAL	**43**	**20**	**63**
CRIMES AGAINST PROPERTY	**LAPD**	**LASD**	**FYTD**
Burglary	0	0	0
Larceny	4	2	6
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	0
Arson	0	0	0
Vandalism	8	2	10
SUB-TOTAL	**12**	**4**	**16**
CRIMES AGAINST SOCIETY	**LAPD**	**LASD**	**FYTD**
Weapons	1	0	1
Narcotics	0	5	5
Trespassing	0	0	0
SUB-TOTAL	**1**	**5**	**6**
TOTAL	**56**	**29**	**85**

LASD's Crimes per Sector		
Sector		**FYTD**
Westside	4	4
San Fernando	0	0
San Gabriel Valley	6	6
Gateway Cities	9	9
South Bay	10	10
Total	**29**	**29**

LAPD's Crimes per Sector		
Sector		**FYTD**
Valley Bureau		
Van Nuys	1	1
West Valley	0	0
North Hollywood	3	3
Foothill	0	0
Devonshire	0	0
Mission	0	0
Topanga	1	1
Central Bureau		
Central	6	6
Rampart	4	4
Hollenbeck	3	3
Northeast	7	7
Newton	6	6
West Bureau		
Hollywood	4	4
Wilshire	3	3
West LA	1	1
Pacific	1	1
Olympic	6	6
Southwest Bureau		
Southwest	3	3
Harbor	0	0
77th Street	5	5
Southeast	2	2
Total	**56**	**56**

ARRESTS			
AGENCY	**LAPD**	**LASD**	**FYTD**
Felony	6	11	17
Misdemeanor	10	16	26
TOTAL	**16**	**27**	**43**

CITATIONS			
AGENCY	**LAPD**	**LASD**	**FYTD**
Other Citations	32	32	64
Vehicle Code Citations	86	5	91
TOTAL	**118**	**37**	**155**

CALLS FOR SERVICE			
AGENCY	**LAPD**	**LASD**	**FYTD**
Routine	Currently Unavailable	125	125
Priority	Currently Unavailable	78	78
Emergency	Currently Unavailable	4	4
TOTAL	**0**	**207**	**207**

DISPATCHED VS. PROACTIVE		
AGENCY	**LAPD**	**LASD**
Dispatched	0%	2%
Proactive	0%	98%
TOTAL	**0%**	**100%**

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
LAPD BUS	0%
LASD BUS	92%

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

UNION STATION

ATTACHMENT H

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JULY 2025

REPORTED CRIME		
CRIMES AGAINST PERSONS	**LAPD**	**FYTD**
Homicide	0	0
Rape	1	1
Robbery	0	0
Aggravated Assault	2	2
Aggravated Assault on Operator	0	0
Battery	10	10
Battery Rail Operator	0	0
Sex Offenses	0	0
SUB-TOTAL	**13**	**13**
CRIMES AGAINST PROPERTY	**LAPD**	**FYTD**
Burglary	0	0
Larceny	1	1
Bike Theft	0	0
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	2	2
SUB-TOTAL	**3**	**3**
CRIMES AGAINST SOCIETY	**LAPD**	**FYTD**
Weapons	0	0
Narcotics	0	0
Trespassing	2	2
SUB-TOTAL	**2**	**2**
TOTAL	**18**	**18**

ARRESTS		
AGENCY	**LAPD**	**FYTD**
Felony	0	0
Misdemeanor	2	2
TOTAL	**2**	**2**

CITATIONS		
AGENCY	**LAPD**	**FYTD**
Other Citations	10	10
Vehicle Code Citations	0	0
TOTAL	**10**	**10**

CALLS FOR SERVICE		
AGENCY	**LAPD**	**FYTD**
Routine	Currently Unavailable	0
Priority	Currently Unavailable	0
Emergency	Currently Unavailable	0
TOTAL	**0**	**0**

DISPATCHED VS. PROACTIVE	
AGENCY	**LAPD**
Dispatched	27%
Proactive	73%
TOTAL	**100%**

PERCENTAGE OF TIME SPENT ON THE SYSTEM	
Union Station	86%

LEGEND
Los Angeles Police Department

7TH & METRO STATION

ATTACHMENT H

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JULY 2025

REPORTED CRIME		
CRIMES AGAINST PERSONS	**LAPD**	**FYTD**
Homicide	0	0
Rape	0	0
Robbery	0	0
Aggravated Assault	0	0
Aggravated Assault on Operator	0	0
Battery	0	0
Battery Rail Operator	0	0
Sex Offenses	0	0
SUB-TOTAL	**0**	**0**
CRIMES AGAINST PROPERTY	**LAPD**	**FYTD**
Burglary	0	0
Larceny	0	0
Bike Theft	0	0
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	0	0
SUB-TOTAL	**0**	**0**
CRIMES AGAINST SOCIETY	**LAPD**	**FYTD**
Weapons	0	0
Narcotics	0	0
Trespassing	0	0
SUB-TOTAL	**0**	**0**
TOTAL	**0**	**0**

ARRESTS		
AGENCY	**LAPD**	**FYTD**
Felony	0	0
Misdemeanor	1	1
TOTAL	**1**	**1**

CITATIONS		
AGENCY	**LAPD**	**FYTD**
Other Citations	37	37
Vehicle Code Citations	0	0
TOTAL	**37**	**37**

CALLS FOR SERVICE		
AGENCY	**LAPD**	**FYTD**
Routine	Currently Unavailable	0
Priority	Currently Unavailable	0
Emergency	Currently Unavailable	0
TOTAL	**0**	**0**

DISPATCHED VS. PROACTIVE	
AGENCY	**LAPD**
Dispatched	26%
Proactive	74%
TOTAL	**100%**

PERCENTAGE OF TIME SPENT ON THE SYSTEM	
7th & Metro Station	84%

LEGEND
Los Angeles Police Department

LAX/METRO TRANSIT CENTER

ATTACHMENT H

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JULY 2025

REPORTED CRIME		
CRIMES AGAINST PERSONS	**MTS**	**FYTD**
Homicide	0	0
Rape	0	0
Robbery	0	0
Aggravated Assault	1	1
Aggravated Assault on Operator	0	0
Battery	1	1
Battery Rail Operator	0	0
Sex Offenses	2	2
SUB-TOTAL	**4**	**4**
CRIMES AGAINST PROPERTY	**MTS**	**FYTD**
Burglary	0	0
Larceny	0	0
Bike Theft	0	0
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	0	0
SUB-TOTAL	**0**	**0**
CRIMES AGAINST SOCIETY	**MTS**	**FYTD**
Weapons	1	1
Narcotics	0	0
Trespassing	7	7
SUB-TOTAL	**8**	**8**
TOTAL	**12**	**12**

ARRESTS		
AGENCY	**MTS**	**FYTD**
Felony	0	0
Misdemeanor	0	0
TOTAL	**0**	**0**

CITATIONS		
AGENCY	**MTS**	**FYTD**
Other Citations	0	0
Vehicle Code Citations	0	0
TOTAL	**0**	**0**

CALLS FOR SERVICE		
AGENCY	**MTS**	**FYTD**
Routine	0	0
Priority	0	0
Emergency	0	0
TOTAL	**0**	**0**

DISPATCHED VS. PROACTIVE	
AGENCY	**MTS**
Dispatched	0%
Proactive	0%
TOTAL	**0%**

PERCENTAGE OF TIME SPENT ON THE SYSTEM	
LAX/MTC	0%

LEGEND
Metro Transit Security

SYSTEM SECURITY & LAW ENFORCEMENT

Attachment H

Sexual Crimes / Harassment Calls for Service July 2025

Calls related to sexual crimes/harassment are routed through System Security & Law Enforcement Operations Center, which then transfers the caller to a free 24/7 hotline — Center for the Pacific Asian Family Inc., and Sister Family Services — that can provide more directed counseling. Between July 1 and July 31, Metro Transit Security, LAPD and LASD received twelve (12) incidents and referred all victims of sexual crimes/harassment to the above free hotlines, except for one who was gone on arrival.

Incident Type & Totals						
	July 25	**June 25**	**% Change**	**July 25**	**July 24**	**% Change**
Sexual Harassment	0	1	-100.0%	0	0	0.0%
Sexual Battery	9	1	800.0%	9	1	800.0%
Lewd Conduct	0	0	0.0%	0	0	0.0%
Indecent Exposure	3	1	200.0%	3	2	50.0%
Rape	0	0	0.0%	0	0	0.0%
TOTAL	**12**	**3**	**300.0%**	**12**	**3**	**300.0%**

Counseling Information Provided	
	July 2025
Yes	**11**
No - If no, why?	**1**
Gone On Arrival	1
Did Not Have Info	0
Telephonic Report	0
Not Offered	0
Refused	0
Officer Witnessed Incident	0
TOTAL	**12**

Frontline Safety – Additional Data (June & July 2025)

Assaults on Metro Employees & Contractors			
Type	**May-25**	**Jun-25**	**Jul-25**
Bus Operators	5	4	2
Rail Operators	0	0	0
Metro Transit Security Officers	3	0	0
Contract Security Officers	10	9	14
Ambassadors	5	2	3
Blue Shirts	0	0	0
Custodians	0	1	1
Total	**23**	**16**	**20**

Operator Safety

Figures A and B provide context on operator assaults in June and July compared to prior months and years. Figures C and D illustrate the methods and reasons for assaults, respectively.

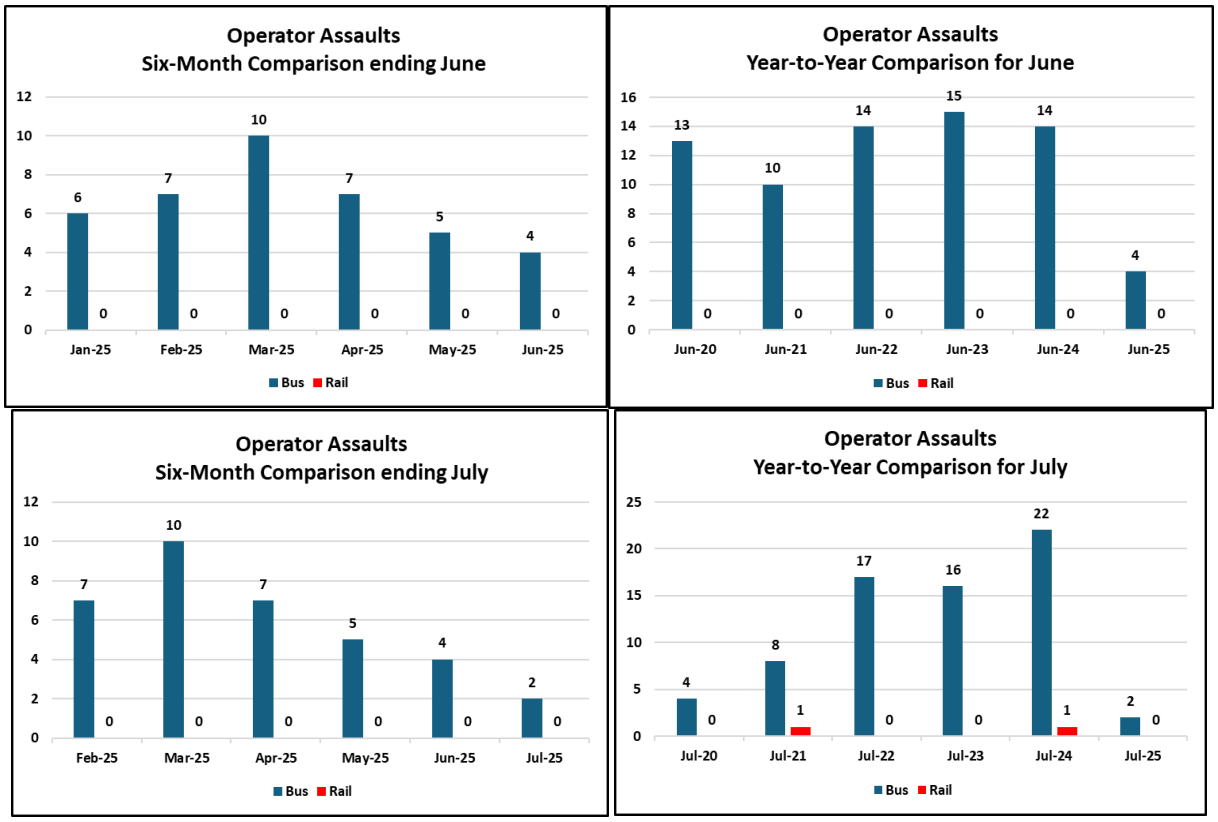
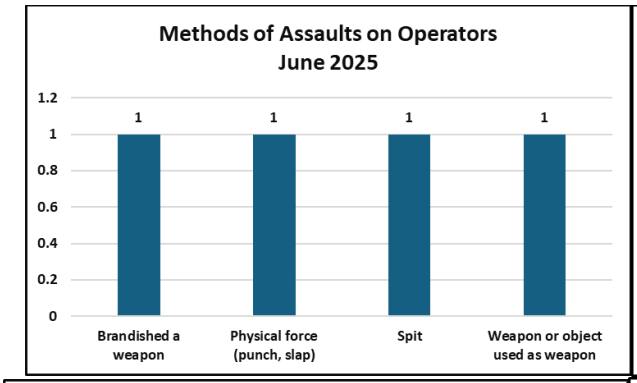
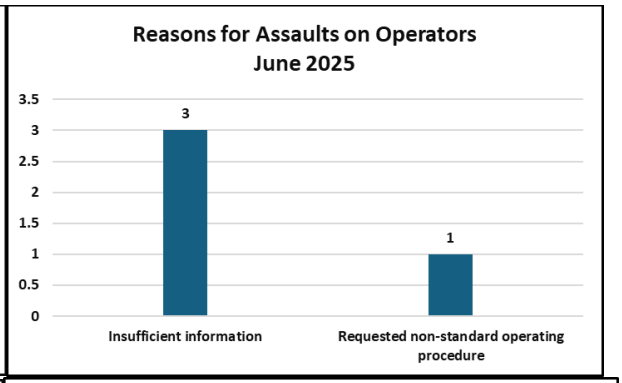
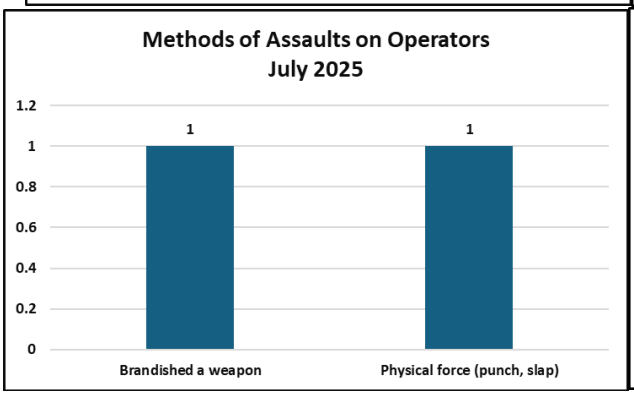


Figure A (Left) and Figure B (Right)







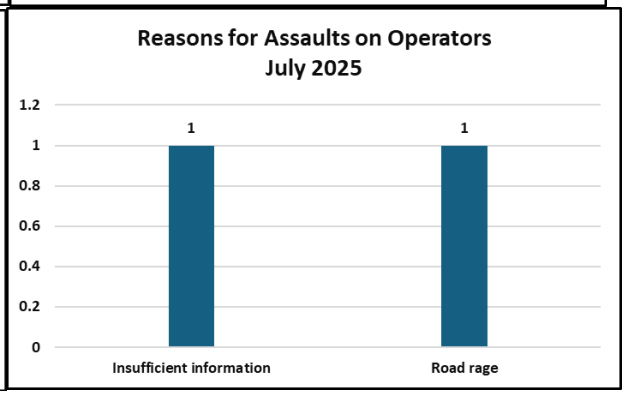


Figure C (Left) and Figure D (Right)

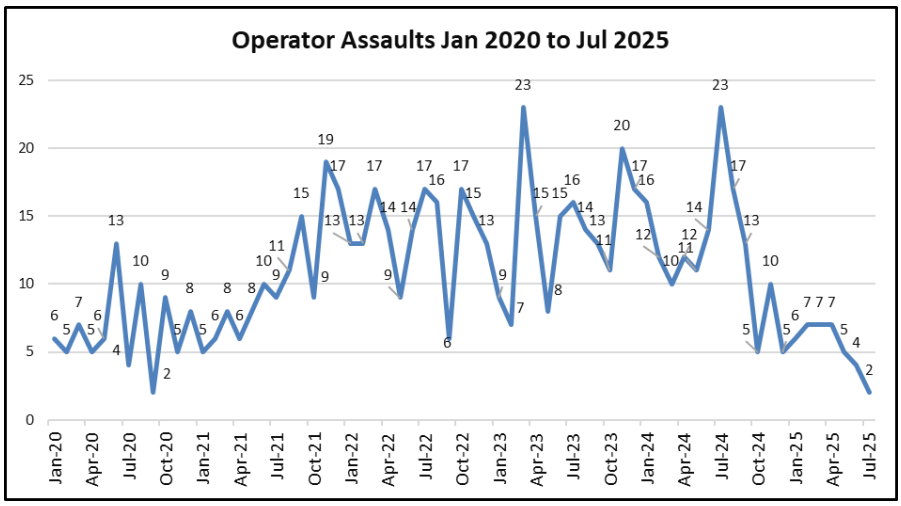


Figure E

For more details on each report of an operator assault, see the next page.

Attachment I

Operator Assaults
June & July 2025

Date	Time	Line	Bus	Intersection/City	Narrative	Barrier	Reason	Method	Transported to Hospital?
6/3/2025	9:25	207	5958	Western Ave & Exposition Blvd	Suspect un-provoked pepper sprayed the victim.	Barrier present - closed	Insufficient information	Weapon or object used as weapon	No
6/6/2025	18:25	901	19004	5391 Lankershim Bl	Suspect punched victim behind the head with fist.	Outside of operator area	Insufficient information	Physical force (punch, slap)	No
6/8/2025	20:30	207	1956	N Western Ave & Franklin Ave	Suspect and victim argued. Suspect spat at victim.	Barrier present - closed	Insufficient information	Spit	No
6/16/2025	12:30	206	5176	89th St & Normandie	Unknown suspect brandished firearm at victim after argument.	Barrier present - closed	Requested non-standard operating procedure	Brandished a weapon	No
7/17/2025	16:30	2	8354	South Alvarado St / West Olympic Blvd.	Suspect and victim engaged in mutual combat, after suspect spat on victim.	Barrier present - closed	Road rage	Physical force (punch, slap)	No
7/27/2025	03:10	20	6031	Wilshire Blvd / South Rimpau Blvd	Suspect brandished a knife and hit the plexiglass barrier with his hand in a threatening manner.	Barrier present - closed	Insufficient information	Brandished a weapon	No

Assaults per Vehicle Revenue Mile
The Federal Transit Administration (FTA)'s National Transit Database (NTD) added an assaults per vehicle revenue mile (VRM) requirement as part of the reporting of assaults on transit workers from transportation agencies. While transit agencies are required to report this metric annually to the NTD, this report will provide a monthly update, showing the most recent 12-month rolling average. Due to Metro's vast service area (measured in Vehicle Revenue Miles), the metric is normalized by 100,000 miles.

The rolling yearly average rate of assaults on transit workers (including rail, bus, and other frontline workers) per 100,000 vehicle revenue miles in June 2025 was X1.06, compared to 1.07 in May 2025. This means that over the last 12 months ending June 2025, there was an average of 1.06 assaults per 100,000 revenue miles, a 0.6% decrease compared to the 12 months ending May 2025.

For July 2025, the rolling yearly average rate of assaults on transit workers (including rail, bus, and other frontline workers) per 100,000 vehicle revenue miles was 0.98, compared to 1.06in June 2025. This means that over the last 12 months ending July 2025, there was an average of 0.98 assaults per 100,000 revenue miles, a 7.5% decrease compared to the 12 months ending June 2025.

Other Frontline Staff Safety
Figures E and F illustrate assault methods and reasons, respectively.

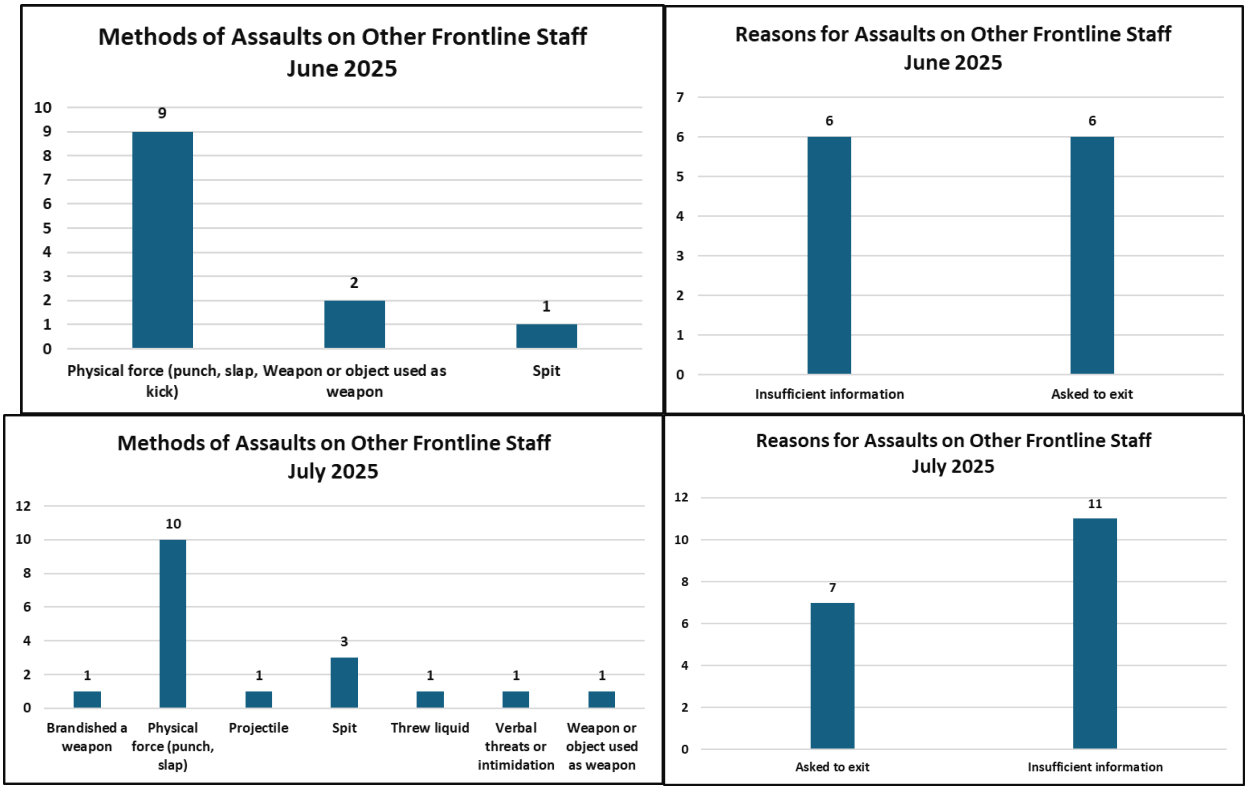


Figure E (Left) and Figure F (Right)

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

Metro

Board Report

File #: 2025-0642, **File Type:** Informational Report **Agenda Number:** 42.

OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE
SEPTEMBER 18, 2025

SUBJECT: REVIEW OF METRO BUS PASS-UPS

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE the Office of the Inspector General (OIG) Final Report on the Review of Metro Bus Pass-Ups (Report No. 25-AUD-07) (Attachment A).

ISSUE

As part of its ongoing effort to ensure that Metro provides first-class transportation services to its customers in the most effective and efficient manner, the Office of the Inspector General (OIG) conducted a Review of Metro Bus Pass-Ups. The goals of this review are to provide the Metro Board and Metro Management with an independent analysis of bus pass-ups, determine to what extent bus pass-ups negatively impact Metro operations, and recommend how Metro can improve overall operations and bus operators' performance by reducing instances of bus pass-ups. The Lopez Group LLP was hired as the consultant to conduct this review on behalf of the OIG.

BACKGROUND

The Los Angeles County Metropolitan Transportation Authority (Metro) serves as the planner, coordinator, designer, builder, and operator of the public transportation system for the Los Angeles region. More than 10 million people - nearly one-fourth of California's residents - live, work and play within Metro's 1,479-square-mile service area. Metro provides an extensive network of over 165 bus routes and an in-service fleet of 2,044 buses.

According to Metro Operations, the available in-service bus fleet includes the bus fleet currently assigned and operating and buses at the division shops for inspections, maintenance/service, or awaiting repair.

Metro Customer Relations Department is responsible for the intake of customer complaints and operating the Customer Comment Analysis & Tracking System (CCATS). Complaints are received by

telephone, email and the Metro website through Passenger Relations Representatives and Customer Relations Officers. They are responsible for the initial receipt of customer comments, entering the data into CCATS, and assigning them to a cost center for review and response. For fiscal year 2024, there were 20,643 comments recorded in CCATS. General bus pass-ups totaled 5,186, which accounted for 25% of all comments received during fiscal year 2024. General bus pass-ups do not include pass-ups related to ADA compliance requirements.

REVIEW OBJECTIVES

The objectives of this review were as follows:

1. Determine whether (a) Metro has policies and procedures to guide the bus pass-up process, and (b) the policies and procedures are in line with industry best practices.

2. Determine whether the bus operators who bypassed a customer were acting in accordance with Metro's policies and procedures. Identify root causes for bus pass-ups and make recommendations to correct, mitigate, and limit bus pass-ups.

3. Identify any correlation between the number of bus pass-ups and ridership statistics and if there are any trends between bus pass ups and bus operations, e.g. bus routes, operators, divisions, service areas etc.

Most importantly, identify anything Metro might do to eliminate or mitigate the root causes of pass ups for operators and passengers.

DISCUSSION

FINDINGS

The consultant organized their findings and conclusions in accordance with the three objectives identified by the OIG.

- The review found that there are no industry best practices for measuring bus pass ups. Most comparable agencies do not cover pass-ups in their manuals and only one agency was found that actively tracks pass-ups. Metro does have a policy addressing pass-ups in general and standard operating procedures which address pass-ups involving wheelchairs or other mobility devices. However, changes to the policies and procedures are recommended to make them more specific and effective.

- Data from pass-up complaints received by Metro during fiscal year ending June 30, 2024, as well as information gathered from operators, was reviewed to see if Metro's policies were being followed. The consultant found that generally, Metro procedures for wheelchair pass-ups are more specific and more closely followed and enforced than those for general pass-

ups. The policies and procedures for general pass-ups are more informal and rely heavily on the operator judgement in the field. Because of this, it is likely that general pass-ups are being underreported. This is an area where policies, procedures, and training can be established and provided to operators to provide more specificity and guidance that can assist operators and reduce bus pass-ups.

- The results of the review and analysis found various correlations related to bus pass-ups. For example, rates of pass-up complaints (pass-up complaints/100,000 riders) are higher among lines with longer headways, which tend to be lines with lower ridership. Lines with higher ridership and shorter headways have lower rates of pass-up complaints. There was a positive correlation between the number of pass-ups and cancelled trips. The top ten routes that had higher cancellations had an average wheelchair pass-ups rate of 3.94% compared to an average of 2.38% across all routes.

RECOMMENDATIONS

This report contains four major categories of recommendations, with sub recommendations under each category to address the findings and conclusions reached, and to help improve and enhance Metro's overall operations and customer service.

The four major categories are as follows:

1. **Policies and Procedures**: We recommend the updating and/or creation of additional policies and procedures to enable Metro to monitor pass-ups with consistent information.

2. **Performance Metrics to be tracked**: We recommend Metro consider utilizing proposed metrics to assist in the identification of causes of pass-ups and potential changes in in operations to manage/reduce pass-ups.

3. **Training:** We recommend Metro consider updating its training regimen for operators and supervisors on pass-ups with regular updates on training as needed.

4. **Physical Characteristics of Bus Stops:** We recommend that Metro adopt a procedure to review the physical characteristics of bus stops where pass-ups occur due to passenger visibility or the passenger not being at the stop.

EQUITY PLATFORM

It is the OIG's opinion that there are no equity considerations or impacts resulting from this audit.

VEHICLE MILES TRAVELED OUTCOME

VMT and VMT per capita in Los Angeles County are lower than national averages, the lowest in the

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

This item supports Metro's systemwide strategy to reduce VMT through reducing bus pass-ups which will improve customer experience throughout the system. Metro's Board adopted VMT reduction targets were designed to build on the success of existing investments, and this item aligns with those objectives.

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

IMPLEMENTATION OF STRATEGIC PLAN GOALS

Recommendations support strategic plan goal no. 2.0: Deliver outstanding trip experiences for all users of the transportation system.

NEXT STEPS

Metro Operations Comments to Recommendations

On July 8, 2025, we provided Metro Operations with a draft report. On August 12, 2025, Operations submitted their response stating that while they agreed with many of the report's findings and recommendations, they will need more time to conduct a thoughtful and detailed review. Operations advised that a more thorough response, outlining their approach to addressing the report's recommendations will be provided within 60 to 90 days.

ATTACHMENTS

Attachment A - 25-AUD-07 Final Report on Review of Metro Bus Pass-Ups 2025.08.22

Prepared by: Dawn Williams-Woodson, Audit Manager (213) 244-7302
Yvonne Zheng, Senior Manager, Audit, (213) 244-7301
George Maycott, Senior Director, Special Projects, (213) 244-7310

Reviewed by: Karen Gorman, Inspector General, (213) 922-2975

Digitally approved by Karen Gorman, Inspector General

Los Angeles County
Metropolitan Transportation Authority
Office of the Inspector General

Review of Metro Bus Pass-Ups

Report No. 25-AUD-07 **August 22, 2025**

Metro

Los Angeles County
Metropolitan Transportation Authority

Office of the Inspector General
818 West 7th Street, Suite 500
Los Angeles, CA 90017

213.244.7300 Tel

DATE: August 22, 2025

TO: Metro Board of Directors
Metro Chief Executive Officer

FROM: Karen Gorman, Inspector General
Office of the Inspector General

Karen Gorman
Inspector General

SUBJECT: Final Report – Review of Metro Bus Pass-Ups (Report No. 25-AUD-07)

As part of its continuous effort to help ensure that Metro provides first class transportation service to its customers in the most effective and efficient manner, the Office of the Inspector General (OIG) conducted a Review of Metro Bus Pass-Ups. The goals of this review are to provide the Metro Board and Metro Management with an independent analysis of bus pass-ups, determine to what extent bus pass-ups negatively impact Metro operations, and recommend how Metro can improve overall operations and bus operators' performance by reducing instances of bus pass-ups. The Lopez Group LLP was hired as the consultant to conduct this review on behalf of the OIG.

The objectives of this review were as follows:

1. Determine whether (a) Metro has policies and procedures to guide the bus pass-up process, and (b) the policies and procedures are in line with industry best practices.

2. Determine whether the bus operators who bypassed a customer were acting in accordance with Metro's policies and procedures. Identify root causes for bus pass-ups and make recommendations to correct and limit bus pass-ups.

3. Identify any correlation between the number of bus pass-ups and ridership statistics and if there are any trends between bus pass ups and bus operations, e.g. bus routes, operators, divisions, service areas etc.

Most importantly, identify anything Metro might do to eliminate or mitigate the root causes of pass ups for operators and passengers.

OVERALL REVIEW CONCLUSIONS AND RECOMMENDATIONS

The consultant organized their findings and conclusions in accordance with the three objectives identified by the OIG.

- The review found that there are no industry best practices for measuring bus pass ups. Most comparable agencies do not cover pass-ups in their manuals and only one agency could be found that actively tracks pass-ups. Metro does have a policy addressing pass-ups in general and standard operating procedures which address pass-ups involving wheelchairs or other mobility devices. However, changes to the policies and procedures are recommended to make them more specific and effective.

- Data from pass-up complaints received by Metro during fiscal year ending June 30, 2024, as well as information gathered from operators, was reviewed to see if Metro's policies were being followed. The consultant found that generally, the procedures in place for wheelchair pass-ups are more specific and more closely followed and enforced than those for general pass-ups. The policies and procedures for general pass-ups are more informal and rely heavily on the operator judgement in the field. Because of this, it is likely that general pass-ups are being underreported. This is an area where policies, procedures, and training can be established and provided to operators to provide more specificity and guidance that can assist operators and reduce bus pass-ups.

- The results of the review and analysis found various correlations related to bus pass-ups. For example, rates of pass-up complaints (pass-up complaints/100,000 riders) are higher among lines with longer headways, which tend to be lines with lower ridership. Lines with higher ridership and shorter headways have lower rates of pass-up complaints. There was a positive correlation between the number of pass-ups and cancelled trips. The top ten routes that had higher cancellations had an average wheelchair pass-ups rate of 3.94% compared to an average of 2.38% across all routes.

This report contains four major categories of recommendations, with sub recommendations under each category to address the findings and conclusions reached, and to help improve and enhance Metro's overall operations and customer service.

Metro Operations Comments to Recommendations

On July 8, 2025, we provided Metro Operations with a draft report. On August 12, Operations submitted their response stating that while they agreed with many of the report's findings and recommendations, they will need more time to conduct a thoughtful and detailed review. Operations advised that a more thorough response, outlining their approach to addressing the report's recommendations, will be provided within 60 to 90 days. To see Metro's response, click here.

We appreciate the assistance provided by Metro staff during this review.

If you have any questions, please contact me at GormanK@metro.net or Yvonne Zheng, Sr. Manager, Audit, at ZhengY@metro.net.

Enclosure: Final Report

Cc: Conan Cheung, Chief Operations Officer
Edna Stanley, Deputy COO Transit Service Delivery
Diane Corral-Lopez, EO Operations Administration

Los Angeles County
Metropolitan Transportation Authority

Office of the Inspector General
818 West 7th Street, Suite 500
Los Angeles, CA 90017

Review of Metro Bus Pass-ups

Final Report

August 22, 2025

Prepared by: The Lopez Group, LLP

SMART SOLUTIONS BUSINESS ADVISORS

The Lopez Group, LLP
SMART SOLUTIONS BUSINESS ADVISORS

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List of Abbreviations

Abbreviation	Description
ABBG	American Bus Benchmarking Group
AC Transit	Alameda-Contra Costa Transit District
AccSrv	Accesibility Services
ADA	Americans with Disabilities Act
APTA	American Public Transportation Association
ATMS	Advanced Transportation Management System
BOC	Bus Operations Control
BRT	Bus Rapid Transit
CCATS	Customer Comment Analysis and Tracking System
CFR	Code of Federal Regulations
CTA	Chicago Transit Authority
DART	Dallas Area Rapid Transit
DVR	Digital Video Recorder
GPS	Global Positioning System
ISUB	Incident Subcategory - Two letter code or codes designated by Customer Relations assigning complaint to a subcategory.
KPI	Key Performance Indicator
LAPD	Los Angeles Police Department
LF	Load Factor
LiDAR	Light Detection and Ranging
MBTA	Massachusetts Bay Transportation Authority
MTS	San Diego Metropolitan Transit System
MUNI	San Francisco Municipal Transportation Agency
NTD	National Transit Database
NYMTA	New York Metropolitan Transportation Authority
OCI	Operations Central Instruction
OIG	Office of Inspector General
OTP	On Time Performance
PU	Pass-up
RTD	Regional Transportation District (Denver)
SEPTA	Southeastern Pennsylvania Transportation Authority
SOP	Standard Operating Procedure
SOW	Statement of Work

Abbreviation	Description
TCRP	Transit Cooperative Research Program
VO	Vehicle Operator
WC	Wheelchair
WMATA	Washington Metropolitan Area Transit Authority

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1. Introduction and Background

In October 2024, LA Metro's Office of Inspector General (OIG) retained the services of The Lopez Group, LLP and its subcontractor, Calyptus Consulting Group, Inc., to conduct an independent analysis of passenger and wheelchair bus pass-ups. The Lopez Group was tasked with determining to what extent bus pass-ups negatively impact their operations and recommend how Metro can improve overall operations and bus operators' performance by reducing instances of bus pass-ups. Metro's OIG had three primary objectives:

i. Determine whether (1) Metro has policies and procedures to guide bus pass-up process, and whether (2) the policies and procedures are in line with industry best practices.
ii. Determine whether bus operators who bypassed a customer were acting according to Metro policies and procedures and identify root causes for bus pass-ups and make recommendations to correct and limit bus pass-ups.
iii. Identify any correlation between the number of bus pass-ups and ridership statistics and if there are any trends between bus pass-ups and bus operations, such as bus routes, operators, divisions, and service areas.

To achieve these objectives, the statement of work (SOW) issued by Metro's OIG required specific tasks which are described in the methodology section.

2. Executive Summary

Metro's mission is to provide a world-class transportation system that enhances the quality of life for all who live, work, and play within LA County. Metro recognizes the disruption and inconvenience created when a bus passenger is passed-up. As part of its ongoing efforts to improve its service to the public and in support of its mission, Metro's OIG commissioned this review of bus pass-ups.

This report examines whether Metro has policies and procedures in place for pass-ups and if those policies are in line with industry best practices; if Metro's policies and procedures are being followed; and what the root causes for pass-ups might be.

a. Industry Practices and Metro's Policies and Procedures

In the course of identifying and communicating with agencies of both comparable and similar size to Metro we could not identify industry best practices related to passenger pass-ups. Comparable agencies did not have policies and procedures related to pass-ups within their operator manuals and only one agency was identified that actively tracks pass-ups. Metro should be commended as one of the only major public transit agencies that has a general policy addressing (non-wheelchair) pass-ups and standard operating procedures that address pass-ups involving passengers with wheelchairs or other mobility devices specifically. Metro also has additional informal procedures that are used to manage general pass-ups. Finally, Metro collects data that is relevant to pass-ups but this data is not systematically used and analyzed to manage pass-ups. This report makes recommendations to formalize and document pass-up procedures. This report also makes recommendations on ways to utilize data currently collected by Metro to help manage pass-ups.

We also obtained performance benchmarking from comparable agencies to develop recommended Key Performance Indicators (KPIs) for Metro in the categories of timeliness, efficiency, and reliability related to pass-ups which include:

- Accessibility Compliance
- Bus Reliability
- Bus Crowding
- Service Operated
- Complaints

The benchmarking data obtained from other agencies is not specifically related to pass-up metrics and performance but can be utilized by Metro in identifying pass-up issues and potential changes or adjustments to reduce pass-ups.

b. Are Metro's Policies and Procedures Followed?

Data from pass-up complaints received by Metro during fiscal year ending June 30, 2024, as well as information gathered from Metro operators was reviewed to see if Metro's policies were being followed. We found that generally, the procedures in place for wheelchair pass-ups are more specific and more closely followed and enforced than those for general pass-ups. The policies and procedures for general (non-wheelchair) pass-ups are more informal and rely heavily on operator judgment in the field. Because of this, it is likely that general pass-ups are being underreported. This is an area where recommended changes to policies, procedures, and training can provide more specificity and guidance that can assist operators.

c. Pass-up Root Causes

Pass-up complaint data and ridership data were analyzed to determine root causes for pass-ups. A strong correlation was found between bus pass-ups and ridership. Lines with higher ridership tended to have higher numbers of pass-ups. Lines that have the highest average load factors experience more general passenger and wheelchair pass-ups. This correlation can also be seen in the fact that pass-ups complaints were much more likely on weekdays rather than weekends with the highest number of pass-up complaints occurring during the morning and afternoon rush hours. Other operational performance factors impacted pass-ups as well. Lines that include stops at schools (school trippers) show a positive correlation with higher numbers of pass-ups. Lines with longer headways, which is the average interval between buses running on the line, seemed to have higher rates of pass-ups/100,000 riders.

In addition to the causes suggested by the data, operators were interviewed and surveyed to obtain their opinions as to the causes of pass-ups. Their observations reinforced the linkage between ridership and pass-ups with overcrowded buses being noted as a key cause. Other causes identified by operators were related to passenger visibility and awareness. Operators suggested that lighting and physical obstructions obscured passengers from the operator's view and that pass-ups were compounded by passengers not being aware of the approaching bus and not indicating they needed the bus to stop. Passengers assume a bus will stop at a bus stop even if they don't see a passenger.

Pass-ups and their causes are multi-faceted and not attributable to any single factor. A complex combination of factors contributes to pass-ups. Issues related to general operations such as

loading, capacity, headways, and on-time performance are factors. Operator performance and training as well as physical characteristics (i.e. lighting and shade) and passenger behavior and expectations are also major factors in the number of bus pass-ups.

This report summarizes all key findings of the policy review, interviews, survey, data analysis, and benchmarking. The methodology section briefly explains how the work was conducted for this effort. The data analyzed is reflected under Key Results of Review for each of the following: a) results of procedure review, b) interviews, c) results of survey, d) results of data analysis, and e) results of benchmarks. This is followed by a section that summarizes the results and conclusions. Finally, the report concludes with a detailed listing of all recommendations. The recommendations are categorized in four general areas:

1. Policies and Procedures
   We recommend the updating and/or creation of additional policies and procedures to enable Metro to monitor pass-ups with consistent information.
2. Performance Metrics to be Tracked
   We recommend Metro consider utilizing proposed metrics to assist in the identification of causes of pass-ups and potential changes in operations to manage/reduce pass-ups.
3. Training
   We recommend Metro consider updating its training regimen for operators and supervisors on pass-ups with regular updates to training as needed.
4. Physical Characteristics of Bus Stops
   We recommend that Metro adopt a procedure to review the physical characteristics of bus stops where pass-ups occur due to passenger visibility or the passenger not being at the stop.

3. Methodology

Below is a detailed description of the methodology used in carrying out the SOW. This section is organized to correspond to the tasks listed in the SOW.

The Lopez Group held a kick-off meeting with staff from Metro's OIG to discuss the SOW and initial requirements for documents and access to staff for interviews. The period of July 1, 2023, to June 30, 2024 is the period agreed upon to review to take advantage of more recent data available from the last fiscal year. Unless otherwise noted, this is the period that was used for this review.

a. Task 1

i. Request and review policies and procedures for bus pass-ups related to Metro operations and bus operator performance.

Metro provided procedures related to wheelchair and full bus pass-ups, scheduling processes for pass-ups, data tracked by operations, and service standards. These were compared to best practices to identify themes.

ii. Interview Metro officials and bus operators to gain an understanding of Metro bus pass-up procedures.

A total of seven (7) operators and five (5) supervisors were interviewed. This report presents a summary of operator and supervisor responses related to (a) knowledge of existing procedures, training, and communications related to rider pass-ups and missed pick-ups, (b) assessment of trends and reasons for pass-ups, (c) resources for tracking and managing rider pass-ups, and (d) how operators and supervisors manage bus pass-ups in practice.

iii. Search and identify best practices from 3-5 similar transportation agencies on how to handle bus operators pass-ups.

Best practice information was collected relating to reliability, load factors, real time arrival and departure assistance, complaints, medium size agency metrics, National Transit Database (NTD) service effectiveness, and headways.

iv. *Compare Metro policies and procedures with industry best practices and make recommendations for policy change to reduce bus pass-up instances and improve efficiency and effectiveness of Metro bus operations.*

Generally, there are no industry best practices for measuring bus pass-ups. We performed an assessment of procedures from other Transit agencies and how these agencies track performance metrics was conducted. Recommendations for potential metrics were determined based on review of documents and discussions for headways, on-time performance, load factors, percentage service delivered, wheelchair pass-ups, and passenger pass-ups.

b. Task 2

i. *Obtain Metro bus pass-up data from 7/1/23 to 6/30/24*

Metro's OIG provided The Lopez Group with an Excel spreadsheet of data from Metro's Customer Comment Analysis & Tracking System (CCATS). This spreadsheet contained 5,541 records for the period under review. These records represented complaints that were received by telephone, email, and the Metro website through Passenger Relations Representatives and Customer Relations Officers. These complaints were specifically for pass-ups. The data was organized as follows:

- Record ID: Unique identifier for each complaint entered in system.
- Created Date: When complaint was entered in system.
- Cost Center: The Metro division where incident occurred.
- Line: The Metro Line number.
- Vehicle: The vehicle number.
- Operator: The operator badge number.
- Incident Date: When the incident occurred.
- Category: One of five categories assigned to the incident as follows:
    - 200 – Pass-up by in operation bus and the customer is not disabled
    - 500 – Accessible Service Pass-up (Ignored) - Operator does not stop bus to even attempt to accommodate patron; by-passes wheelchair patron waiting at stop.
    - 501 - Accessible Service Pass-Up (Advised) – Operator stops and advises the wheelchair patron that the lift has been determined to be inoperable and does not attempt to board patron.
    - 502 - Accessible Service Pass-Up (Denied) – Operator stops and boards other passengers first and then does not accommodate wheelchair patron, claiming overcrowded conditions.

  - 503 - Accessible Equipment Problem – Operator stops to accommodate wheelchair patron, but in the attempt, the lift fails to operate resulting in a failure to board the patron.
- Liability: One of four designations are given to the complaint following the investigation.
  - Not Closed – Investigation still open.
  - Inconclusive – Not enough data or information to confirm the complaint.
  - Refuted Comment – Evidence does not support the complaint.
  - Valid – Pass-up occurred.
- Open Status: Whether the matter is closed or open.
- Priority: Priority status assigned by Metro. Usually priority is assigned as "medium" unless the complaint involves an ADA or Title VI issue which is assigned "high" priority.
- Status of Record:
  - Final – Record closed and complete.
  - Review by Contractor – Record closed and reviewed by contractor on lines not operated by Metro.
  - Other – Record open.
  - Issued – Record issued to Metro operations for investigation and still open.
- ISUB (Incident Subcategory): Two letter code or codes designated by Customer Relations assigning complaint to a subcategory. There are 79 subcategory codes.
- How Received: The method through which the complaint was received (e.g., phone, internet comment form, e-mail, or walk in).
- Customer Name
- Customer Comments: Text of the customers complaint.
- Finding: The result of the investigation, comments from operator and communication back to customer.

ii. Obtain and analyze Metro bus routes and ridership data from 7/1/23 to 6/30/24

Metro Operations provided The Lopez Group an Excel spreadsheet with a list of bus routes and ridership numbers for those routes for the period under review. The data was organized as follows:

- Day Type: Daily, Saturday or Sunday
- Line: The Line number.
- Riders: The average number of riders on that line for that day type.

- Passenger Miles: The average passenger trip length (Passenger Miles/Riders) multiplied by Total Riders.
- Day Count: Total number of Day Type during the data period.
- Total Riders: The number of Riders multiplied by Day Count.
- Total Passenger Miles: Passenger Miles multiplied by Day Count.
- Group: Whether the line is Directly Operated by Metro or is Purchased Transportation provided by another entity.

The data provided by Metro was for 117 lines including five rail lines, two bus rapid transit (BRT) lines, and 110 bus lines. For the 110 bus lines, 96 were directly operated by Metro and 14 were provided by contract or another entity. This data was combined with the pass-up data provided by OIG and is the basis for the analysis in subsequent sections.

iii. Identify the top 10 highest number of bus pass-up instances by bus operators, type of pass-up category, bus routes (geographic locations), time of day and day of the week, and determine the root causes

Customer Relations CCATS data provided by the OIG and the ridership data provided by Operations for fiscal year 2024 were used to conduct an analysis of pass-ups. As requested in the Task, several factors were used as the basis of the analysis. The data from CCATS and ridership were also combined to help further the analysis.

The data and subsequent analysis were used in an effort to identify root causes. Some root causes for pass-ups are suggested by the data. One cause is due to passenger volume. As ridership increases on a line, the potential for pass-ups increases. There could be many factors that contribute to this correlation, such as bus capacity, more operators on lines with shorter headways increasing opportunities for operator error, and increased potential for passenger conflicts leading operators to pass-up passengers. Another cause is related to headways. Longer headways have the potential for greater inconvenience for passengers when a pass-up occurs and leads to greater rider dissatisfaction and increased complaints.

From examining the “Customer Comments” and “Findings” section of the CCATS data, additional root causes are suggested such as construction activity and bus line detours not clearly communicated or understood by passengers leading to pass-up complaints. Another cause is generally described as distractions at the bus stop. This may be due to bus shelters, advertisements or other infrastructure obscuring the passenger from the operator’s view; confusion caused by multiple bus lines having co-located stops; and passengers distracted by

electronic devices and therefore not being aware of or signaling an approaching bus. Customers may also step back or aside from the bus stop to stand in the shade or more light.

iv. Select sample bus operator logs to ensure that all bus pass-up data were accurately recorded and reported.

For this task, a modification in the data collected was needed. The Operator Activity Logs that we requested are only stored for six months and therefore were not available for the July 1, 2023 to June 30, 2024 period. Instead, the period of July 1, 2024 – December 31, 2024 was selected and sampled for the purpose of this task. Metro Operations collects and records data transmitted by operators on each shift using the Advanced Transportation Management System (ATMS). Using the CCATS data for July 1, 2024 to December 31, 2024, 50 pass-up incidents were randomly selected from among all of the CCATS data.

The Operator Activity Logs (logs) for that operator on the day of the selected incident were requested. Operations provided the logs for 46 of the randomly selected driver shifts. The four logs that were not provided were for complaints against operators on lines not operated by Metro. Three of these lines were operated by MV Transit and one was operated by Southland Transit. Operations stated that they did not have logs for any lines not operated by Metro.

Of the 46 logs that were provided for lines operated by Metro, 41 had no data. Meaning that there were no recorded entries into the ATMS system for that operator on that particular shift. The remaining five logs did show some activity but none of them showed any activity related to the pass-up complaint.

In this sample, these logs could not provide any information that could be used by the reviewer or Metro to review or manage pass-up complaints. This may be indicative of pass-ups being underreported; of there being no clear guidance to operators on when to report pass-ups; or of inadvertent pass-ups occurring where the operator did not see or was otherwise unaware of the waiting passenger.

v. Conduct interviews of the top 10 bus operators with the highest number of bus pass-up instances and determine whether the operators were acting according to Metro policies and procedures

The CCATS data was reviewed and the ten operators with the highest number of pass-up complaints were selected to be interviewed. The interviews were conducted virtually using Microsoft Teams. The selected operators were interviewed individually and were provided with

a private space at their respective Metro division from which to participate in the interview. Each operator was asked the same questions as follows:

1. How do you define a pass-up? Are pass-ups documented/tracked? If so, how are they documented/Tracked?
2. What do you do when there is a pass-up?
3. What are the key procedures governing rider pass-ups/missed stops?
4. Are you trained on the procedures? If so, how? How is this specific training documented?
5. Are meetings held to discuss rider pass-ups/missed bus stops?
6. In your assessment, what are the primary reasons for missed pickups of passengers?
7. In your assessment, what are the trends?
8. Under what circumstances do passenger pass-ups happen?
9. Do pass-ups tend to occur more frequently at certain times of the day or night, in certain locations, or other circumstances you can name?
10. How are these circumstances managed when there is a pass-up?
    a. Unintentional pass/Patron not in clear view
    b. Passenger attempting to load the bus with unallowable items
    c. Lack of access due to construction or police activity
    d. Bus too late to stop/Bus early
    e. Bus out of service
    f. Discharge (drop off) only
    g. Mechanical Issues
    h. Overcrowded or full bus
    i. Operator refused service
    j. Safety issues
    k. Wheelchair size or use
    l. Human waste or other hazardous material
    m. Passenger poses threat

vi. Survey 20% of the bus operators for whom a complaint was received to determine the key reasons of their bus pass-ups.

The CCATS data was reviewed and it was determined that 2,539 operators had a pass-up complaint against them. To survey 20% would require responses from 508 operators. A random sample of 608 operators that had a pass-up were selected to receive the survey to provide some cushion. The survey was designed in Survey Monkey. The full survey is in **Appendix A** for review.

These survey questions were provided to both Metro Operations and OIG prior to being finalized. It was suggested a brief survey without too many open-ended questions was likely to get the best response. The approved questions were then incorporated into the final survey.

Metro Operations was also consulted on the best way to distribute the survey to the operators. It was suggested that a quick response (QR) code that could be scanned by operators with their personal devices would be the most convenient and was similar to methods used by Operations in the past.

Metro Operations was provided a QR code that linked to the survey. The survey QR code was distributed to the operators on February 3, 2025. During the month of February several reminders were sent to the Divisions to encourage operators to complete the survey. By the end of February responses had ceased to come in. On March 7, 2025, it was decided to close the survey to allow the results to be tabulated and to be included in this report. A total of 259 responses were received or 10.2% of the total population. The results of the survey will be detailed in a later section.

vii. Identify root causes for Metro bus pass-ups

The CCATS data, ridership data, interviews with top ten operators with the highest number of pass-up complaints, and the results of the operator survey were used to find root causes for bus pass-ups. In conducting the analysis, some key trends became apparent.

- Ambiguous Situations – Metro policy on pass-ups (Section 7.10) gives operators wide latitude to exercise their judgment when deciding to pass-up any passenger. This leads to inconsistent application of the policy.
- Passenger volume – As ridership increases on a line the potential for pass-ups increases. There could be many factors that contribute to this correlation such as bus capacity, more operators on lines with shorter headways increasing opportunities for operator error, and increased potential for passenger conflicts leading operators to pass-up passengers.
- Headways – Longer headways have the potential for greater inconvenience for passengers when a pass-up occurs and leads to greater rider dissatisfaction and increased complaints.
- Construction Activity/Detour – Construction activity and bus line detours are not clearly communicated or understood by passengers, and sometimes operators, leading to pass-up complaints.
- Physical Distractions – Bus shelters, advertisements, vegetation, or other infrastructure that obscure the passenger from the operator's view. Confusion caused by multiple bus lines having co-located stops.
- Personal Distractions – Passengers distracted by personal electronic devices and not being aware of or signaling an approaching bus.

c. Task 3

i. *Based on the work performed in Tasks 1-2, determine any correlations and trends between bus pass-ups, ridership statistics, and bus operations, e.g., bus routes, operators, divisions, service areas, etc.*

Data was collected per line route in the areas of ridership, school trippers, load factors, headways, cancellations, full bus pass-ups and wheelchair pass-ups. Using this information, correlations between pass-ups was determined.

ii. *Present suggested Key Performance Indicators (KPIs), trends, variances, and the result from the above analytics by showing visual figures, charts, and summary tables*

Using benchmarked data and data collected from Metro bus operations, a set of key metrics and targeted performance are recommended. Current metrics used for Title VI Service standards and the level of wheelchair pass-ups were evaluated.

iii. *Benchmark 3-5- similar agencies and recommend a set of KPIs that will help Metro track, measure, and shape Metro progress in reducing instances of bus pass-ups*

Contacts were made with peer agencies of Metro. Data on pass-ups was not available from Washington Metropolitan Area Transit Authority (WMATA) and Chicago Transit Authority (CTA) as this information is not collected. Transit-wide measures tracked by these organizations and NY MTA were used to align pass-ups with broader measures such as bus reliability and On-Time Performance (OTP.)

4. Key Results of Review

This section will discuss the key results of the review. This is provided in five major sections, **a** through **e** as follows:

a. Results of Procedure Review

i. Summary of Current Procedures

Comparative information will be included throughout where there is potential to improve Metro's current policy/procedure. The key document related to bus pass-ups is the Operators Rule Book. This rule book has one (1) procedure dealing with pass-ups as follows:

7.10 ***Refusing Transportation/Passing Up Customers***

Every effort must be made to ensure that customers are not passed up. Operators are expected to exercise good judgment and common sense and must never intentionally refuse service, leave the bus in an unsafe area, or pass-up customers at any bus stop, unless specified below.

Operators are required to notify BOC for directions should a safety issue develop on the bus that would involve any denial of service to customers. Transportation may be refused for the following exceptions:

- *An individual or group who poses a threat to, or endangers the safety of the Operator, customers, and/or Metro equipment*
- *Riders who have human waste or other hazardous material visible on the customer's clothing or body*
- *Shopping carts such as the carts used at supermarkets*
- *Bags that do not fit through bus doors or block aisles*
- *Wheelchairs that are too large to fit onto the lift or ramp, or has bags or other items hanging from the wheelchair that would prevent the device from entering the bus*
- *Wheelchairs are used solely to transport personal belongings (the seat is covered with bags full of items)*
- *Safety issues that are not covered in this section*

Operators are required to report progress on their route and enter certain codes or buttons to reflect operating conditions using ATMS. Bus Operations Control (BOC) calls the operator based on the code used. A few of the codes that relate to pass-ups are noted below:

- Wheelchair: Pass-up Due to Overload

- Wheelchair: Pass-up Due to Equipment Problem
- Wheelchair: On - Secured
- Wheelchair: Off
- Wheelchair: Patron #2 On
- Wheelchair: Patron #2 Off
- Wheelchair: Patron Stuck On Lift/Ramp
- Wheelchair: Patron Stuck On Bus
- Wheelchair: Lift/Ramp Will Not Stow
- Wheelchair: Lift/Ramp Will Not Deploy
- Administration: Pass-up/Overload
- Wheelchair: Gone On Arrival
- Wheelchair: On-Refused Securement
- Bike Pass-up / Full
- Wheelchair: Pass-up
- Wheelchair: On-Refused Seatbelt

The Metro 2022 Service Standards includes the following rules related to pass-ups:

Wheelchair Boardings and Pass-ups.

Ideally, in a floating 6-month period, regular operating bus service will average no more than 6% in pass-ups of customers using wheelchairs or other mobility devices. Should the average increase to over the 6% threshold, Service Planning will adjust service to better serve the ridership patterns of the route in such a way so as to minimize pass-ups.

5) **Rule 7.110 Wheelchair pass-ups**

If for any reason Operators are unable to board a customer using a wheelchair, they must inform the customer of the reason for the pass-up and notify BOC of the customer's location and their intended destination. Operator shall inform the customer in a wheelchair when the next bus is scheduled to arrive and notify BOC of the pass-up.

Procedures for Service Planning are not available, although, through interviews there were indications that an analysis was being completed.

The screenshot on the following page is included in the Operations Central Instruction (OCI) training program. ADA standards are also included in that training: Wheelchair pass-up procedure video available at the link



Figure 1: Screenshot of OCI Training

ii. Summary of Wheelchair and Full Bus Pass-Up Procedures

The current process is for all wheelchair (WC) pass-ups to be reported to the BOC at the time of occurrence. Dispatch pulls the information on the next scheduled trip to service the stop. If the next scheduled trip is within the policy's stated threshold (within 30 minutes, etc.) and the next bus states that they have room for the WC passenger, the passenger will have to wait until that bus arrives. If the next scheduled trip is not within the 30 minute window per policy, and/or the next bus will not have room to accommodate this WC passenger, alternate transportation is dispatched (another vehicle sent to specifically accommodate the WC passenger). This is a federal ADA requirement. This process is documented but there may be need to change the procedure to ensure compliance based on our review. Specifically, the current procedure does not address removing vehicles with inoperative lifts from service by the third day or when a lift is reported inoperative.

How all pass-ups are documented

There is a comment section in CCATS that can be created for each individual incident. This comment section is completed by the Operations Center to close out each incident. This is not a documented procedure.

Definition of when bus determined to be "full"

For bus operators, the bus is full if all seats are filled and standees have filled the remainder of the passenger area up to but not over the standee line (yellow line). For data analysis, this depends on what type of route it is. Standard routes are considered full if they are at 130% or greater than the number of seats available on the bus. Freeway routes are considered full if all seats are occupied. This standard is reflected in Metro's service standards.

The Washington Metropolitan Area Transportation Authority (WMATA) has set the current definition for reference: Operators are instructed to always accommodate the passengers as much as possible. If the bus is crowded, Operators are instructed to ask the customers to move back, if no one moves back then Operators should contact Central Control Center to inform them that the bus is full. Customers on the bus are not permitted to stand in front of the standee line. This will obstruct the operator's vision or may interfere with the operator's freedom of movement. Customers who block exits or entrances must be asked courteously to move behind the standee line. The operator should first remind all passengers to move as far back in the bus as possible, so other passengers might fit.

Metrics used

On-time performance (OTP) is the most important metric used by most agencies to track bus reliability. Other metrics include complaints per 1,000 boardings, accidents, and mean time between road calls.

iii. Summary of Scheduling Processes for Pass-Ups

Metro's load standard is 1.3. An individual trip has to average a load over that standard in at least a 4-week period before Metro considers permanently adding a trip or adjusting trips to avoid consistent crowding/pass-ups moving forward. The load factor and headway reports are used to determine whether changes will be made. Load factors are tracked and communicated within Metro.

Based on information from interviews, many pass-ups are individual causes such as a cancelled trip ahead, bus late out of yard, trainee operator running late, passenger or equipment caused delay leading to pass-ups on an individual day. It can even be caused by how diligently the operator works to have people move back further in the bus. These are not consistently occurring on the same trip day after day. These occurrences can take a lot of time to investigate each single instance.

Based on information from interviews, Metro works to avoid some of these causes by getting buses out of the yards on time, good bus maintenance, and managing operators with history of late running, some are random incidents beyond Metro's control in advance, such as passenger incidents. The justification to add trips permanently mostly does not exist based on these random events.

For each service change, Metro adjusts service to address any cases where the load standard is consistently exceeded for a trip or set of trips. The cases for consideration must have consistently been occurring from high demand and not just random based on one off special cause service disruptions.

Metro completes a complex analysis of load factors for service level adjustments as there are many factors and parameters in the analysis. There is no straightforward way to program the calculation for all routes or the whole system. Metro has an interactive report that allows the scheduling team to run the "Headway Sheet" (Figure 2) report to start their analysis.

Headway is calculated using the time between trips at the control timepoint on a route during the relevant period. The target vehicle load factor varies based on trip frequency and between the peak and off-peak periods. See an example of the report on the following page:

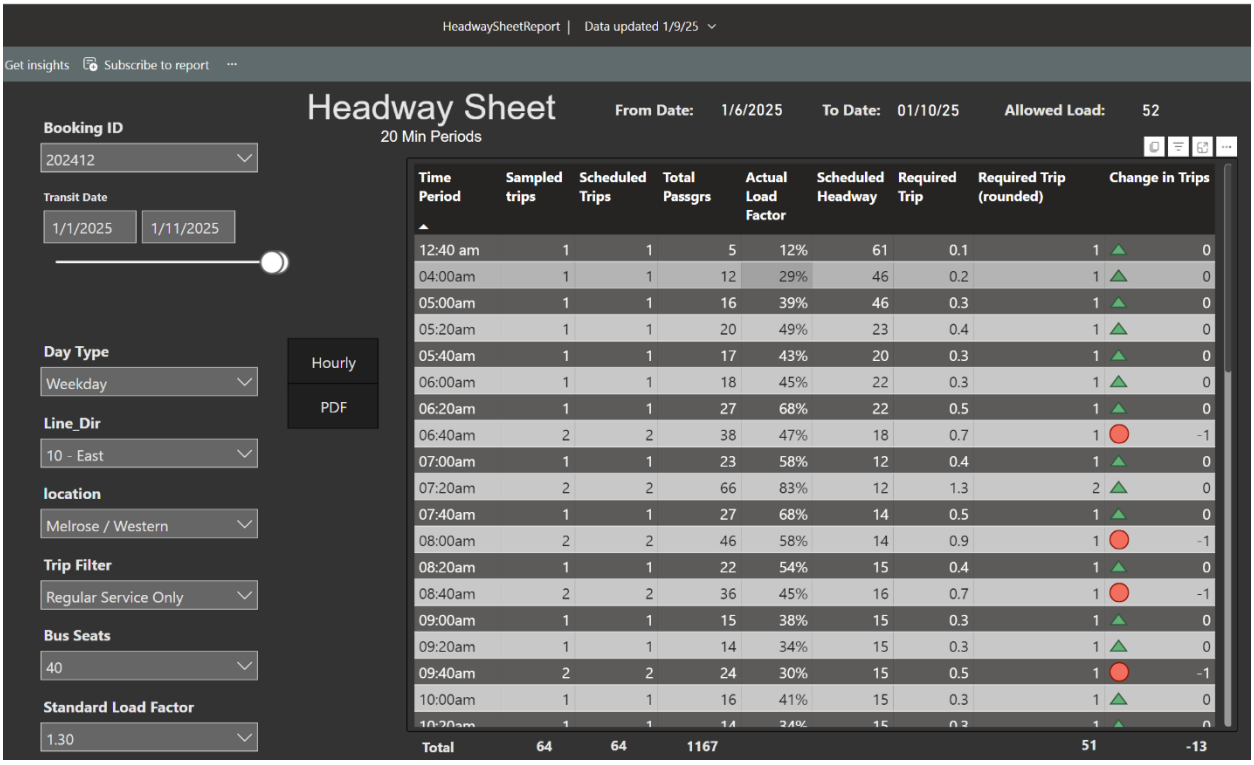


Figure 2: Metro Sample Headway Sheet

Individual reports of pass-ups do not generate the addition of extra trips. Metro collects data to determine where ridership on a trip or set of trips are consistently exceeding an established load standard. There are many abnormal conditions (i.e., not consistent everyday issues) that generate pass-ups but do not support the permanent addition of extra trips.

iv. Summary of Data Tracked by Operations

A procedure that ties data to ongoing analysis of pass-ups is not available. However, the following reports are available and were reviewed:

- Administration: Pass-up/Overload by date. time, and route, direction and location: This report captures pass-ups due to full buses.
- Load Factors by date, route, direction, number of passengers: This report shows load factors and provides information when load factors are exceeded (1.3).
- Headway sheet: route, day, direction, load factor and analysis of need for more or fewer buses: This report indicates when there may be a need to add or reduce bus service on a line.
- Wheelchair pass-ups date, incident time, route, direction, division, and location with some explanation on overload and follower bus: This report captures wheelchair pass-ups.

- Annual pass-up % by line and total riders: This report indicates pass-up count and percentage by line.
- Annual record of all pass-ups by division, route, direction, location, time and type of pass-up: This is an annual report that shows pass-ups by category and by line.
- Incident comments with date, time, problem code and status: This report shows pass-up incidents and also indicates follow-up activity for WC pass-ups.
- New Headway Sheet, with allowed load factor and changes in trips by line, day, time period, direction and type of service: This shows what changes have been made by line based on semi-annual shakeup service changes.
- Monthly WC Pass-up date by line, number of WC pass-ups, number of WC boardings: This report shows monthly information on WC pass-ups by line.

v. Title VI Plan Service Standards

Metro's Title VI Program has this information related to Wheelchair Boardings and Pass-ups when discussing the evaluation of service standards. The Title VI Service Standards plan states:

> *Ideally, in a floating 6-month period, regular operating bus service will average no more than 6% in pass-ups of customers who use a wheelchair or other mobility devices. Should the average increase to over the 6% threshold, Service Planning will adjust service to better serve the ridership patterns of the route in such a way so as to minimize pass-ups.*

Determining the 6% threshold for Wheelchair Trips

Senior Management determined that 6% was an appropriate threshold of all wheelchair trips in a six (6) month period. This threshold has been in place for six (6) years and will be reevaluated in 2025. This threshold is stated in the Title VI Plan but details of how the analysis occurs is not available. There is no documentation that this analysis is being specifically performed on a floating six (6) month basis. Title VI requirements are noted below for reference:

> Title 49/Subtitle A/Part 37.163(f) Alternative accessible service-
>
> Public entities must ensure that operators report immediately any in-service lift and ramp failures. The vehicle with the inoperable lift or ramp must be removed from service before the beginning of the next service day and the entity must repair the lift or ramp before the vehicle is returned to service. In the event that there is no spare vehicle available and the entity would be required to reduce service to repair the lift or ramp, it may keep the vehicle with the inoperable lift or ramp in service for no more than three days (if the entity serves an area of over 50,000 population) or five days (if the entity serves an area of 50,000 or less population). After these times have elapsed, the vehicle must go into the

shop, not to return to service until the lift is repaired. Even during the three or five-day period, if an accessible spare vehicle becomes available at any time, it must be used in place of the vehicle with the inoperative lift or an inaccessible spare that is being used in its place. In any case in which a vehicle is operating on a fixed route with an inoperative lift (including in-service failures), and the headway to the next accessible vehicle exceeds 30 minutes, the entity must promptly (i.e., within 30 minutes) provide alternative transportation to persons with disabilities who are unable to use the vehicle.

https://www.transit.dot.gov/regulations-and-guidance/civil-rights-ada/part-37-transportation-services-individuals-disabilities#sec.37.163

vi. Sec. 37.163 Keeping vehicle lifts in operative condition: Public entities. Metro Procedures

Metro's procedures for compliance are summarized below:

- The procedure Includes instructions on what to do if headway is less or more than 30 minutes.
- If the headway is less than 30 minutes, call the follower (a follower refers to bus that operates on the same route) to verify that the accessible equipment on that bus is operational, and that there is available space in the mobility device securement area.
- If the headway is 30 minutes or more, or if the customer cannot be accommodated by another bus within 30 minutes for any reason, additional steps are required.
- Operators are directed to deploy the ramp manually, so alternative transportation may not be needed.
- No information on removing a vehicle with an inoperative lift from service within the third day is included in the procedure.

vii. Key Themes

1. A threshold of 6% for wheelchair pass-ups appears too high. The systemwide average across all routes is 2.38% for the period July 2023-June 2024. Only 11 of the 88 routes had wheelchair pass-ups over 3% and no route had wheelchair pass-ups over 6%. Tracking routes with wheel-chair pass-ups over 2.38% will identify those routes with potential shake-up actions. **(Rec 1.a)**
2. Data should be mined further to develop relationships between types of pass-ups and operations **(Rec 1.b)**
3. There is a lack of consistency in definitions such as full bus (**Rec 1.c)**

4. Route/Line Capacity analysis process is not documented (**Rec 1.d)**
5. Few procedures are in place to handle scheduling and pass-up monitoring **(Rec 1.e)**
6. The ADA procedure for alternative accessible service is not fully compliant.
    a. The SOP does not explicitly state that ambulatory persons (such as those with invisible disabilities or visual impairments) must be permitted to use lifts or ramps upon request. This provision should be added to the procedure. Add a provision explicitly stating that ambulatory passengers with disabilities must be permitted to use the lift or ramp upon request, regardless of whether they use a mobility device. This aligns with 49 CFR 37.165(g)[1], which requires transit agencies to accommodate all persons with disabilities who request to use the lift or ramp. (**Rec 1.f.i)**
    b. Address Equipment Failures More Explicitly -It is recommended that Metro clearly state that vehicles with inoperative lifts must be taken out of service before the next service day unless no spare is available. Metro should consider revising the Metro Bus Operations Control Standard Operating Procedures (SOP) 10.01– Accessible Service. 49 CFR 37.163[2]. **(Rec 1.f.ii)**
    c. Strengthening Documentation and Reporting. The Current SOP includes documentation forms for incidents but lacks specific procedures for reporting accessibility-related complaints and equipment failures. It is recommended that Metro implement a standardized process for recording, reviewing, and addressing accessibility-related complaints and equipment failures. 49 CFR 27.13(a.)[3] **(Rec 1.f.iii)**
7. Enhance Training for Operators- The current SOP outlines procedures but does not detail training requirements for operators regarding ADA compliance and assisting passengers with disabilities. It is recommended that Metro includes mandatory ADA compliance training for all operators, focusing on assisting passengers with various disabilities, proper use of accessibility equipment, and handling service animals. 49 CFR 37.173[4]. **(Rec 1.g)**
8. Service Animals- The current SOP states that Metro permits service animals but lacks detailed guidelines on handling situations where the service animal is out of control or poses a threat. **(Rec 1.h**)
    a. It is recommended that Metro defines clear procedures for operators to follow if a service animal is out of control or poses a direct threat to the health or safety of others. 49 CFR 37.167(d)[5] **(Rec 1.h.i)**

[1] https://www.ecfr.gov/current/title-49/subtitle-A/part-37/subpart-G/section-37.165
[2] https://www.ecfr.gov/current/title-49/subtitle-A/part-37/subpart-G/section-37.163
[3] https://www.ecfr.gov/current/title-49/subtitle-A/part-27/subpart-A/section-27.13
[4] https://www.ecfr.gov/current/title-49/subtitle-A/part-37/subpart-G/section-37.173
[5] https://www.ecfr.gov/current/title-49/subtitle-A/part-37/subpart-G/section-37.167

9. Regular Maintenance Checks for Accessibility Equipment- The current SOP addresses procedures when equipment fails but does not emphasize preventive maintenance. It is recommended that Metro introduce regular maintenance checks for all accessibility equipment to ensure functionality. 49 CFR 37.161(a)[6] **(Rec 1.i)**

[6] https://www.ecfr.gov/current/title-49/subtitle-A/part-37/subpart-G/section-37.161

b. Results of Interviews

i. Results from interviews with Metro bus operators and supervisors on bus pass-up procedures and practices

We conducted interviews of LA Metro operators and supervisors to understand the current procedures in place to manage and investigate pass-ups. A total of seven (7) operators and five (5) supervisors were interviewed. This report presents a summary of operator and supervisor responses related to:

A. Knowledge of existing procedures, training, and communications related to pass-ups and missed pick-ups
B. Assessment of trends and reasons for pass-ups
C. Resources for tracking and managing pass-ups
D. How operators and supervisors manage pass-ups in practice

Procedures, Training, Discussion Related to Pass-Ups

The interviewers asked both operators and supervisors about the governing procedures, training, and communication related to pass-ups. Specific practices, such as whether operators use a job sheet/run sheet and how pass-ups are documented were also addressed. Lastly, both groups were asked to consider whether revisions or additions are needed to the procedures and to provide any recommended improvements.

Key procedures governing pass-ups/missed stops

There was a wide variety of responses related to procedures governing pass-ups. Both groups indicated there should be notification to Bus Operations Control (BOC) of a pass-up, but this procedure is not documented. Only two (2) of the seven (7) operators pointed to the rule book, while over half (3/5) of the supervisors referenced this as a key resource governing pass-ups. Other responses are reflected below, a single respondent may have referenced multiple procedures:

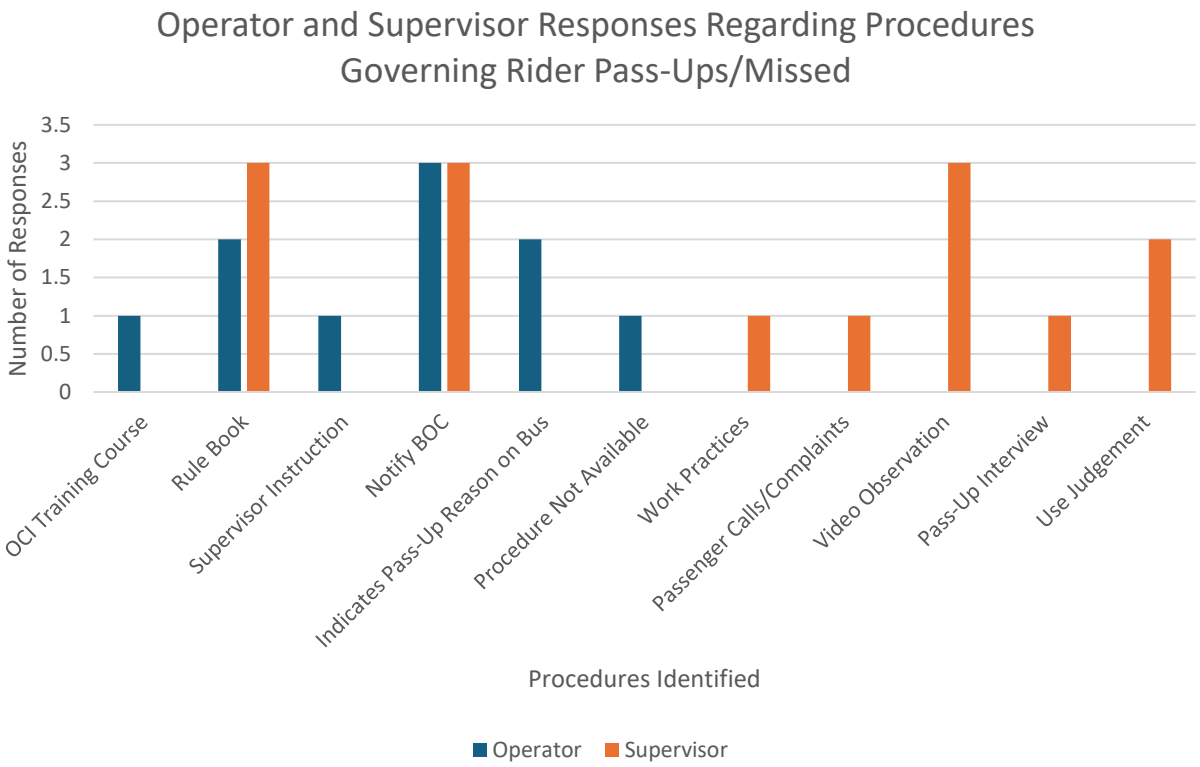


Figure 3: Operator and Supervisor Responses Regarding Procedures Governing Rider Pass-Ups/Missed

Availability of Procedures per Process. (*Supervisors Only)*

The table below indicates the responses from supervisors on the procedures available for specific operating processes related to pass-ups. In each of the areas, written procedures governing activities have not been developed.

Process	**Procedures Identified by Supervisors or Procedures required (*# Supervisors out of 5 total*)**
a. Bus operations related to bus pass-ups	• Rule Book (5)
b. Scheduling issues that relate to bus pass-ups	• Annual training (1) • No procedures (2) • How to handle School trippers (1)
c. Headways, route timing, and bus frequency on each route – what department develops these, that might relate to bus pass-ups? Does the department that	• Planning responsibility to complete (1) • Initial training (1) • No procedures (2) • Swiftly app adds information on need to adjust headways(1)

Process	**Procedures Identified by Supervisors or Procedures required (*# Supervisors out of 5 total*)**
develops the overall route and service schedules also complete the run cut?	
d. Trip routing and tracking	• Planning responsibility to complete(1) • Initial training (1) • No procedures (2) • Swiftly app adds information on adjust headways (1)
e. Operators entering service for shift start/Operators leaving service for shift end (phrase to explain what this has to do with bus pass-ups.	• 10-15 minutes included for turnarounds (1) • Discuss detours/problems with the bus (2) • End of day bus check completed (1) • Not an issue (1) • Important to review paddle (1) • More training on transition (1) • Supervisors communicate at shift change (1)
f. Supervisor monitoring/Operators ride-along/ Operators evaluations	• Ride along/field monitoring completed (3) • Not familiar (2)
g. Key communications	• Initial training (1) • No procedures (2) • Communications with vehicle operator (VO) or BOC (3)
h. Bus loading policy/Bus at full capacity	• 40-45 passengers is full capacity (1) • Pushes code and discusses next steps with dispatch (1) • Observe/report (1) • Judgement call (2)
i. Safety	• Specific form is used (1) • Specific button for accident, BOC will send supervisor (1) • Operator judgement (2) • BOC is notified, VO evaluates (1)
j. Wheelchair/mobility device size and securement	• Send van to pick up wheelchair passenger (1) • Preselected buttons available, dispatch provides instruction (3)
k. Need for breaks/How breaks are provided and where	• Specific button available, tell passengers and dispatch (3) • Tied to timepoints/mostly breaks are taken when at terminal (2)

Process	Procedures Identified by Supervisors or Procedures required (*# Supervisors out of 5 total*)
l. Bus behind schedule/When is another bus inserted in order to bring a route back on schedule	• Operations told how many minutes late (1) • Cannot leave until time points expire on routes (2) • Time points do not apply (1)
m. Weather concerns	• Judgement calls (4) • Rule book addresses flood areas (1)
n. Emergencies	• Contact bus operations, supervisor will go to location (2) • BOC/VO provide guidance (2) • Training addresses mechanical issues (1)

Table 1: Availability of Procedures

Training on procedures and how specific training is documented

Three (3) operators and two (2) supervisors indicated Operations Central Instruction (OCI) is a resource for providing operator training. Only supervisors suggested that the rule book and training (not specified) were avenues for training on this issue. One operations supervisor noted that the initial training includes rider pass-ups and teaches operators how to work with dispatch and what to do in-route. These classes are available at OCI. A second supervisor notes that once the OCI training is provided, line instructors accompany operators for a week to provide instructions while driving.

Three (3) of the seven (7) operators noted that there are no procedures and no training related to pass-ups. An additional three (3) noted that they just ask questions as they arise or rely on experience.

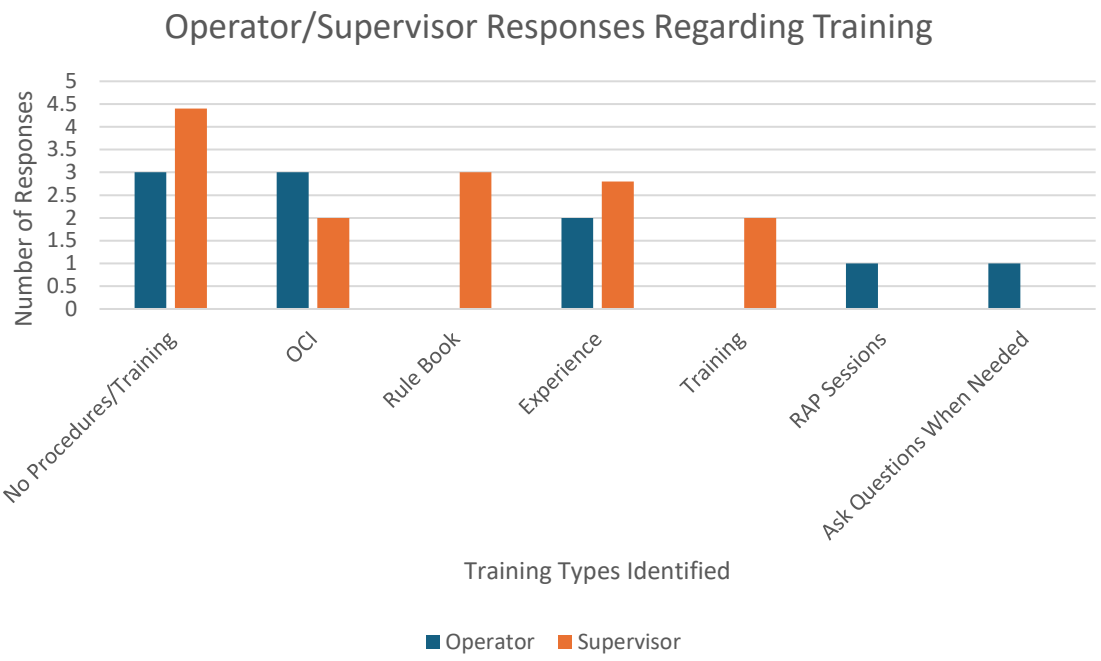


Figure 4: Responses Regarding Training

Meetings held to discuss rider pass-ups/missed bus stops

Although two (2) operators note that there are none (or no meetings in the past year and one half), five (5) of the seven (7) note that "RAP" sessions (informal meetings between supervisors and operators) inform them about the status and concerns of others. Three (3) supervisors also highlighted the "RAP" sessions with operators. Supervisors also noted there are monthly meetings to discuss complaints and one-on-one meetings as needed for investigations. Interviewees were not able to provide any specific data on pass-up reports shared at these meetings.

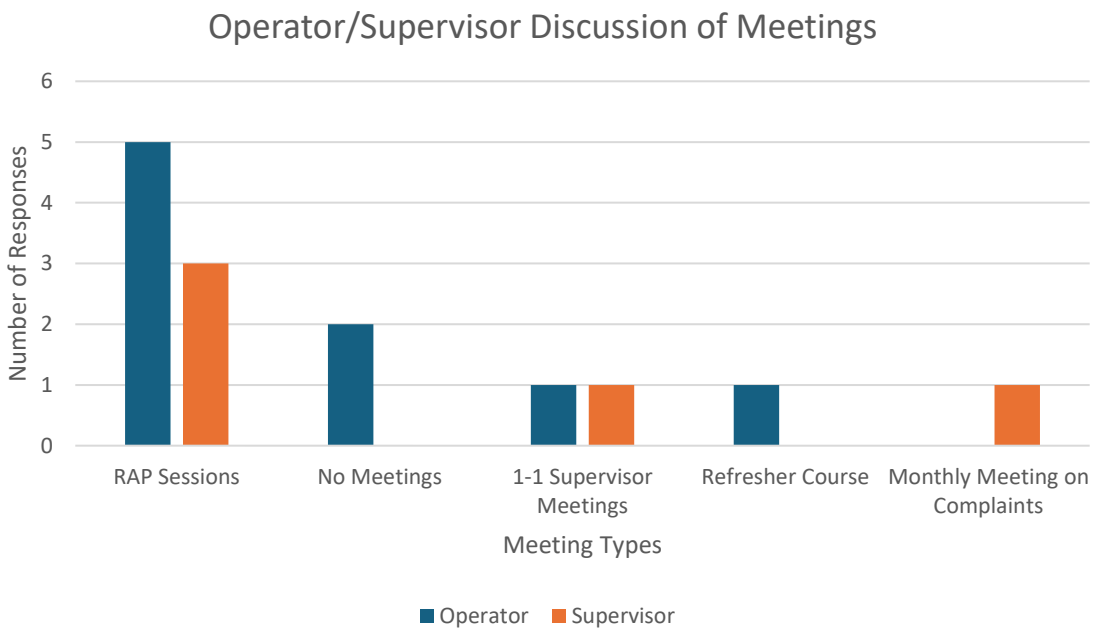


Figure 5: Discussion of Meetings

Discussions by management with operators when rider pass-ups occur/bus stops are missed

These responses differ slightly from those related to meetings regarding rider pass-ups. Only three (3) operators and one (1) supervisor refer to "RAP" sessions. Comments suggest these sessions may not consistently address rider pass-ups and do not lead to changes. Four (4) operators note that there are no discussions or no tangible/regular communications related to pass-ups. Supervisors note that these should be managed by supervisors/managers/ directors.

Communications from management/with operators when pass-ups happen

Most operators (5 of 7) note that there are no additional communications from management related to pass-ups. Reasons provided for communications related to pass-ups are specific to complaints, direct communication with BOC, or safety concerns as noted below.

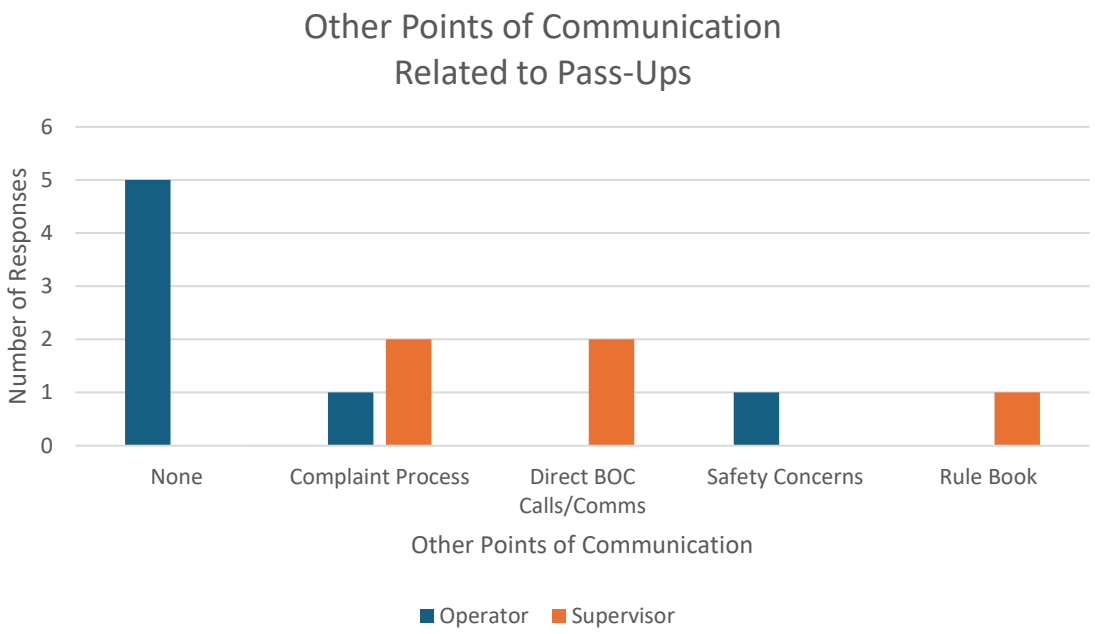


Figure 6: Points of Communication Related to Pass-Ups

Use of a job sheet/run sheet

All operators report that they rely on the paddle. Two (2) supervisors also reference the paddle as the key resource. The paddle provides information on the operator's routes and also time points. Operators cannot leave stops before the time point expires. Supervisors also highlight that operators sign-in and can access their schedule for the day, this is tied to the mobile app.

Discipline for unjustified bus pass-ups (*Supervisors Only*)

Supervisor responses reflect a progressive discipline process. Supervisors may contact the operator to discuss the pass-ups, there will be warnings and/or requirement to attend additional training. One (1) supervisor notes that the director or manager directs the supervisor to do special checks as needed.

The need for disciplinary action also depends on the severity or pattern evidenced by the operator or incident. Operators may be written up for the file; patterns of unjustified pass-ups could lead to discharge.

Need to revise the procedures for Operators or others, and the allowable reasons for rider pass-ups/missed pickups

Although not all interviewees noted a need for changes, both operators and supervisors provided suggestions for revisions to the procedures:

- New training including videos, effects of pass-ups on individuals, and impact on jobs (or more training generally)
- Quicker turnaround time for the review of videos and better footage
- Elaborate on and add more codes for pass-ups based on regulations
- Weekly meetings on pass-ups with video support
- Additional training on customer service and passenger relations
- Improve head signs or bus colors to indicate overload situations
- Use data to manage time points

Suggested improvements to procedures, monitoring, or processes related to pass-ups

Specific improvements highlighted by operators include:

- Provide additional direction to operators with unruly passengers; fare evasion
- Need more buses on the road
- Investigate whether the paddle can reflect rush hour schedule
- Tighten time points

Supervisor suggestions include:

- More sharing of pass-up information and follow-up training
- More staff to handle complaints
- Maintain communications with BOC and VO
- Improved customer service and passenger relations

Operator/Supervisor Assessment of Trends and Reasons for Pass-Ups

Interviewees were asked to define key terms and their assessment of reasons and trends leading to pass-ups and missed pickups.

How pass-up is defined, documented, and tracked

Five (5) of the seven (7) operators note that pass-up codes are included and tied to the ATMS program. Two (2) operators note that pass-ups occur when the bus is full. Two (2) supervisors use the CCATS system to manage pass-ups. An additional two (2) noted that they do not track complaints. One (1) supervisor defines pass-ups as being related to having too many customers on the bus or the operator not seeing the passenger.

Primary reasons for pass-ups of passengers

Over half (4 of 7) operators noted that missed pickups are due to the bus being at capacity, or standing room has reached the yellow line. The full bus may be too full due to student pickups during school hours or rush hour. On the other hand, supervisors highlight situations in which a

passenger is near a stop/walking towards a stop, or bus has already started moving as a passenger runs to the stop. A summary of the reasons for pass-ups are reflected below:

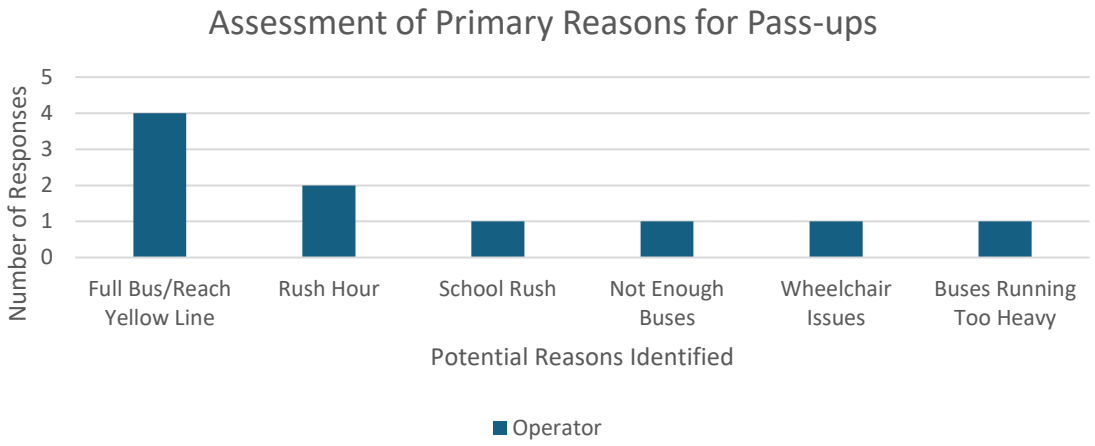


Figure 7: Assessment of Primary Reasons for Pass-Ups

Trends related to the number of pass-ups

The key trends identified by operators are school times and rush hours. One (1) operator also noted an increase in homeless and transient riders causes the operator to use judgement whether the passenger may be passed up due to one of the reasons included in the operator handbook. Supervisors provided specific additional trends including safety concerns, downtown at night, having less supervisors available at night, and Santa Monica routes.

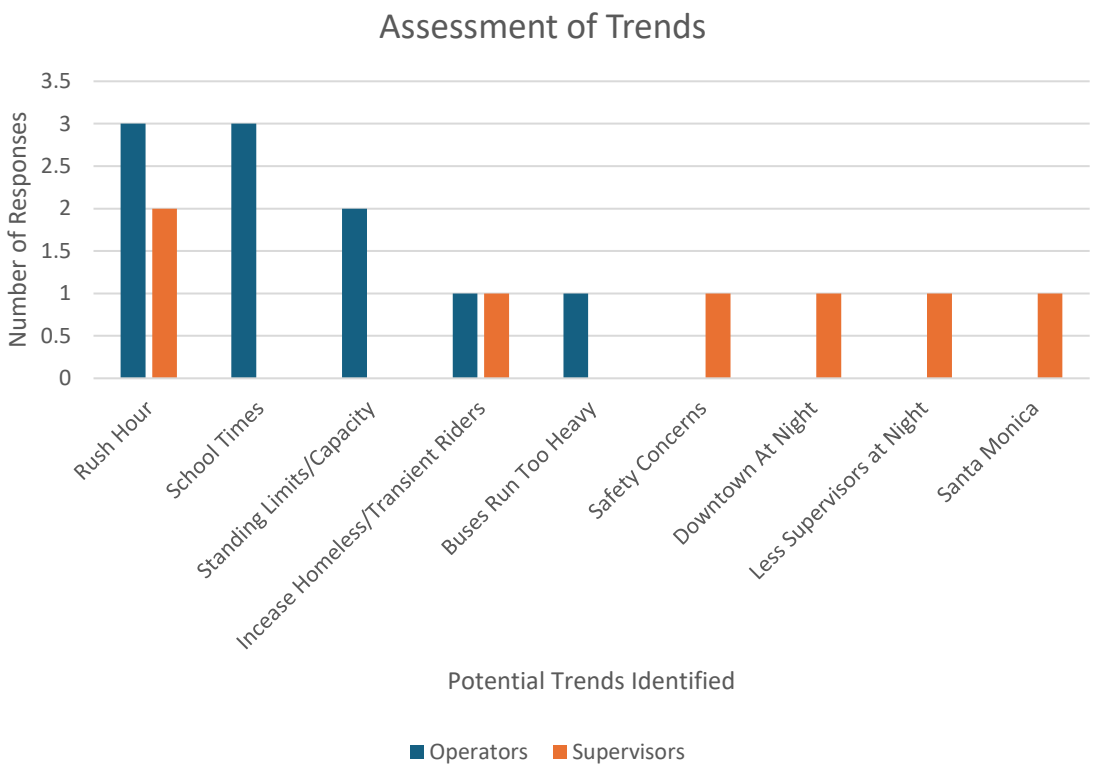


Figure 8: Assessment of Pass-Up Trends

Circumstances for pass-ups (*Operators Only)*

Five (5) of seven (7) operators note that pass-ups occur when the wheelchair area or bus is at capacity. One (1) operator highlighted rush hour, and another noted the need for additional buses to handle capacity in the case of full buses.

Specific problematic times for increased pass-ups include school pick-up/drop-off times (4), rush hour (4). Specific lines that were highlighted include: 40, 210, and 233.

Resources for Tracking/Managing Pass-Ups

Complaint tracking and related procedures (*Supervisors Only)*

Not all supervisors are involved in the complaint process. Divisions handle complaints and supervisors may be asked to do a three-day follow-up check to witness the situation using time and locations. Passengers contact Gateway to enter a complaint or can email/telephone customer service and the information is available in CCATS for review.

Camera availability and operation

There are cameras on the front door, on the curb, side to rear, and rear door. A form (OCPM10) is needed to obtain video footage when complaints are investigated. One (1) operator noted that a two-day wait is required after the request is made, another suggested the wait time is between three-days to two weeks.

Operators noted that the cameras may not always provide a clear angle of sight although they can see passengers running to catch the bus and when the doors are open.

Reports on pass-ups generated by operators or management

None of the operators were aware of reports generated or used by management related to pass-ups although one (1) respondent suggested these may be used in "RAP" sessions.

Four (4) supervisors similarly note that there are no standard reports although some data may be shared in meetings. Various systems provide different reports: Complaint information is available in CCATS, Swiftly system is used to find a route, ATMS contains route information, and the Video AXON program can also be used to provide camera footage.

Missed pickups on micro-transit vehicles

Neither operators nor supervisors were able to address this service.

Managing Pass-Ups

Operators were requested to respond to how they manage various scenarios that could lead to pass-ups. Supervisors were asked to weigh in on how operators should manage some of these scenarios. Supervisors were also asked to respond to procedures for intentional/unjustified pass-ups – most supervisors reported that there are no procedures, one (1) supervisor noted that they rely on the ATMS system to try catching operators arriving early or 'running sharp' when they leave early from the stop based on assigned timepoints for the route. The table below reflects responses to the various scenarios:

Pass-Up Scenarios	**Operator Responses (*# Operators out of 7 total*)**	**Supervisor Responses (*# Supervisors out of 5 total)***
a. Unintentional pass/Patron not in clear view	• Supervisor discusses, especially with complaints; sees notification when reporting to work (2)	• Show video/counsel (3) • Safe 7 form is written up (1) • Write up if there is no good reason (1)
b. Passenger attempting to load the bus with unallowable items	• Case-by-case basis (1) • Does not allow (2) • Examples provided (3)	• If cart fits, tell rider to keep it out of aisle (1) • Show video/counsel (2)

Pass-Up Scenarios	**Operator Responses (*# Operators out of 7 total*)**	**Supervisor Responses (*# Supervisors out of 5 total)***
	• BOC may not support (1)	• Call BOC (1) • Up to operator (1)
c. Passenger does not have fare	• Flexible 1) • No impact, has to provide ride (6)	
d. Lack of access due to construction or police activity	• Flexible (2) • Contact BOC (4) • Passengers will let them know (1) • Put detour on head sign (1)	• Detours allowed (1) • Put patron in safe location (2) • Aware of construction ahead of time/not police delays (1) • Operator judgement (1) • Supervisor issues detours and post signs at affected stops (1)
e. Bus too late to stop/Bus early	• Wait for time point if early (3) • Hard to react to running late (1) • Per paddle (1) • Schedule changes twice per moth/manage time points (2) • 1-2 wheelchairs will cause delays due to loading (1)	• Never early (5)
f. Bus out of service	• Monitored by GPS (2) • Automatically or manually change head sign to 'out of service' (2) • Passengers should recognize/straightforward (2) • Mechanical only (1)	
g. Discharge (drop off) only	• Call BOC to indicate overload (1) • Switch sign to discharge only (1) • Have to pick up passengers/notify of last stop (2) • May be used during rush hours (1) • Due to full bus (1) • None (2)	• Keep going on deadhead (1) • Probably due to mechanical issue (3) • Discharge only used for highway routes (1)
h. Mechanical Issues	• Place bus further down the line (1) • Does happen (2) • BOC knows/send maintenance (4) • Next bus picks up riders (2)	• App indicates lateness (1) • Await next bus (3) • Work with BOC (1)

Pass-Up Scenarios	Operator Responses (*# Operators out of 7 total*)	Supervisor Responses (*# Supervisors out of 5 total)*
i. Overcrowded or full bus	• Determined by yellow line (2) • Entrants via back door may not be counted (1) • Push pass-up button (1) • Notify BOC/discuss options with BOC (4)	• 40-45 passengers is threshold for being full(1) • Preselect button (3) • Operator judgement (1)
j. Operator refused service	• Only if blatant (2)	
k. Safety issues	• Report on Safe 7 form(1) • Call in to BOC (5) • Hold bus or call LAPD (1) • Manage unruly passengers (daily) (3)	
l. Wheelchair size or use	• Load factors (limited to 2) (1) • Not an issue (2) • 1 wheelchair can take up both spots/other challenges (2) • Notify BOC (2) • Find a way to get the wheelchair in (1)	
m. Passenger is a chronic complainer, distractor, or interrupter	• Report on Safe 7 form (1) • Call in after the fact (1) • Contact BOC (1) • Pass them up (1)	
n. Human waste or other hazardous material	• Contact BOC (4) • METRO wants operator to let them on the bus (1)	
o. Passenger poses threat	• Report on Safe 7 form for repeat problems (1) • Call BOC (6) • Hold bus or call LAPD (1)	

Table 2: Pass-Up Scenarios

Themes and Conclusions

1. Procedures to manage communications about pass-ups are not documented
2. Key definitions such as full buses are not communicated
3. Training on pass-ups are not completed except for wheelchair pass-ups

4. Data on pass-ups is not shared or evaluated
5. There are inconsistent corrective actions for pass-ups noted for operators and supervisors

ii. Results from interviews with 10 bus operators with highest number of pass-ups

This group of operators were asked a series of ten questions to gauge if there was a consistent understanding of Metro policy and procedures related to pass-ups.

How are pass-ups defined and tracked?

There were a variety of responses. Operators defined a pass-up as passing a stop when the passenger was not at the stop (5); passing a stop with passengers (4); having a full bus and passing a stop (1).

Many operators indicated that pass-ups are only tracked through complaints and not through the ATMS. Other responses include pass-ups were tracked by public complaint (4); reported via ATMS (2); not tracked at all (2); notes to self on paddle (1); only for wheelchair pass-up (1).

What do you do when there is a pass-up?

A variety of responses to this question with many caveats were given. When asked what they do when there is a pass-up, operators responded stop past the bus stop if safe to do so (4); press ATMS to report pass-up (2); do not do anything and continue route (2); report wheelchair pass-up to BOC (1); apologize (1).

What are procedures governing pass-ups?

Operators seemed very unclear about any set procedures other than trying to not pass-up passengers. Operators responded that they did not know what the procedures were (3); report via ATMS (2); report to BOC (2); do not pass-up passengers (2); report wheelchair pass-up to BOC (1).

Are you trained and how are you trained in pass-up procedures?

There was no clear uniform answer. Some operators referenced their onboarding when they were first hired and others referenced periodic training that varied from once a year to once every 5 years. There were a variety of answers from operators including annual training (2); counseling after a complaint (2); periodic training (2); OCI online training (1); computer time training (1); OCI onboarding (1); no training (1).

Are meetings held to discuss pass-ups?

Most operators mentioned informal "RAP" sessions occurring before shifts (6); fewer mentioned no meetings at all (3); and there was a single mention of one-on-one meeting following a complaint (1).

What are the primary reasons for pass-ups?

These answers were in line with the larger survey that was conducted (see results in next section) with 'overcrowding' and 'passengers not at the stop' topping the list. Some operators gave multiple answers to this question but the responses were; a threatening passenger (4); full bus (3); passenger not at stop (3); distracted passenger (3); overcrowded bus near school (1).

What are pass-up trends?

Answers to this question had a focus in threats or disrespect to the operators. Operators were concerned with homeless and/or mentally ill passengers creating a threatening environment and passengers disrespecting operator by not being ready to board. Operators were asked to identify any trends that they have noticed over time and they responded with; more threatening passengers (5); passenger not at stop (2); increased traffic delays (1); distracted passengers (1); crowded buses at train stations (1); no answer (1).

Under what circumstances do pass-ups happen?

As with the previous question; erratic or difficult passengers and passengers not ready to board topped the list. Operators were asked under what circumstances pass-ups happen and mentioned; passenger not at the stop/ready to board (5); erratic or difficult passenger (2); delays for construction leads to overcrowding (1); dark bus stop (1); homeless fires at bus stop (1); people standing in street making it unsafe to stop (1).

Do pass-ups happen more frequently at certain times?

Darkness reducing visibility was mentioned as a cause for pass-ups as well as crowding at rush hours. Operators mentioned several periods when pass-ups tend to happen such as; before sunrise (3); anytime (3); rush hour (2); when school lets out 3:30 (1); when connections are scheduled too close together (1); when too many buses stop at same location at same time (1); anytime during darkness (1).

How are certain circumstances managed?

We gave the operators a list of several circumstances that could cause a pass-up and asked them to share how they managed the situation. Generally, there were a wider variety of responses to each circumstance that required more discretion from the Operator.

Circumstance	How handled
a. Unintentional pass/Patron not in clear view	• Do not stop (3) • Stop far side or past stop if safe to do so (7)
b. Passenger attempting to load the bus with unallowable items	• Deny boarding (10) • Report to BOC (8)
c. Lack of access due to construction or police activity	• Do not stop (2) • Report to BOC (8) • Stop as close to stop as is safe (4) • Follow instructions from BOC (5)
d. Bus too late to stop/Bus early	• Stop if late (4) • Wait for time point if early (4) • Pass stop and report to BOC (1)
e. Bus out of service	• Change head sign to Out of Service (8) • Report to BOC (4)
f. Discharge (drop off) only	• Report to BOC (2) • Has not happened (4) • Inform passengers (1) • Report full bus on ATMS (1) • Change head sign (2) • Pass stop (3) • Stop far side (2)
g. Mechanical issues	• Report to BOC (9) • Change head sign (4) • Follow BOC instruction (5)
h. Overcrowded or full bus	• Report to BOC via ATMS (9) • Pass stop (4) • Stop far side (2) • Follow BOC instructions (1) • Report to BOC (1) • Make note on paddle (1) • Make hand signal to passed up passengers indicating full load (1)
i. Operator refused service	• Report to BOC and state reason (8) • Report to BOC if ADA only (1) • Follow BOC instructions (1)
j. Safety issues	• Report to BOC (8) • Pass stop (4) • Has not happened (1)
k. Wheelchair size or use	• Board passenger if there is room (5) • Report to BOC if you have to refuse service (6) • Allow only if passenger sits in wheelchair (1) • If cannot accommodate report to BOC via “priority” ATMS (1)

Circumstance	How handled
	• Pass stop if homeless not ADA (1)
l. Human waste or other hazardous material	• Has not happened (1) • Refuse service and report to BOC (9) • Report to BOC and follow their direction (1)
m. Passenger poses threat	• Report to BOC (2) • Pass stop (3) • Refuse service and report to BOC (7) • Report to BOC and follow their direction (1)

Table 3: Handling Various Pass-Up Circumstances

Themes and Conclusions

1. Operators are clear on what to do with full bus and ADA pass-ups (when obvious with wheelchair).
2. Operators exercise a lot of discretion especially when confronting passengers that appear to be homeless or mentally ill. In these cases, operators will pass-up these passengers if they perceive a threat to themselves or other passengers.
3. Many operators put some of the responsibility on passengers who are distracted by phones or headphones and therefore not noticing the bus and not trying to alert the operator that they want to board.
4. Visibility was a concern raised by operators. There are conditions on some lines where the lack of lighting near some stops makes it difficult for operators to see waiting passengers. In other cases, overgrown shrubs and foliage make it hard to see waiting passengers. Finally, some bus shelters and advertisements at stops can obscure passengers leading to pass-ups.
5. Some benches are not right next to stops and passengers sitting do not make a move to get to stop.
6. Several operators mentioned one on one meetings with supervisors to discuss a pass-up complaint. This allows the operator to give their side of the issue and it also gives management a chance to reinforce Metro policy and procedure.
7. Several operators mentioned informal “RAP sessions” that take place at the division where pass-ups are mentioned. However, “RAP” sessions are not available to all drivers because of shifts and supervisor availability.
8. Some operators see “RAP” sessions as time to be told stats and not on what to do or how to address issues leading to pass-ups.
9. How and when operators report pass-ups vary greatly. As a result, pass-ups are most likely underreported.

c. Results from Survey of Operators

CCATS data for the period July 1, 2023 to June 30, 2024 was reviewed and it was determined that 2,539 operators had a pass-up complaint against them. A random sample of 608 operators that had a pass-up were selected to receive the survey and a total of 259 responses were received or 10.2% of the total. (The complete survey instrument and responses are in Appendix A.)

Operators were asked to list circumstances under which pass-ups happen; rank the top three (3) reasons why pass-ups happen; and list the time of day or night that pass-ups are more likely to occur.

The top responses for circumstances when a pass-up could happen were:

- Overcrowded or full bus - 79.54%
- Passenger not at stop – 78.38%
- Passenger not in clear view – 72.97%

The top responses for the top three (3) reasons why pass-ups happen were:

- Passenger not at the stop – 60.62%
- Overcrowded or full bus - 56.37%
- Passenger not in clear view - 51.74%

The top responses for what time of the day or night pass-ups were likely to occur were:

- 4:00 p.m. to 6:00 p.m. – 42.86%
- Evening after 6:00 p.m. – 40.54%
- 6:00 a.m. to 8:00 a.m. – 35.14%

i. Themes and Conclusions

1. Overcrowded or full buses is a top reason for pass-ups.
2. Passenger not at stop is ranked very high as a reason for pass-ups. This situation was described during interviews with operators as when a passenger is not at the stop and ready to board. The passenger may be down the block or across the street but they are not at the stop and operators either do not see them or cannot wait for them to reach the stop.
3. Passenger not in clear view was the other third response. This was described in interviews as passengers being obstructed by foliage, shrubs, signs, advertisements, bus shelters or other infrastructure. Linked with this response is passengers that are not indicating that

they are waiting for the bus and making it even more difficult for the operator to see the waiting passenger.

4. Safety concerns were the highest ranked "other category" mentioned by operators. These typically involve passengers being aggressive to or disrespectful of the operator or other passengers.
5. Waiting and boarding or alighting issues were highly ranked by operators in "other categories". These can be broadly categorized as similar to the "Passenger not in clear view" with passengers not indicating they wish to board, not standing at the stop, being inattentive to the approaching bus or not standing in clear view where the operator can see them.
6. Morning and evening rush hours were ranked as times with more pass-ups and this is consistent with the pass-up complaint data from CCATS.
7. Operators responding to the survey were more likely to mention the hours before 6:00 a.m. and after 6:00 p.m. as a frequent time for pass-ups. This is consistent with operator concerns about visibility and darkness but is not consistent with the actual pass-up data in CCATS. The cause of this disconnect is unclear. It may be partially due to the operator's perceptions that there should be more pass-ups because of darkness making it more difficult to clearly see bus stops and underreported by customers and operators.

d. Results from Data Analysis

i. Identify correlations between pass-ups, ridership, and operations characteristics.

Operators

Analysis was conducted on the CCATS data to identify the ten highest number of pass-up instances by operator. During fiscal year 2024, a total of 2,539 operators received a pass-up complaint. The average number of complaints for each operator that received a complaint was 1.96. The top ten operators with the highest number of complaints ranged from a high of 18 to a low of 9. They received a total of 120 complaints and the average number of complaints for the top ten was 12.

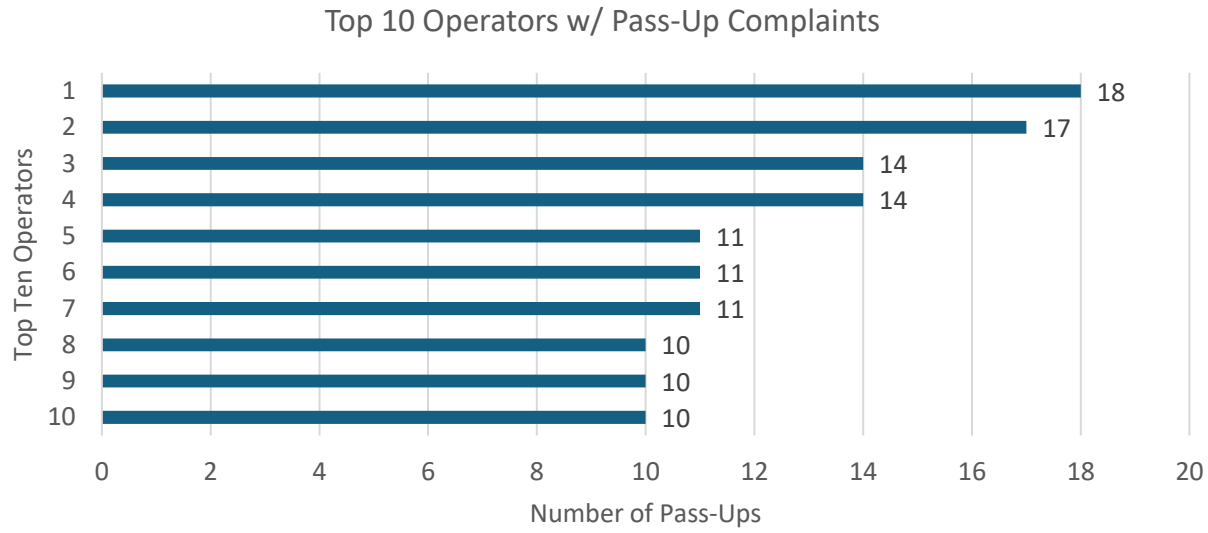


Figure 9: Operators with Pass-Up Complaints

The 120 complaints received by these operators took place on 25 different bus routes within 7 different divisions.

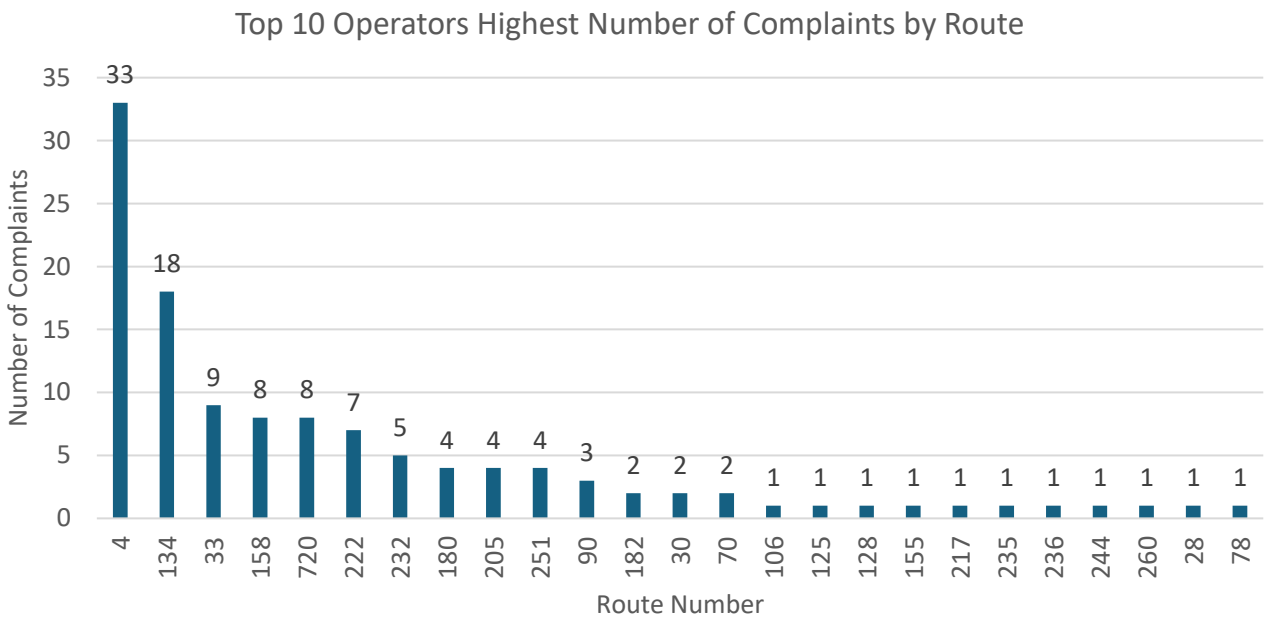


Figure 10: Top 10 Operators Highest Number of Complaints by Route

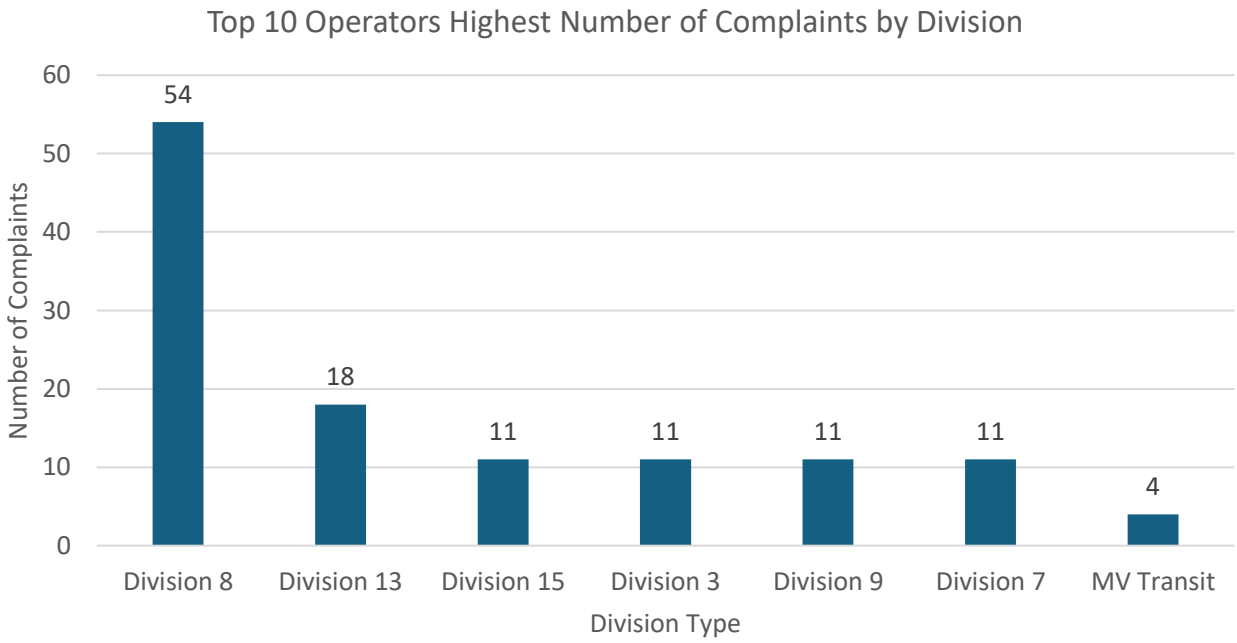


Figure 11: Top 10 Operators Highest Number of Complaints by Division

Pass-up Category

The CCATS data had 5,541 records of bus pass-ups. Of these records, 5,528 (99.77%) were closed and 13 (0.23%) were open. 94% of the complaints received were for pass-ups not involving an accessibility issue (see below, Categories 500-503).

Category	Number of Cases	Percentage
Category 200 Pass-up	5,186	94%
Category 500 AccSrv - Pass-up	281	5%
Category 501 AccSrv - Pass-up (Advised)	31	1%
Category 502 AccSrv - Pass-up (Denied)	39	1%
Category 503 AccSrv - Pass-up (Denied)	4	0%
Total:	**5,541**	**100%**

Table 4: Complaints by Category

The CCATS data was further broken into subcategories to categorize the pass-up complaint. Subcategories are assigned based on the circumstances of the complaint conveyed to Customer Relations. The subcategories are more specific descriptions of the type of pass-up to give greater context when analyzing the data. When looking at these subcategories, 51.25% are due to what the passenger filing the complaint characterizes as the operator not stopping at the stop even though they are aware of the passenger waiting (orange columns in chart below).

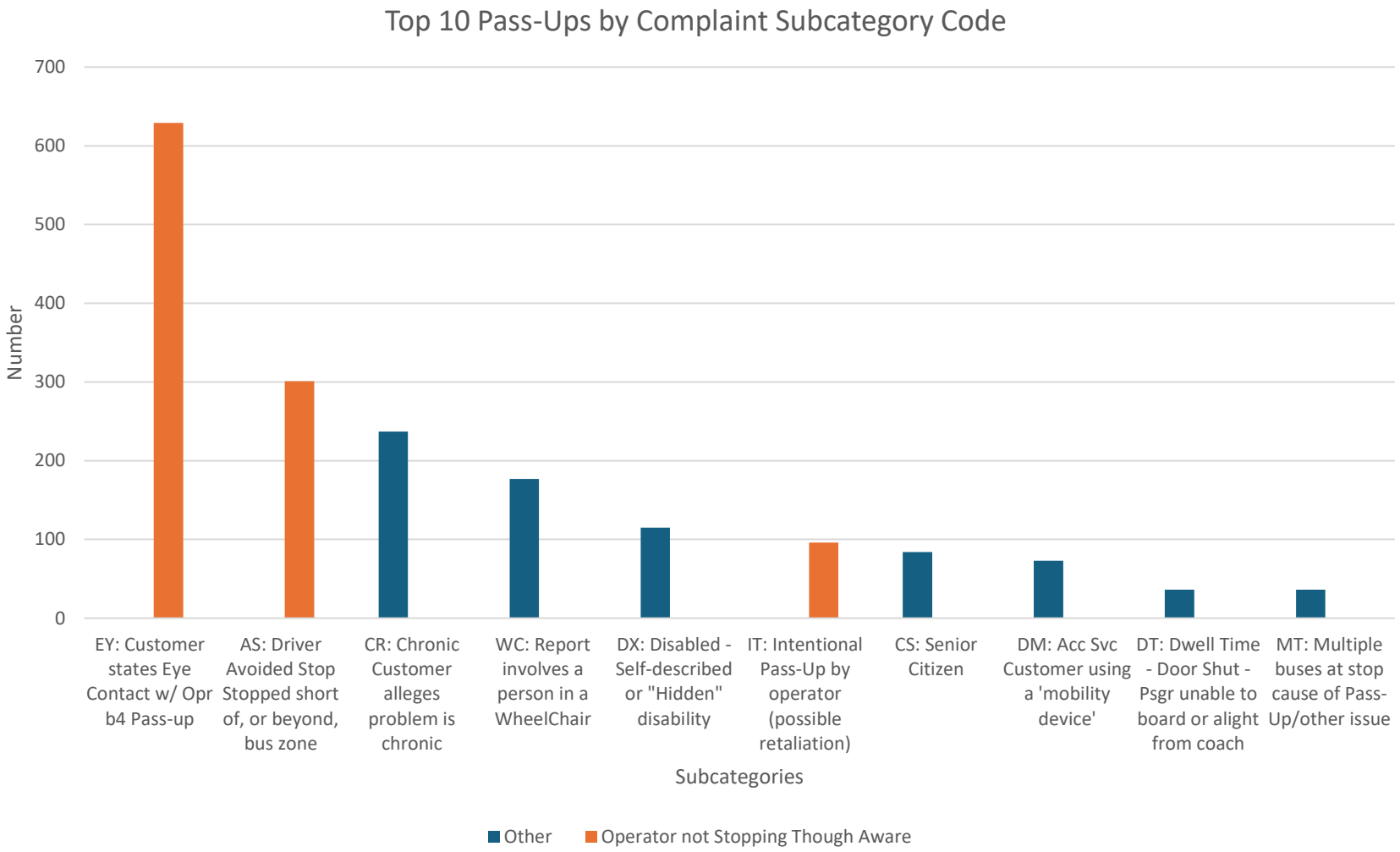


Figure 12: Top 10 Pass-Ups by Complaint Subcategory

These subcategories represent how the pass-ups were characterized by the passenger reporting the pass-up. A fuller picture can be determined by examining the "Liability" and the "Findings" data in the CCATS report.

The "Liability" data assigns a category to the result of the investigation. The following are the categories and their percentage of the total.

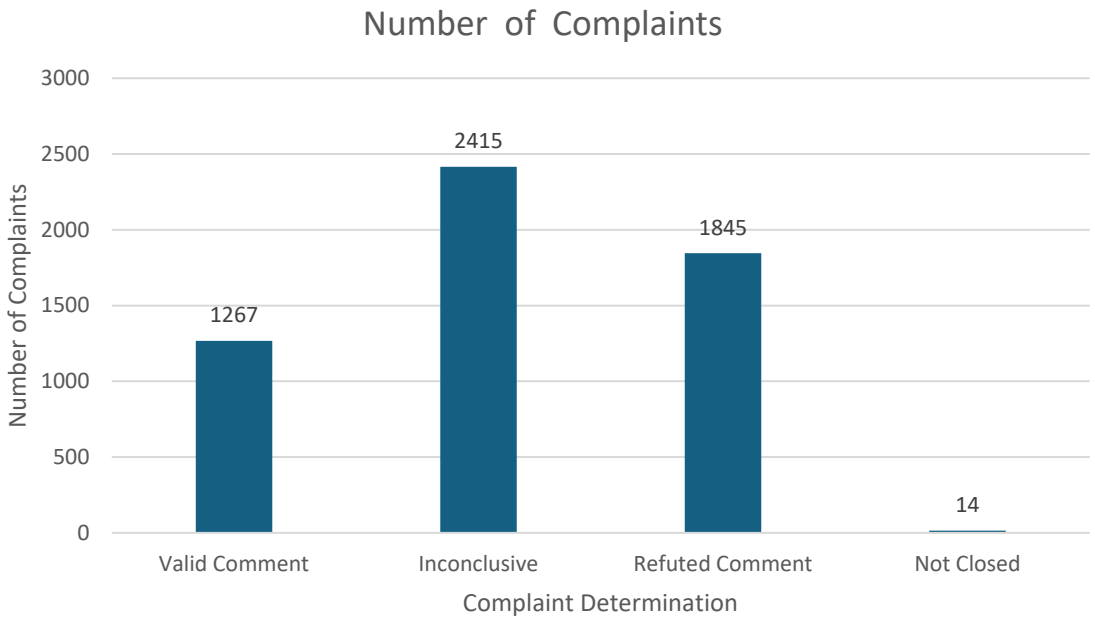


Figure 13: Number of Complaints

To give context to these numbers and better understand pass-ups, a review of the "Findings" data is needed. A detailed review of the "Findings" data for the 120 recorded pass-up complaints entered against the top ten operators was done to help provide that context.

In the 120 records examined, there were 28 "Valid" complaints. These were found valid after the review of the evidence, usually digital video recorder (DVR) footage, which showed that the passengers were passed up. The reasons stated in the findings were:

- Operator passed stop (no explanation) - 12
- Construction activity or other obstructions of the stop caused the pass-up – 6
- Operator cited a conflict with passenger in the past as reason for passing up - 5
- Designated detour on the route caused the pass-up - 2
- Bus overloaded reason for pass-up - 2
- Passenger was obscured or blocked by poles or signs – 1

There were 18 "Refuted" complaints in the records examined. These were found not to be intentional pass-ups by the operator. The reasons stated in the findings were:

- Coach stopped and boarded passengers. – 5
- No one was seen at the stop – 4
- Passengers not visible due to signs, bus shelter structure – 2
- Passenger provided incorrect information (complaint information did not match bus, route or operator) – 1
- Passenger at wrong stop where multiple stops are co-located (e.g., Big Blue Bus) – 1
- Bus was late and passenger left before it arrived – 1
- Passenger was picked up but still complained about past events – 1
- Homeless person sleeping on bus bench and passenger not near stop – 1
- Passenger caused a disturbance and operator had to call BOC for assistance – 1
- Waiting passengers made no attempt to indicate they needed bus to stop – 1

The largest category was "Inconclusive." There were 74 "Inconclusive" records in the 120 reviewed in detail. Most of the inconclusive findings fell into two major categories.

- The first category is complaints for which there was no evidence to review (e.g., no DVR footage or other bus data) and the operator stated that they had no knowledge of passing up any passengers.
- The second category is complaints for which DVR footage has been requested but has not actually been reviewed and the operator stated that they had no knowledge of passing up any passengers. While many of these records indicate that DVR footage has been requested and will be reviewed at some point, the record is classified as closed and inconclusive. In many cases the phrase, "Will re-open if additional information is presented" is used but no follow-up appears in the record.

There were no records in the fourth liability category "Not Closed".

Location

The data for all 5,541 complaints in the CCATS data was analyzed to determine which lines and which divisions had the highest number of complaints. Below is a chart showing the top ten lines for pass-up complaints. This is followed by a chart showing the top ten divisions for pass-up complaints.

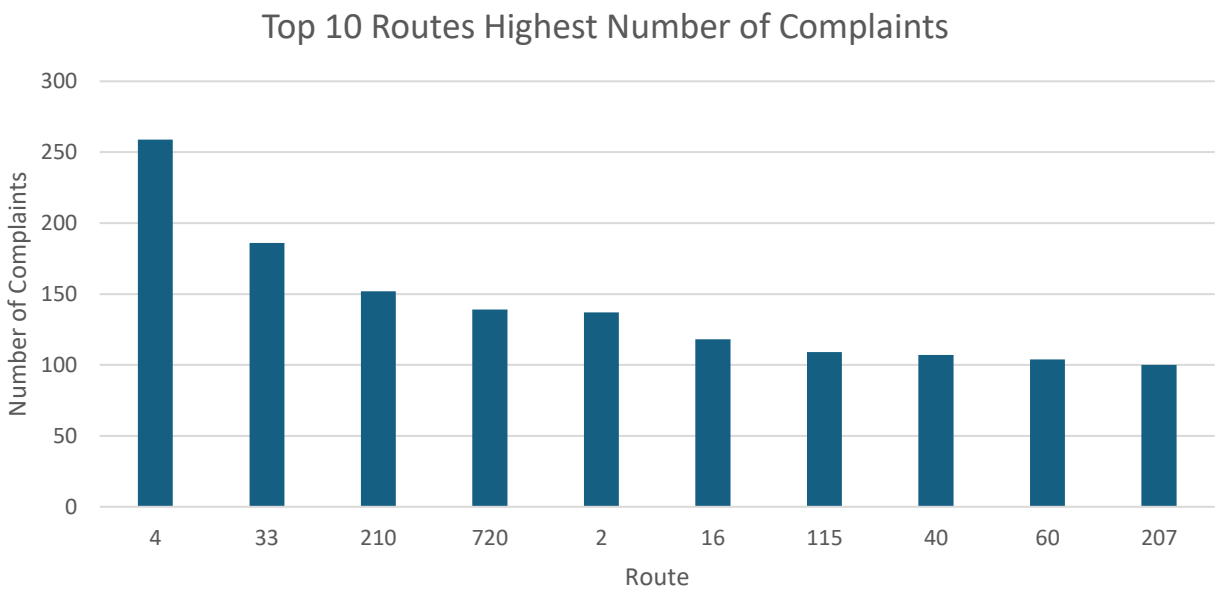


Figure 14: Top 10 Routes Highest Number of Complaints

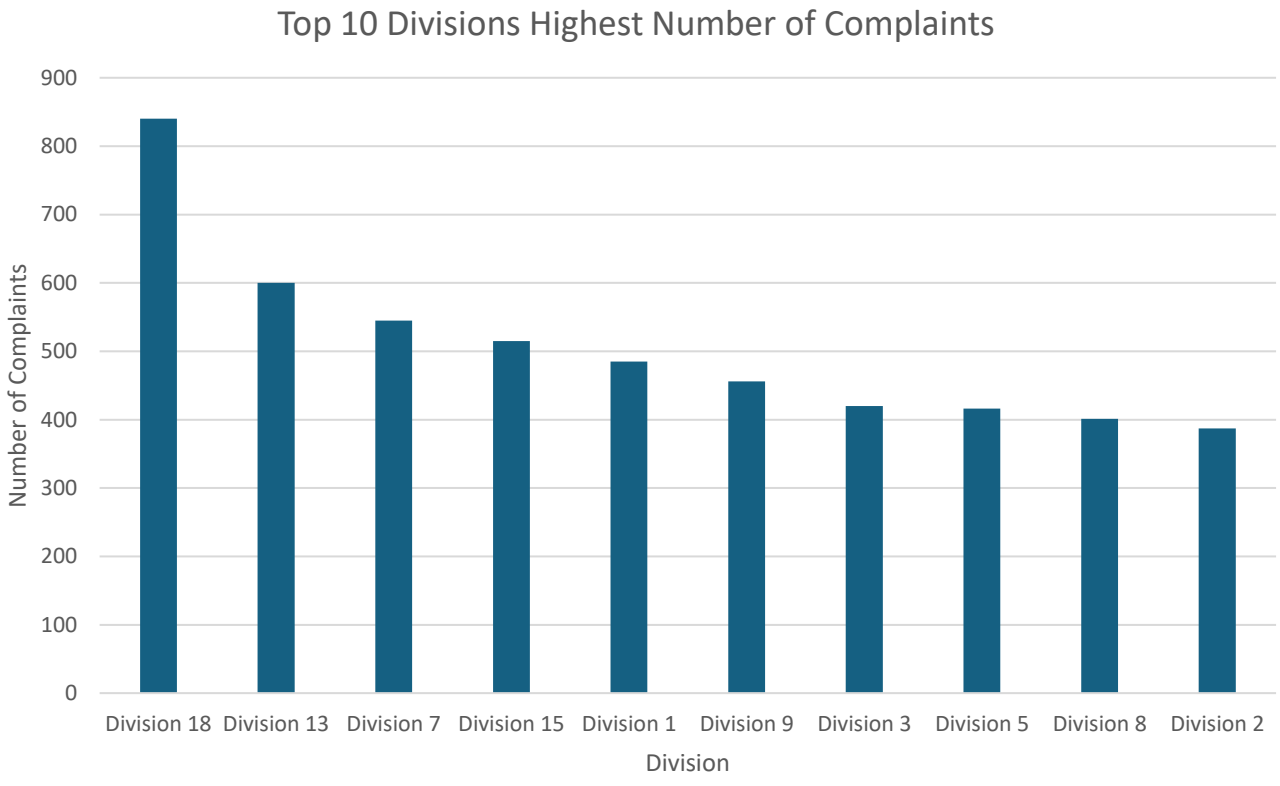


Figure 15: Top 10 Divisions Highest Number of Complaints

There are some parallels between the complaint statistics for the top ten operators and the statistics for all complaints. Line 4 (Downtown LA – Santa Monica via Santa Monica Blvd.) received the most complaints for both the top ten operators and for all operators. Line 33 (Downtown LA – Santa Monica via Venice Blvd.) and Line 720 (Santa Monica – Downtown LA via Wilshire Blvd.) also appear as common lines between the top ten operators and the statistics for all operators.

This may be because these lines are some of the busiest in terms of ridership. The three lines listed above are all ranked in the top ten busiest lines for ridership. There is a strong correlation between the total ridership on a bus line and pass-ups. This is not surprising. Generally, as the number of riders increases the opportunity for a pass-up increases. We used the Pearsons Correlation Coefficient[7] for each of these data sets. The result of this type of statistical analysis will return a number from -1.00 to +1.00 which generally means that the closer to +1.00 the coefficient is the stronger the correlation. A coefficient of +1.00 means that there is a one-to-one correlation between the variable and anything over +0.70 indicates a strong correlation. Total ridership for each line was compared to the number of pass-ups recorded in the CCATS data and found a high statistical correlation between total riders on the line and bus pass-up complaints. The Correlation Coefficient was +0.79.

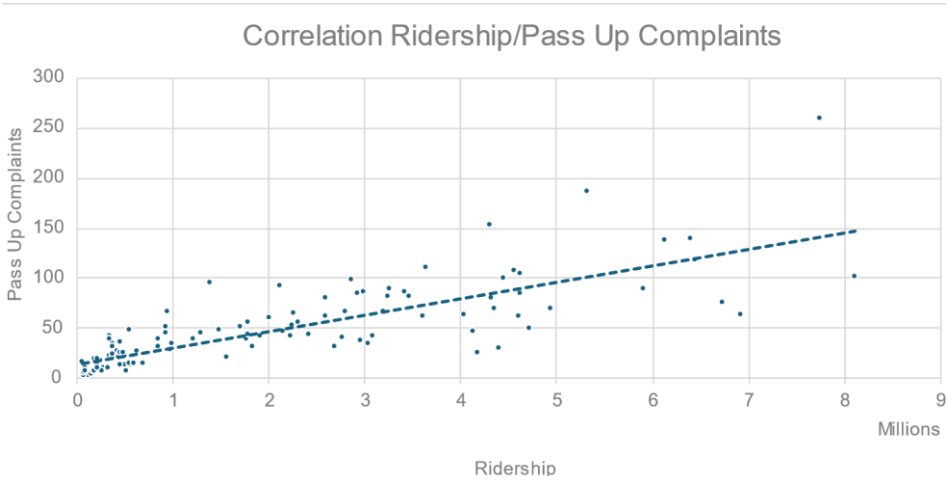


Figure 16: Correlation Ridership/Pass-Up Complaints

[7] The **Pearson correlation coefficient (r)** is the most common way of measuring a linear correlation. It is a number between –1 and +1 that measures the strength and direction of the relationship between two variables. A value of +1 is the result of a perfect positive relationship between two or more variables. Positive correlations indicate that both variables move in the same direction. Conversely, a value of -1 represents a perfect negative relationship. Negative correlations indicate that as one variable increases, the other decreases; they are inversely related. A zero indicates no correlation.

In addition to looking at just the absolute numbers of pass-ups per line and division, we also calculated the rate of pass-ups per 100,000 riders. This will help to identify if there are any lines that are experiencing rates of pass-up complaints more than would be expected compared to the rest of the system.

The average number of pass-up complaints per 100,000 riders on every bus line systemwide is 3.8. Any line that has a pass-up rate significantly above the systemwide average may have issues requiring more attention.

We first applied the pass-up complaint rate calculation to the top ten lines by ridership and found that these lines all have pass-up rates below the systemwide average. When we applied the pass-up rate calculation to all lines, the following lines were identified as having the highest pass-up complaints per 100,000 riders.

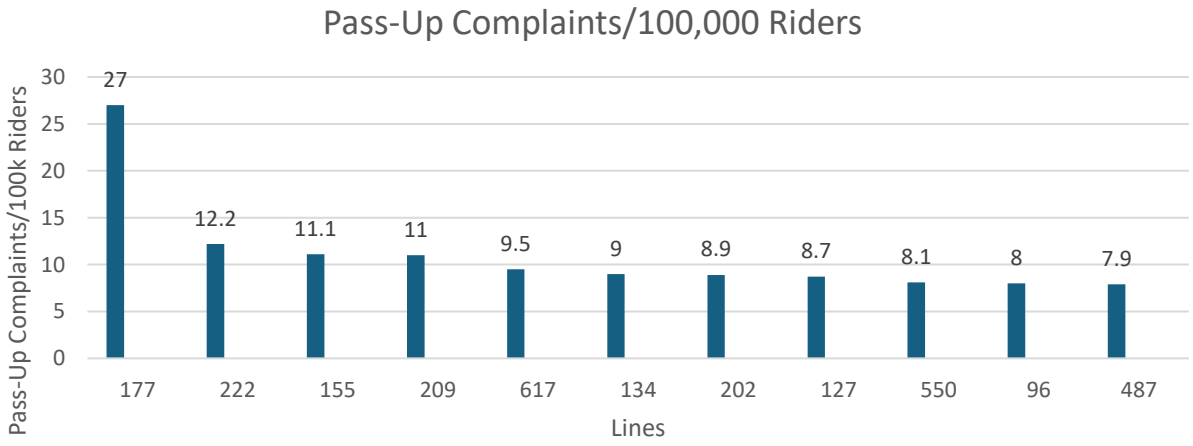


Figure 17: Pass-Up Complaints/100,000 Riders

There is no overlap between these lines and the lines with the highest ridership or with the lines with the highest number of pass-up complaints in absolute numbers.

One outlier is found immediately, Line 177. This line which connects Caltech, Northwest Pasadena and the Jet Propulsion Laboratory (JPL) via Fair Oaks Ave, Mountain St. and the 210 freeway was operated by Trans Dev for Metro until December 2024. This line is now operated by Pasadena Transit and is part of their system. The data did not suggest why this line had such a high rate of pass-up complaints. It did have the lowest number of riders (55,578) and therefore a relatively small number of complaints (15) results in a high complaint to ridership rate.

When comparing the top ten lines which had the highest number of pass-up complaints per 100,000 riders with the top ten lines in terms of ridership, one of the main differences other than

overall ridership was headway. All of the top lines with the highest complaints/ 100,000 riders had headways ranging from 30 to 60 minutes while the lines with the highest ridership had headways ranging from 5 to 15 minutes. In those cases where the headways are longer, the consequence for a passenger being passed up are greater because they wait longer for the next bus. The increased consequences and inconvenience to the passenger could lead to increased complaints. While the lines with the highest ridership have more pass-up complaints in total numbers, the rate of pass-up complaints is significantly less than the systemwide average because the consequence and inconvenience experienced by the passenger are less due to the increased frequency of service.

TOP TEN LINES BY COMPLAINTS/100,000 RIDERS

Line	Ridership	Pass-up Complaints	Pass-up Complaints/100,000 Riders	Headway (mins.)
177	55,578	15	27.0	30
222	344,828	42	12.2	30
155	341,483	38	11.1	60
209	91,014	10	11.0	60
617	190,130	18	9.5	50
134	378,976	34	9.0	35
202	55,921	5	8.9	60
127	549,485	48	8.7	30
550	86,084	7	8.1	30
96	224,203	18	8.0	45
487	378,144	30	7.9	40

TOP TEN LINES BY RIDERSHIP

Line	Ridership	Pass-up Complaints	Pass-up Complaints/100,000 Riders	Headway (mins.)
207	8,110,164	100	1.2	15
4	7,750,385	259	3.3	15
204	6,932,264	62	0.9	10
18	6,728,711	74	1.1	10
16	6,448,752	118	1.8	10
720	6,410,073	139	2.2	5
2	6,126,619	137	2.2	8
51	5,910,598	89	1.5	5
33	5,320,770	186	3.5	8
70	4,938,567	69	1.4	8

Table 5: Top 10 Lines by Complaints/100,000 Riders

Time of Day and Day of Week

The CCATS data was also examined to find patterns when pass-up complaints occur by day of the week and time of day. Most pass-up complaints are occurring mid-week. Almost equal amounts occur Tuesday – Friday with slightly fewer on Monday. There are significantly fewer pass-up complaints on the weekends.

Pass-up complaints are generally low in the early morning and evening hours. They generally ramp up during the day with three daily peaks: morning commute (8:00 a.m. – 10:00 a.m.); midday lunch (12:00 p.m. – 2:00 p.m.); and the heaviest period being the afternoon commute (3:00 p.m. – 5:00 p.m.). This is consistent with the correlation to total ridership.

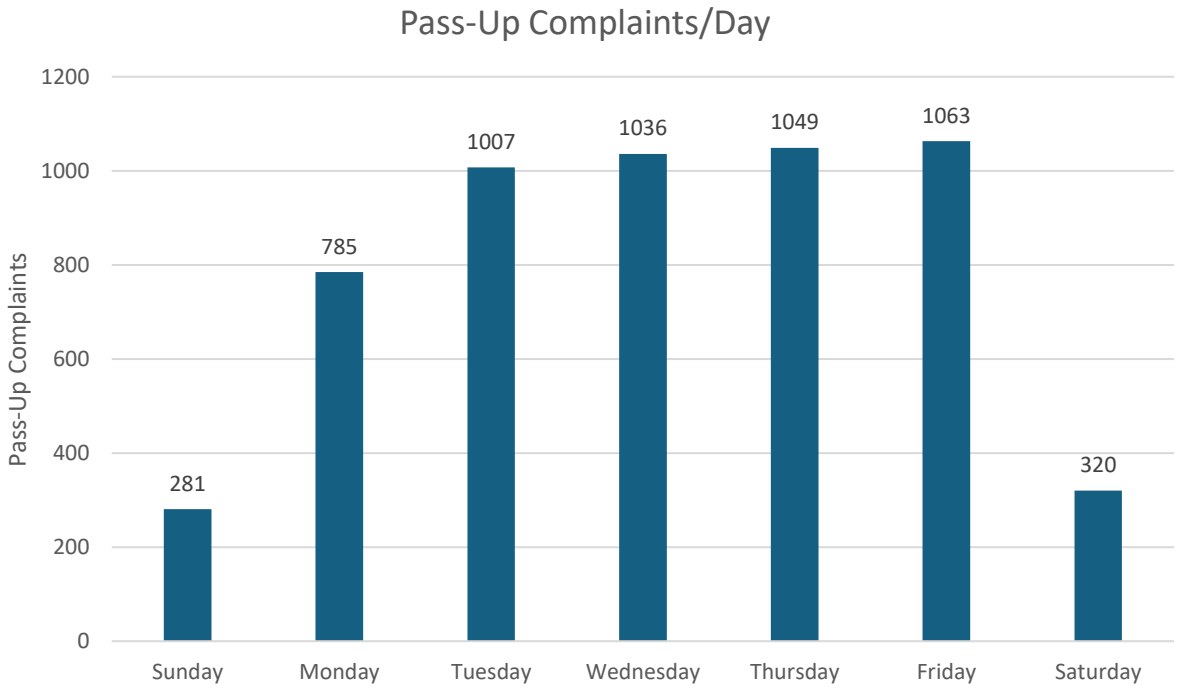


Figure 18: Pass-Up Complaints/Day

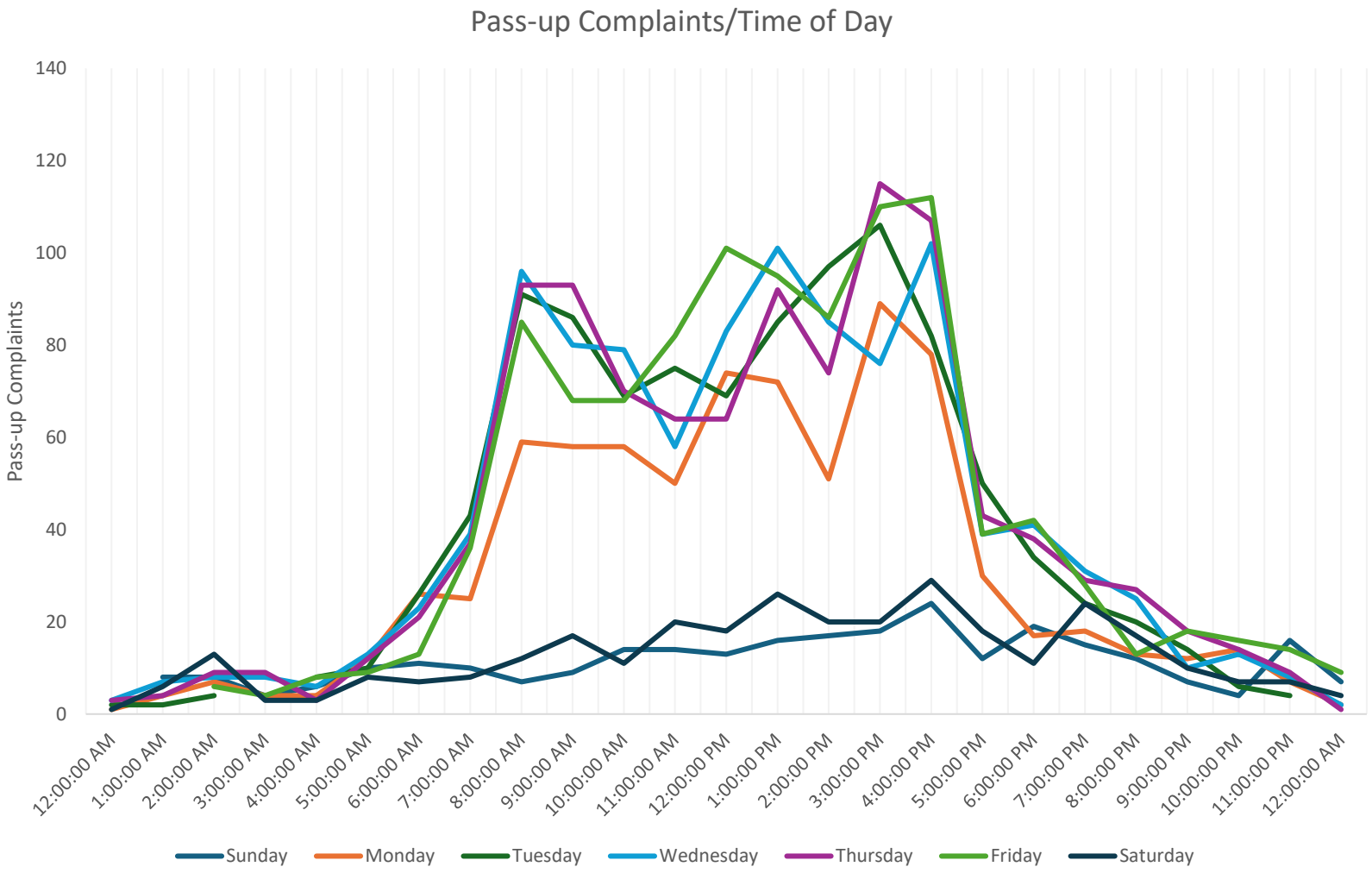


Figure 19: Pass-Up Complaints/Time of Day

Route Load Factors Analysis

A set of data was developed for the period July 2023-June 2024 that included information related to ridership, cancelled trips, load factors, overall pass-ups and wheelchair pass-ups to provide a summary of performance by line/route. The summary of average load factors per route is available in **Appendix B** with top 10 routes listed below:

Routes	Total Riders	Overall Pass-ups	Percent	W/C Pass-ups	Cancelled Trips	School Routes	Average Load Factors
002	6,126,619	3,366	0.05%	3.70%	1.3%	yes	0.622199571
004	7,750,385	3,432	0.04%	2.53%	2.2%		0.582910714
010	2,245,768	1,044	0.05%	1.05%	0.9%	yes	0.619711027
014	3,619,400	2,088	0.06%	2.07%	1.1%		0.687375
016	6,448,752	7,958	0.12%	2.57%	1.1%		0.666328947
018	6,728,711	6,888	0.10%	5.25%	3.3%		0.718783242
020	2,871,028	1,345	0.05%	2.76%	2.1%	Yes	0.594079487
028	3,197,177	1,807	0.06%	2.36%	1.3%	Yes	0.626990762
030	2,961,899	1,072	0.04%	2.17%	1.2%		0.562127563
033	5,320,770	6,078	0.11%	2.57%	2.3%		0.598157088

Table 6: Top 10 Average Load-Factors/Route

LA Metro provided load factor data for two periods – July 2023-November 2023 and January 2024-June 2024 reflecting two (2) period before and after the December 2023 service change. The data does not provide specific trip date or month. The data includes the route number, start hour, trip number, total maximum load, average seats, total seats, load factor, and trips. This data summarizes load factors per route for each of the two (2) periods. The summary uses the trip numbers to compare the 2023 to the 2024 period.

Route Load Factor Averages

The table in **Appendix C** reflects the average load factors per LA Metro route alongside the average load factors from July-November 2023 and January-June 2024 for comparison. The last column on the right reflects the change to load factors before and after the December 2023 service change. The load factors decreased after the service change for 34 routes including 3 of the top 10 routes with the highest load factor but increased 7 of the top 10. The 10 routes with the highest load factors are listed below with the full listing in **Appendix C.**

Route	Average of LF	Average of LF Jul-Nov 2023	Average of LF Jan-Jun 2024	December 2023 Service Change
108	0.772987342	0.770162437	0.77579798	0.005636
460	0.760946667	0.774767123	0.747844156	-0.02692
18	0.718783242	0.708426523	0.729485185	0.021059
45	0.71814899	0.722964286	0.71343	-0.00953
105	0.70813555	0.702061224	0.714241026	0.01218
51	0.701219224	0.695158784	0.707259259	0.0121
115	0.696611486	0.690544218	0.702597315	0.012053
152	0.692785953	0.679176871	0.705947368	0.02677
81	0.690851711	0.692473282	0.689242424	-0.00323
14	0.687375	0.684076923	0.690673077	0.006596

Table 7: Top 10 Routes by Load Factor

Themes and Conclusions

The following key correlations were found using the results of the research and analysis:

1) Pass-up complaint categories: The majority of pass-up complaints (51.25%) can be placed in a subcategory that the passenger filing the complaint characterizes as the operator not stopping at the stop even though they are aware of the passenger waiting. Pass-ups related to wheelchair access and other disability issues made up only 20.78%.

2) Location: There is a strong correlation between total ridership number and numbers of pass-up complaints.

    a. The Santa Monica lines (4, 33, and 720) received some of the highest numbers of complaints.

    b. Rates of pass-up complaints (pass-up complaint/100,000 riders) are higher among lines with longer headways, which tend to be lines with lower ridership. Lines with higher ridership and shorter headways have lower rates of pass-up complaints. This may be because the consequence to the rider missing a bus on a route with longer headways is a greater inconvenience and thus more likely to generate a complaint than on a route with a shorter headway and less inconvenience to the rider.

3) Time of day and day of week: Pass-up complaints are much higher Tuesday-Friday and slightly lower on Monday. Pass-up complaints follow a daily pattern with peaks during morning and afternoon rush hours and a smaller peak at midday lunch.

4) High load factors: Routes that have the highest average load factors will experience more passenger pass-ups and wheelchair pass-ups in absolute numbers.

    a. Wheelchair Pass-ups: The 11 routes that had the wheelchair pass-ups over 3% had an average load factor of .65 compared to the average system-wide factor of .53.

    b. Full vehicle Pass-ups: The 10 routes that had overall pass-ups greater than .08%, the average % for all routes, had an overall pass-up rate of .11% and had an average load factor of .68 compared to an average of .53.

5) Cancelled trips: There was a positive correlation between the number of pass-ups and cancelled trips. The top ten routes had an average 3.94% of wheelchair pass-ups compared to an average of 2.38% system-wide. These same routes had an average trip cancel rate of 2.8% compared to a system-wide average of 1.7%.

6) Headways on certain routes in school schedules show stops where the buses are too full

to pick up passengers and require another bus: We evaluated whether these transit circumstances affect full bus and wheelchair pass-ups.

a. School Trippers: We identified the Metro lines/routes designated as school trippers. This information was aligned with the data on pass-ups, ridership, load factors, and cancelled trips. We determined that there was a positive correlation between school trippers and pass-ups.

a) 50% of lines/routes having the top ten load factors were school trippers

b) 40% of the lines/routes having the highest top ten overall pass-ups were school trippers

c) 40% of the lines/routes having the highest top ten wheelchair pass-ups were school trippers

7) Rush hours fill buses quickly: Leap Frogging and Balancing Service. Operators skip stops to even out service when buses get bunched up and have higher dwell times.

8) Operators only stop once, closes door and departs a stop: It is unclear whether there is a correlation since this information is not tracked but could be traced to videos relating to complaints.

9) Sign Malfunction: vehicle "not in service" not designated or the "head sign" shows the incorrect route or destination; does not use or update "discharge only." It is unclear whether there is a correlation since this information is not tracked.

10) Operator Common Sense and Good Judgement: Operator chooses not to stop due to safety concerns. Based on interviews and coverage in training, this has a positive correlation but cannot be assigned a numerical value.

ii. Identify any trends uncovered in analysis of data

Our examination of ridership and CCATS data identified three root causes for pass-ups.

- One cause is due to passenger volume.
  - Full buses due to high ridership lead to pass-ups.
  - More operators on lines with shorter headways increase opportunities for operator error.
  - Higher ridership increases potential for passenger conflicts leading operators to pass-up passengers.
  - Full buses due to high ridership also contribute to wheelchair spots being unavailable leading to pass-ups.

- Another cause of bus pass-ups is related to headways. Longer headways have the potential for greater passenger inconvenience, greater rider dissatisfaction and increased complaints.
- School trippers are a unique contributor to bus capacity in specific locations and more bus pass-ups.

From examining the "Customer Comments" and "Findings" section of the CCATS data the following additional root causes are suggested.

- Construction activity and bus line detours are not clearly communicated or understood by passengers leading to pass-up complaints.
- Another cause is generally described as distractions at the bus stop.
    - Passengers obscured from sight due to bus shelters, advertisements or other infrastructure.
    - Passengers away from bus stop seeking shade or light.
    - Confusion caused by multiple bus lines having co-located stops.
    - Passengers distracted by electronic device usage may not be aware of an approaching bus or signal their intent to board.
- Operators inconsistently applying their discretion on when to pass-up a passenger.

e. Results from Benchmarks

Benchmarking was conducted on 6 transit agencies across the United States and Canada; including NY MTA, WMATA, CTA, MUNI, AC Transit and Winnipeg Transit in Canada. Benchmarking detailed results are available in **Appendix E**. During this effort, the following topics were explored:

- Best Practices
- Key Benchmarks from Peer Agencies
- Technology Options for Consideration

i. Best Practices

In an effort to identify best practices on how pass-ups are managed in the transit industry, an assessment of procedures from other Transit agencies and how these agencies track performance metrics was conducted. Benchmarking efforts were conducted via interviews and a review of published information by peer agencies. The following practices were researched:

- Bus System Rule Books
- Bus Transit Service Reliability

- Load Factors
- Real Time Arrival & Departure Assistance
- Compliant Process
- Service Effectiveness

ii. Bus System Rule Books

Bus System Rule Books are utilized to define the rules of conduct for operators in various transit agencies in the United States. Some transit agencies have elected to publish fines associated with the rules of conduct within the Rule Book for transparency purposes.

Bus Transit Service Reliability

The Transit Cooperative Research Program (TCRP) released a Service Reliability Guidebook that defines three (3) key characteristics of reliability of a bus rapid transit system. Transit systems are measured on capacity, reliability, and other quality features. These characteristics include 1) Short and consistent wait times; 2) Consistent on-time arrivals and 3) Consistent travel times.

Load factors

The American Public Transportation Association (APTA) authored a report on service policies and standards, including information on peak period load standards. Load factors ranged from 1.2 to 1.59 based on the agency assessments of risk related to crowded buses. Other than using the seated capacity on a bus, information on the various methods on how these load factors were set is not available. The Peak Period Load Standards table can be found in Table 7 and documents the Peak and Off-Peak standards.

Real Time Arrival & Departure Assistance

A study on real time bus arrival information was completed with NY MTA, Tampa, and Atlanta. This study aimed to understand if real-time information increases transit ridership, a critical question asked by decision-makers facing pressure to increase ridership under tight budget constraints. This study presents a meta-analysis of the impacts of real-time information on transit ridership in three U.S. cities.

Complaints

One public transit agency in Oakland, California, AC Transit, identified nine (9) key reasons for complaints which are documented in Table 8: AC Transit Complaint Categories. Passenger pass-up is identified as the fourth highest reason for complaints overall with other factors including hazardous operation, driver conduct, no shows, late bus, cancellations, early departure from stop, fare disputes and refusal to be allowed to board.

Service Effectiveness

Service effectiveness can be measured using load factors, which are the average number of passengers on board a transit vehicle. Transit vehicles that are fuller will have higher load factors, whereas transit vehicles with more empty seats will have lower load factors.

iii. Key Benchmarks from Peer Agencies

All 6 transit agencies utilize various key performance indicators to determine service reliability and effectiveness. All transit agencies benchmarked utilize On-Time Performance (OTP) as one of their performance metrics for their transit service. Most of these agencies use additional broad metrics to measure success that include :

- Tracking the percentage of service delivered, identifying the percentage of scheduled bus hours and/or trips that took place.
- Tracking the reliability of their bus service; however, this is calculated slightly differently across agencies.
- Tracking the miles between reported bus service disruptions due to equipment/maintenance needed.
- Tracking the Bus Wait Times as part of their service reliability metrics.
- Tracking the real-time arrival information availability, along with real-time arrival prediction accuracy. This data is provided to riders, and if it is inaccurate, may lead to pass-ups as the rider would be planning on another timeslot for the bus to arrive.

iv. Technology Options for Consideration

Four technology options were identified during this benchmarking effort that helps ridership and possibly reduce bus pass-ups by addressing ADA needs in the areas of sight and hearing disability. These systems include BlindSquare, Aira, NaviLens, and GoodMaps. All four systems provide visual and hearing assistance to the rider by way of accessing an app or utilizing smart glasses for navigational assistance. Access to enhanced technology features to assist riders by addressing ADA needs is a best practice that is gaining traction in the transit industry.

v. *List of KPIs suggested from benchmark review.*

A key performance indicator (KPI) is a metric that measures the performance of a business, team, individual, or project. KPIs are key measures for assessing if Metro is meeting goals or target objectives.

KPIs need to be measurable so that they can be monitored over time. In addition, KPIs should have distinct goals as well as a clear source of data that can be relied upon for important decisions. This data needs to be reviewed often so that Metro can continuously track KPIs to evaluate progress to achieving goals. Based on the benchmarking completed, and the proposed metrics, the following KPIs are recommended in the categories of timeliness, efficiency, and reliability related to pass-ups:

KPI	Definition	Measurement Approach	Standard Formula
Accessibility Compliance	The degree to which services are accessible to individuals with disabilities,	Review of Wheelchair Pass-up Percentage	Number of pass-ups by line/number of wheelchair passengers
Bus Reliability	The degree that passengers are able to board at each stop	Review Pass-up percentage	Number of passengers passed up at stops/number of passengers are able to board a bus by line
Bus Crowding	The degree of bus loads above seated capacity	Review Bus loads over 1.3	Average number of passengers on bus/number of passengers able to be seated
Service Operated	Degree that published trips are operated	Review % operated trips by line	The total percentage of actual Service Operated trips measured against the Planned Trips
Complaints	Degree that complaints are related to bus service	Review number of customer complaints about bus service (for example, related to on-time performance; operator courtesy, etc.) per 100,000 bus passenger boardings	Number of complaints/100,000 riders

Table 8: KPI Metrics

1. Headways

The interval of time between two (2) vehicles running in the same direction on the same route, usually expressed in minutes. Frequency is the inverse of headway: a headway of 10 minutes is equivalent to a frequency of one (1) bus every 10 minutes or six (6) buses per hour.

Importance to Pass-Ups

The number of vehicles on a route impacts load factors, and the availability of passenger space and wheelchair (WC) slots.

LA Metro

Metro tracks headways by line and route every day. See below for an example of the information.



Time Period	Sampled trips	Scheduled Trips	Total Passgrs	Actual Load Factor	Scheduled Headway	Required Trip	Required Trip (rounded)	Change in Trips
12:40 am	1	1	5	12%	61	0.1	1	0
04:00am	1	1	12	29%	46	0.2	1	0
05:00am	1	1	16	39%	46	0.3	1	0
05:20am	1	1	20	49%	23	0.4	1	0
05:40am	1	1	17	43%	20	0.3	1	0
06:00am	1	1	18	45%	22	0.3	1	0
06:20am	1	1	27	68%	22	0.5	1	0
06:40am	2	2	38	47%	18	0.7	1	-1
07:00am	1	1	23	58%	12	0.4	1	0
07:20am	2	2	66	83%	12	1.3	2	0
07:40am	1	1	27	68%	14	0.5	1	0
08:00am	2	2	46	58%	14	0.9	1	-1
08:20am	1	1	22	54%	15	0.4	1	0
08:40am	2	2	36	45%	16	0.7	1	-1
09:00am	1	1	15	38%	15	0.3	1	0
09:20am	1	1	14	34%	15	0.3	1	0
09:40am	2	2	24	30%	15	0.5	1	-1
10:00am	1	1	16	41%	15	0.3	1	0
10:20am	1	1	14	34%	15	0.3	1	0
10:40am	2	2	29	36%	15	0.6	1	-1
11:00am	1	1	19	46%	15	0.4	1	0
11:20am	1	1	14	34%	15	0.3	1	0
11:40am	2	2	39	49%	15	0.8	1	-1
12:00pm	1	1	18	46%	15	0.4	1	0
12:20pm	1	1	13	32%	15	0.2	1	0
12:40pm	2	2	31	38%	15	0.6	1	-1
01:00pm	1	1	23	59%	15	0.5	1	0
01:20pm	1	1	17	44%	15	0.3	1	0
01:40pm	2	2	41	51%	14	0.8	1	-1
02:00pm	1	1	28	71%	15	0.5	1	0
02:20pm	1	1	15	37%	14	0.3	1	0
02:40pm	2	2	42	52%	16	0.8	1	-1
03:00pm	1	1	23	56%	18	0.4	1	0
03:20pm	2	2	43	53%	14	0.8	1	-1
03:40pm	1	1	23	58%	14	0.4	1	0
04:00pm	1	1	19	47%	14	0.4	1	0
04:20pm	2	2	42	52%	14	0.8	1	-1
04:40pm	2	2	32	40%	12	0.6	1	-1
05:00pm	1	1	35	87%	12	0.7	1	0
05:20pm	2	2	29	36%	12	0.6	1	-1
05:40pm	1	1	23	58%	14	0.4	1	0
06:00pm	1	1	12	31%	21	0.2	1	0
06:20pm	1	1	19	48%	23	0.4	1	0
06:40pm	1	1	14	35%	36	0.3	1	0
07:20pm	1	1	15	38%	38	0.3	1	0
07:40pm	1	1	12	31%	38	0.2	1	0
08:20pm	1	1	11	26%	62	0.2	1	0
09:20pm	1	1	14	36%	62	0.3	1	0
10:40pm	1	1	12	31%	61	0.2	1	0
11:40pm	1	1	8	20%	61	0.2	1	0
Total	64	64	1167				51	-13

Figure 20: Metro Headway Sheet

Benchmarks

The Chicago Transit Authority (CTA) defines the vehicle headway standard for the Key Route bus network for more heavily ridden time periods to be at least every 10 minutes during the weekday peak periods, 15 minutes during the weekday midday period, 20 minutes during the weekday evening period, 15 minutes on Saturday afternoons, and 20 minutes on Sunday afternoons. CTA has a standard that headways should be better than 30 minutes at all times of the day. They also measure the percentage of trips meeting headway adherence. Service operates more frequently than the headway standards based on ridership demand and meeting the vehicle load standards. Minor exceptions to all headway standards are permitted for the purposes of scheduling practicality and improved efficiency.

The Washington Metropolitan Area Transit Authority (WMATA) indicates that service headway is the amount of time scheduled between bus arrivals. Much like with span of service, transit agencies must consider that while low headways reduce the time customers must wait for a route to arrive and shortens their travel time, they also increase costs by requiring more buses and operators for the line/route. They must also consider that these periods of time will occur multiple times for customers who transfer to other routes to complete their trip. WMATA evaluates which lines/routes may not be safely and/or comfortably transporting riders due to overcrowding by evaluating the percentage of passenger time spent on vehicles that exceed crowding guidelines. The target vehicle load often varies based on trip frequency and between the peak and off-peak periods: higher transit demand deserves more service, but riders may be more likely to tolerate standing, especially if their trip distances are relatively short. Generally, headways of more than 20 minutes should have a maximum load of 100% of seated capacity, while service with shorter headways can allow 120% of seated capacity. The current target is 5 percent in a crowded condition.

Potential metric: headway to load factor

The number and percentage of route trips per day when load factors exceed 1.0 and 1.3 may indicate a potential schedule adjustment as part of the shakeup process or other mitigation as needed. This information is presently tracked by Metro.

2. On-time performance (OTP)

On-time performance (OTP) is defined specifically by each system; a trip is considered on time if it arrives or departs from a time point within a specified range of time. A typical range is 0 to 5 minutes after the scheduled arrival/departure time. A trip that leaves a time point early is referred to as "hot" or "running hot."

Importance to Pass-Ups

Passengers can rely on the accuracy of departures and arrivals at stops to ensure getting on the bus.

LA Metro

Metro defines OTP as trips that are not more than one (1) minute early and no more than five (5) minutes late. A target of 85% has been established. Performance against target on system basis was measured at 70.9% in September 2024.

Benchmarks

CTA has a similar definition for OTP. Their goal is 65% of customers on every route board on time buses. WMATA considers a bus to be on time if it arrives at least two (2) minutes earlier or seven (7) minutes later than the scheduled arrival times. WMATA has a target of 78% and recent performance was 76%. The New York Metropolitan Transportation Authority (MTA) defines OTP as each bus trip of a particular route must not be earlier than one (1) minute before or not later than five (5) minutes after its scheduled departure time at each of its assessed (terminal or enroute) time points. MTA had an OTP performance in October 2024 at 82.7%. San Francisco Municipal Railway (MUNI) measures OTP as how well MUNI vehicles adhere to the schedule and serves as an indicator for the reliability and attractiveness of Muni service as a travel option for customers.

NY MTA tracks OTP, service delivered, customer journey time, and wait assessment.

Potential metric: OTP

Track on-time performance against a target goal of 100% on time, no time allowance for early or late by route/line, to be able to conduct more effective process improvement analysis of how to improve bus scheduling.

3. Load standards

Load standards relates to the agency-established goal for passenger loads (not the maximum vehicle load, which is considerably higher). The loading standard is usually expressed as a percentage of seated capacity, the maximum number of standees, or the maximum load. The loading standard often varies over the day, with the peak-period loading standard higher than off-peak periods. Some agencies also specify a time or distance duration that certain loads are allowed (e.g., 150% for up to 10 minutes). The loading standard is used to calculate demand-based headways during the various periods of the service day.

The maximum load point(s) (MLPs) is (are) the location(s) along a route where the greatest number of passengers are on board. Having this maximum load point information, along with other factors, allows the scheduler to determine the number of vehicles that will need to pass the MLP in order to accommodate the passengers wanting to use the service.

Importance to Pass-Ups

Load factors define the maximum number of passengers that can be allowed on a vehicle. When load factors are exceeded, passengers are passed up and wheelchairs and scooters cannot be accommodated.

LA Metro

Metro defines the peak load factor of 1.3 for 40-foot and 60-foot vehicles. Loads per route are tracked daily. The maximum load is determined for each route. There is no target and overall data available for system-wide loads. Max Loads per bus stop is maintained.

Benchmarks

NY MTA tracks bus wheelchair ramp/lift usage deployments per month. King County, Washington has a standard that no trip can have a standing load for 20 minutes. MUNI tracks the percentage of daily trips above capacity. CTA tracks loads but does not include this information in scheduling analysis. CTA tracks WC pass-ups if there is a complaint.

The CTA load standards are not the maximum capacity of the given vehicle types, rather they are set at levels that provide a reasonable amount of comfort for customers on their daily commutes. Any routes and time periods that exceed these standards on a regular basis should be targeted for improved service.

The WMATA vehicle load factor evaluates which lines/routes may not be safely and/or comfortably transporting riders due to overcrowding. The target vehicle load factor often varies based on trip frequency and between the peak and off-peak periods: higher transit demand deserves more service, but riders are more likely to tolerate standing. Generally, headways of more than 20 minutes should have maximum load factor of 1.00, while frequencies below this can allow 1.20. Averages for an entire line/route or time period will most often show lower numbers unless all trips exceed maximum capacity. It is likely that some trips on a line/route will exceed maximum capacity when the average for the time period exceeds a load factor of 0.80.

The following are the peak load factors for peer agencies, for 40-foot buses:

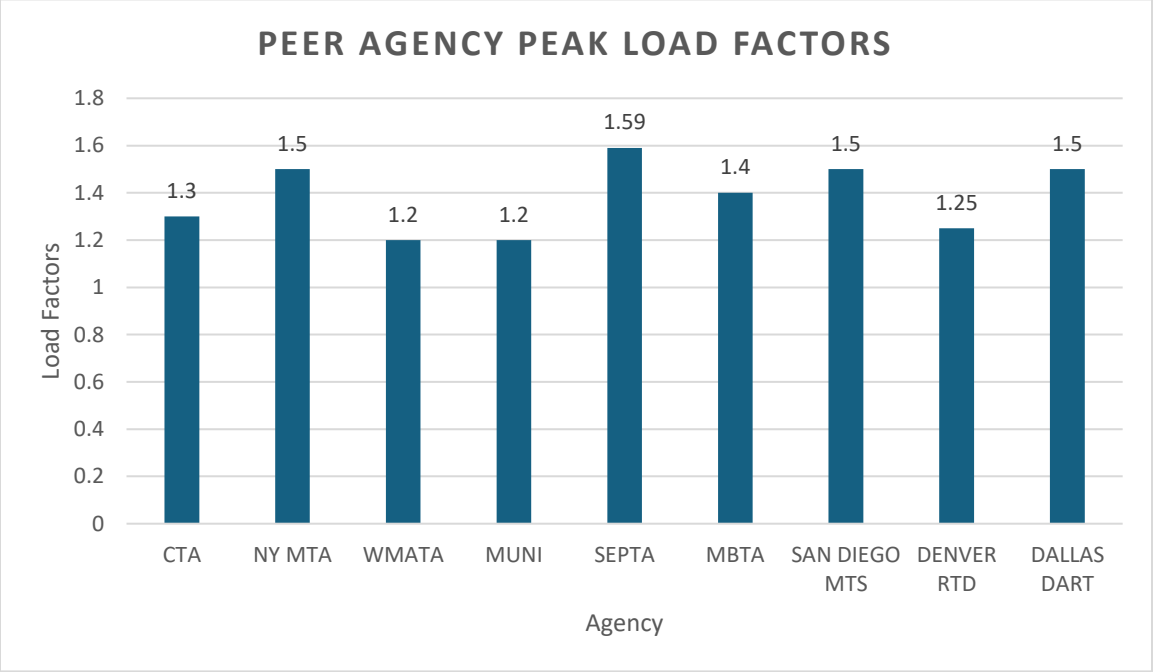


Figure 21: Peer Agency Peak Load Factors

Potential metric: load factors

Keep a load factor of 1.3 as the standard but evaluate passenger and WC pass-ups by line/route/load factor for process improvement. Evaluate locations along routes where the passenger load is greatest. The maximum load point can differ by direction and by time of day. Long or complex routes may have multiple maximum load points, one for each segment, also known as "peak load point."

4. Percentage of service delivered

This metric relates to the percentage of routes that are planned but are cancelled.

Importance to Pass-Ups

When trips are cancelled, passengers must adjust their schedule and may not arrive at the stop when the bus does, and this leads to missed trips.

LA Metro

Metro has a target of 2% maximum of trips cancelled.

Benchmarks

CTA tracks this data and publishes that 2.8% of the trips did not run. NY MTA measures 'Service Delivered' (sometimes referred to as throughput) measuring the ability to deliver the scheduled

service. It is calculated as the percentage of scheduled bus trips that are actually provided during peak hours (NY MTA); performance is less than 96%.

WMATA defines this metric as the share of scheduled buses that are actually provided at the peak load point during peak hours and has established a goal of 98%. Recent performance has been at 97.8%.

Potential metric: percent service delivered

Keep the target at 2% cancellation rate but evaluate by line/route relating to complaints, and pass-ups.

5. *Wheelchair Pass-Ups*

Wheelchair pass-ups includes the number or percentage of wheelchair passengers pass-ups.

Importance to Pass-Ups

This is a key ADA measure and responsibility of Metro and requires immediate remedial action to transport the passenger.

LA Metro

Metro has a metric in its service standards that requires an assessment of the route or system when there are more than 6% WC pass-ups on a rolling 6 month basis. Their present performance for the last fiscal year is 2.8% systemwide. See example of data in the chart in **Appendix E** for the report by line and in total.

Benchmarks

WMATA and CTA do not have a metric for WC pass-ups and do not have available data. NY MTA only tracks the number of wheelchair ramp or deployments on buses each month. Winnipeg Transit collects and publishes information on their website on:

- Full Bus Pass-ups by Month
- Wheelchair User Pass-ups by Month
- Map of Full Bus Pass-Up Locations – Past Year
- Map of Wheelchair Pass-Up Locations – Past Year
- Full Bus Pass-Ups By Route Past year
- Wheelchair User Pass-Ups By Route Past year

In Winnipeg, pass-ups occur most often in September of each year as students begin classes, following new schedules, often at new schools and universities. Passenger loads are at their highest in the first few weeks of classes, until everyone learns their new routines and figures out

the best way to get to class. A similar spike tends to occur in January, when similar travel patterns are followed.

Potential metric: wheelchair pass-ups

Key Metric to be Implemented: **Reduce the threshold from 6% to 4% for analysis. This is currently the highest level for any route but may not capture the poor performing routes.**

6. Passenger Pass-ups

The metric includes the number or percentage of general passenger pass-ups.

Importance to pass-ups

This is a key measure and ties to complaints received and incidents that are tracked.

LA Metro

Metro does not have a metric for this but collects pass-up data on all routes on a daily and annual basis. Pass-up data is collected by route, a sample FY24 report is below for reference with the full table provided in **Appendix G.** Note that system-wide, the pass-up percentage is low at 0.05%.

Route/Lines	Total Riders	Pass-ups	Percent
002	6,126,619	3,366	0.05%
004	7,750,385	3,432	0.04%
010	2,245,768	1,044	0.05%
014	3,619,400	2,088	0.06%
016	6,448,752	7,958	0.12%
018	6,728,711	6,888	0.10%
020	2,871,028	1,345	0.05%
028	3,197,177	1,807	0.06%
030	2,961,899	1,072	0.04%
033	5,320,770	6,078	0.11%
System total	**234,093,170**	**121,536**	**0.05%**

Table 9: Pass-Up Data per Route

Benchmarks

WMATA and CTA measure number of trips but do not measure bus pass-ups. NY MTA does not measure passenger pass-ups.

Potential metric: passenger pass-ups

Create a daily metric of total passenger pass-ups which should be reviewed no less than annually for development of a process improvement plan to reduce full bus passenger pass-ups.

5. Summary of Results and Conclusions

Based on the data reviewed and information gleaned from interviews and surveys, the results and conclusions of this review are presented below. These are roughly organized around the three objectives defined by OIG in commissioning this review of bus pass-ups.

a. Does Metro have policies and procedures to guide its bus pass-up process and are the policies and procedures in line with industry best practices?

Generally, there are no industry best practices for measuring bus pass-ups. Most comparable agencies do not cover pass-ups in their manuals and only one agency could be found that actively tracks pass-ups. Metro does have a policy addressing pass-ups generally and standard operating procedures which address pass-ups involving passengers with wheelchairs or other mobility devices. However, changes to the policies and procedures are recommended to make them more specific and effective. The following conclusions and recommendations for potential improvement are from the review of the pass-up and ridership data, interviews with Metro personnel, survey of Metro operators, and the review of Metro policies and those of other agencies:

i. From Interviews

1. Procedures to manage communications not documented
2. Key definitions such as full buses not communicated
3. Training on pass-ups not completed
4. Data on pass-ups not shared or evaluated
5. Inconsistent corrective actions for pass-ups noted for operators and supervisors

ii. From Procedure Review

1. 6% threshold for wheelchair pass-ups over a six month period appears too high. The systemwide average across all routes is 2.38% for the period July 2023-June 2024. Only 11 of the 88 routes had wheelchair pass-ups over 3% and no route had wheelchair pass-ups over 6%. Tracking routes with wheel-chair pass-ups over 2.38% will identify those routes with potential shake-up actions.
2. Data should be mined by Metro on a monthly basis to develop relationships between types of pass-ups and operations
3. Lack of consistency in definitions such as “full bus”
4. Capacity analysis process not documented

5. Few procedures are in place to handle bus service scheduling and pass-up monitoring
6. ADA procedure for alternative accessible service is not fully compliant
7. Enhance ADA Complaint Categorization & Prioritization
    - Continue to ensure pass-up complaints related to disability access are explicitly categorized in CCATS and prioritized for resolution.
    - Conduct regular audits of complaint handling timelines to ensure compliance with 49 CFR 37.169.
8. Improve Alternative Transportation for Pass-Ups
    - Establish a formalized procedure to provide alternative transportation for customers with disabilities who experience pass-ups and document this process to comply with 49 CFR 37.163.
9. Increase Operator Training & Accountability
    - Continue "mystery rider" program for random compliance checks on bus operators to ensure adherence to accessibility policies.
    - Require annual ADA training for operators focused on passenger assistance, service animals, and handling mobility devices.

iii. From Training Review

1. Refresher training has not been completed since 2022
2. Pass-up codes used in ATMS not explained
3. Exercise of good judgment and common sense may allow variation in approach and results
4. For wheelchair pass-up training, there is no mention of the reasons that might lead to a wheelchair pass-up and there is no specific direction provided to state that the procedures are the same regardless of the reason for the WC pass-up.
5. Training does not address full bus pass-ups

iv. From Benchmarking

1. Based on the benchmarking completed, and the proposed metrics, the following KPIs are recommended in the categories of timeliness, efficiency, and reliability related to pass-ups:
    - Accessibility Compliance – The degree to which services are accessible to individuals with disabilities by reviewing the wheelchair pass-up percentage. KPI would be the % of ADA-Wheelchair pass-ups of total pass-ups.

- Bus Reliability – The degree that passengers are able to board at each stop by reviewing the pass-up percentage. KPI of total pass-ups/passengers able to board.
- Bus Crowding – The degree of bus loads above seated capacity by reviewing bus loads over 1.3. KPI of Avg. #of seated passengers to seating capacity.
- Service Operated – Degree that published trips are operated by reviewing the percentage of operated trips by line. KPI of total service trips operated to total planned trips.
- Complaints – Degree that complaints are related to bus service by reviewing the customer complaints about bus service per 100,000 bus passenger boardings. KPI of #of complaints per 100,000 riders.

2. The following metrics are recommended to assist in measuring the KPIs:
    - Headways to load factor (presently tracked by Metro) – The number and percentage of route trips per day that exceeded 1.0 and 1.3 load factors and analyzed for potential schedule adjustments as needed.
    - On-time Performance (OTP) – Track OTP against a target goal of 100% on time, with no time allowance for early or late by route/line to be able to conduct bus service process improvement analysis.
    - Load Factors – Keep a load factor of 1.3 as the standard but evaluate passenger and wheelchair pass-ups by line/route for process improvement.
    - Percentage Service Delivered – Keep the target at 2% cancellation rate but evaluate by line/route relating to complaints and pass-ups.
    - Wheelchair Pass-ups – Reduce the threshold from 6% to 3% for analysis. This is currently the highest level for any route but may not capture other poor performing routes.
    - Passenger Pass-ups – Create a daily metric of total passenger pass-ups for development of a process improvement plan to reduce full bus passenger pass-ups.

b. Were bus operators who bypassed a customer acting according to Metro policies and procedures and what were the root causes for pass-ups?

Data from pass-up complaints received by Metro during fiscal year ending June 30, 2024, as well as information gathered from operators, was reviewed to see if Metro's policies were being followed. We found that generally, the procedures in place for wheelchair pass-ups are more specific and more closely followed and enforced than those for general pass-ups. The policies and procedures for general pass-ups are more informal and rely heavily on operator judgment in the field. Because of this it is likely that general pass-ups are being underreported. This is an area where policies, procedures, and training can be established and provided to operators to provide more specificity and guidance that can assist operators and reduce bus pass-ups.

c. Is there a correlation between the number of bus pass-ups and ridership statistics and are there any trends between bus pass-ups and bus operations, e.g. bus routes, operators, divisions, service areas, etc.?

i. The following key correlations were found using the results of the research and analysis:

1. Pass-up complaint categories: The majority of pass-up complaints are not for wheelchair pass-ups. Pass-ups related to wheelchair access and other disability issues made up only 20.78%.
2. Location: There is a strong correlation between ridership numbers and numbers of pass-up complaints.
    a. The Santa Monica lines (4, 33, and 720) receive some of the highest numbers of pass-up complaints.
    b. Rates of pass-up complaints (pass-up complaint/100,000 riders) are higher among lines with longer headways, which tend to be lines with lower ridership. Lines with higher ridership and shorter headways have lower rates of pass-up complaints.
3. Time of day and day of week: Pass-up complaints are much higher Tuesday-Friday and slightly lower on Monday. Pass-up complaints follow a daily pattern with peaks during morning and afternoon rush hours and a smaller peak at midday lunch.
4. High load factors: Routes that have the highest average load factors will experience more passenger pass-ups and wheelchair pass-ups in absolute numbers.
    a. Wheelchair Pass-ups: The 21 routes that had the wheelchair pass-ups over 3% had an average load factor of .65 compared to the average system-wide factor of .53. These are highlighted in Appendix E.
    b. Full vehicle Pass-ups: The 10 routes that had overall pass-ups greater than the average .08% for all routes, had an overall pass-up rate of .11% and had an average load factor of .68 compared to an average of .53.
5. Cancelled trips: There was a positive correlation between the number of pass-ups and cancelled trips. The top ten routes that had higher cancellations had an average wheelchair pass-ups rate of 3.94% compared to an average of 2.38% across all routes.

These same routes had an average trip cancel rate of 2.8% compared to an average of 1.7%.

6. Headways on certain routes in service school trippers show stops where the buses are too full and require another bus. We evaluated whether these transit circumstances affect full bus and wheelchair pass-ups.
    a. School Trippers: We identified the Metro lines/routes designated as school trippers. This information was aligned with the data on pass-ups, ridership, load factors, and cancelled trips. We determined that there was a positive correlation between school trippers and pass-ups.
7. 50% of lines/routes having the top ten load factors were school trippers
8. 40% of the lines/routes having the highest top ten overall pass-ups were school trippers
9. 40% of the lines/routes having the highest top ten wheelchair pass-ups were school trippers
10. Rush hours fill buses quickly: Leap frogging and Balancing Service. Operators skip stops to even out service when vehicles get bunched up and have higher dwell times and contribute to a higher number of bus pass-ups.
11. Operators only stop once: Closes door and departs a stop. It is unclear whether there is a correlation between wheelchair pass-ups and when the operator is unable to reopen the door based on Metro policies since this information is not tracked but could be traced to videos relating to complaints.
12. Sign Malfunction: vehicle “not in service” not designated or the “head sign” shows the incorrect route or destination; does not use or update “discharge only.” It is unclear whether there is a correlation since this information is not tracked.
13. Operator Common Sense and Good Judgement: Operator chooses not to stop due to safety concerns. Based on interviews and coverage in training, this has a positive correlation but cannot be assigned a numerical value.

6. Recommendations

1. **Metro should develop procedures in the following areas to improve analysis, measurement, and management of bus pass-ups:**
    a. Metro currently utilizes a threshold of 6% rate of pass-up (established by Metro's Office of Management and Budget) before an analysis of a specific route wheelchair pass-ups is performed. This threshold is twice the 2.8% system wide average. We recommend the threshold be reduced to 3% and the procedure used in Metro's Title VI Plan service standards should be updated to reflect the revised percentage.
    b. Procedure to cover pass-up related data collected and how data will be used to reduce the number of pass-ups to include load factors, cancellations, school trippers, time of day, and other factors
    c. The appropriate definition of the meaning of "full bus" should be included in all applicable procedures. The Board adopted definition of 147% of capacity should be used for regular operations pass-ups and the 2 available wheelchair spaces being full should be used for ADA pass-ups.
    d. Procedure for conducting Route/Line Capacity analysis
    e. Procedure to handle scheduling and pass-up monitoring
    f. Update the ADA procedure for alternative accessible service to be fully compliant including:
        i. Address Equipment Failures More Explicitly - It is recommended that Metro clearly state that lifts be tested every day before leaving the division to be placed into service and that vehicles with inoperative lifts must be held back until fixed or taken out of service before the next service day unless no spare is available. Metro should consider revising the Metro Bus Operations Control Standard Operating Procedures (SOP) 10.01– Accessible Service. 49 CFR 37.163
        ii. Strengthening Documentation and Reporting - The Current SOP includes documentation forms for incidents but lacks specific procedures for reporting accessibility-related complaints and equipment failures. 49 CFR 27.13(a)
    g. Procedure to ensure that Metro includes mandatory ADA compliance training for all operators, focusing on assisting passengers with various disabilities, proper use of accessibility equipment, and handling service animals. 49 CFR 37.173

h. Procedure related to Service Animals- The current SOP states that Metro permits service animals but lacks detailed guidelines on handling situations where the service animal is out of control or poses a threat.
    i. It is recommended that Metro defines clear procedures for operators to follow if a service animal is out of control or poses a direct threat to the health or safety of others. 49 CFR 37.167(d). **NOTE – Metro is in the process of making this change as the issuance of this report**.
i. Procedure to perform Maintenance Checks for Accessibility Equipment- The current SOP addresses procedures when equipment fails but does not emphasize preventive maintenance. The procedure should include regular maintenance checks for all accessibility equipment to ensure functionality. 49 CFR 37.161(a)
j. Procedure on how communications should be handled for all types of pass-ups
k. Procedure to ensure that corrective actions for pass-ups are consistent for operators and supervisors.
l. Procedure to hold ongoing meetings, including "RAP" sessions, on pass-up levels and corrective actions to improve.

2. **Key performance metrics should be established and tracked against pass-ups data for potential improvements. These metrics are noted below:**

    a. Headway to load factor

    The number and percentage of route trips per day when load factors exceed 1.0 may indicate a potential schedule adjustment as part of the schedule adjustment (shakeup) process or other mitigation as needed. Load Factors exceeding 1.3 should result in a schedule adjustment. This information is presently tracked by Metro.

    b. On time performance

    Track on-time performance against a target goal of 100% on time with no time allowance for early or late by route/line, to be able to conduct process improvement analysis of how to improve bus scheduling.

    c. Route and System-wide Load factors

    Keep a load factor of 1.3 as the standard but evaluate passenger and wheelchair (WC) pass-ups by line/route/load factor for process improvement. Evaluate locations along routes where the passenger load is greatest. The maximum load point can differ by direction and by time of day. Long or complex routes may have multiple maximum load points, one for each segment. Also known as "peak load point."

d. Percent of service delivered

Keep the target at 2% cancellation rate but evaluate periodically by line/route relating to complaints, and pass-ups.

e. Wheelchair pass-ups

Reduce the threshold from 6% to 3% for analysis. This is currently the highest level for any route but may not capture the poor performing routes.

f. General (non-wheelchair) Passenger pass-ups

Create a daily metric of total passenger pass-ups which should be reviewed periodically but no less than annually for development of a process improvement plan to reduce full bus passenger pass-ups.

g. Pass-ups per 100,000 riders

Create a formal pass-up rate metric such as pass-ups/100,000 riders for each line/route. Track the metric each month and communicate the data to supervisors and operators through "RAP" sessions in each Division and other communication channels.

3. **Initial training and annual refresher training should be completed for operators and Metro staff**
    a. Complete annual Refresher training to include pass-up procedures for operators and supervisors.
    b. Include explanation of pass-up codes used in the Advanced Transportation Management System (ATMS).
    c. Discuss variation in operator management of pass-ups using good judgment and common sense.
    d. Include the reasons that might lead to a wheelchair pass-up as there is no specific direction provided to state that the procedures are the same regardless of the reason for the wheelchair (WC) pass-up.
    e. Training should include coverage of full bus pass-ups.
    f. Create a specific passenger pass-up training module. This module should include guidance on how to handle different types of pass-up situations such as full bus (including a definition of full bus), wheelchair or ADA pass-up, and difficult passengers. The goal is to provide more guidance to operators for exercising their judgement in the field.
    g. Develop public education campaigns for riders on the importance of being ready to board, being at the stop, being aware of when the bus is approaching, and making sure the operator knows a passenger is waiting for the bus and can see the passenger.
    h. Train all appropriate staff on new procedures.

4. **Physical Characteristics of Bus Stops**
    a. Create a procedure to review the physical characteristics of bus stops at which pass-ups occur due to passenger visibility or the passenger not being at the stop. When warranted by the physical review, make changes to the bus stop such as adding or improving lighting; trimming vegetation; removing obstructions; or adding shade to encourage passengers to use the bus stop.

7. Appendices

The following appendices are included in this section:

a. Bus Operator Survey and Results
b. LA Metro data per route
c. Average load factors per route
d. Benchmarking metrics and definitions
e. Detailed Benchmarking Results
f. Sample LA Metro report by line and in total
g. LA Metro pass-up data report
h. Table of Recommendations

a. Bus Operator Survey and Results

Text of Survey

What is this survey?

Metro has asked The Lopez Group, LLP, to review pass-ups at Metro. To help us better understand pass-ups, we are conducting a survey among Operators. Your input is important and valuable because of your first-hand experience as an Operator. The information that you give to us in this survey is confidential and your individual responses will be aggregated with other recipients. No responses given by you will be linked to you individually.

1. Below is a list of situations when passenger pass-ups could happen. Please answer if you have ever experienced a pass-up due to the situation listed below (choose all that apply):
    a. Passenger not in clear view
    b. Passenger not at the stop
    c. Passenger attempting to load the bus with unallowable items (e.g., shopping carts, wagons, bags that do not fit through bus doors or block aisle)
    d. Lack of access due to construction or police activity
    e. Bike rack full
    f. Overcrowded or full bus
    g. Wheelchair spaces are full
    h. Wheelchair size or use (e.g., wheelchair being used to carry personal belongings and not the passenger)
    i. Human waste or other hazardous material
    j. Passenger poses threat
    k. Safety issues, please describe
2. Other type of pass-up not listed, please specify
3. Thinking about pass-ups that have occurred while you were operating a bus, what were the top three (3) reasons for passenger pass-ups (choose up to three):
    a. Passenger not in clear view
    b. Passenger not at the stop
    c. Passenger attempting to load the bus with unallowable items (e.g., shopping carts, wagons, bags that do not fit through bus doors or block aisle)
    d. Lack of access due to construction or police activity
    e. Bike rack full
    f. Overcrowded or full bus
    g. Wheelchair spaces are full

   h. Wheelchair size or use (e.g., wheelchair being used to carry personal belongings and not the passenger)
   i. Human waste or other hazardous material
   j. Passenger poses threat
   k. Safety issues, please describe
4. Other type of pass-up not listed, please specify
5. Do pass-ups tend to occur more frequently at certain times of the day or night (more than one answer is possible):
   a. Early morning before 6:00 a.m.
   b. 6:00 a.m. to 8:00 a.m.
   c. 8:00 a.m. to 10:00 a.m.
   d. 10:00 a.m. to noon
   e. Noon to 2:00 p.m.
   f. 2:00 to 4:00 p.m.
   g. 4:00 p.m. to 6:00 p.m.
   h. Evening after 6:00 p.m.

Survey Results

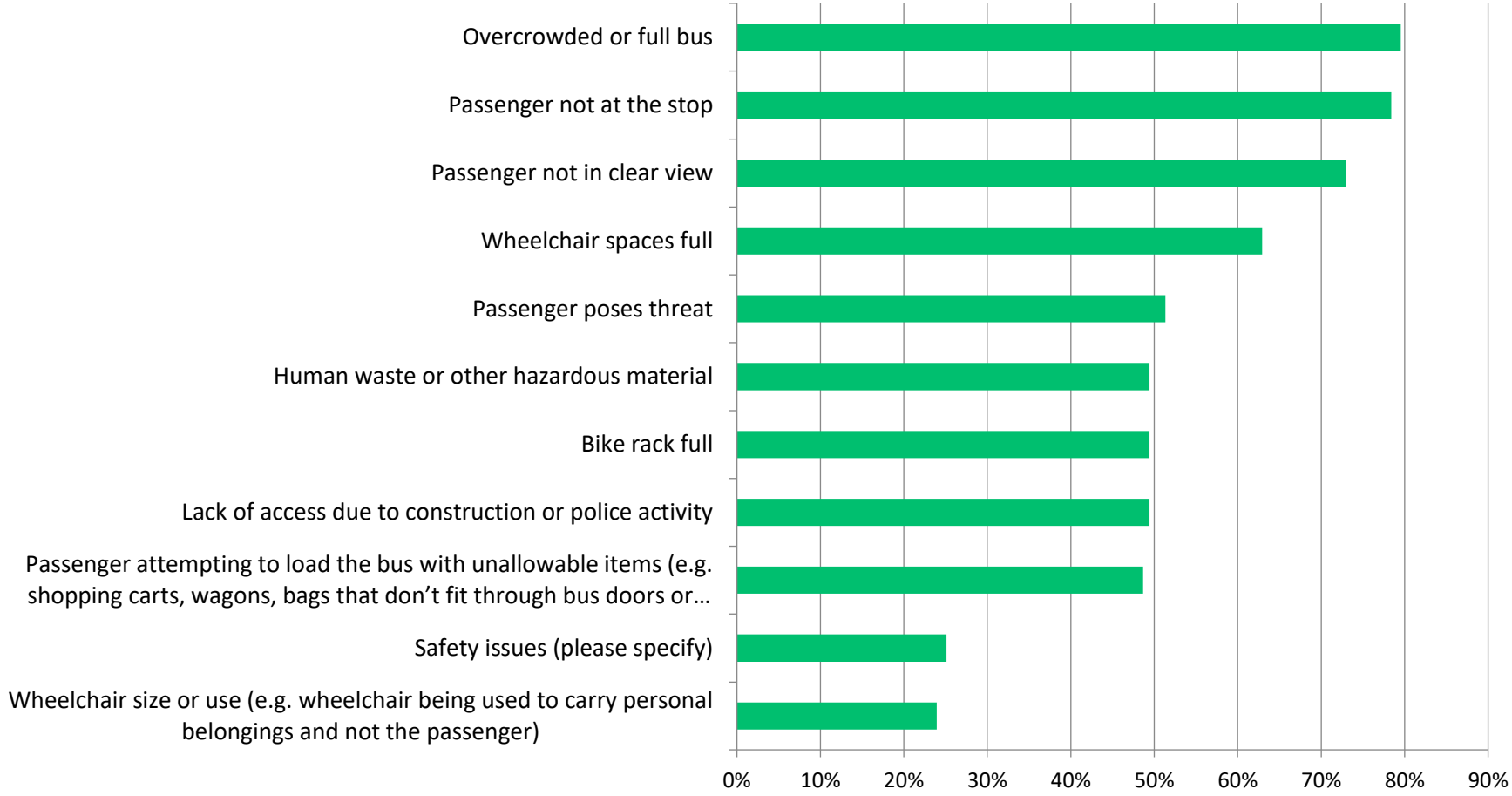
Below are the responses from the survey.

i. Survey question 1

Below is a list of situations when passenger pass-ups could happen. Please answer if you have ever experienced a pass-up due to the situation below? (choose all that apply)

Answer Choices	Responses	
Wheelchair size or use (e.g., wheelchair being used to carry personal belongings and not the passenger)	23.94%	62
Safety issues (please specify)	25.10%	65
Passenger attempting to load the bus with unallowable items (e.g., shopping carts, wagons, bags that do not fit through bus doors or block aisle)	48.65%	126
Lack of access due to construction or police activity	49.42%	128
Bike rack full	49.42%	128
Human waste or other hazardous material	49.42%	128
Passenger poses threat	51.35%	133
Wheelchair spaces full	62.93%	163
Passenger not in clear view	72.97%	189
Passenger not at the stop	78.38%	203
Overcrowded or full bus	79.54%	206
	Answered	**259**
	Skipped	**0**

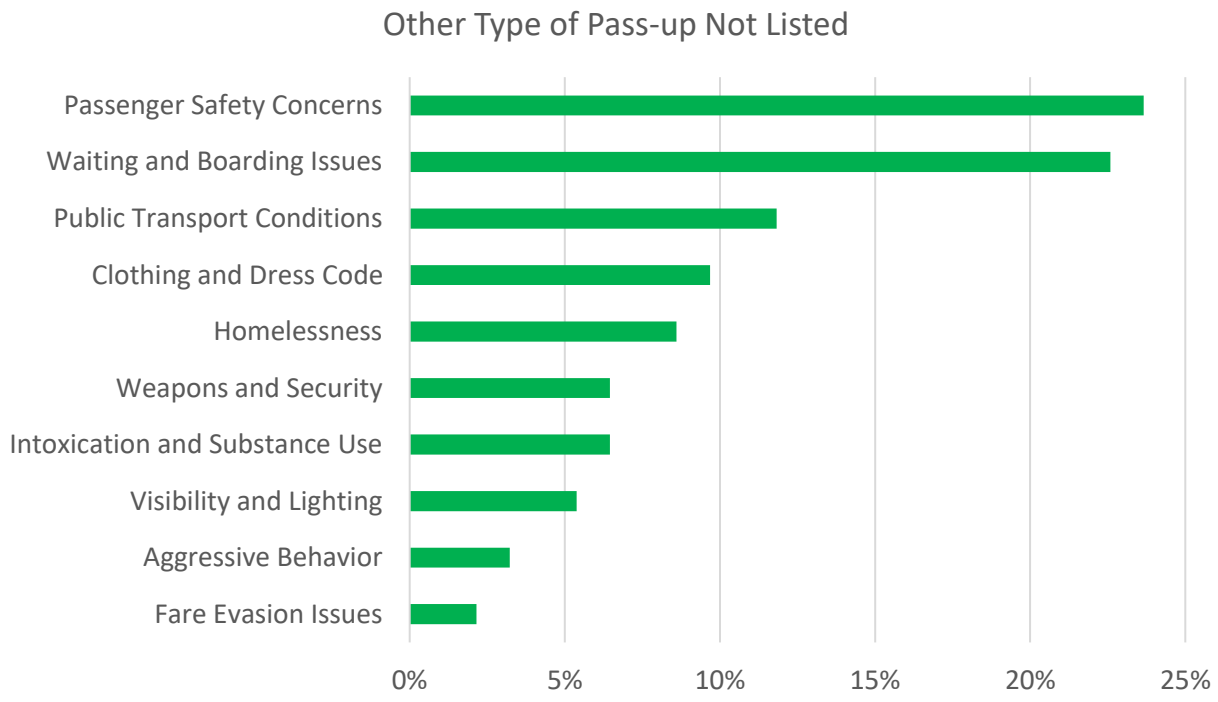
Below is a list of situations when passenger pass-ups could happen. Please answer if you have ever experienced a pass-up due to the situation listed below (choose all that apply):



ii. Survey question 2

Other type of pass-ups not listed in Question 1, please specify

Theme	Number	Percentage
Fare Evasion Issues	2	2%
Aggressive Behavior	3	3%
Visibility and Lighting	5	5%
Intoxication and Substance Use	6	6%
Weapons and Security	6	6%
Homelessness	8	9%
Clothing and Dress Code	9	10%
Public Transport Conditions	11	12%
Waiting and Boarding Issues	21	23%
Passenger Safety Concerns	22	24%
Total	**93**	
Answered	**77**	
Skipped	**182**	

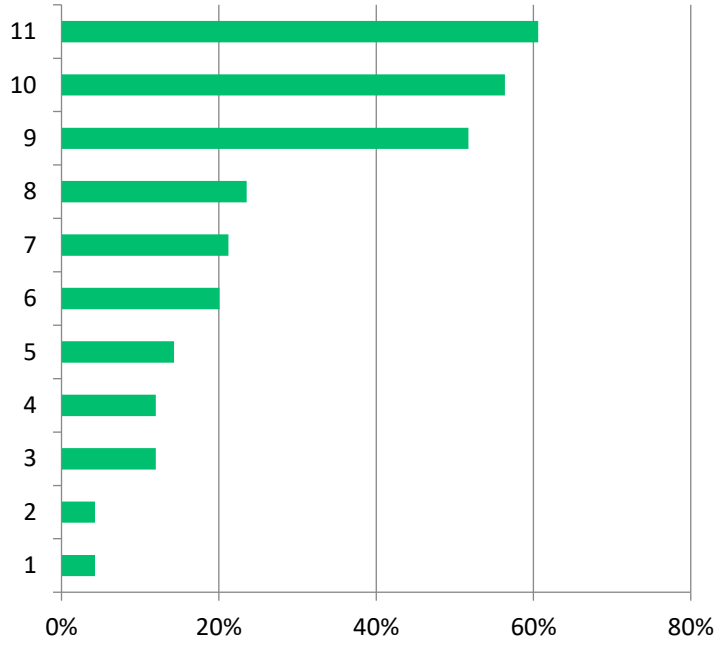


iii. Survey question 3

Thinking about the pass-ups that have occurred while you were operating a bus, what were the top three (3) reasons for passenger pass-ups (choose up to three)

Answer Choices	Responses	
Wheelchair size or use (e.g., wheelchair being used to carry personal belongings and not the passenger)	4.25%	11
Safety issues (please specify)	4.25%	11
Bike rack full	11.97%	31
Passenger poses threat	11.97%	31
Human waste or other hazardous material	14.29%	37
Lack of access due to construction or police activity	20.08%	52
Passenger attempting to load the bus with unallowable items (e.g., shopping carts, wagons, bags that do not fit through bus doors or block aisle)	21.24%	55
Wheelchair spaces full	23.55%	61
Passenger not in clear view	51.74%	134
Overcrowded or full bus	56.37%	146
Passenger not at the stop	60.62%	157
	Answered	**259**
	Skipped	**0**

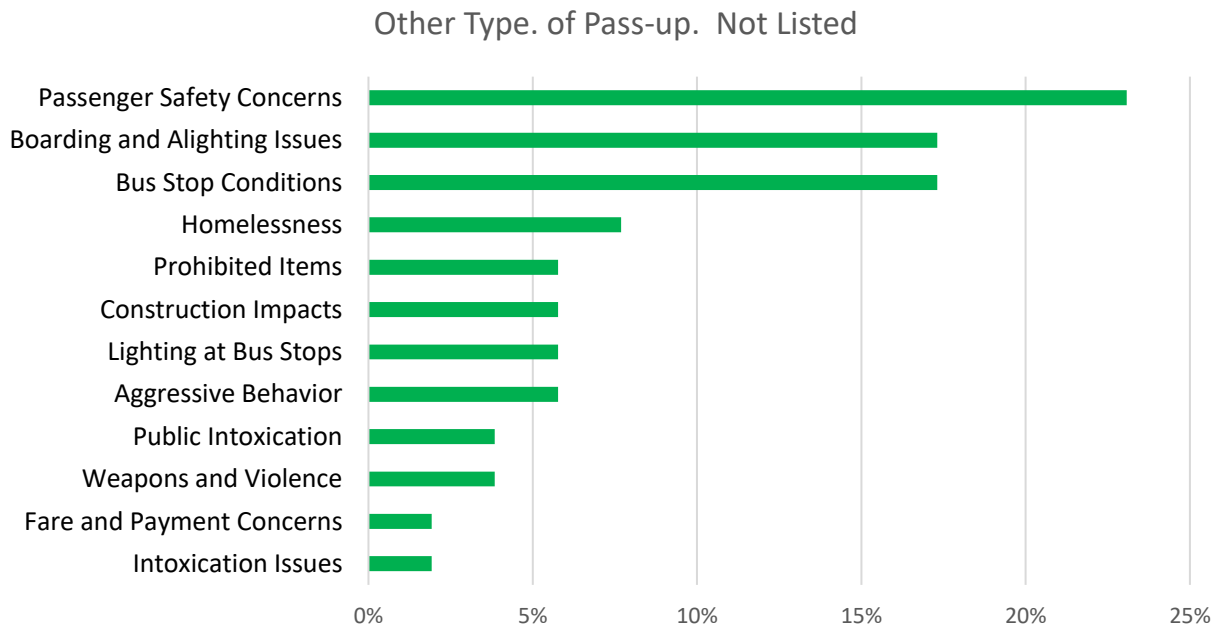
Thinking about pass-ups that have occurred while you were operating a bus, what were the top three (3) reasons for passenger pass-ups (choose up to 3):



iv. Survey question 4

Other type of pass-up not listed in Question 3, please specify

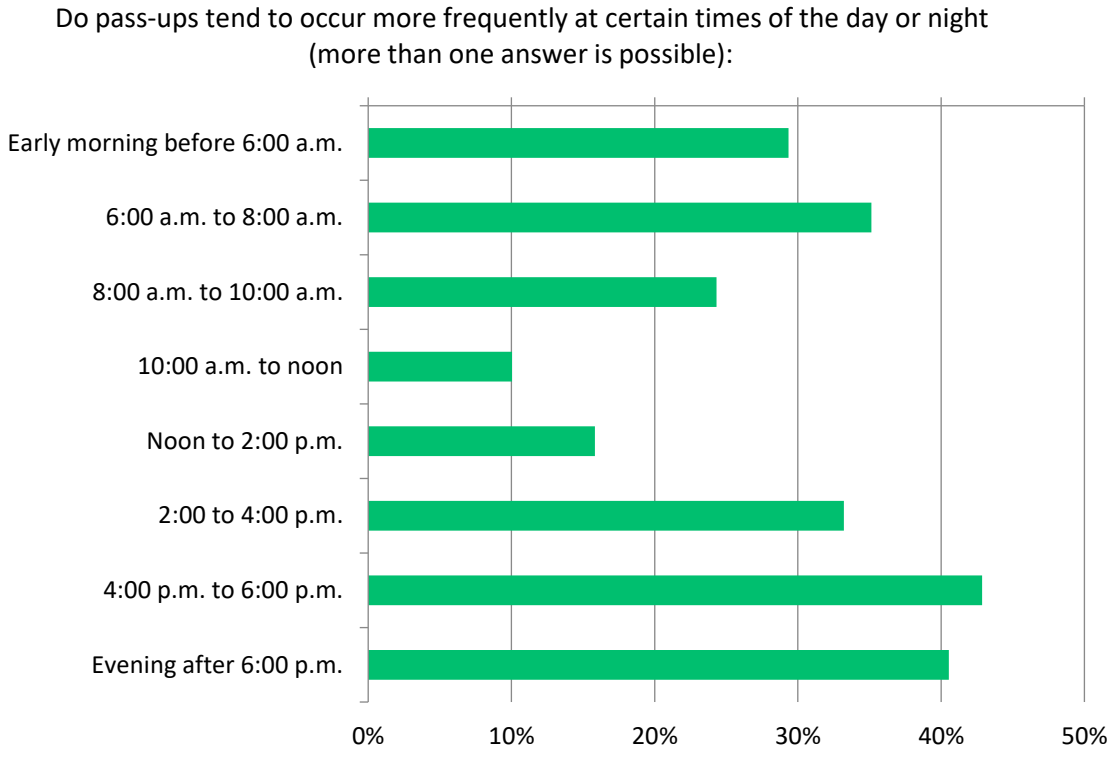
Theme	Number	Percentage
Intoxication Issues	1	2%
Fare and Payment Concerns	1	2%
Weapons and Violence	2	4%
Public Intoxication	2	4%
Aggressive Behavior	3	6%
Lighting at Bus Stops	3	6%
Construction Impacts	3	6%
Prohibited Items	3	6%
Homelessness	4	8%
Bus Stop Conditions	9	17%
Boarding and Alighting Issues	9	17%
Passenger Safety Concerns	12	23%
Total	**52**	
Answered	**51**	
Skipped	**208**	



v. *Survey question 5*

Do pass-ups tend to occur more frequently at certain times of the day or night (more than one answer is possible)

Answer Choices	Responses	
Early morning before 6:00 a.m.	29.34%	76
6:00 a.m. to 8:00 a.m.	35.14%	91
8:00 a.m. to 10:00 a.m.	24.32%	63
10:00 a.m. to noon	10.04%	26
Noon to 2:00 p.m.	15.83%	41
2:00 to 4:00 p.m.	33.20%	86
4:00 p.m. to 6:00 p.m.	42.86%	111
Evening after 6:00 p.m.	40.54%	105
	Answered	**259**
	Skipped	**0**



b. Pass-up Data per Route

Route Number	Total Riders	Overall Pass-ups	Percent	W/C Pass-ups	Cancelled Trips	School Routes	Average Load Factors
002	6,126,619	3,366	0.05%	3.70%	1.3%	yes	0.622199571
004	7,750,385	3,432	0.04%	2.53%	2.2%		0.582910714
010	2,245,768	1,044	0.05%	1.05%	0.9%	yes	0.619711027
014	3,619,400	2,088	0.06%	2.07%	1.1%		0.687375
016	6,448,752	7,958	0.12%	2.57%	1.1%		0.666328947
018	6,728,711	6,888	0.10%	5.25%	3.3%		0.718783242
020	2,871,028	1,345	0.05%	2.76%	2.1%	Yes	0.594079487
028	3,197,177	1,807	0.06%	2.36%	1.3%	Yes	0.626990762
030	2,961,899	1,072	0.04%	2.17%	1.2%		0.562127563
033	5,320,770	6,078	0.11%	2.57%	2.3%		0.598157088
035	1,569,720	156	0.01%	0.62%	0.6%		0.442141176
040	4,571,417	2,671	0.06%	2.32%	2.6%		0.649052632
045	4,357,881	6,887	0.16%	4.36%	2.5%	Yes	0.71814899
051	5,910,598	5,404	0.09%	2.06%	2.5%	Yes	0.701219224
053	3,467,950	4,254	0.12%	4.16%	2.8%		0.671931429
055	2,265,361	1,800	0.08%	1.73%	2.5%		0.615440972
060	4,627,245	2,913	0.06%	2.21%	2.4%		0.63965019
062	998,361	156	0.02%	0.71%	0.4%		0.656798246
066	4,044,497	2,277	0.06%	2.20%	2.5%		0.579505319
070	4,938,567	3,098	0.06%	2.56%	3.0%		0.65104898
076	1,919,981	358	0.02%	0.85%	2.3%		0.499351563
078	2,123,613	906	0.04%	1.52%	1.4%		0.506607735
081	3,244,299	3,708	0.11%	3.50%	2.2%	Yes	0.690851711
090	1,830,153	239	0.01%	0.42%	1.5%	Yes	0.536792079
092	1,795,833	382	0.02%	1.11%	1.6%		0.479148649
094	2,235,029	876	0.04%	1.05%	1.40%		0.629624031
096	224,203	1	0.00%				

Route Number	Total Riders	Overall Pass-ups	Percent	W/C Pass-ups	Cancelled Trips	School Routes	Average Load Factors
102	488,568	21	0.00%	0.11%	0.1%		0.3776375
105	4,611,369	2,132	0.05%	2.64%	1.5%		0.70813555
106	1,222,299	56	0.00%	0.61%	0.3%		0.372976636
108	4,448,248	3,353	0.08%	2.65%	3.7%		0.772987342
110	2,314,486	643	0.03%	1.47%	2.0%		0.630572034
111	4,623,719	2,673	0.06%	4.61%	2.6%		0.588318066
115	3,639,014	2,413	0.07%	3.61%	2.6%	yes	0.696611486
117	2,599,084	1,682	0.06%	3.08%	2.5%		0.562801556
120	937,348	202	0.02%	1.60%	0.1%		0.453453704
125	1,481,528	6	0.00%	0.23%			0.465205556
127	549,485	59	0.01%	0.38%	0.1%		0.203361111
128	326,493	0	0.00%				0.419727273
134	378,976	103	0.03%		0.9%		0.511712766
150	935,447	214	0.02%	0.84%	0.6%	yes	0.331472103
152	3,083,866	1,696	0.05%	1.89%	0.9%	yes	0.692785953
154	169,641	19	0.01%		0.2%		0.240859375
155	341,483	29	0.01%	0.22%	0.3%		0.287222222
158	428,223	36	0.01%	0.61%	0.1%		0.453985294
161	252,608	2	0.00%		0.1%		0.419205882
162	3,040,978	1,103	0.04%	2.00%	0.8%		0.613660714
164	1,795,135	583	0.03%	1.20%	0.9%	yes	0.500213115
165	2,418,724	1,690	0.07%	1.64%	0.9%	yes	0.625115942
166	1,778,817	1,946	0.11%	1.73%	2.0%	yes	0.60325969
167	462,819	2	0.00%	0.88%	0.2%		0.377695122
169	568,472	156	0.03%	0.71%	0.1%	yes	0.50877027
177	55,578	0	0.00%				0.181625
179	297,230	7	0.00%		0.2%		0.1975
180	2,986,642	1,163	0.04%	1.37%	1.5%		0.507246341
182	854,855	134	0.02%	0.34%	0.2%	yes	0.454464516

Route Number	Total Riders	Overall Pass-ups	Percent	W/C Pass-ups	Cancelled Trips	School Routes	Average Load Factors
202	55,921	3	0.01%		0.0%		0.117568966
204	6,932,264	2,345	0.03%	3.23%	3.9%		0.629642523
205	858,227	2	0.00%				0.350926471
206	2,771,951	784	0.03%	1.33%	3.2%		0.67984739
207	8,110,164	4,532	0.06%	3.77%	4.3%		0.644969965
209	91,014	3	0.00%		0.1%		0.169984375
210	4,304,931	1,877	0.04%	2.66%	2.8%		0.639360215
211	81,554	2	0.00%		0.6%		0.2295
212	2,936,787	671	0.02%	0.92%	2.5%		0.53935641
217	2,810,911	1,300	0.05%	1.46%	1.7%	yes	0.524674757
218	188,071	0	0.00%				0.404157895
222	344,828	35	0.01%	0.15%	0.3%		0.205979167
224	2,005,871	566	0.03%	0.96%	1.6%	yes	0.554982014
230	973,225	303	0.03%	0.88%	1.0%	yes	0.468309524
232	1,387,988	10	0.00%				0.480340426
233	4,135,842	2,052	0.05%	3.23%	2.1%		0.551910891
234	2,691,270	938	0.03%	1.14%	1.7%		0.523564103
236	550,004	98	0.02%	0.32%	0.0%	yes	0.387295455
237	498,847	40	0.01%	0.17%	0.0%	yes	0.38961039
240	3,427,505	1,387	0.04%	1.85%	1.2%		0.436113208
242	516,360	178	0.03%	0.38%	0.1%	yes	0.287958763
244	501,657	131	0.03%	0.73%	0.1%	yes	0.396041379
246	953,362	125	0.01%	0.51%	0.1%		0.396611111
251	4,319,881	2,106	0.05%	2.99%	1.7%	yes	0.574309179
256	176,459	1	0.00%				0.261512195
258	600,551	19	0.00%	0.41%	0.0%		0.430567308
260	3,270,238	1,326	0.04%	1.59%	1.6%		0.639934307
265	307,811	20	0.01%		0.1%	yes	0.380846154
266	1,707,316	128	0.01%	0.13%			0.46630303

Route Number	Total Riders	Overall Pass-ups	Percent	W/C Pass-ups	Cancelled Trips	School Routes	Average Load Factors
267	375,789	29	0.01%	0.62%	0.1%		0.351094828
268	211,734	16	0.01%	0.52%	0.3%		0.239617021
287	261,252	2	0.00%		0.1%		0.231
294	440,598	51	0.01%	0.15%	1.1%		0.278725352
344	464,057	27	0.01%	0.95%	0.0%		0.48406
460	1,298,664	417	0.03%	1.68%	0.1%		0.760946667
487	378,144	21	0.01%	0.19%	0.2%		0.358869919
501	380,788	2	0.00%		1.3%		0.225975
550	86,084	1	0.00%		0.1%		0.174025641
577	219,420	0	0.00%				0.264973214
601	131,555	4	0.00%		1.0%		0.058848214
602	341,375	97	0.03%	1.42%	0.1%	yes	0.367992424
603	2,596,453	3	0.00%				0.623630719
605	696,579	2	0.00%	2.20%			0.436204545
611	457,850	12	0.00%	0.89%	0.0%		0.42975
617	190,130	17	0.01%		0.0%		0.193153061
660	278,420	4	0.00%		0.1%		0.197818182
662	639,436	44	0.01%	0.36%	0.0%	yes	0.355964789
665	159,836	2	0.00%		0.0%		0.183134146
686	74,195	2	0.00%		0.0%		0.125253731
690	312,258	84	0.03%	0.28%	0.3%	yes	0.230347826
720	6,410,073	3,134	0.05%	2.19%	2.7%		0.581764012
754	4,181,978	909	0.02%	1.93%	1.8%		0.592436747
761	2,158,830	517	0.02%	1.51%	1.4%		0.52042623
857	212,813	1	0.00%		0.3%		0.053146853
901	4,412,865	503	0.01%	1.41%	0.9%		0.513505515
910	4,724,832	1,366	0.03%	1.97%	0.6%		0.602398246
System total	**31,247,233**	**7,220**	**0.02%**	**2.38%**	1.7%		**0.535434672**

c. Average Load Factors

The table below reflects average load factors (LF) per route overall, between July-November 2023 and separately between January-June 2024 (before/after the December 2023 service change). The last column on the right reflects whether any change is noted due to the December 2023 service change. Peach cells reflect routes with a lower load factors following the service change.

Route	Average of LF	Average of LF Jul-Nov 2023	Average of LF Jan-Jun 2024	December 2023 Service Change
108	0.772987342	0.770162437	0.77579798	0.005636
460	0.760946667	0.774767123	0.747844156	-0.02692
18	0.718783242	0.708426523	0.729485185	0.021059
45	0.71814899	0.722964286	0.71343	-0.00953
105	0.70813555	0.702061224	0.714241026	0.01218
51	0.701219224	0.695158784	0.707259259	0.0121
115	0.696611486	0.690544218	0.702597315	0.012053
152	0.692785953	0.679176871	0.705947368	0.02677
81	0.690851711	0.692473282	0.689242424	-0.00323
14	0.687375	0.684076923	0.690673077	0.006596
206	0.67984739	0.663698413	0.696390244	0.032692

Route	Average of LF	Average of LF Jul-Nov 2023	Average of LF Jan-Jun 2024	December 2023 Service Change
53	0.671931429	0.672828571	0.671034286	-0.00179
16	0.666328947	0.662009868	0.670648026	0.008638
62	0.656798246	0.665298246	0.648298246	-0.017
70	0.65104898	0.641279352	0.660979424	0.0197
40	0.649052632	0.644064356	0.654167513	0.010103
207	0.644969965	0.631770318	0.658169611	0.026399
260	0.639934307	0.636715328	0.643153285	0.006438
60	0.63965019	0.639515152	0.63978626	0.000271
210	0.639360215	0.636473118	0.642247312	0.005774
110	0.630572034	0.615798319	0.645598291	0.0298
204	0.629642523	0.608906542	0.650378505	0.041472
94	0.629624031	0.640449612	0.61879845	-0.02165
28	0.626990762	0.614736111	0.63918894	0.024453
165	0.625115942	0.612087591	0.637956835	0.025869
603	0.623630719	0.598954248	0.64830719	0.049353

Route	Average of LF	Average of LF Jul-Nov 2023	Average of LF Jan-Jun 2024	December 2023 Service Change
2	0.622199571	0.624691304	0.619771186	-0.00492
10	0.619711027	0.62275	0.616648855	-0.0061
55	0.615440972	0.626048611	0.604833333	-0.02122
162	0.613660714	0.607864286	0.619457143	0.011593
166	0.60325969	0.603705426	0.602813953	-0.00089
910	0.602398246	0.601466667	0.603329825	0.001863
33	0.598157088	0.59875	0.597568702	-0.00118
20	0.594079487	0.583083333	0.604742424	0.021659
754	0.592436747	0.573542169	0.611331325	0.037789
111	0.588318066	0.580309645	0.596367347	0.016058
4	0.582910714	0.580696429	0.585125	0.004429
720	0.581764012	0.584929204	0.57859882	-0.00633
66	0.579505319	0.561941489	0.597069149	0.035128
251	0.574309179	0.571768116	0.576850242	0.005082
117	0.562801556	0.563945736	0.561648438	-0.0023

Route	Average of LF	Average of LF Jul-Nov 2023	Average of LF Jan-Jun 2024	December 2023 Service Change
30	0.562127563	0.554704545	0.569584475	0.01488
224	0.554982014	0.546920863	0.563043165	0.016122
233	0.551910891	0.542678218	0.561143564	0.018465
212	0.53935641	0.535041026	0.543671795	0.008631
90	0.536792079	0.538534653	0.535049505	-0.00349
217	0.524674757	0.520258537	0.529048309	0.00879
234	0.523564103	0.511871795	0.53525641	0.023385
761	0.52042623	0.519327869	0.52152459	0.002197
901	0.513505515	0.517319853	0.509691176	-0.00763
134	0.511712766	0.523553191	0.49987234	-0.02368
169	0.50877027	0.500263158	0.51775	0.017487
180	0.507246341	0.503678049	0.510814634	0.007137
78	0.506607735	0.500198895	0.513016575	0.012818
164	0.500213115	0.497155738	0.503270492	0.006115
76	0.499351563	0.496257813	0.502445313	0.006187

Route	Average of LF	Average of LF Jul-Nov 2023	Average of LF Jan-Jun 2024	December 2023 Service Change
344	0.48406	0.49622	0.4719	-0.02432
232	0.480340426	0.480552083	0.480119565	-0.00043
92	0.479148649	0.470351351	0.487945946	0.017595
230	0.468309524	0.459952381	0.476666667	0.016714
266	0.46630303	0.466777778	0.465828283	-0.00095
125	0.465205556	0.4527	0.477711111	0.025011
182	0.454464516	0.43912987	0.469602564	0.030473
158	0.453985294	0.444470588	0.4635	0.019029
120	0.453453704	0.452611111	0.454296296	0.001685
35	0.442141176	0.422215385	0.462864	0.040649
605	0.436204545	0.425290909	0.447118182	0.021827
240	0.436113208	0.430416268	0.441651163	0.011235
258	0.430567308	0.421538462	0.439596154	0.018058
611	0.42975	0.437444444	0.422055556	-0.01539
128	0.419727273	0.412727273	0.426727273	0.014

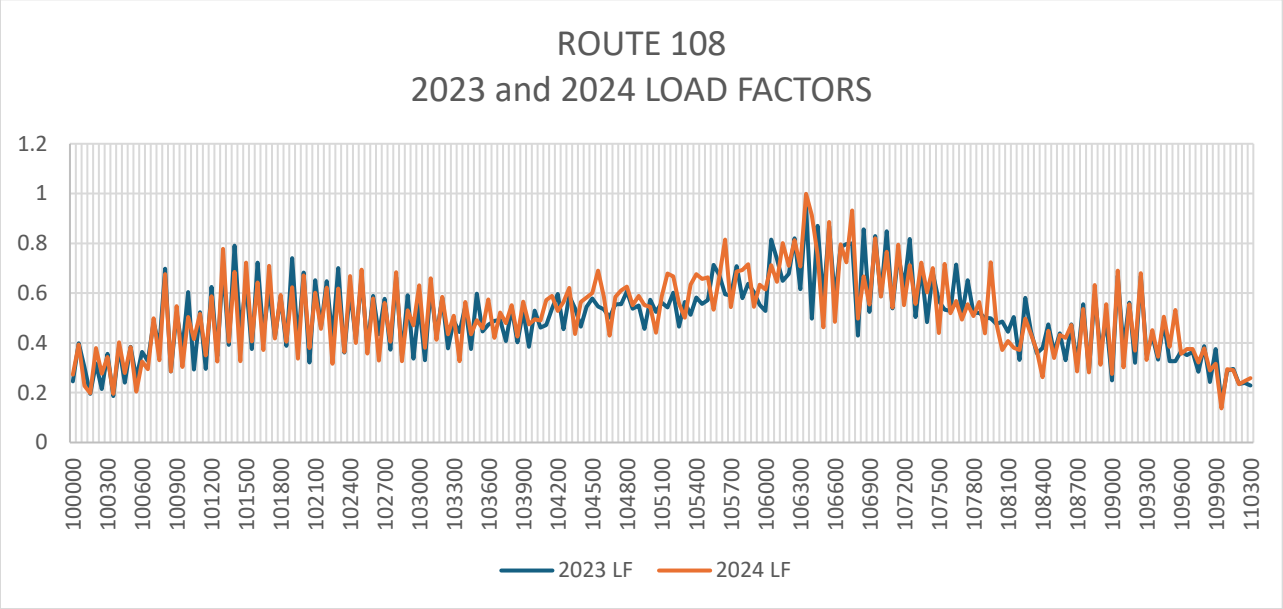
Route	Average of LF	Average of LF Jul-Nov 2023	Average of LF Jan-Jun 2024	December 2023 Service Change
161	0.419205882	0.412441176	0.425970588	0.013529
218	0.404157895	0.409342105	0.398973684	-0.01037
246	0.396611111	0.394469136	0.398753086	0.004284
244	0.396041379	0.361422535	0.429256757	0.067834
237	0.38961039	0.381394737	0.397615385	0.016221
236	0.387295455	0.382060606	0.392530303	0.01047
265	0.380846154	0.37371875	0.387757576	0.014039
167	0.377695122	0.385292683	0.370097561	-0.0152
102	0.3776375	0.3735	0.381775	0.008275
106	0.372976636	0.37482243	0.371130841	-0.00369
602	0.367992424	0.368815385	0.36719403	-0.00162
96	0.358988372	0.347139535	0.370837209	0.023698
487	0.358869919	0.370482759	0.348507692	-0.02198
662	0.355964789	0.345774648	0.36615493	0.02038
267	0.351094828	0.355344828	0.346844828	-0.0085

Route	Average of LF	Average of LF Jul-Nov 2023	Average of LF Jan-Jun 2024	December 2023 Service Change
205	0.350926471	0.353205882	0.348647059	-0.00456
150	0.331472103	0.321559322	0.341643478	0.020084
242	0.287958763	0.283154639	0.292762887	0.009608
155	0.287222222	0.283555556	0.290888889	0.007333
294	0.278725352	0.271309859	0.286140845	0.014831
577	0.264973214	0.286178571	0.243767857	-0.04241
256	0.261512195	0.251097561	0.271926829	0.020829
154	0.240859375	0.237125	0.24459375	0.007469
268	0.239617021	0.233425532	0.245808511	0.012383
287	0.231	0.223596154	0.238403846	0.014808
690	0.230347826	0.222652174	0.238043478	0.015391
211	0.2295	0.2392	0.2198	-0.0194
501	0.225975	0.222975	0.228975	0.006
222	0.205979167	0.210041667	0.201916667	-0.00812
127	0.203361111	0.201990741	0.204731481	0.002741

Route	Average of LF	Average of LF Jul-Nov 2023	Average of LF Jan-Jun 2024	December 2023 Service Change
660	0.197818182	0.198285714	0.197350649	-0.00094
179	0.1975	0.195885714	0.199114286	0.003229
617	0.193153061	0.185265306	0.201040816	0.015776
665	0.183134146	0.182195122	0.184073171	0.001878
177	0.181625	0.17625	0.187	0.01075
550	0.174025641	0.15674359	0.191307692	0.034564
209	0.169984375	0.16778125	0.1721875	0.004406
686	0.125253731	0.127636364	0.122941176	-0.0047
202	0.117568966	0.116862069	0.118275862	0.001414
601	0.058848214	0.059955357	0.057741071	-0.00221
857	0.053146853	0.055342857	0.051041096	-0.0043
Grand Total	**0.535434672**	**0.530916953**	**0.539944635**	**0.009028**

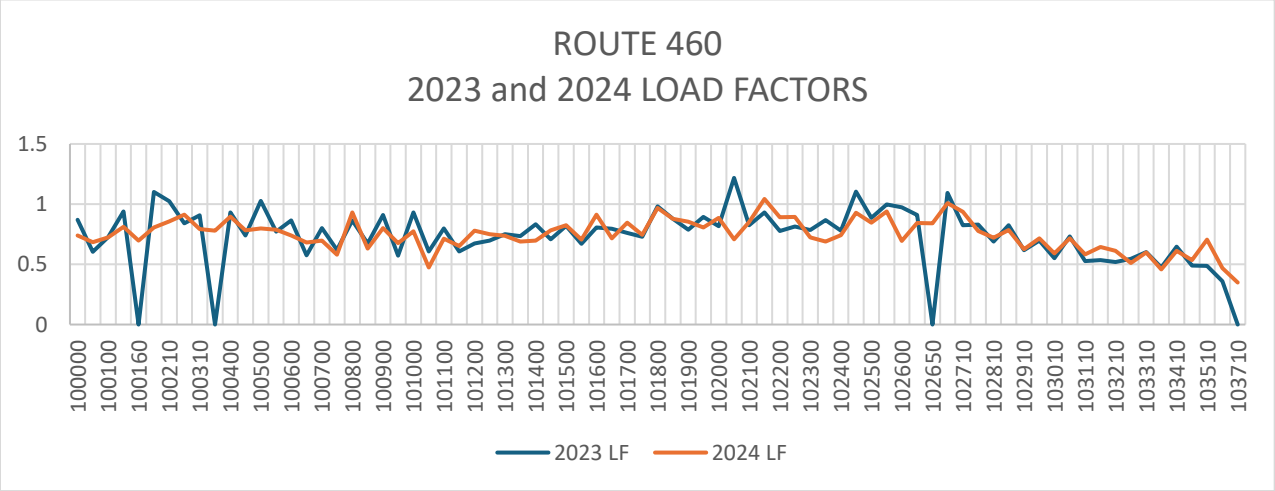
Route 108

The average load factor for route 108 over the two (2) periods is 0.77 and is the highest average load factor of all routes. Prior to the December 2023 service change, the average load factor was 0.770. After the service change, the load factor increased to 0.776. The table below shows the load factor patterns comparing trip numbers for the two (2) periods:



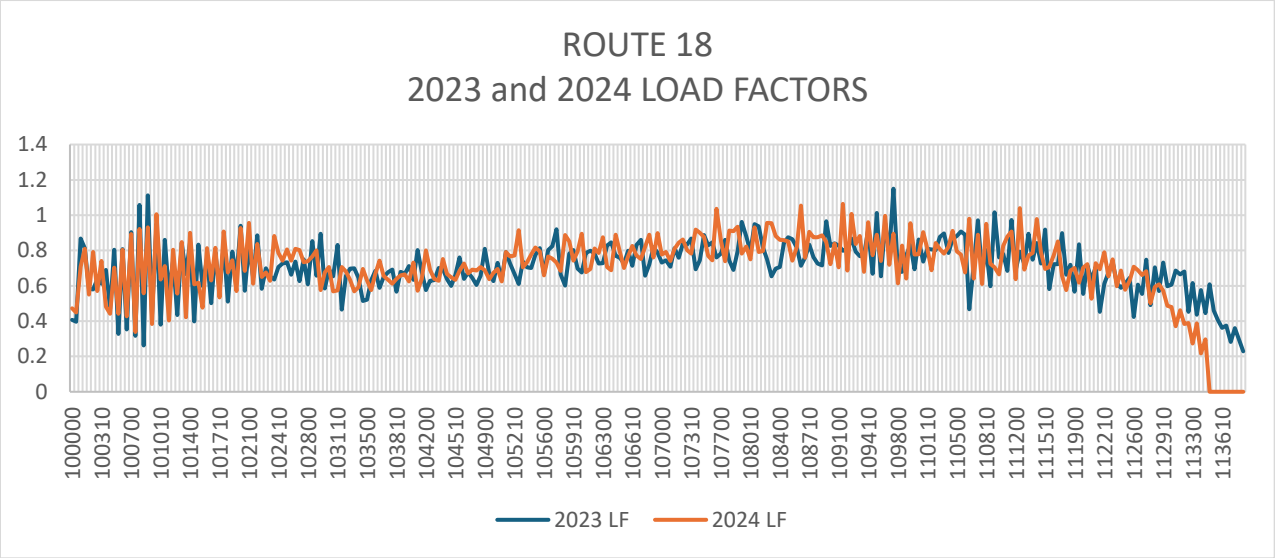
Route 460

The average load factor for route 460 prior to the December 2023 service change was 0.775; this decreased to 0.748 after the service change. The table below shows the load factor patterns comparing trip numbers for the two (2) periods:



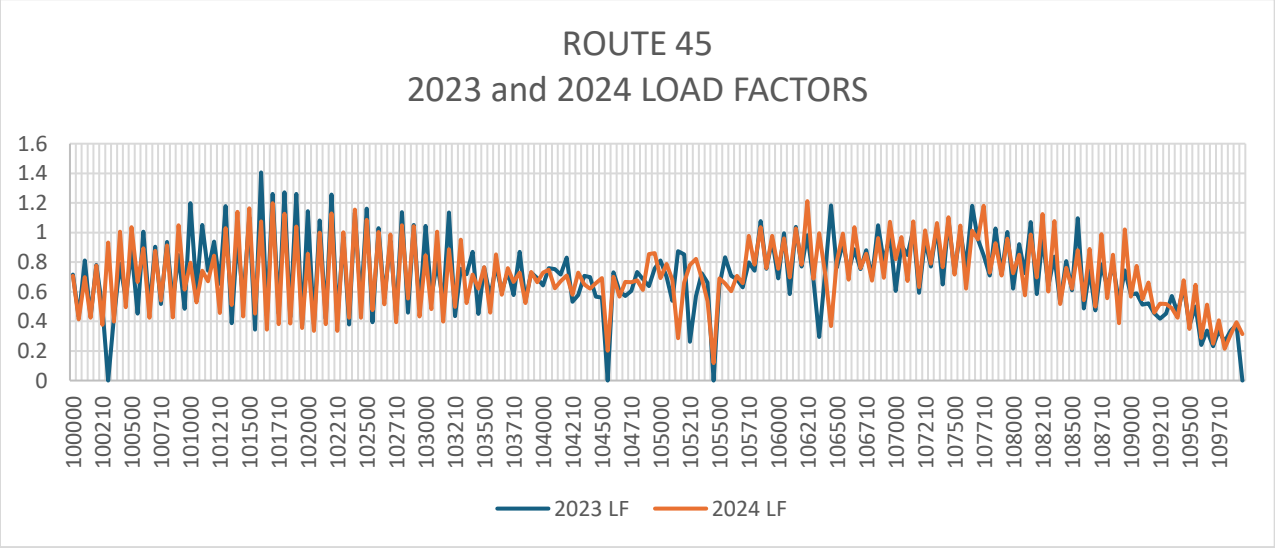
Route 18

The average load factor for route 18 prior to the December 2023 service change was 0.708; this increased to 0.729 after the service change. The table below shows the load factor patterns comparing trip numbers for the two (2) periods:



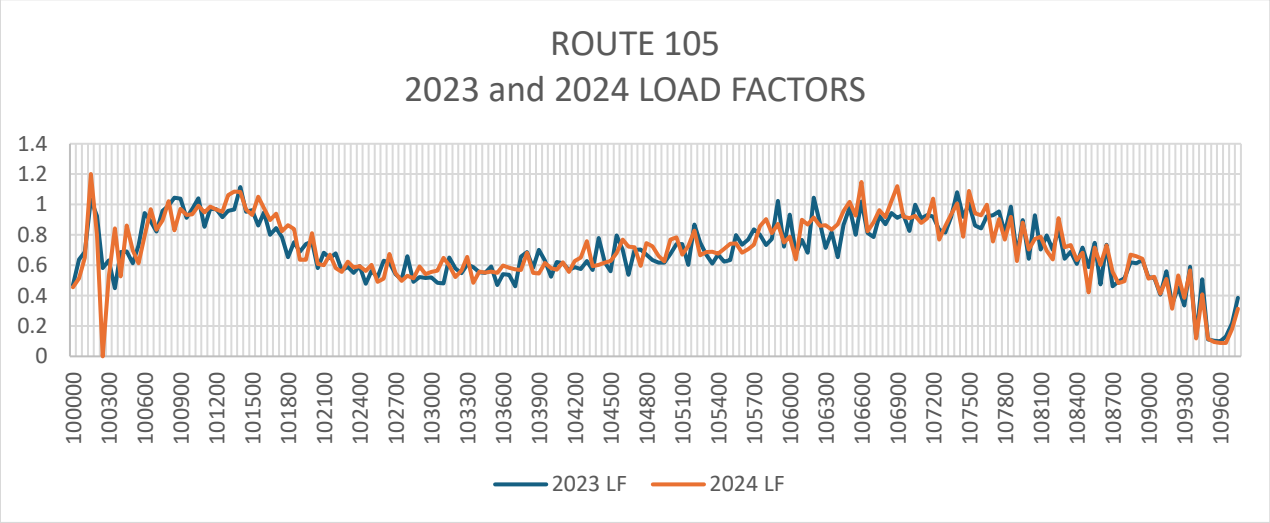
Route 45

The average load factor for route 45 prior to the December 2023 service change was 0.723; this decreased to 0.713 after the service change. The table below shows the load factor patterns comparing trip numbers for the two (2) periods:



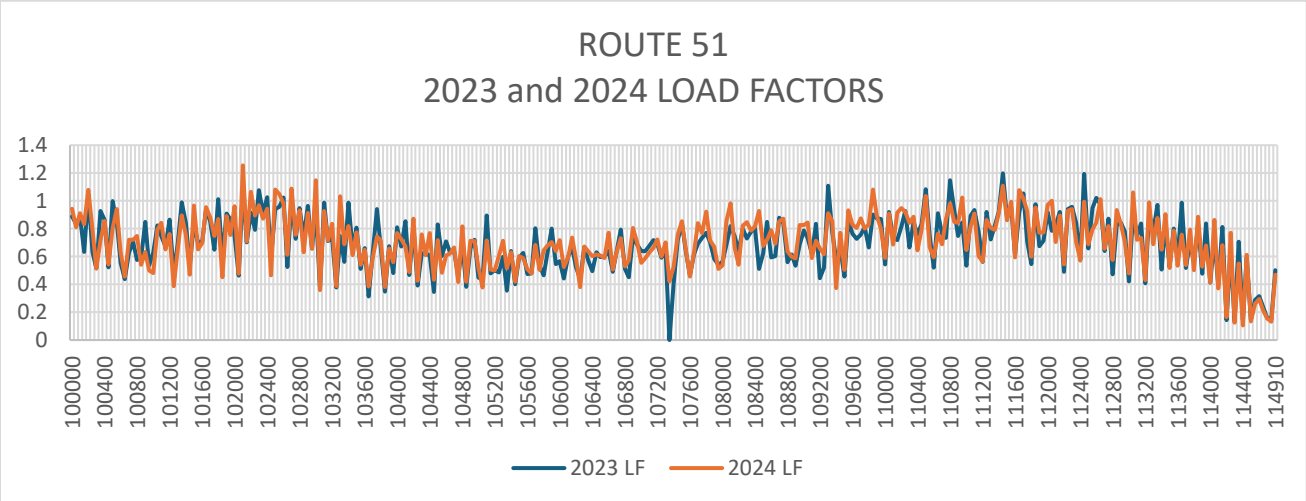
Route 105

The average load factor for route 105 over the two (2) periods is 0.71. Prior to the December 2023 service change, the average load factor was 0.702. After the service change, the load factor increased to 0.714. The table below shows the load factor patterns comparing trip numbers for the two (2) periods:



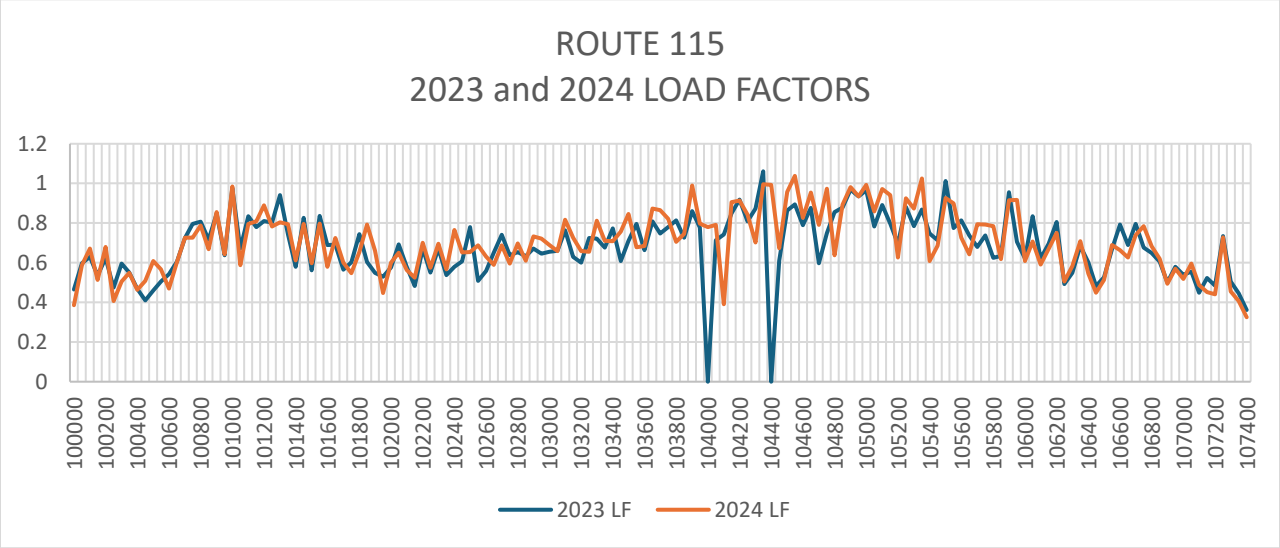
Route 51

The average load factor for route 51 over the two (2) periods is 0.701. Prior to the December 2023 service change, the average load factor was 0.695. After the service change, the load factor was 0.707. The table below shows the load factor patterns comparing trip numbers for the two (2) periods:



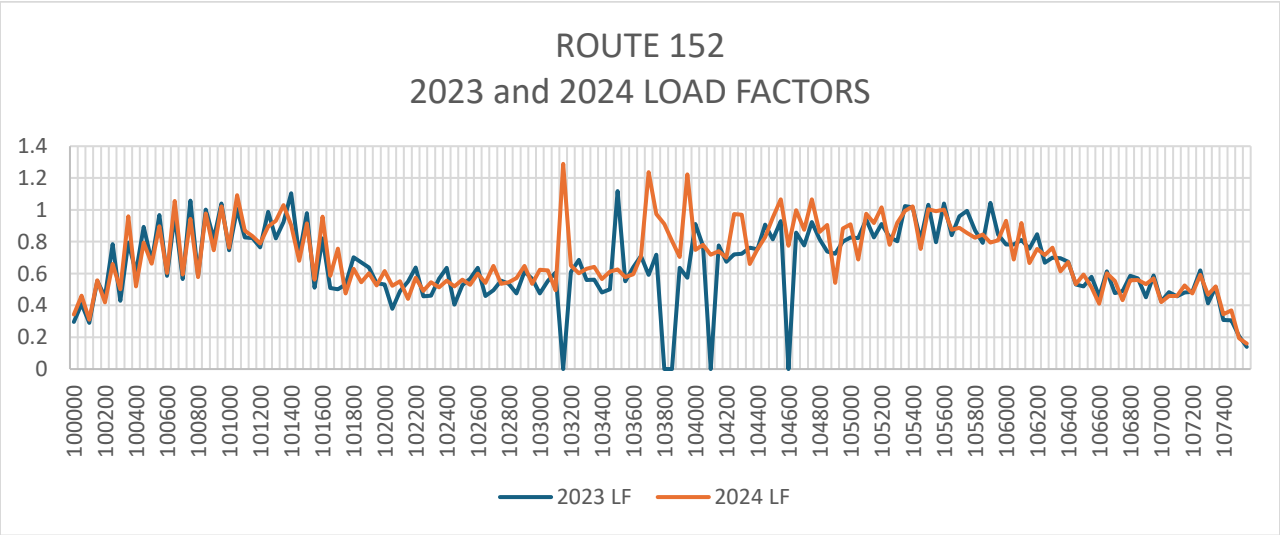
Route 115

The average load factor for route 115 over the two (2) periods is 0.697. Prior to the December 2023 service change, the average load factor was 0.691. After the service change, the load factor increased to 0.703. The table below shows the load factor patterns comparing trip numbers for the two (2) periods:



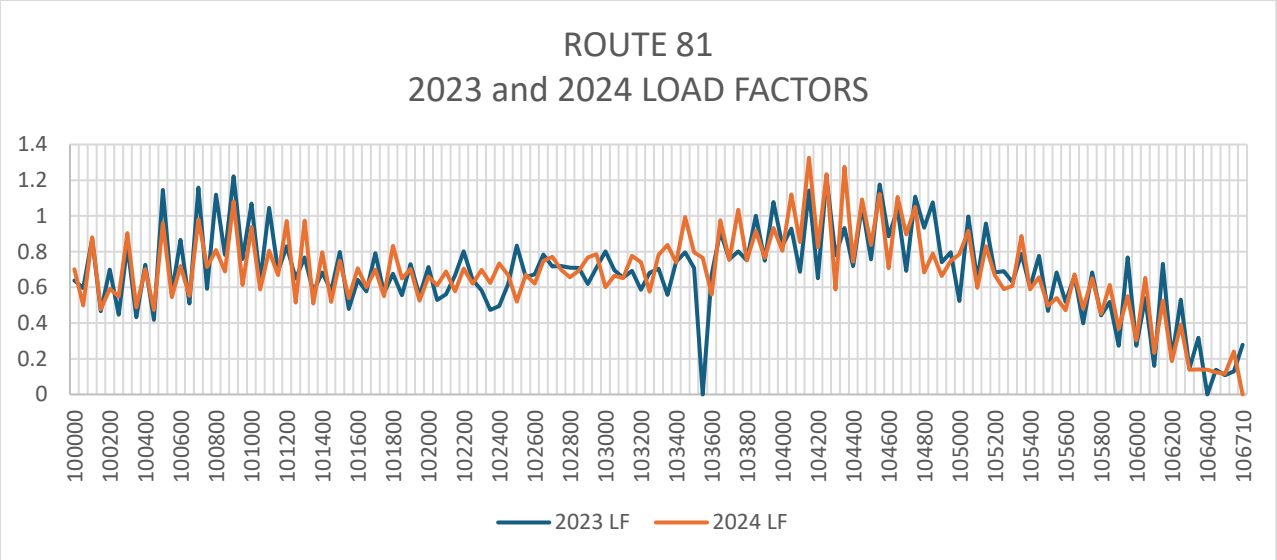
Route 152

The average load factor for route 152 over the two (2) periods is 0.693. Prior to the December 2023 service change, the average load factor was 0.679. After the service change, the load factor increased to 0.706. The table below shows the load factor patterns comparing trip numbers for the two (2) periods:



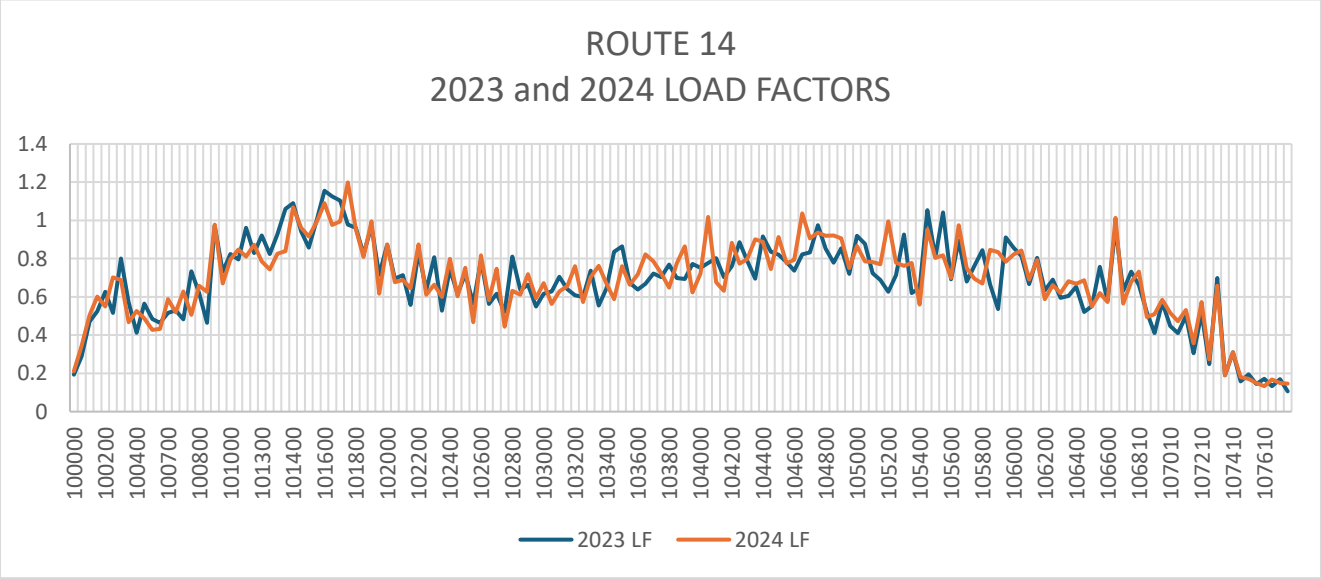
Route 81

The average load factor for route 81 prior to the December 2023 service change was 0.692; this decreased to 0.689 after the service change. The table below shows the load factor patterns comparing trip numbers for the two (2) periods:



Route 14

The average load factor for route 14 over the two (2) periods is 0.687. Prior to the December 2023 service change, the average load factor was 0.684. After the service change, the load factor increased to 0.691. The table below shows the load factor patterns comparing trip numbers for the two (2) periods:



d. Benchmarking Metrics

Agency	% Service Delivered	On-Time Performance (OTP)	Accuracy of Real Time arrival info	Availability of Real Time arrival info	Reliability of Bus Service	Availability of seats on bus; Bus Crowding	Wait times for buses
NY MTA	**X**	**X**			**X**		**X**
	The share of scheduled buses that are actually provided at the peak load point during peak hours	The share of customer trips with a total travel time within 5 minutes of the scheduled time			Wait Assessment (WA) measures how evenly buses are spaced at selected timepoints (NY MTA)		ABST: The average time that customers spend waiting at a stop beyond their scheduled wait time ATT: The average time customers spend onboard a bus beyond their scheduled travel time
WMATA	**X**	**X**	**X**	**X**	**X**	**X**	**X**
	The percentage of scheduled trips that are actually operated in the time period specified.	The percentage of trips that depart a timepoint is no more than 2 minutes early or 7 minutes late relative to the scheduled departure time.	Real-time prediction accuracy	Real-time information availability	Fleet reliability is the mean distance between bus mechanical failures	Evaluates overcrowding using the percentage of passenger time spent on vehicles that exceed crowding guidelines.	Frequency/Service Headway: The amount of time scheduled between bus arrivals.
CTA	**X**	**X**			**X**		**X**
	The percent of scheduled bus hours delivered, including Holidays.	Bus On-Time performance is the percentage of time when the interval between two buses is 60 seconds or less in			Miles between reported bus service disruptions due to equipment – Miles traveled during the month divided by the number of reported service disruptions due to equipment. Average percent of bus fleet unavailable for service- Daily		Bus Excess Wait Time from schedule is defined as the difference between scheduled and actual average wait times.

Agency	% Service Delivered	On-Time Performance (OTP)	Accuracy of Real Time arrival info	Availability of Real Time arrival info	Reliability of Bus Service	Availability of seats on bus; Bus Crowding	Wait times for buses
		addition to the percent of times when the interval between two buses is double the scheduled internal and greater than 15 minutes.			average number of buses unavailable for service for any reason divided by the total number of buses in the fleet		
MUNI	**X**	**X**			**X**	**X**	
		On-time performance (OTP) measures how well Muni vehicles adhere to the schedule and serves as an indicator for the reliability and attractiveness of Muni service as a travel option for our customers			Percentage of scheduled Muni service hours delivered - Filled service hours are divided by scheduled hours and reported system-wide.	Percentage of trips where vehicles are above capacity for 10% or more of the stops	
AC Transit	**X**	**X**			**X**		
	Service Reliability is based on the percentage of service trips operated, divided by the total planned service trips. Trips not operated are any planned service trips that did not	On Time Performance is the percentage of buses that depart time points no more than one minute early and no more than five minutes later than scheduled.			AC Transit tracks the miles between chargeable road calls- The average miles traveled between mechanical problems that result in a service disruption of greater than ten minutes.		

Agency	% Service Delivered	On-Time Performance (OTP)	Accuracy of Real Time arrival info	Availability of Real Time arrival info	Reliability of Bus Service	Availability of seats on bus; Bus Crowding	Wait times for buses
	operate during the reporting period.						

e. Detailed Benchmarking Results

i. Identify best practices

The Metro scope of work included an assessment of procedures from other Transit agencies and how these agencies track performance metrics and publish scorecards on performance on their websites and in the public domain. Information published by peer agencies such as WMATA, CTA, and NY MTA as well as other agencies were researched. While many other transit agencies publish information on performance, only one agency, Winnipeg, publishes information on pass-ups on a daily basis. Most agencies consider missed trips and pass-ups as factors in reducing bus transit reliability. This together with load factors, cancelled trips, school trippers, and headways affects the number of pass-ups.

Bus System Rule Books

CTA and NY MTA have a Bus System Rule Book that defines the rules of conduct for their various transit agencies. Unlike Metro's rule book, neither CTA nor NY MTA cover bus pass-ups in the rule book, unlike the LACMTA rule book. Since Metro has pass-ups covered in their operator manual, this is a good practice compared to CTA and NY MTA. The Metro operator manual would depict a best practice if it covered all types of pass-ups, procedures to manage them, and metrics to track performance.

NY MTA

NY MTA's rule book covers the rules governing the conduct and safety of the public in the use of the facilities of the NY MTA Bus Company, but do not track bus pass ups.

CTA

CTA publishes a rule book covering all rules of conduct for CTA operating employees. Unlike NY MTA, CTA does not publish the fines associated with the rules of conduct and does not cover bus pass-ups.

Reliability

The Transit Cooperative Research Program (TCRP) report 'Minutes Matter: A Bus Transit Service Reliability Guidebook' defines three (3) hallmarks of bus transit reliability as:

- Short and consistent wait times
- Consistent on-time arrivals at the destination, and
- Consistent travel times

These three hallmarks influence the number of pass-ups an agency has due to the predictability of service that ensures riders will be at the bus stops for pickup.

The primary focus for the TCRP research was to provide recommendations for increasing on-time-performance (OTP) as most participating agencies had OTP as their primary measure, an indirect way to see the effect on the number of pass-ups.

Load Factors

The American Public Transportation Association (APTA) benchmarking report on 'Metro Service Policies and Standards' completed in 2019-2020 includes information on peak period load standards for 40-foot buses and is shown below.

Property	Peak Loading Standard (based on seats)	Off-Peak Standard (based on seats)	Comments
Philadelphia (SEPTA)	1.59		Unspecified off-peak
Seattle (King County)	1.5	1.25	No trip can have standing load for 20 minutes or longer
New York City (NY MTA)	1.5	1.4	
Dallas (DART)	1.5	1.0	
San Diego (MTS)	1.5	1.0	
Boston (MBTA)	1.4	1.0	
Chicago (CTA)	1.3	1.0	
LA Metro	1.3	1.0	
Denver (RTD)	1.25	1.0	
San Francisco (MUNI)	1.2	1.0	

Table 10: Peak Period Load Standards of Peer Agencies

Load factors ranged from 1.2 to 1.59 based on the agency assessments of risk related to crowded buses. Information on the various methods on how these load factors were set is not available. Metro's load factor threshold is included in the table at 1.3.

Real Time Arrival and Departure Assistance

A study of the impact of improved real time bus arrival information was completed with NY MTA, Tampa, and Atlanta. This research aimed to understand if real-time information (RTI) increases transit ridership, a critical question asked by decision-makers facing pressure to increase ridership under tight budget constraints. This study presents a meta-analysis of the impacts of RTI on transit ridership in three American cities (New York City, Tampa, and Atlanta) that share a common RTI system, known as OneBusAway. While these cities share a similar RTI platform, they differ in the characteristics of the transit systems themselves, the way in which RTI was launched, and the data available for analysis. Therefore, a different methodology has been utilized to study each city.

The results reveal that two of the three studies (Tampa and Atlanta) did not find a substantial change in transit trips associated with use of RTI. However, one study (New York City) did show an increase in ridership likely attributable to providing RTI and was most significant on the routes with the greatest level of transit service (measured in revenue miles).

Primary conclusion: **Since New York City has substantially more bus service than Atlanta or Tampa in terms of the number of routes, the span of service, and the frequency of service on most routes, this suggests that the potential for ridership gains due to RTI may be greatest in areas that already have high levels of pre-existing transit service.**

Complaints

The AC Transit public transit agency in Oakland, California identified nine (9) key reasons for complaints. Passenger pass-ups is identified as the fourth highest reason for complaints overall:

Rank	Reason for Complaint	Description
1	Hazardous Operation	Unsafe driving, speeding, swerving, running red light
2	Driver Conduct/ Discourtesy	Something driver has said or done
3	No Show	Bus does not arrive for schedule
4	***Pass-up***	***Bus arrives at a stop, but does not pick up the passenger***
5	Late	Bus is late
6	Cancellation	Bus did not make schedule due to mechanical or personnel issues
7	!Sharp	Bus arrives at a stop and leaves before scheduled time
8	Fare/Transfer Dispute	Disagreement on fare between driver and passenger
9	Refusal to Allow Aboard	Driver refuses to allow a passenger on board

Table 11: AC Transit Complaint Categories

Medium Size Agency Metrics

The American Bus Benchmarking Group (ABBG) benchmarked 19 medium sized agencies (100-600 bus fleet size) noting the following metrics that are used (missed trips were included in the customer success dimensions). Missed trips and on-time departure performance were key aspects of customer satisfaction.

Success Dimensions	Key Performance Indicators
Growth and Learning	Ridership: passenger boardings (*five-year % change*) Service levels: vehicle revenue miles and hours (*five-year % change*) Passengers per revenue mile and hour Staff training
Customer	Customer information (*scheduled and real-time*) On-time departure performance Passenger miles per revenue capacity mile Passenger miles per revenue seat mile Lost vehicle mile Missed trips
Internal Processes	Peak fleet utilization Network efficiency (*revenue miles and hours per total miles and hours, nonrevenue split by category)* Staff productivity (*total vehicle hours and miles per labor hour, overall and by category)* Staff absenteeism rate (*by staff category and absenteeism type)* Fleet reliability (*miles/time between road calls die to technical faults*)
Financial	Total cost per vehicle mile and hour Total operating cost per vehicle mile and hour (*service operation, maintenance, administration*) Service operation cost per revenue mile and hour Total operating cost per boarding and passenger mile Operating cost recovery Fare revenue per boarding and passenger mile
Safety	Number of vehicle collisions per vehicle mile and hours (*preventable, nonpreventable, on-property)* Number of staff injuries per staff work hour Number of passenger injuries per boarding and passenger mile Number of third-party injuries per vehicle mile and hour
Environmental	Fuel consumption (*per total vehicle mile, passenger mile, and capacity mile*) Carbon dioxide emissions (*per total vehicle and passenger mile*)

Table 12: Peer Agency Metrics Used

National Transit Database (NTD) Service Effectiveness

Lastly, NTD collects data from agencies and publishes national transit summaries and trends. In the 2023 report, service effectiveness results were published based on using load factors. The excerpt from this report is below:

> *Service Effectiveness*
>
> *Service effectiveness can be measured using load factor, which is the average number of passengers on board a transit vehicle. Transit vehicles that are fuller will have higher load factors, whereas transit vehicles with more empty seats will have lower load factors.*
>
> *Rail modes typically carry a greater number of passengers than Fixed-Route Bus modes due to Rail modes having higher vehicle capacities and typically serving high-density travel corridors. Similarly, Fixed-Route Bus modes carry more passengers than Demand Response and Vanpool modes because of their higher vehicle capacities and because they typically serve medium-density travel markets. See below for data:*

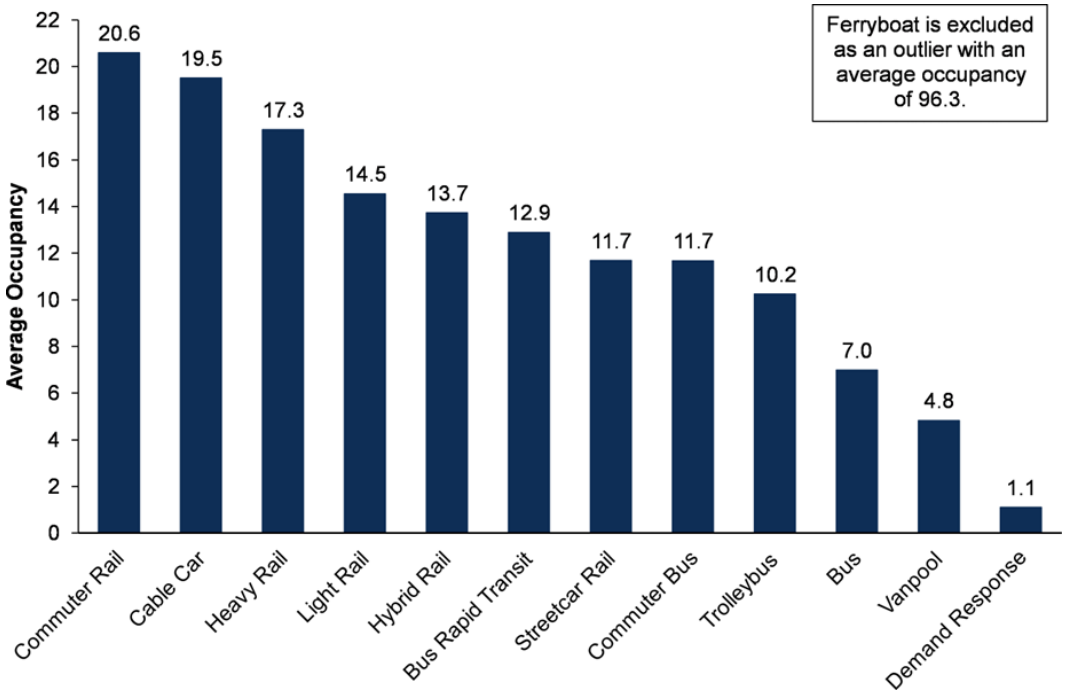


Figure 22: 2023 National Average occupancy (PMT per VRM) by Mode

ii. Review key benchmarks from peer agencies.

Bus Pass-Up data is not a commonly tracked individual Key Performance Indicator (KPI) for transit agencies. Winnipeg Transit is one of the only benchmarked transit agencies that publishes pass-up data and has done so since 2020 (during Covid).

Most agencies track bus reliability and do not track pass-up counts. Metro tracks the number of full bus pass-ups and wheelchair pass-ups. This information is published to the Service Councils internally. However, this information is not published externally for review by the public. Bus reliability seems to be the metric that would include passenger pass-ups for other agencies.

Benchmarking was conducted on 6 transit agencies across the United States, including NY Metropolitan Transportation Authority, Washington Metropolitan Area Transportation Authority, MUNI, Chicago Transit Authority, AC Transit, and Winnipeg, Canada. All 6 transit agencies utilize On-Time Performance (OTP) as one of their performance metrics for their transit service. Most of these agencies use broad metrics that don't track pass-ups specifically.

- Five of the 6 transit agencies track the percentage of service delivered, identifying the percentage of scheduled bus hours and/or trips that took place. When service is cancelled, it is more difficult for passengers to track when the next bus will be available leading to potential pass-ups.
- Five out of 6 transit agencies also track the reliability of their bus service; however, this is calculated slightly differently across agencies. Reliability covers the credibility of the service and whether there will be available service. This influences the rider's availability for boarding the bus when it arrives leading to potential pass-ups.
- Four of the six agencies are tracking miles between reported bus service disruptions due to equipment/maintenance needed, while one agency tracks how evenly buses are spaced at selected timepoints. This data provides information on schedule compliance and could lead to pass-ups if the rider can't predict when the bus will arrive.
- Three out of the six transit agencies also track Bus Wait Times as part of their service reliability metrics. These agencies are tracking based on wait time, defined as the difference between scheduled and actual average wait times. When riders have to wait for service, particularly when the service is not running on time, they might seek alternatives and could be passed-up when attempting to find other transit solutions.
- WMATA is the only benchmarked agency that also tracks real-time arrival information availability, along with real-time arrival prediction accuracy. This data is provided to riders, and if it is inaccurate, may lead to pass-ups as the rider would be planning on another timeslot for the bus to arrive.
- Winnipeg utilizes pass-up metrics as part of their KPIs. Metrics include Full Bus Pass-ups, Wheelchair User Pass-ups, Location of Full Bus Pass-up, Location of Wheelchair User Pass-

ups, Full Bus Pass-ups by route, and Wheelchair Pass-ups by route. This is the best way to track pass-ups rather than the broader ones discussed above.

The metrics, with definitions, being used and published by the benchmarked transit agencies are presented in **Appendix D.** We also developed information on the relationship between reliability and ridership as noted in the chart below. This reinforces the importance of managing pass-ups and how agencies view the impact of bus reliability on ridership and customer satisfaction.

CTA	WMATA	NY MTA	MUNI	Overall
Respondents ranked increased service during the weekdays, more accurate real-time arrival information for buses, and if buses were faster and more reliable as the top factors that would encourage more frequent use of CTA.	Most frequent suggestions for improvement: shorter wait times/better on-time performance, cleaner buses, improved safety from crime and harassment. Service reliability remains an area of focus	What needs to improve to increase your satisfaction? Wait time, More reliable service, crowding, people not paying, and travel times and bus speeds	Overall customer satisfaction with Muni is tracked to help improve the customer experience to make Muni the most attractive travel choice in San Francisco. This includes on-time performance accurate arrival times, more frequent services and trip time satisfaction	Reliable service is an incentive for passengers to use transit services. Bus crowding and on-time performance have been noted as keys for customer satisfaction.

Table 13: Peer Agency Feedback

Winnipeg Transit

The charts below provide information on pass-ups by month documenting the pass-up locations for the last year as of March 21, 2025. For example, in March 2025, Winnipeg had only 42 wheelchair passes, and full bus pass-ups amounted to 4,965 for the month. The data is published daily on the agency's website.

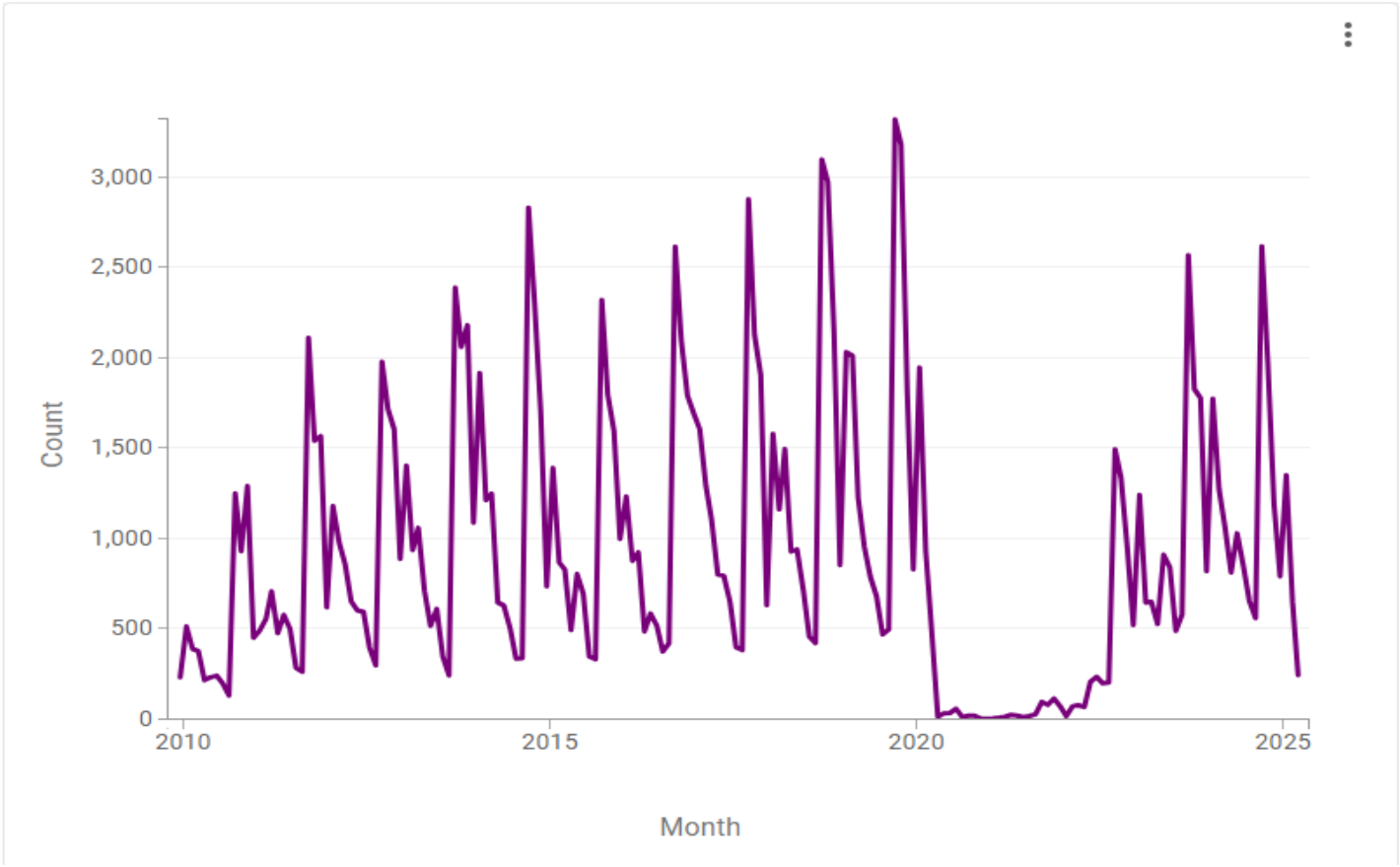


Figure 23: Winnipeg - Full Bus Pass-Up by Month

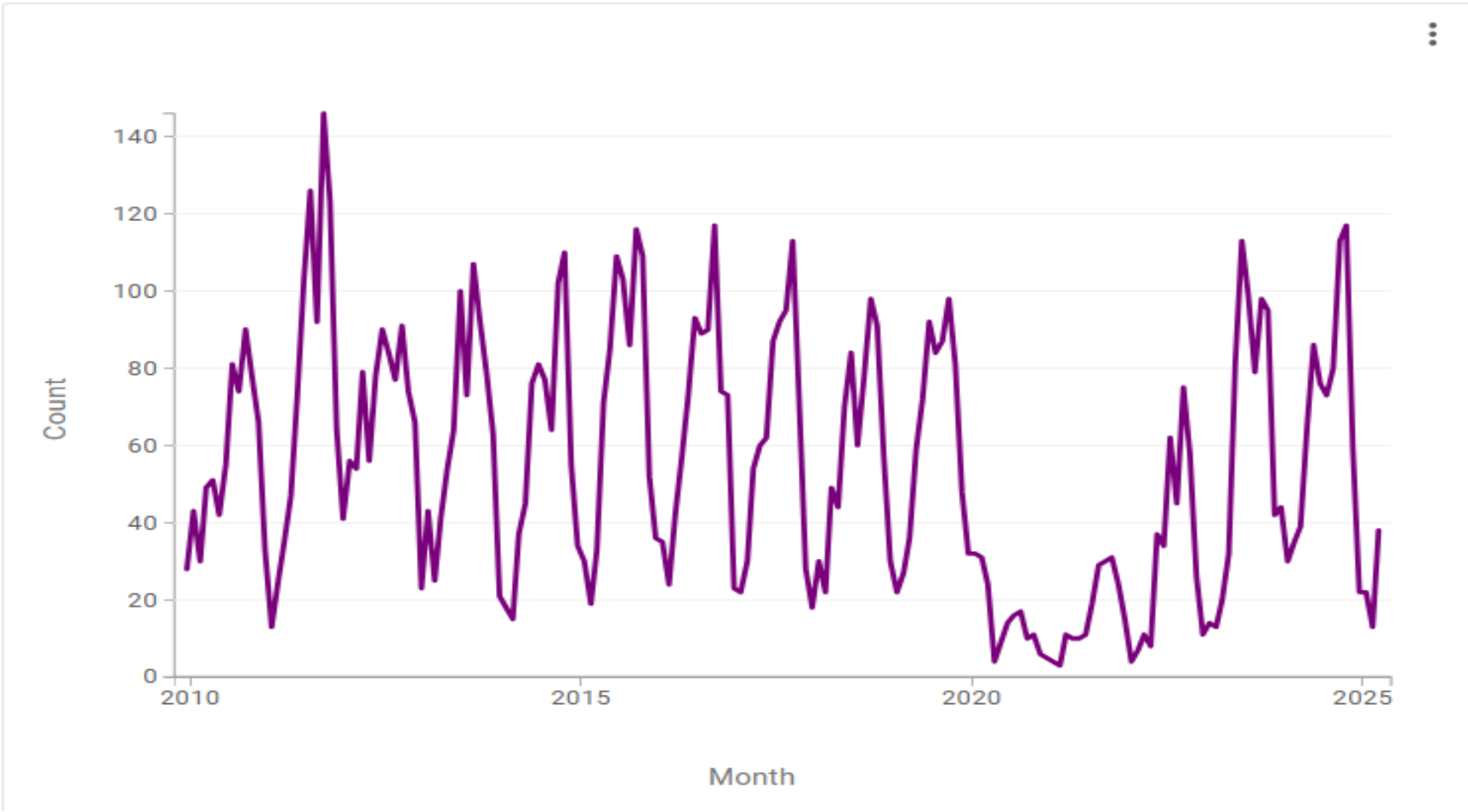


Figure 24: Winnipeg - Wheelchair User Pass-Ups By Month

New York Metropolitan Transportation Authority

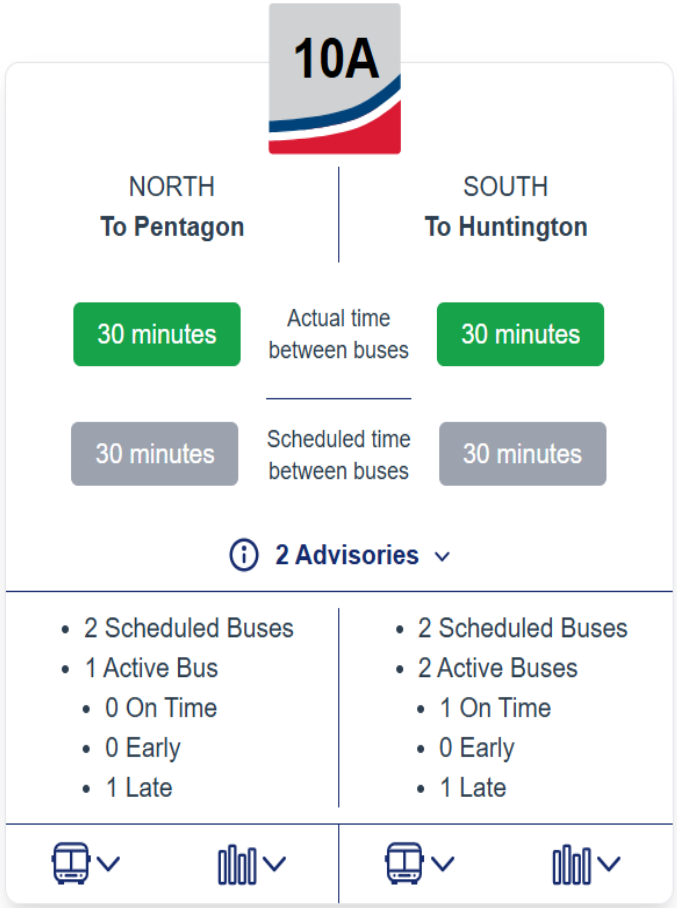
The New York Metropolitan Transportation Authority (NY MTA) relies on performance measurement and benchmarking to help assess how effectively it is achieving its overall mission of providing safe reliable, and efficient public transportation services. NY MTA publishes an Open Data Portal on performance metrics for Bus operations including Wheelchair Ramp and Lift Usage.

In addition to the interactive data portal, NY MTA releases an Annual Performance Metrics Report comparing their performance to peer agencies. In the most recent 2022 report, NY MTA noted the following findings:

- NY MTA is more efficient than domestic peers as measured by operating cost per passenger and average operating cost per revenue vehicle mile. Moreover, the NY MTA improved its cost per unlinked trip by 22% over 2021.
- After consideration of the US's unique labor market conditions of employers paying fully for healthcare and pension contributions, NY MTA operating expenses are better than the average of global peers in average cost per revenue vehicle mile, and 15% more expensive to the average of global peers on cost per passenger.
- Maintenance costs are relatively high by comparison to domestic and international peers, which is primarily attributable to facility and infrastructure maintenance costs incurred due to the age and complexity of our system. Additional focus is being applied to improve the efficacy and productivity of our maintenance activities.
- Additional areas of opportunity receiving focus in 2023 include: on-time performance, mean distance between failure, and staff days lost to accidents

Washington Metropolitan Area Transportation Authority

WMATA is committed to data transparency. The transit agency is currently utilizing interactive dashboards, performance reporting, and downloadable data as a way to get the most out of Metro's data resources. WMATA utilizes three interactive dashboards to share data with the public. Below is a description of each dashboard, along with an example of the data shared. WMATA's MetroPulse Dashboard provides access to real-time data on headway and scheduling adherence, number of scheduled buses, and number of active buses in service.



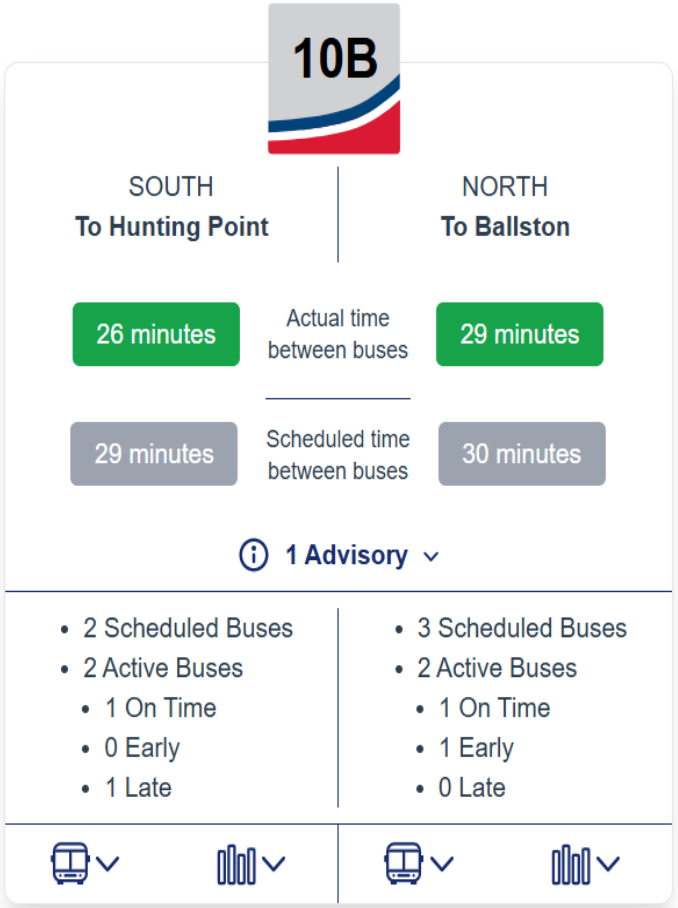


Figure 25: WMATA Dashboard

WMATA also utilizes a Service Excellence Dashboard that captures data from the past year, including key performance indicators like on-time performance, missed trips and prediction accuracy. This dashboard also reports elevator and escalator performance at particular stations.

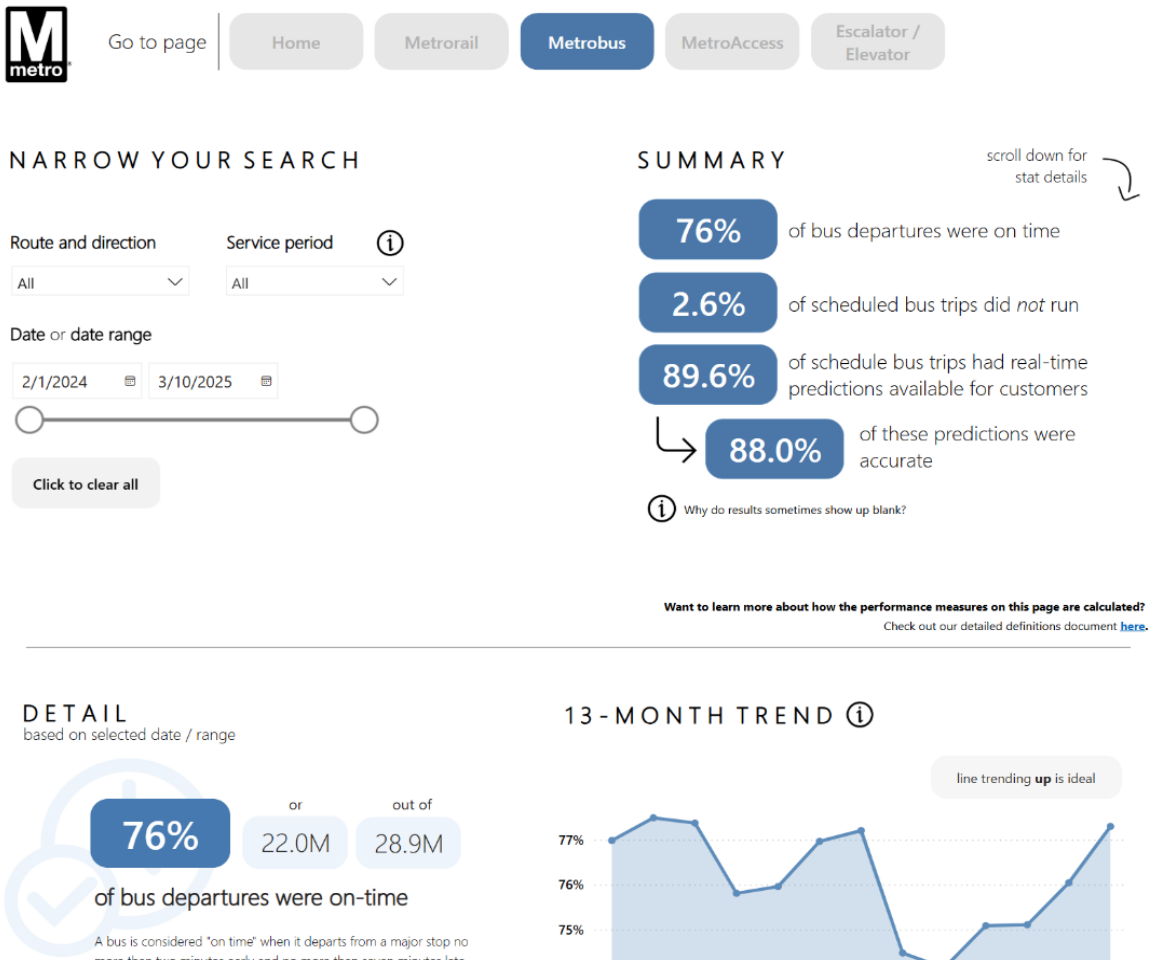


Figure 26: WMATA Metro Service Excellence Dashboard

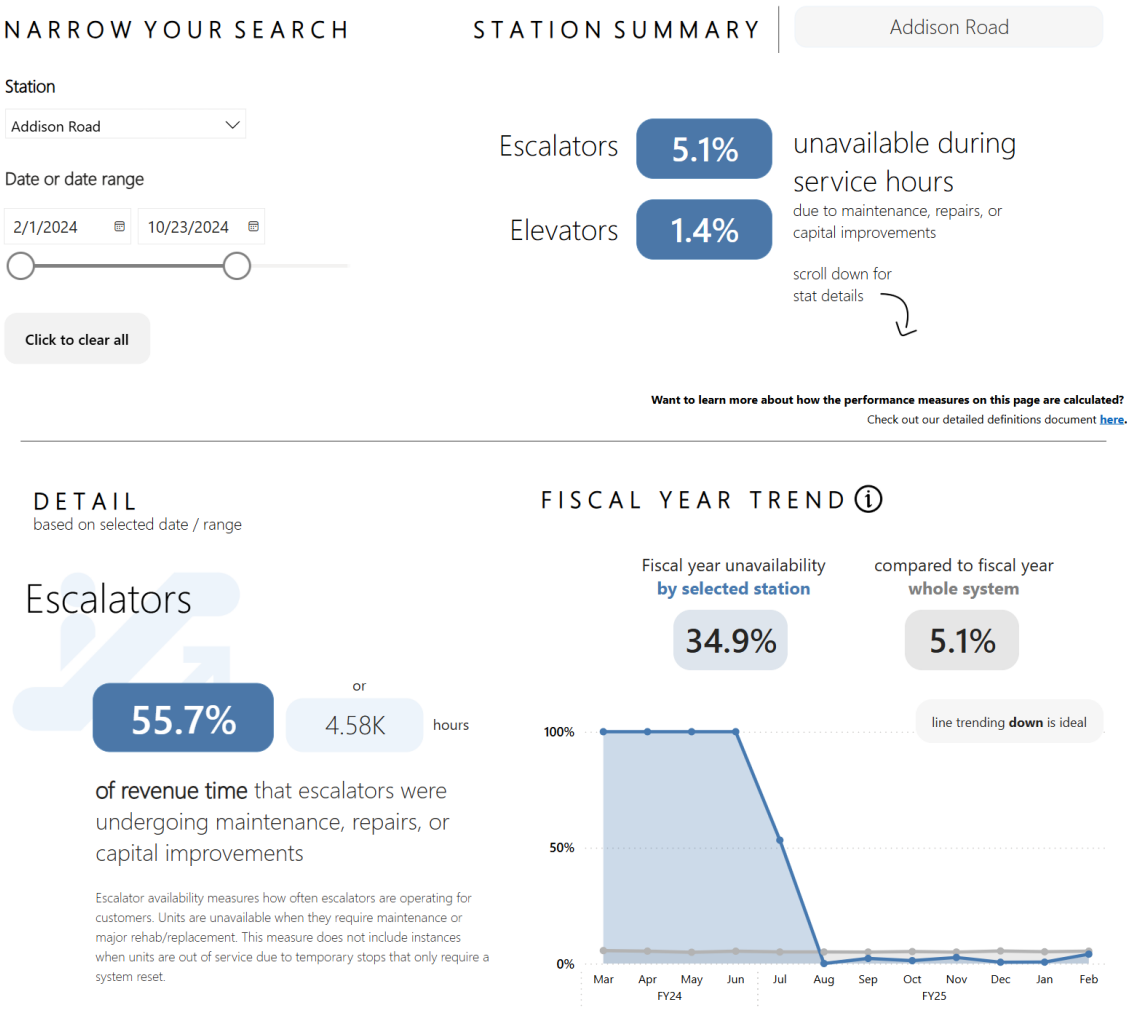


Figure 27: WMATA Dashboard Additions

WMATA also publishes a Ridership Data Dashboard that provides information on bus ridership. This dashboard shows the average Metrobus ridership by Weekday/ Saturday/ Sunday by route for the selected month and year. Below is an example of the February 2025 Metrobus Ridership Summary.

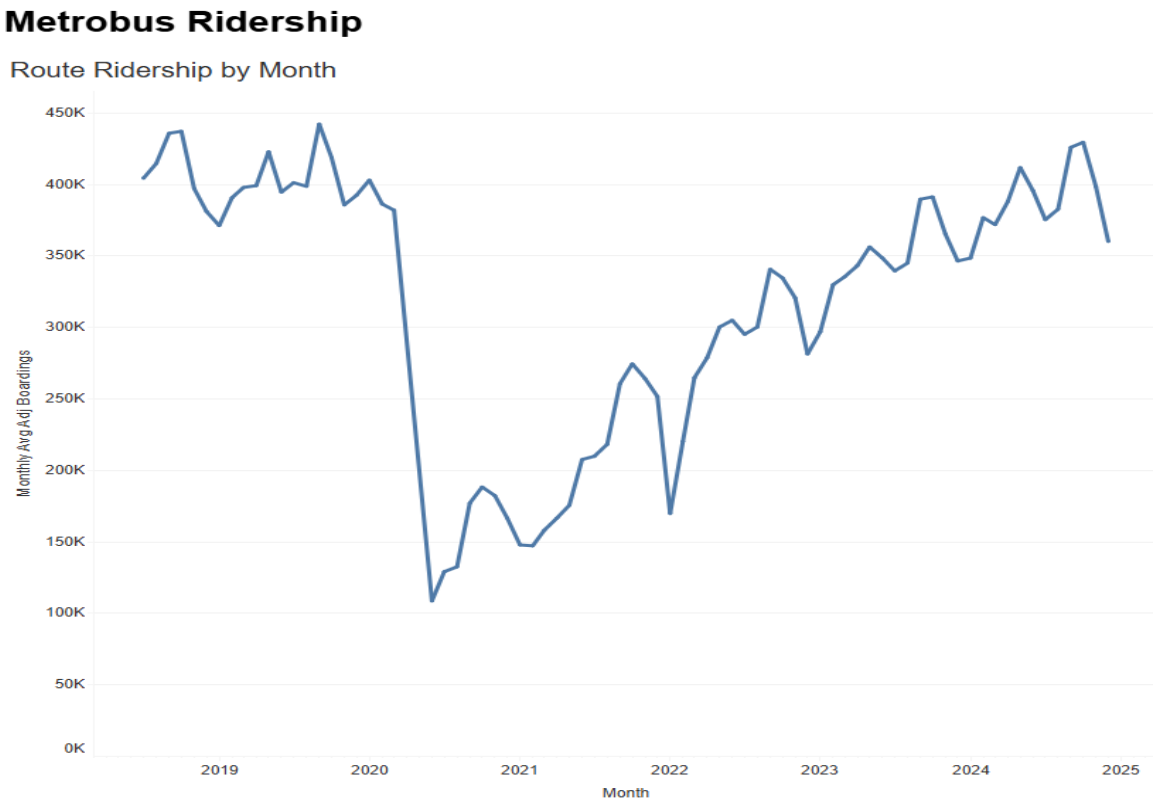


Figure 28: WMATA Metrobus Ridership

From the WMATA APTA peer review, there were three findings and four recommended measures to implement that could affect bus pass-ups:

1. Provide resources needed to ensure that bus service productivity (passenger per mile) and loading is checked on a regular basis (ex. review of service at peak load points 3 times a year and full riding checks of all routes in pool and take a random sample every 2 years) agencies uses automated passenger counters (APC) data versus on board survey
2. Adjust and control service on high volume local bus routes (routes with frequency of 10 minutes or less) to maintain headways versus on-time performance (time points) in order to reduce overcrowding; can add or drop in a bus to maintain a service in high volume service; applies to high volume/high frequency routes

3. Establish performance measures that evaluate bus operations from a customer standpoint such as:

    - % of buses dispatched from bus depots on time
    - % of buses on-time on routes where frequency is greater than 10 minutes (i.e., on-time being 1 minute ahead to 3 minutes late)
    - % of buses maintaining published headway on routes where frequency is less than 10 minutes (i.e., number of headway intervals within +2 to -2 of scheduled headway) high frequency/high volume
    - % of lost trips based on on-time and headway adherence criteria; operator loses time that equals their headway; tell bus that is behind to discharge only "run cut" use a floater or fill-in bus; review schedules

Chicago Transit Authority

Chicago Transit Authority (CTA) publishes Public Performance Metrics that are designed to measure the CTA's success in meeting the goal of providing on-time, efficient, courteous, safe and clean service. The agency utilizes the monthly performance metrics to set internal goals for performance in an effort to encourage improvement and establish accountability.

The Customer Service Department gathers bus pass-ups of disabled passengers by garage. The data by year is reflected below.

Garage	2019	2020	2021	2022	2023	2024	Total
CTA Passing up a Disabled Passenger	**119**	**144**	**136**	**131**	**170**	**139**	**839**
G-103rd	13	18	21	25	30	22	129
G-74th	16	15	20	18	23	22	114
G-77th	15	31	18	10	21	21	116
G-Chicago	12	27	25	22	28	19	133
G-Forest Glen	27	18	16	15	16	12	104
G-Kedzie	13	11	11	13	17	20	85
G-North Park	23	24	25	28	35	23	158

Table 14: CTA Passing Up a Disabled Passenger

While CTA also utilizes many other KPIs to determine transit effectiveness and reliability, CTA publishes information on Ridership, On-time performance, Bus Excess Wait Times, Bus Service Percentage Delivered, and Bus Scheduled and Delivered.

CTA publishes Bus Ridership data for the last twelve (12) months including Total Monthly Ridership, Weekly Average Rides by Month, Year-To-Date Ridership, Percentage Change over Time and three Ridership metrics utilized.

AC Transit

AC Transit conducted a Pass-Up Analysis Report that details their experience with bus pass-ups since March 2020, as well as efforts to address those pass-up issues. The report details the extent of the problem, solutions put in place to date, and key challenges to further progress. Three key issues were identified as contributing factors to an increase in pass-ups in March 2020 as COVID shelter-in-place orders took place:

1. Six-foot distancing requirements cut on-board capacity to approximately one-quarter to one-third of pre-covid capacity.
2. Fares were suspended to reduce contact between riders and operators but also encouraged additional ridership.
3. Reductions in available workforce due to the direct impacts on the pandemic on AC Transit required reducing service to 65% of pre-COVID levels.

There was an increased demand for transit services caused by the free fare period which causes ridership to increase from March to October 2020. In April 2020 there was an 8% likelihood that the bus would be considered overcrowded, but by September 2020 this rate increased to 12%.

As of March 2021, AC Transit operators can track the number of pass-ups on their Transit Control Head (TCH) vehicle tablet that is located within the driver compartment area. The operator has three options to select when reporting the pass-up:

1. 1-5 passengers on the bus
2. 6-10 passengers on the bus
3. More than 10 passengers on the bus

Solution Put into Place

AC Transit implemented a standby bus program to address the pass-ups issues during the pandemic. No data is available on the effectiveness of this program.

Challenges

AC Transit has identified challenges with respect to increasing service further to reduce pass-ups

1. Funding
2. Service Commitments
3. Workforce and training Constraints

iii. Technology Options for Consideration

We looked into technology that helps with ridership and possible reduce bus pass-ups by addressing ADA needs in the areas of sight and hearing.

BlindSquare

BlindSquare is an accessible GPS application designed to assist blind, deafblind, and partially sighted individuals in navigating both outdoor and indoor environments. By integrating with third-party navigation apps, BlindSquare provides detailed information about points of interest and intersections, facilitating safe and reliable travel

What is the application

BlindSquare is the world's most widely used accessible GPS app for individuals with visual impairments. It offers features such as announcing points of interest, street intersections, and the ability to save previously located places. The app utilizes 'Acapela' voices in various languages to deliver information about the environment, even when the device is tucked away, allowing for a hands-free experience. The app is available in 26 languages and is used by blind and visually impaired users in over 150 countries, indicating its widespread adoption and potential integration with various public transportation systems worldwide.

How has it been implemented?

BlindSquare has been implemented in various settings to enhance accessibility:

- **Public Transportation:** The Massachusetts Bay Transportation Authority (MBTA) has integrated BlindSquare to assist visually impaired passengers in navigating transit systems.
- **Indoor Navigation:** The app can be combined with tactile guidance systems and braille labels to facilitate indoor navigation. Building owners can customize and automate the system to suit specific environments.
- **Events:** BlindSquare Event is a free version of the app that provides all features of the paid version at registered events of special interest to blind and visually impaired individuals. Outside these events, it functions as a demo.

Besides MBTA, who has implemented it?

BlindSquare has been adopted by various organizations and venues to improve accessibility:

- **Educational Institutions:** The Perkins School for the Blind has recognized and reviewed BlindSquare as a valuable tool for orientation and mobility.
- **Public Venues:** The app is used in numerous public spaces worldwide, often in collaboration with tactile guidance systems and braille labels, to assist visually impaired individuals in navigating complex environments.

NaviLens

NaviLens is an innovative navigation and information accessibility app designed to help people who are blind or visually impaired navigate public spaces more independently. The app uses color-coded QR-style tags, known as **NaviLens codes**, which can be detected by a smartphone camera from several meters away and at wide angles without the user having to precisely aim the camera. Once a tag is detected, the app reads out contextual information or navigation instructions, helping users find bus stops, train platforms, public amenities, and other key locations. In addition to aiding visually impaired users, NaviLens has expanded its use to enhance accessibility and real-time information for all users, including those with cognitive disabilities and tourists in unfamiliar environments.

How has it been implemented?

NaviLens has been implemented in various public transportation systems, museums, universities, public buildings, and tourist attractions. Institutions place physical NaviLens codes in strategic locations. These codes are linked to specific audio instructions or information that the app reads aloud. The codes can also deliver text and video information in multiple languages. Implementation often includes:

- Strategic placement of codes in areas such as station entrances, ticket machines, escalators, and platforms.
- Providing accessible route information and emergency instructions.
- Partnering with accessibility organizations to ensure codes are positioned and configured for optimal benefit.

The MBTA has been one of the prominent adopters, using NaviLens codes to improve station navigation and deliver dynamic updates on service changes.

Several organizations and transit authorities worldwide have implemented NaviLens, including:

- **New York City MTA (Metropolitan Transportation Authority)** — tested and expanded NaviLens codes in subway stations and bus stops.
- **Transport for London (TfL)** — pilot programs in London Underground stations.
- **Barcelona Metro** and public transit systems throughout **Spain**, where the technology originated.
- **Los Angeles Metro** — implemented pilot projects to improve bus stop and station accessibility.
- **The Louvre Museum (Paris)** — for providing detailed multilingual information on exhibits.
- **University of Alicante (Spain)** — for indoor navigation.

- **Port Authority of New York and New Jersey** — at major terminals.

Aira

Aira is a service that connects blind and low-vision users with trained human agents via a smartphone app or smart glasses. Users can request assistance at any time, receiving real-time navigation and detailed descriptions of their surroundings. Aira does not rely on pre-installed infrastructure, as it provides live human assistance.

No physical installation is required, and the service works both indoors and outdoors. The service provides personalized, real-time guidance for complex navigation challenges. However, the service does require a paid subscription for full access and is dependent on mobile data or WiFi availability.

GoodMaps

GoodMaps is an indoor mapping and navigation platform that utilizes LiDAR-generated 3D maps and smartphone sensors to provide real-time wayfinding assistance without requiring physical infrastructure. The GoodMaps app enables straightforward navigation and interaction in busy locations. Entrance-to-destination wayfinding enables users to find their way independently, confidently, and with increased safety.

The app leverages GPS, Wi-Fi, and Bluetooth to pinpoint user locations and guide them via voice prompts.

GoodMaps does not require installation of physical markers or beacons and has high-accuracy mapping with 3D LiDAR scans. The service also supports multimodal navigation with transit stop integration. However, the service does require consistent internet or Bluetooth connectivity for optimal performance and mapping accuracy can be affected by indoor signal obstructions. Additionally, the mapping process can be time intensive and may require updates.

f. Sample Report by Line and In Total

The table below presents data per line for wheelchair (WC) overload/standing, WC filled, WC mechanical, WC other, WC total pass-ups (PU), WC boarding, WC pass-ups percentage (PU PCT), revenue hours, and WC boarding per revenue hour (rev hour), and WC pass-ups (PU) per revenue hour (rev hour). Only line 18 had over 6% wheelchair pass-ups.

The 11 routes that had the wheelchair pass-ups over 3% had an average load factor of .65 compared to the average system-wide factor of .53. These are shaded in grey below.

Line	WC Overload/ Standing	WC Filled	WC Mechanical	WC Reason Unreported	WC Other	WC Total PU	WC Boarding	WC PU PCT	Revenue Hours	WC Boarding Per Rev Hour	WC PU Per Rev Hour
18	218	4	2	4		228	3,292	6.93%	11696.1	0.28146	0.01949
53	107	1	2			110	1,958	5.62%	8311.3	0.23558	0.01323
204	65	3	1	2		71	1,502	4.73%	9742.8	0.15417	0.00729
207	93	2			1	96	2,052	4.68%	12406.2	0.16540	0.00774
111	84	2		1		87	1,882	4.62%	9723	0.19356	0.00895
16	56		1	1		58	1,277	4.54%	12338	0.10350	0.00470
202			1			1	23	4.35%	457.3	0.05030	0.00219
45	66			1		67	1,555	4.31%	9003.1	0.17272	0.00744
70	73	4				77	1,937	3.98%	11853.4	0.16341	0.00650
910	30	1				31	791	3.92%	10561.4	0.07490	0.00294

Line	WC Overload/ Standing	WC Filled	WC Mechanical	WC Reason Unreported	WC Other	WC Total PU	WC Boarding	WC PU PCT	Revenue Hours	WC Boarding Per Rev Hour	WC PU Per Rev Hour
2	71	1		1		73	1,892	3.86%	13897.4	0.13614	0.00525
460	14					14	407	3.44%	5331.1	0.07634	0.00263
105	46					46	1,368	3.36%	9777.9	0.13991	0.00470
134	1					1	30	3.33%	1786.5	0.01679	0.00056
115	50	1		1		52	1,562	3.33%	8054	0.19394	0.00646
117	55	5				60	1,829	3.28%	6340.4	0.28847	0.00946
210	51					51	1,565	3.26%	10438.1	0.14993	0.00489
244	3					3	96	3.13%	1478	0.06495	0.00203
233	64	8	2	4		78	2,502	3.12%	7980.8	0.31350	0.00977
166	16					16	518	3.09%	4195	0.12348	0.00381
51	68	2		3		73	2,379	3.07%	12022.3	0.19788	0.00607
4	50	3		4	1	58	1,997	2.90%	18287.4	0.10920	0.00317
251	54	1				55	1,902	2.89%	10089.1	0.18852	0.00545
14	23			2		25	911	2.74%	8115.2	0.11226	0.00308
Total	**1,999**	**69**	**15**	**43**	**5**	**2,131**	**78,598**	**2.71%**	**1628914.2**	**0.04825**	**0.00131**

g. LA Metro Pass-Up Data Report

Route/Lines	Total Riders	Pass-ups	Percent
45	4,357,881	6,887	0.16%
16	6,448,752	7,958	0.12%
53	3,467,950	4,254	0.12%
33	5,320,770	6,078	0.11%
81	3,244,299	3,708	0.11%
166	1,778,817	1,946	0.11%
18	6,728,711	6,888	0.10%
51	5,910,598	5,404	0.09%
55	2,265,361	1,800	0.08%
108	4,448,248	3,353	0.08%
115	3,639,014	2,413	0.07%
165	2,418,724	1,690	0.07%
14	3,619,400	2,088	0.06%
28	3,197,177	1,807	0.06%
40	4,571,417	2,671	0.06%
60	4,627,245	2,913	0.06%
66	4,044,497	2,277	0.06%
70	4,938,567	3,098	0.06%
111	4,623,719	2,673	0.06%
117	2,599,084	1,682	0.06%
207	8,110,164	4,532	0.06%
2	6,126,619	3,366	0.05%
10	2,245,768	1,044	0.05%
20	2,871,028	1,345	0.05%
105	4,611,369	2,132	0.05%
152	3,083,866	1,696	0.05%
217	2,810,911	1,300	0.05%
233	4,135,842	2,052	0.05%
251	4,319,881	2,106	0.05%
720	6,410,073	3,134	0.05%
4	7,750,385	3,432	0.04%
30	2,961,899	1,072	0.04%

Route/Lines	Total Riders	Pass-ups	Percent
78	2,123,613	906	0.04%
94	2,235,029	876	0.04%
162	3,040,978	1,103	0.04%
180	2,986,642	1,163	0.04%
210	4,304,931	1,877	0.04%
240	3,427,505	1,387	0.04%
260	3,270,238	1,326	0.04%
110	2,314,486	643	0.03%
134	378,976	103	0.03%
164	1,795,135	583	0.03%
169	568,472	156	0.03%
204	6,932,264	2,345	0.03%
206	2,771,951	784	0.03%
224	2,005,871	566	0.03%
230	973,225	303	0.03%
234	2,691,270	938	0.03%
242	516,360	178	0.03%
244	501,657	131	0.03%
460	1,298,664	417	0.03%
602	341,375	97	0.03%
690	312,258	84	0.03%
910	4,724,832	1,366	0.03%
62	998,361	156	0.02%
76	1,919,981	358	0.02%
92	1,795,833	382	0.02%
120	937,348	202	0.02%
150	935,447	214	0.02%
182	854,855	134	0.02%
212	2,936,787	671	0.02%
236	550,004	98	0.02%
754	4,181,978	909	0.02%
761	2,158,830	517	0.02%
35	1,569,720	156	0.01%
90	1,830,153	239	0.01%

Route/Lines	Total Riders	Pass-ups	Percent
127	549,485	59	0.01%
154	169,641	19	0.01%
155	341,483	29	0.01%
158	428,223	36	0.01%
202	55,921	3	0.01%
222	344,828	35	0.01%
237	498,847	40	0.01%
246	953,362	125	0.01%
265	307,811	20	0.01%
266	1,707,316	128	0.01%
267	375,789	29	0.01%
268	211,734	16	0.01%
294	440,598	51	0.01%
344	464,057	27	0.01%
487	378,144	21	0.01%
617	190,130	17	0.01%
662	639,436	44	0.01%
901	4,412,865	503	0.01%
96	224,203	1	0.00%
102	488,568	21	0.00%
106	1,222,299	56	0.00%
125	1,481,528	6	0.00%
128	326,493	0	0.00%
161	252,608	2	0.00%
167	462,819	2	0.00%
177	55,578	0	0.00%
179	297,230	7	0.00%
205	858,227	2	0.00%
209	91,014	3	0.00%
211	81,554	2	0.00%
218	188,071	0	0.00%
232	1,387,988	10	0.00%
256	176,459	1	0.00%
258	600,551	19	0.00%

Route/Lines	Total Riders	Pass-ups	Percent
287	261,252	2	0.00%
501	380,788	2	0.00%
550	86,084	1	0.00%
577	219,420	0	0.00%
601	131,555	4	0.00%
603	2,596,453	3	0.00%
605	696,579	2	0.00%
611	457,850	12	0.00%
660	278,420	4	0.00%
665	159,836	2	0.00%
686	74,195	2	0.00%
857	212,813	1	0.00%
System total	**234,093,170**	**121,536**	**0.05%**

h. Table of Recommendations

List of Recommendations and Proposed Actions					
No.	**Recommendations**	**Staff Assigned**	**Agree or Disagree**	**Proposed Action**	**Completion Date Estimate**
1	**Metro should develop procedures in the following areas to ensure analysis, measurement, and management of bus pass-ups:**				
1.a.	Metro currently utilizes a threshold of 6% rate of pass-up before an analysis of a specific route wheelchair pass-ups is performed. This threshold is twice the 2.8% system wide average. We recommend the threshold be reduced to 3% and the procedure used in Metro's Title VI Plan service standards should be updated to reflect the revised percentage.				
1.b.	Procedure to cover pass-up related data collected and how data will be used to reduce the number of pass-ups to include load factors,				

List of Recommendations and Proposed Actions					
No.	**Recommendations**	**Staff Assigned**	**Agree or Disagree**	**Proposed Action**	**Completion Date Estimate**
	cancellations, school trippers, time of day, and other factors.				
1.c.	Definition of the meaning of "full bus" should be included in all applicable procedures.				
1.d.	Procedures for conducting Route/Line Capacity analysis.				
1.e.	Procedures to handle scheduling and pass-up monitoring.				
1.f.	Update the ADA procedure for alternative accessible service to be fully compliant. i. Address Equipment Failures More Explicitly - It is recommended that Metro clearly state that lifts be tested every day before leaving the division to be placed into				

List of Recommendations and Proposed Actions					
No.	**Recommendations**	**Staff Assigned**	**Agree or Disagree**	**Proposed Action**	**Completion Date Estimate**
	service and that vehicles with inoperative lifts must be held back until fixed or taken out of service before the next service day unless no spare is available. Metro should consider revising the Metro Bus Operations Control Standard Operating Procedures (SOP) 10.01– Accessible Service. 49 CFR 37.163 ii. Strengthening Documentation and Reporting -The Current SOP includes documentation forms for incidents but lacks specific procedures for reporting accessibility-related complaints and				

List of Recommendations and Proposed Actions					
No.	**Recommendations**	**Staff Assigned**	**Agree or Disagree**	**Proposed Action**	**Completion Date Estimate**
	equipment failures. 49 CFR 27.13(a)				
1.g.	Procedures to ensure that Metro includes mandatory ADA compliance training for all operators, focusing on assisting passengers with various disabilities, proper use of accessibility equipment, and handling service animals. 49 CFR 37.173				
1.h.	Procedures related to Service Animals- The current SOP states that Metro permits service animals but lacks detailed guidelines on handling situations where the service animal is out of control or poses a threat. i. It is recommended that Metro defines clear procedures for operators to follow if a service animal is out of control or poses a direct threat to the health or				

List of Recommendations and Proposed Actions					
No.	**Recommendations**	**Staff Assigned**	**Agree or Disagree**	**Proposed Action**	**Completion Date Estimate**
	safety of others. 49 CFR 37.167(d)				
1.i.	Procedure to perform Maintenance Checks for Accessibility Equipment- The current SOP addresses procedures when equipment fails but does not emphasize preventive maintenance. The procedure should include regular maintenance checks for all accessibility equipment to ensure functionality. 49 CFR 37.161(a)				
1.j.	Procedures on how communications should be handled for all types of pass-ups				
1.k.	Ensure that corrective actions for pass-ups are consistent for operators and supervisors.				

List of Recommendations and Proposed Actions					
No.	**Recommendations**	**Staff Assigned**	**Agree or Disagree**	**Proposed Action**	**Completion Date Estimate**
1.l.	Procedures to hold ongoing meetings, including "RAP" sessions, on pass-up levels and corrective actions to improve.				
2	**Key performance metrics should be established and tracked against pass-ups data for potential improvements. These metrics are noted below:**				
2.a.	Headway to load factor - The number and percentage of route trips per day when load factors exceed 1.0 may indicate a potential schedule adjustment as part of the schedule adjustment (shakeup) process or other mitigation as needed. Load Factors exceeding 1.3 should result in a schedule adjustment. This information is presently tracked by Metro.				
2.b.	On time performance -				

List of Recommendations and Proposed Actions					
No.	**Recommendations**	**Staff Assigned**	**Agree or Disagree**	**Proposed Action**	**Completion Date Estimate**
	Track on-time performance against a target goal of 100% on time, no time allowance for early or late by route/line, to be able to conduct process improvement analysis of how to improve bus scheduling.				
2.c.	Route and System-wide Load factors - Keep a load factor of 1.3 as the standard but evaluate passenger and wheelchair (WC) pass-ups by line/route/load factor for process improvement. Evaluate locations along routes where the passenger load is greatest. The maximum load point can differ by direction and by time of day. Long or complex routes may have multiple maximum load points, one for each segment. Also known as "peak load point."				

List of Recommendations and Proposed Actions					
No.	**Recommendations**	**Staff Assigned**	**Agree or Disagree**	**Proposed Action**	**Completion Date Estimate**
2.d.	Percent of service delivered - Keep the target at 2% cancellation rate but evaluate periodically by line/route relating to complaints, and pass-ups.				
2.e.	Wheelchair pass-ups - Reduce the threshold from 6% to 3% for analysis. This is currently the highest level for any route but may not capture the poor performing routes.				
2.f.	General (non-wheelchair) Passenger pass-ups - Create a daily metric of total passenger pass-ups which should be reviewed periodically but no less than annually for development of a process improvement plan to reduce full bus passenger pass-ups.				
2.g.	Pass-ups per 100,000 riders -				

List of Recommendations and Proposed Actions					
No.	**Recommendations**	**Staff Assigned**	**Agree or Disagree**	**Proposed Action**	**Completion Date Estimate**
	Create a formal pass-up rate metric such as pass-ups/100,000 riders for each line/route. Track the metric each month and communicate the data to supervisors and operators through "RAP" sessions in each Division and other communication channels.				
3.	**Training should be completed for operators and Metro staff**				
3.a.	Complete annual Refresher training to include pass-up procedures for operators and supervisors.				
3.b.	Include explanation of pass-up codes used in the Advanced Transportation Management System (ATMS).				
3.c.	Discuss variation in operator management of pass-ups using good				

List of Recommendations and Proposed Actions					
No.	**Recommendations**	**Staff Assigned**	**Agree or Disagree**	**Proposed Action**	**Completion Date Estimate**
	judgment and common sense.				
3.d.	Include the reasons that might lead to a wheelchair pass-up and there is no specific direction provided to state that the procedures are the same regardless of the reason for the wheelchair (WC) pass-up.				
3.e.	Training should include coverage of full bus pass-ups.				
3.f.	Create a specific passenger pass-up training module. This module should include guidance on how to handle different types of pass-up situations such as full bus (including a definition of full bus), wheelchair or ADA pass-up, and difficult passengers. The goal is to provide more guidance to operators for exercising their judgement in the field.				

List of Recommendations and Proposed Actions					
No.	**Recommendations**	**Staff Assigned**	**Agree or Disagree**	**Proposed Action**	**Completion Date Estimate**
3.g.	Develop public education campaigns for riders on the importance of being ready to board, being at the stop, being aware of when the bus is approaching, and making sure the operator knows you are waiting for the bus and can see you.				
3.h.	Train all appropriate staff on new procedures.				
4,	**Physical Characteristics of Bus Stops**				
4.a.	Create a procedure to review the physical characteristics of bus stops at which pass-ups occur due to passenger visibility or the passenger not being at the stop. When warranted by the physical review make changes to the bus stop such as adding or improving lighting; trimming vegetation; removing obstructions; or adding shade to encourage				

List of Recommendations and Proposed Actions					
No.	**Recommendations**	**Staff Assigned**	**Agree or Disagree**	**Proposed Action**	**Completion Date Estimate**
	passengers to use the bus stop.				

Metro's Management Response

Metro

Interoffice Memo

Date	August 12, 2025
To	Karen Gorman Inspector General
From	Conan Cheung Chief Operations Officer
Subject	25-AUD-07 Metro Bus Pass-Ups

Thank you for sharing the draft report on the Metro Bus Pass-Ups. We appreciate the thorough review and valuable recommendations outlined in the report. We acknowledge the importance of addressing these issues to enhance the overall public transit experience.

While we agree with many of the report's findings and recommendations, we will need additional time to conduct a thoughtful and detailed review. A comprehensive response will require further coordination with relevant departments and stakeholders. We will provide a more thorough response within 60–90 days, outlining our approach to addressing the report's recommendations.

We appreciate your patience and look forward to continued collaboration on these important issues.

cc:
Edna Stanley
Diane Corral-Lopez
Chris Reyes
Audit Administration

OFFICE OF THE INSPECTOR GENERAL

Review of Metro Bus Pass-ups

Karen Gorman, Inspector General
The Lopez Group

OIG Report No. 25-AUD-07

September 18, 2025

Objectives

Study sought to:

1. Review the adequacy of Metro policies and procedures regarding bus pass-ups.
2. Determine whether customer complaints of pass ups were within Metro's policies and procedures.
3. Identify correlations between bus pass-ups & ridership statistics.
4. Determine if there are opportunities to reduce bus pass ups & complaints.

Conclusions



Consultant found:

- No industry best practices for bus pass-ups. Metro has a policy addressing pass –ups in general, however, changes need to be made to make it more specific and effective.

- Metro wheelchair pass-ups policies are more specific, closely followed, & enforced more than other pass-ups.

Recommendations

Four categories:

1. **Policies and Procedures** – Update and/or create additional policies and procedures to enable Metro to monitor pass-ups better.
2. **Performance Metrics** – Consider using proposed metrics to assist in the identification of causes of bus pass-ups.
3. **Training** – Consider updating the training regimen for operators and supervisors on pass-ups.
4. **Physical characteristics of bus stops** - Adopt procedure to review the physical characteristics of bus stops where pass-ups occur.



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

Metro

Board Report

File #: 2025-0581, **File Type:** Informational Report **Agenda Number:** 43.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
SEPTEMBER 18, 2025

SUBJECT: PUBLIC SAFETY ADVISORY COMMITTEE QUARTERLY REPORT

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE status report on Metro's Public Safety Advisory Committee (PSAC).

ISSUE

In June 2020, the Board directed the CEO to form an advisory committee to contribute to developing a community-based approach to public safety on the transit system. This Board report provides an update on the work of the Public Safety Advisory Committee from June through August 2025.

BACKGROUND

Metro established the first cohort of PSAC on April 7, 2021. After its 16-month tenure, the first cohort concluded on August 17, 2022. At the September 2022 Board meeting, the CEO recommended that PSAC continue, and the Board approved the recommendation. The second cohort was established on February 25, 2023, and served for two years through February 2025. The third cohort began their term on February 6, 2025.

DISCUSSION

During this reporting period, PSAC held two meetings in June and July, and following the Board schedule, went dark in August. The Committee received updates on homeless outreach, wayfinding, Systems, Safety, and Law Enforcement (SSLE)'s monthly public safety report, the proposed weapons detection bus deployment pilot, and Committee transitioned an alternate member into a voting member position.

PSAC also participated in many high-profile events and increased community fieldwork, including: the LAX/Metro Transit Center (MTC) grand opening, and the State of the Agency. In July and August, members surveyed riders on key pilot programs, such as the Throne restrooms and Weapons Detection at several rail stations. PSAC Cohort 4 recruitment also kicked off in July and will run

through September.

Meetings
June 2025 Meeting *Chair's Update*

Chair Jeremy Oliver-Ronceros shared his experience meeting Metro's new Chief of Police and Emergency Management at the May press conference. This milestone reflects PSAC's ongoing role in shaping and supporting the new Department of Public Safety (DPS, previously referred to as the Transit Community Public Safety Department, or TCPSD) through recommendations and outreach during the Chief search process.

Emergency Security Operations Center (ESOC) Tour

Eleven PSAC members toured the Emergency Security Operations Center (ESOC) in May and provided the following feedback on their experience:

- Shared their appreciation for the data center/virtual reality training equipment, and real-time coordination and communication across Metro and partner agencies.
- Recognized that many riders may not realize the level of technology and coordination needed to ensure system safety.
- Expressed increased confidence in Metro's ability to manage extreme situations and events.

Homeless Outreach, Management and Engagement (HOME) Initiative

Homeless Outreach and Engagement provided an overview of Metro's Homeless Outreach, Management, and Engagement (HOME) initiative. Staff shared that since the last PSAC presentation in September 2024, the program has expanded from three teams in 2017 to 24 multidisciplinary teams serving the entire network. Highlights presented included:

- New partnerships with six providers.
- Additional access to 80 interim beds for late-night placements.
- A person-centered, trust-building approach leading to successful housing placements and family reunifications.

Guest speakers from Community Based Organization (CBO) partners, People Assisting the Homeless (PATH) and Christ-Centered Ministries, shared on-the-ground stories, and PSAC members provided the following feedback:

- Shared their appreciation for hearing directly from the CBO partners.
- Showed interest in increasing awareness of how to access services for those unhoused riders.
- Asked questions about coordination between Safety, Security, & Law Enforcement (SSLE) and HOME. Staff confirmed that Metro's new approach will likely include care-based teams working independently or alongside officers, depending on the need. He also mentioned training modeled after LAPD's mental health intervention course. SSLE added that the new Department of Public Safety (DPS) will integrate public safety, outreach, and crisis response under a unified command at ESOC to allow real-time coordination and ensure the most appropriate response for each situation.
- Requested to tour a homeless facility that Metro has access to. This came from a PSAC

member with lived experience being formerly homeless and working with incarcerated individuals. Staff will coordinate this tour in early 2026.

July 2025 Meeting

LAX/Metro Transit Center (MTC) Grand Opening

At the July 2025 meeting, PSAC members who attended the grand opening of the LAX/ MTC in June praised Metro for the MTC's efficiency, the grandeur of the event, and the impact the new station will have regionally for many riders. Gratitude was expressed for the well-organized, diverse, and enjoyable event, with appreciation for the special accommodation of PSAC members.

El Monte Station Wayfinding Improvements

In September 2024, Metro staff presented key program updates on wayfinding signage and the updated Code of Conduct. At the meeting, a PSAC member shared his experience helping a monolingual senior who was lost at the El Monte station. The July presentation provided a response to comments highlighting that, since that time, staff have surveyed the station and have implemented several wayfinding improvements:

- Repositioned display cases for better visibility and easier access to bus information at busy bays.
- Enhanced bus bay number visibility on both upper and lower levels.
- Highlighted the multilingual help line on signage.
- Added display cases with bus information on the upper level.

Staff noted that wayfinding is a complex, integrated system that provides both location information and navigation guidance-updates affect the whole system and continue to evolve over time.

Committee members provided feedback, including:

- Concerns that the phrase "no illegal drugs" could cause confusion since cannabis is legal in California. Marketing staff responded that they would look into clarifying the language.
- Support for expanding the use of QR codes to increase rider engagement and strengthen the Transit Watch ecosystem.
- Suggestions to involve transit riders in focus groups to improve signage design and clarity. Marketing and Signage and Design staff responded that Metro has done previous rider field studies at 7th/Metro to test and refine wayfinding signage and that the agency is in a "test-and-learn" phase ahead of the 2028 Games and encouraged use of the Transit Watch app to report issues.
- Reports of unclear signage and bus schedules during temporary service changes (e.g., the D Line closure affecting Route 855). Marketing staff responded that the Signage and Design team works with Surface Planning and Operations for signage during larger closures, while Marketing staff added that signage depends on the closure length, with short-term closures getting paper signs and longer semi-permanent signage. They acknowledged challenges with shuttle signage and noted progress is being made ahead of major events.

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Monthly Public Safety Report

Deputy Chief Robert Gummer reported a continued decrease in crimes against persons, with the lowest violent crime numbers since 2021. PSAC members shared feedback in response to the presentation:

- One member observed a shift in rider concerns from safety to service frequency, suggesting progress in security. SSLE affirmed that the data supported this observation.
- Other concerns expressed included frequent escalator outages, unhoused individuals occupying stairways (creating safety risks), and a lack of coordinated communication between Transit Safety Officers (TSOs) and contract police during incidents (example: Willowbrook Station). SSLE acknowledged the concern, explained security staff can unlock improperly shut escalators, and said maintenance coordination is ongoing.

Weapons Detection Pilot Update

Deputy Chief Gummer shared that Metro is exploring onboard bus detection technology using millimeter wave scanners.

Procurement is in progress; initial nighttime testing will occur at Union Station to evaluate alerts, failure rates, and operational challenges before wider deployment. PSAC members shared feedback in response to the presentation:

- Members expressed interest in viewing a demo once the vendor is selected.
- Deputy Chief Gummer committed to inviting PSAC for feedback once testing begins.

Announcements

- Staff shared “Know Your Rights” campaign collateral.
- Cohort 3 member Brandon Cheng resigned to attend Harvard University this Fall; Alternate Angela Gonzales will assume his voting position at the September 4 meeting.

Community Engagement and Events

PSAC is involved in additional community engagement beyond their monthly meetings. The following is a summary of activities during this reporting period.

- Ten PSAC members attended the LAX MTC Grand Opening event in June.
- Staff held the first PSAC Knowledge Building Session in June briefing members on the Public Safety Analytics and Bias Free Policy policies and the TCPSD Implementation Plan to support informed decision-making, including on the Weapons Detection pilot right before the General Assembly meeting.
- Active Streets Mission-to-Mission Twilight open streets Event (June 22): Three PSAC members represented the committee at the San Gabriel hub.
- Five members attended the *State of the Agency* event on July 9.

Fieldwork Project - Station Enhancements Program

From July 10-16, PSAC volunteers surveyed 93 riders in English and Spanish at Little Tokyo, Soto, and El Monte stations-with each featuring Throne restrooms and other Station Experience (SX) Program upgrades. Feedback was collected on restrooms, classical music, restroom attendants, and open elevators. Survey data was shared with Operations to support program evaluation, and a summary report will be presented in August to the full PSAC.

Fieldwork Project - Weapons Detection Pilot Surveys

Building on the success of the station improvements survey fieldwork and to help SSLE with its Weapons Detection pilot evaluation, PSAC completed its second fieldwork project surveying riders from August 8-18 at two stations (Vermont/Beverly and Exposition/Crenshaw) in English and Spanish.

A special qualitative survey, developed by Community Relations staff specifically for PSAC, provides deep insights and complementary feedback to the CX quantitative rider survey being conducted during the Weapons Detection pilot period.

Committee volunteers spoke with and surveyed 171 riders, learning that many riders appreciated that the Weapons Detection pilot helped improve safety, but long lines caused missed trains. Others felt that the program should only be deployed intermittently or at high-traffic and/or high crime stations consistently with advanced notice signage to allow riders to plan ahead and arrive earlier to account for lines. Several riders requested Metro take steps to mitigate any potential racial profiling with the program and noted that increased police presence accompanying the weapons detection could both be the reason for increased feelings of safety but also intimidate immigrant riders from using the system. Surveyed riders' demographic data was collected to see if certain groups of riders were impacted or perceived more benefits or harms than others.

The survey data and summary report were shared with CX and SSLE to help inform their program evaluation and will be presented to the Committee in September.

Cohort 4 Recruitment Efforts

- *PSAC has annual cohorts with members serving two-year terms. Staff are recruiting for new members who would begin their terms in February 2026. Cohort 4 recruitment kicked off, with applications opening July 18 and closing September 16. Recruitment efforts included email blasts, PSAC website updates, community events in August and September, and a virtual Disability Pride event presentation (July 26) to attract riders with disabilities. For Cohort 4, efforts are focused on encouraging a diverse set of riders to apply reflective of our ridership demographics.* Recruitment tabling occurred at:
    - National Night Out - August 5, Monterey Park
    - CicLAvia - August 17, Culver City

EQUITY PLATFORM

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During this reporting period, PSAC deepened its impact to further equitable outcomes through community-driven input on Board discussions of key initiatives such as the Weapons Detection pilot. Members conducted both quantitative surveys and qualitative interviews in English and Spanish at SX improvement sites and weapons detection pilot stations, focusing outreach within Equity Focus Communities. Engagement strategies were tailored to reach individuals hesitant to share feedback on safety technologies due to concerns about immigration status or criminalization. This included not collecting riders' personal information and conducting bilingual surveys.

Through intentional representation, proactive field engagement, and data-driven recommendations, PSAC helps shape a transit system that is safe, accessible, and equitable for all residents of Los Angeles County.

VEHICLE MILES TRAVELED OUTCOME

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

As part of these ongoing efforts, this item is expected to contribute to further reductions in VMT. While this item does not directly encourage taking transit, sharing a ride, or using active transportation, it is a vital part of Metro operations, as it provides awareness, transparency, and support for the work of the PSAC - an advisory body for LA Metro focused on customer experience and safety on our transit system. Because the Metro Board has adopted an agency-wide VMT Reduction Target, and this item supports the overall function of the agency, this item is consistent with the goals of reducing VMT.

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

IMPLEMENTATION OF STRATEGIC PLAN GOALS

PSAC's work supports Metro's Strategic Vision Goal #2, which is to deliver outstanding trip experiences for all transportation system users.

This goal outlines that the agency will specifically take action to improve security and ease of use by preventing crime and enforcing Metro's code of conduct. Metro will rely on a multi-layered, integrated security program that includes technology, people, and partnerships to achieve a safe system. The PSAC is a key component to help reach this goal as the committee will work to safeguard the transit community by taking a holistic, equitable, and welcoming approach to public safety.

NEXT STEPS

The CEO will continue to meet monthly with the PSAC Executive Committee to ensure that the Board's priorities are met.

Prepared by: Allison Mannos, Senior Manager, Community Relations, (213) 522-9952
Patricia Soto, Director, Community Relations, (213) 922-1249
Lilian De Loza-Gutierrez, Executive Officer, Community Relations (213) 922-7479
Yvette Rapose, Deputy Chief Customer Experience Officer, (213) 418-3154
Monica Bouldin, Deputy Chief, Customer Experience, (213) 922-4081

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

Digitally approved by *Stephanie Wiggins*, Chief Executive Officer



Public Safety Advisory Committee (PSAC)

Operations, Safety, and Customer Experience Committee

September 18, 2025

June 2025

- Homeless Outreach, Management and Engagement (HOME) Initiative update
- 1st Knowledge Building Session for members covering Public Safety Analytics and Bias Free Policing policies
- PSAC members tabled at Active Streets SGV Mission-at-Twilight event 6/22





Metro

July 2025

- Wayfinding Signage and Code of Conduct Update
- Monthly Public Safety Report
- Weapons Detection Pilot Field and Bus Deployment
- PSAC 1st fieldwork project - Surveying riders on Throne and SX improvements at 3 stations
- Cohort 4 Recruitment began – 7/16 - 9/16/25



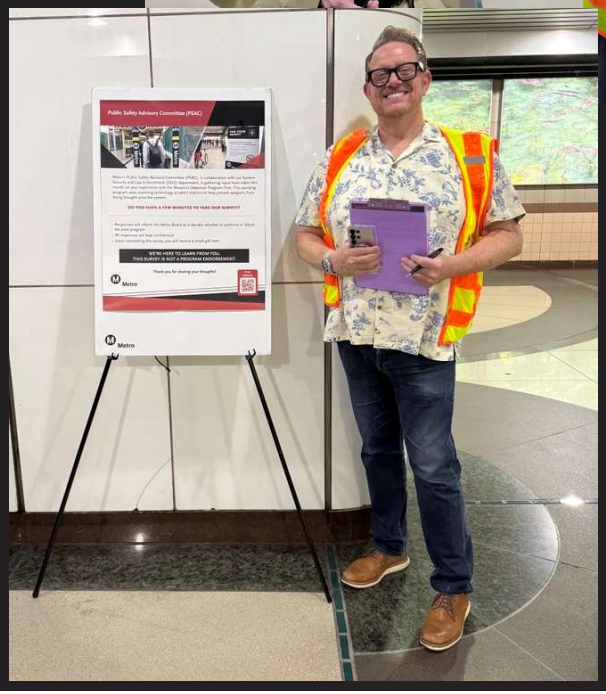


Metro

August 2025

- Leading qualitative fieldwork project on Weapons Detection System pilot program at 2 stations
- Cohort 4 Recruitment outreach includes tabling at:
  - National Night Out
  - South LA and San Gabriel Valley Pop Ups
  - CicLAvia – Culver City





Metro

September & October

- Cohort 4 recruitment events and Community Listening Sessions ramp up
- Chief Scott presents at PSAC on 9/4
- PSAC members attend the A Line to Pomona Grand Opening Celebration

