



Metro®

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

Agenda - Final

Thursday, April 17, 2025

1:00 PM

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**Operations, Safety, and Customer Experience
Committee**

Holly J. Mitchell, Chair

Katy Yaroslavsky, Vice Chair

James Butts

Jacquelyn Dupont-Walker

Tim Sandoval

Gloria Roberts, non-voting member

Stephanie Wiggins, Chief Executive Officer

METROPOLITAN TRANSPORTATION AUTHORITY BOARD AGENDA RULES

(ALSO APPLIES TO BOARD COMMITTEES)

PUBLIC INPUT

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

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

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

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

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

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

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

INFORMATION RELATING TO AGENDAS AND ACTIONS OF THE BOARD

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

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Requests can also be sent to boardclerk@metro.net.

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323.466.3876

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x3 *中文 (Chinese)*

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x8 *Հայերէն (Armenian)*

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Live Public Comment Instructions:

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

The Meeting begins at 1:00 PM Pacific Time on April 17, 2025; you may join the call 5 minutes prior to the start of the meeting.

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

Instrucciones para comentarios publicos en vivo:

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

La Reunion de la Junta comienza a las 1:00 PM, hora del Pacifico, el 17 de Abril de 2025. Puedes unirse a la llamada 5 minutos antes del comienso de la junta.

Marque: 888-978-8818 y ingrese el codigo
Codigo de acceso en ingles: 5647249#
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Los comentarios del público se tomaran cuando se toma cada tema. Para dar un comentario público sobre una tema ingrese # 2 (Tecla de numero y dos) cuando se le solicite. Tenga en cuenta que la transmisión de video en vivo se retrasa unos 30 segundos con respecto a la reunión real. No hay retraso en la línea de acceso telefónico para comentarios públicos.

Written Public Comment Instruction:

Written public comments must be received by 5PM the day before the meeting.

Please include the Item # in your comment and your position of "FOR," "AGAINST," "GENERAL COMMENT," or "ITEM NEEDS MORE CONSIDERATION."

Email: BoardClerk@metro.net

Post Office Mail:

Board Administration

One Gateway Plaza

MS: 99-3-1

Los Angeles, CA 90012

CALL TO ORDER

ROLL CALL

23. **SUBJECT: OPERATIONS EMPLOYEES OF THE MONTH** [2025-0171](#)

RECOMMENDATION

RECOGNIZE Operations Employees of the Month.

Attachments: [Presentation](#)

24. **SUBJECT: METRO TRANSIT OPERATIONS DOWNTOWN HUB** [2025-0131](#)

RECOMMENDATION

ESTABLISH a Life-of-Project (LOP) budget of \$102.0 million for the Metro Transit Operations Downtown Hub, a coordinated relocation and expansion of several existing Metro offices and training locations to one or more new locations in the downtown Los Angeles area.

Attachments: [Attachment A - Metro Transit Operations Downtown Hub Summary](#)
[Presentation](#)

25. **SUBJECT: VANPOOL VEHICLE SUPPLIER BENCH CONTRACT** [2025-0142](#)

RECOMMENDATIONS

CONSIDER:

- A. AUTHORIZING the Chief Executive Officer to award firm-fixed unit price Vanpool Vehicle Supplier Bench Contract Nos. PS125899000 to Airport Van Rental, Inc. (AVR) and PS125899001 to Enterprise Rent-a-Car Company of Los Angeles (Enterprise), in the Not-to-Exceed (NTE) amount of \$57,188,760 for the six-year base period and \$27,234,168 for the first, two-year option, and \$30,741,000 for the second, two-year option, for a combined NTE amount of \$115,163,928, effective July 1, 2025, subject to the resolution of properly submitted protest(s) if any; and
- B. EXECUTING individual contract modifications within the Board approved contract modification authority.

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

**26. SUBJECT: RESPONSE TO MOTION 49: EXPANDING THE LIFE
PROGRAM THROUGH TECHNOLOGY**

[2024-1120](#)

RECOMMENDATION

CONSIDER:

- A. RECEIVING AND FILING an update on the Low Income Fare is Easy (LIFE) Program in response to Board Motion 49, Expanding the LIFE Program Through Technology Motion; and
- B. AUTHORIZING the Chief Executive Officer to negotiate and execute all agreements, contract awards, including contract modifications, in an amount not to exceed \$600,000 for software development and/or integration to expand the LIFE Program Through Technology.

Attachments: [Attachment A - Motion 49, Expanding LIFE Program through Tech. Presentation](#)

**27. SUBJECT: BUS ENGINEERING/ACQUISITION, PROGRAM
MANAGEMENT, AND TECHNICAL SUPPORT SERVICES
CONTRACT**

[2025-0033](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to execute Contract Modification No. 3 to increase the total authorized funding for Contract No. PS81062000, to Williams Sale Partnership (WSP) USA, Inc. for as-needed professional consultant support services that will be utilized for Zero Emission Bus (ZEB) and charger engineering/acquisition, program management, as well as technical support services, in the Not-to-Exceed (NTE) amount of \$8,897,431.55, increasing the Contract total NTE amount from \$10,930,917.43 to \$19,828,348.98.

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

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28. **SUBJECT: APPOINTMENT TO METRO SAN GABRIEL VALLEY SERVICE COUNCIL** [2025-0204](#)

RECOMMENDATION

APPROVE nominee for membership on Metro's San Gabriel Valley Service Council (Attachment A).

Attachments: [Attachment A - New Appointee Nomination Letter](#)
 [Attachment B - New Appointee Biography and Qualifications](#)
 [Presentation](#)

29. **SUBJECT: CHIEF OPERATIONS OFFICER'S MONTHLY REPORT** [2025-0172](#)

RECOMMENDATION

RECEIVE oral report on Metro Operations.

30. **SUBJECT: NEXTGEN RIDERSHIP UPDATE - Q4 CY2024** [2025-0116](#)

RECOMMENDATION

RECEIVE AND FILE status update on NextGen Bus Ridership.

Attachments: [Attachment A - NextGen Ridership Analysis Q4 CY2024](#)
 [Attachment B - Weekday Ridership Recovery Comp. by Line and Line Group](#)
 [Attachment C - Saturday Ridership Recovery Comp. by Line and Line Group](#)
 [Attachment D - Sunday Ridership Recovery Comp. by Line and Line Group](#)
 [Presentation](#)

31. **SUBJECT: ZERO EMISSION BUS (ZEB) PROGRAM UPDATE** [2024-0976](#)

RECOMMENDATION

RECEIVE oral report on the ZEB Program.

Attachments: [Presentation](#)

32. SUBJECT: MONTHLY UPDATE ON PUBLIC SAFETY

[2025-0178](#)

RECOMMENDATION

RECEIVE AND FILE the Public Safety Report.

Attachments:

[Attachment A - Station Experience Updates](#)

[Attachment B - Board Motion 30](#)

[Attachment C - Total Crime Summary February 2025](#)

[Attachment D - Systemwide Law Enforcement Overview February 2025](#)

[Attachment E - MTA Supporting Data February 2025](#)

[Attachment F - Sexual Harassment Crimes February 2025](#)

[Attachment G - Operator Assaults February 2025](#)

[Attachment H - Arrests by Race & Ethnicity February 2025](#)

[Attachment I - Law Enforcement Homeless Outreach February 2025](#)

[Attachment J - MTS Citations & Warnings by Race & Ethnicity February 2025](#)

[Presentation](#)

SUBJECT: GENERAL PUBLIC COMMENT

[2025-0253](#)

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



Board Report

File #: 2025-0171, File Type: Informational Report

Agenda Number: 23.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE APRIL 17, 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 April 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

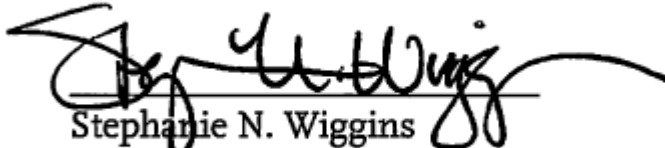
VMT and VMT per capita in Los Angeles County are lower than national averages, the lowest in the SCAG region, and on the lower end of VMT per capita statewide, with these declining VMT trends due in part to Metro's significant investment in rail and bus transit.* Metro's Board-adopted VMT reduction targets 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



Stephanie N. Wiggins
Chief Executive Officer

April 2025

Employees of the Month

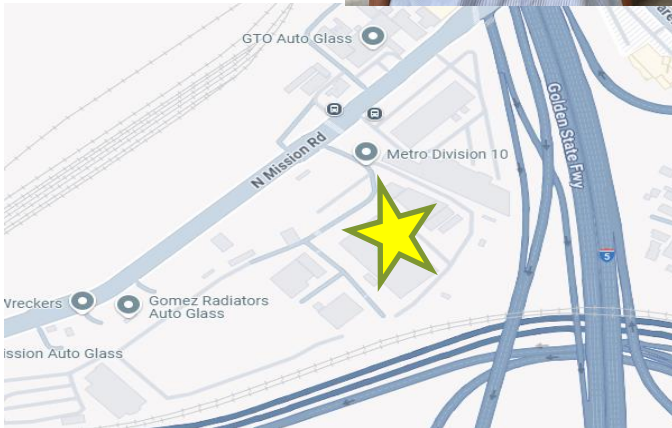
April Employees of the Month



Bus Maintenance

Senior Service Attendant

Valerie Carter

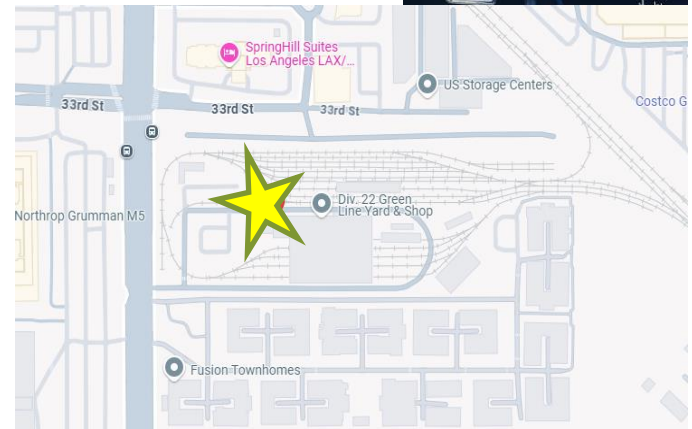


Division 10 – Los Angeles

Rail Transportation

Rail Transportation Supervisor

Juanita Johnson



Division 22 – Lawndale

Employees of the Month



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Board Report

File #: 2025-0131, File Type: Budget

Agenda Number: 24.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE APRIL 17, 2025

SUBJECT: METRO TRANSIT OPERATIONS DOWNTOWN HUB

ACTION: APPROVE RECOMMENDATION

RECOMMENDATION

ESTABLISH a Life-of-Project (LOP) budget of \$102.0 million for the Metro Transit Operations Downtown Hub, a coordinated relocation and expansion of several existing Metro offices and training locations to one or more new locations in the downtown Los Angeles area.

ISSUE

Metro's ongoing construction efforts for transit system expansion continue to deliver on Measure M's promises, with seven major Transit Infrastructure Development (TID) projects slated to open by 2028. This directly increases space needs for several Metro departments due to FTE growth and staff displacements from multiple existing Metro office space locations.

In addition, Metro Rail training is currently decentralized, and training takes place at multiple locations throughout Metro's service area. This presents challenges for employees, as the required training modules are held in separate locations up to 20 miles apart. Establishing a centralized Metro Rail Training Center would result in efficiency improvements, reduction of travel time during training, and the ability to complete all required training in a single location.

To address these immediate and future needs concurrently, and to support the long-term operations of the transit system we are building, staff seeks Board approval of a Life-of-Project Budget for the Metro Transit Operations Downtown Hub. Project activities will include acquiring and developing one or more properties in downtown Los Angeles, relocation, and facility improvement costs.

BACKGROUND

Several ongoing agency initiatives are driving an immediate and significant increase in space needs due to the displacement of staff from existing work sites and continuing progress on delivering Metro's Transportation Infrastructure Development (TID) program.

- Displacement of staff due to Rail and Bus Operations Control (ROC/BOC) construction
- Displacement of staff due to Division 20 expansion required to support the additional rail

-
- vehicles required for revenue service on PLE 1, 2, and 3
 - Changes in Program Management space needs due to new construction projects (Division 20 expansion) and project closeouts (PLE 1)

In addition, Metro Rail's regulatory requirements to conduct annual training of personnel working in and around the rail network and infrastructure are currently decentralized. Safety training, wayside worker protection (WWP), and job-specific skills training are spread across LA County at several locations. This practice negatively impacts effectiveness and productivity, as some training locations are over 20 miles apart. Training is required for all disciplines that perform their duties to operate, maintain, and secure the rail system and includes employees from all labor unions:

- Train Operators (SMART)
- Rail Transit Operations Supervisors (AFSCME)
- CCTV Observers (TCU)
- Right-of-Way Maintenance personnel - Traction Power, Track, Signals, Rail Communications, Facilities Maintenance, Custodians (ATU)
- Rail Fleet Services personnel - Technicians, Service Attendants (ATU)
- Rail Management (Non-Contract)
- Metro Transit Security (Teamsters)

DISCUSSION

Displacement of Staff Due to ROC/BOC Construction

The new Rail Operations Control and Bus Operations Control (ROC/BOC) facility project, which addresses long-term needs for Metro Transit Operations, is currently in the preliminary engineering phase. Metro's current ROC facility, located at Willowbrook/Rosa Parks Station along the A Line, has limited space and can only accommodate system expansion through the opening of the East San Fernando Valley (ESFV) project. All Measure M projects with subsequent opening dates, including the Southeast Gateway Line, require a new ROC as the existing ROC will be at capacity. Furthermore, co-locating the ROC and BOC in the same facility allows for better coordination between bus and rail operations, particularly as new Bus Rapid Transit (BRT) projects come online. The new ROC/BOC facility will be built to support expanded Metro Transit Operations through 2070 and is a critical piece of delivering the vision of Measure M.

This facility is planned to be located at the existing Division 10 site on Mission Street in downtown LA, a Metro-owned property with close proximity to the existing fiber communications infrastructure required for ROC/BOC operations. The geographic location of the site within LA County is ideal for safety and security: Division 10 has a favorable threat assessment due to the lot being below grade and surrounded by Mission Street, the Metrolink right-of-way, and the I-5 and I-10 freeways. Furthermore, entry to Division 10 is limited to Mission Street on the north via two controlled-access driveways, further enhancing security controls. The chosen site for the ROC/BOC is secure, centrally located, and within close proximity to Metro Headquarters at the Gateway building.

Based on early architectural studies for the project site, Maintenance of Way (MOW) staff must be

relocated from Division 10 to accommodate the new ROC/BOC. The current project schedule requires relocation of Maintenance of Way (MOW) staff by 2027, before ROC/BOC begins construction activities. The prioritization of relocating MOW staff from Division 10 has been an important topic in Early Intervention Team (EIT) discussions, serving as a clear example of Metro's commitment to advancing early actions that will minimize future project risks and impacts.

The relocation of the displaced staff from Division 10 is critical to current and future Metro Rail Operations, as this site represents the systemwide headquarters for two MOW sub-departments: Rail Communications and the Track Department. Rail Communications is responsible for various systems and technologies for transmitting information and controlling operations systemwide for Metro Rail, ensuring safe and efficient train movement. Meanwhile, the Track Department is responsible for the daily maintenance of all Metro Rail tracks and equipment.

The current facility is approximately 20,000 square feet, with an additional 24,000 square feet of the parking lot used for parts storage. Currently, 75 Rail Communications staff and 12 Track Department staff are assigned to the Division 10 facility. Due to the TID project openings planned for 2025 through 2028, MOW anticipates adding 21 staff to this location in FY26, plus up to an estimated 31 additional staff in FY27 and FY28 to support expansion through the Olympics. Including these expansion employees, there are a total of 139 staff to be displaced from the Division 10 MOW facility by 2027.

Displacement of Staff Due to Division 20 Expansion

To accommodate the increased number of heavy rail vehicles required for the operation of all three segments of the Purple Line Extension (PLE), Operations is developing plans to expand the maintenance shop at Division 20. This project is in the early phases, with an engineering task order currently in progress. To free up space for the shop's expansion, 40 custodial staff and supervisors must be relocated.

Furthermore, the Division 20 expansion is a multiyear project, with staffing needs that will fluctuate along with project milestones. To support this construction project, office space is needed for an estimated 10 FTEs in the Program Management Office (PMO), plus up to 8 working spaces for consultant support. The estimated total space needed for the custodial and PMO groups is 10,000 square feet.

Displacement of Program Management Staff from PLE Field Offices

The PLE 1 Project plans for a Revenue Service Date (RSD) in Fall 2025, resulting in a reduced construction staff need at the Integrated Project Management Office (IPMO). The IPMO is a 15,000-square-foot leased office space located at 5055 Wilshire Boulevard, and the current lease extension expires December 31, 2025. Closeout activities will occur after the RSD, requiring continued staff presence at a substantially reduced footprint. However, renewal of the current office space is not preferred, as staffing needs will be reduced to positions related to project closeout and final coordination with Operations. The estimated need for the PLE 1 staff at closeout is 2,000 square feet for 5 to 8 employees.

Metro Rail Training Center

Creating a Metro Rail Training Center allows the training for various departments, union positions, and crafts to be held in one location rather than at three distinct Rail Divisions across LA County. A combined training center would allow employees to receive safety, wayside worker protection (WWP), and job-specific skills training in a single location. There are currently 6 instructors assigned to training Metro Rail staff at Rail Divisions.

Metro also leases space in the service area for MOW Training, MOW Engineering, Transit Vehicle Engineering, and Transit Operations staff. Job specific training for Signal Inspectors and Traction Power Inspectors include 5 instructors, 4 classrooms and computer labs, and a shared instruction office assigned to support TID project openings through 2025.

The centralized training location would result in improved efficiency in scheduling personnel for required annual and skills training, and the proximity of different training modules would encourage better coordination between rail departments, providing cohesive skills enhancement training that benefits all personnel. Furthermore, a new Metro Rail training facility provides a valuable opportunity to develop enhanced facilities for hands-on training. For example, MOW does not have training facilities where they can practice replacing ties, replacing fasteners, or welding tracks, and therefore staff must learn in the field while working on the active right-of-way. The Metro Rail Training Center would include dedicated training tracks that allow personnel to practice and demonstrate skills on real equipment in an environment that simulates the real-world operating conditions of trains, tracks, power systems, switches, overhead catenary systems, and cables with no impacts to active rights-of-way.

Existing Metro training locations have been considered for placement of the Metro Rail Training Center. For example, the Metro Training & Innovation Center is currently developing a new 15,000 square foot training facility adjacent to the SEED School of Los Angeles County's South LA campus. While this property has the physical capacity to accommodate the Metro Rail Training Center, its geographical location near the 110 freeway and Manchester Boulevard lacks proximity to Metro Rail infrastructure required for job-specific skills training. This location is not preferred for the establishment of a centralized Metro Rail Training Center, due to significant challenges in accessing track, overhead catenary systems, power systems, and heavy maintenance equipment in close proximity to the classroom setting.

Due to regulatory requirements, initial training and periodic retraining are required for all employees who work directly on Metro Rail, including Transportation, Traction Power, Track, Signals, Rail Communications, and Rail Fleet Services staff across all five labor unions. Currently, over 1,700 employees receive initial training or retraining from Metro Rail trainers. A centralized Metro Rail Training Facility would have far-reaching benefits for trainers and employees, furthering Metro's mission of putting people first and providing the best possible service to our customers.

Other Metro Operations departments that share the leased MOW training space include MOW Engineering, an Operations subdepartment that manages power systems and other rail infrastructure. This department has 17 Engineers and 17 Consultants assigned to the facility. Due to ongoing Metro Rail expansion, 6 additional staff will be added in the near term. Transit Vehicle

Engineering, the leading technical support team for all bus and rail vehicles operated by Metro, has 12 staff members assigned to the leased facility. This department provides world-class engineering expertise supporting the bus and rail fleets' State of Good Repair through the development of technical documentation, failure investigations, reliability-centered maintenance, asset configuration control, and research/development. Lastly, 32 Transportation Operations Supervisors (TOS) are assigned to the MOW training facility.

Continuing to lease space for these groups require rental payments in perpetuity, and thus total costs would eventually exceed the cost of property acquisition. This approach would also be subject to rent increases imposed by the property owner, making space costs unpredictable over the long term. Therefore, relocation to a Metro-owned property is preferred to extending current lease agreement. The space need is approximately 40,000 square feet and to support a total of 89 staff and consultants.

Coordinated Solution: Metro Operations Downtown Hub

To coordinate the solutions to the staff displacements and increased space needs described above, Metro staff proposes co-location of all groups in one or more shared facilities. By consolidating multiple locations and terminating leases in favor of property acquisition, Metro seeks to improve financial and operational efficiencies. Furthermore, coalescing office space for engineering staff, frontline staff, and training facilities will allow for quicker communication and better facilitate the exchange of ideas.

The total estimated space needed for the groups listed above is approximately 72,000 square feet, and the new facility or facilities would serve 300 Metro employees and consultants. Furthermore, the new Metro Rail Training Center would serve the initial and ongoing annual training of over 1,700 employees from all five labor unions.

Staff requests Board approval to establish an LOP budget of \$102M for the Metro Operations Downtown Hub, which includes the acquisition of one or more properties in the downtown Los Angeles area, relocation costs, and facility improvement costs.

DETERMINATION OF SAFETY IMPACT

This Board action will not have any negative impact on established safety standards.

FINANCIAL IMPACT

This action will establish a \$102,000,000 LOP budget for the Metro Transit Operations Downtown Hub. This will allow Metro to evaluate available properties and pursue negotiations, with the acquisition planned by the end of FY26. Since this is a multi-year project, the Project Manager, Cost Center Manager, Chief Financial Officer, and Chief Executive Officer will ensure the funds are budgeted in future fiscal years.

Impact to Budget

The proposed sources of funds for this action are Local Proposition A 35%, Measure R 2% Rail System Improvements, and Measure M 2% State of Good Repair. Proposition A 35% is eligible for rail operations. The use of these funding sources currently maximizes funding allocations given approved funding provisions and guidelines. Additional Federal, State, and Local funding will be pursued as opportunities become available.

No budget amendment is required for FY25. The FY26 proposed budget, currently under development, includes \$16.2M in funding within project number 290013.

EQUITY PLATFORM

Establishing the Metro Operations Downtown Hub will directly benefit all 300 positions to be assigned to the new facility or facilities, as well as over 1,700 Metro Rail personnel who will complete required initial and ongoing/annual training at the Metro Rail Training Center. This enhanced facility dedicated to hands-on centralized safety training is critical to protecting Metro Rail personnel from workplace-related injuries and ensures the continued safety of Metro Rail Passengers, furthering Metro's mission to put people first. Based on demographic information collected during onboarding, impacted Metro staff are 91% people of color.

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. All Board items are assessed for their potential impact on VMT to ensure continued progress.

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

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 the relocation and expansion of Operations and Program Management staff is required to deliver Measure M projects through 2070. 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

The Project supports the following strategic goals:

- Strategic Goal 1: Provide high-quality mobility options that enable people to spend less time traveling.

-
- Strategic Goal 2: Deliver outstanding trip experiences for all users of the transportation system.
 - Strategic Goal 3: Enhance communities and lives through mobility and access to opportunity.

The project's purpose is to relocate Metro staff displaced from their current offices due to TID projects required for ongoing Measure M and Measure R expansion, such as the new ROC/BOC facility to support transit operations through 2070 and the upcoming revenue service operations of all three segments of the Purple Line Extension (PLE). The new transit services provided will offer additional mobility options, improving the trip experience for Metro bus and rail riders systemwide.

ALTERNATIVES CONSIDERED

One alternative is to defer or delay the relocation of the various displaced Metro departments. However, doing so would significantly impact ongoing Measure M expansions, such as all three PLE segments and the new ROC/BOC facility to support Metro Transit Operations through 2070. Prioritizing the relocation of Operations-critical staff demonstrates proactive planning that will minimize future risks and costs, allowing Metro to realize long-term benefits from early engagement efforts.

An additional alternative is to maintain the current model of decentralized Metro Rail Training, in which required training modules take place in separate locations up to 20 miles apart. This is not preferred, as the improved efficiency of enhanced centralized training and better interdepartmental coordination would not be realized.

Another alternative is to expand leased space for permanent ongoing requirements that would result in making payments in perpetuity and thus expenses would eventually exceed acquisition costs in the long term. This option is also not preferred, as the property acquisition will meet a permanent and continuous space requirement for future Metro Operations. Therefore, property acquisition is preferred over long-term leasing as the most financially sound path forward.

NEXT STEPS

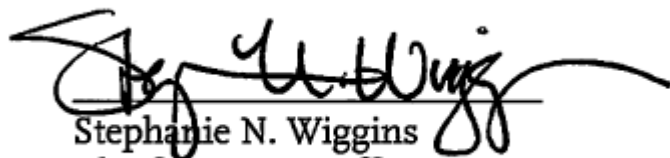
Following the Board's approval of the LOP budget, real estate activities will commence to identify, negotiate, and acquire one or more properties near downtown Los Angeles that are suitable for co-locating Metro Operations and Program Management staff, including compliance with CEQA under Section 15601(b)(3).

ATTACHMENTS

Attachment A - Metro Transit Operations Downtown Hub Summary

Prepared by: Koreyne Clarke, Director, Financial & Administrative Management Services (213) 922-2801
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Reviewed by: Conan Cheung, Chief Operations Officer, (213) 418-3034



Stephanie N. Wiggins
Chief Executive Officer

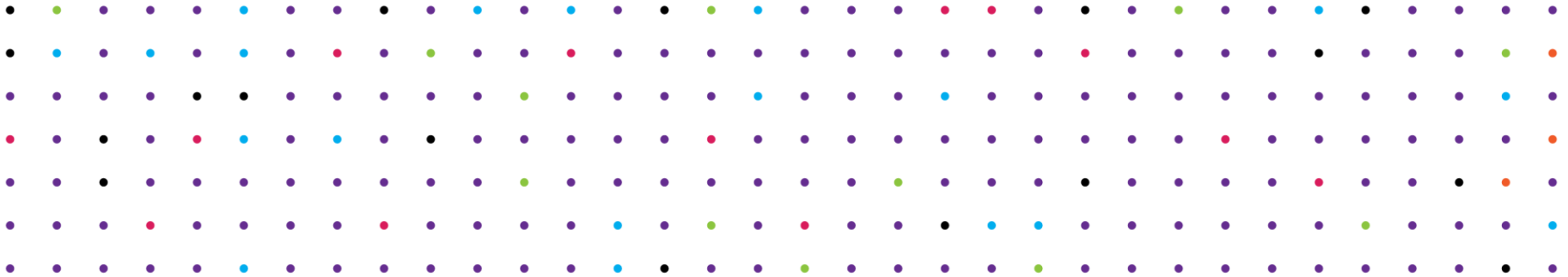
Attachment A

Metro Transit Operations Downtown Hub Summary

CURRENT			Staff Assigned to New Facility (FTEs + Consultants)	Unions Assigned to / Trained at Facility	Reason for Displacement / Co-Location
Location	Department	Square Footage			
Division 10	Rail Communications Track Department	18,000	139	AFSCME ATU	Project plan for construction of ROC/BOC requires relocation of MOW staff by 2027
Division 20	Facilities Maintenance Rail - Training	10,000	58	AFSCME TCU	Required Division 20 expansion due to PLE and establish centralized Metro Rail Training Center
Division 16 Division 21	Rail - Training	2,000	6	AFSCME ATU SMART TCU Teamsters	Establish centralized Metro Rail Training Center - represents net space need when combined with existing training facilities and staff at various locations
Multiple Locations	Maintenance of Way Transit Vehicle Engineering Transit Operations Rail - Training	40,000	89	AFSCME ATU	Establish centralized Metro Rail Training Center - location serves permanent staffing needs for operations of expanding system - relocate all staff from leased space to Metro-owned property
PLE 1 IPMO	Program Management	2,000	8	NC	Lease agreement expires on December 31, 2025
Total		72,000	300		

CAPITAL OVERSIGHT & PROGRAMMING STRATEGIES

METRO OPERATIONS DOWNTOWN HUB



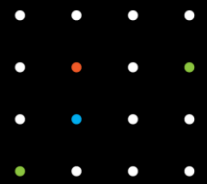
Operations, Safety, & Customer Experience Committee Meeting
April 17, 2025

RECOMMENDATION



ESTABLISH a Life-of-Project (LOP) budget of \$102.0 million for the Metro Transit Operations Downtown Hub, a coordinated relocation and expansion of several existing Metro offices and training locations to one or more new locations in the downtown Los Angeles area.

ISSUE – DISPLACEMENTS AND INCREASED SPACE NEEDS



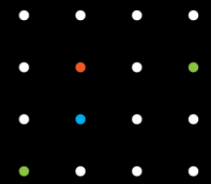
Metro's ongoing construction efforts for transit system expansion expects seven major Measure M project openings by 2028, directly resulting in increased space needs due to FTE growth and displacements of staff

- Displacement of staff from Division 10 due to Rail and Bus Operations Control (ROC/BOC) Construction
- Displacement of staff due to Division 20 expansion – required to accommodate HRVs for PLE 1, 2, and 3
- Changes in Program Management space needs due to new projects (Division 20 expansion) and project closeouts (PLE 1)
- Relocate Maintenance of Way (MOW), Engineering, and Operations staff from various leased spaces to a Metro-owned property
 - More financially sustainable than leasing in the long-term: staff at this location serves a permanent need for operations of expanding system



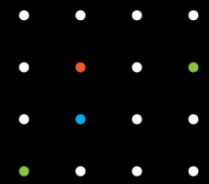
Metro

ISSUE – METRO RAIL TRAINING IS DECENTRALIZED



- Regulatory requirements for initial onboarding and mandatory annual training of all personnel working on Metro Rail
 - Ongoing training impacts: 1,700+ employees representing all 5 labor unions
- Metro Rail training is decentralized, with safety training, wayside worker protection training, and job-specific skills training taking place at multiple locations up to 20mi apart (Div 16, Div 20, Div 21)
 - Negatively impacts effectiveness and productivity
 - High demand on travel time during training
- Creating a Metro Rail Training Center improves efficiency
 - Better coordination between departments → cohesive skills advancement
 - Dedicated equipment for training that simulates real-world conditions of trains, tracks, power systems, overhead catenary systems, and cables

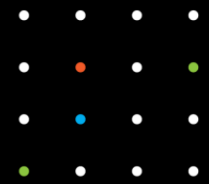
DISCUSSION – COORDINATED SOLUTION



To coordinate solutions to the staff displacements, increased space needs, and creation of a Metro Rail Training Center, Metro staff proposes co-location of all groups in one or more shared facilities

- Acquisition is more financially sound than leasing – departments in these locations represent a permanent/continuous space need for Transit Ops
 - Leasing requires rental payments in perpetuity
 - Total lease costs would exceed property acquisition in the long-term
- Quicker communication and better coordination between engineering staff, frontline staff, and Metro Rail trainers and trainees
- Improves financial and operational efficiencies
- Targeting Downtown LA region for proximity to USG, ESOC, and the new ROC/BOC at Division 10

METRO OPERATIONS DOWNTOWN HUB



Measure M Transit Capital projects through 2070
New BOC/ROC at Division 10 to support ESFV and beyond

Relocate MOW from
D10 prior to
ROC/BOC
groundbreaking

Relocate Custodial
staff due to Division
20 Maintenance Shop
Expansion required
for PLE 1, 2, 3

Establish
Metro Rail
Training
Center

PLE1 IPMO
lease expires
December
31, 2025

Additional
FTEs due to
ongoing TID
construction

Relocation
of multiple
subdepartments to
Metro-owned
property

PROPOSED SOLUTION: Co-locate staff in one or more shared facilities in the DTLA area
\$102M LOP for acquisition/development of property, relocation costs, facility improvement costs



***PUTTING PEOPLE FIRST: Metro Operations Downtown Hub
would co-locate 300 Metro employees and centralize
training for over 1,700 Metro Rail trainees***



Board Report

File #: 2025-0142, File Type: Contract

Agenda Number: 25.

OPERATIONS, SAFETY, AND CUSTOMER SERVICE COMMITTEE APRIL 17, 2025

SUBJECT: VANPOOL VEHICLE SUPPLIER BENCH CONTRACT

ACTION: AWARD CONTRACTS

RECOMMENDATIONS

CONSIDER:

- A. AUTHORIZING the Chief Executive Officer to award firm-fixed unit price Vanpool Vehicle Supplier Bench Contract Nos. PS125899000 to Airport Van Rental, Inc. (AVR) and PS125899001 to Enterprise Rent-a-Car Company of Los Angeles (Enterprise), in the Not-to-Exceed (NTE) amount of \$57,188,760 for the six-year base period and \$27,234,168 for the first, two-year option, and \$30,741,000 for the second, two-year option, for a combined NTE amount of \$115,163,928, effective July 1, 2025, subject to the resolution of properly submitted protest(s) if any; and
- B. EXECUTING individual contract modifications within the Board approved contract modification authority.

ISSUE

The current Metro Vanpool Program vehicle supplier bench contracts will expire on June 30, 2025. There are approximately 800 Metro vanpools currently in operation serving over 4,500 users/participants. To ensure the continued operation of these vanpools, new bench contracts are needed.

BACKGROUND

Metro launched the Metro Vanpool Program in May 2007, adding vanpools as a mode of public transportation to the Metro family of services. Since then, Metro Vanpool has grown to be the largest vanpool program in the country and has become an industry leader in providing a mobility option to employers and commuters to significantly reduce traffic congestion and Vehicle Miles Traveled (VMT) while improving air quality throughout Southern California. This program allows riders to commute long distances for work using vanpools, such as inter-county commuters who may lack transit options or other mobility alternatives. As a result, this program produces an annual VMT reduction of over 50

million miles based on the number of participants and the length of their collective vanpool miles traveled.

The current bench contract was awarded in 2018 for a base of two years and three one-year options. In September 2024, the Board authorized the modification of the contracts to allow for the completion of this procurement. This resulted in extending the contracts to June 30, 2025, and the addition of funds to support the extension.

DISCUSSION

The Metro Vanpool bench contracts were established to offer commuters multiple options to secure leased vehicle services. These contracts are established as firm-fixed rate contracts with a not-to-exceed contract value that is based on anticipated program growth estimates over the life of the contract. Contract funds will only be used to pay the subsidies of eligible participating vanpools.

Individuals interested in starting a Metro Vanpool can work with a bench contractor to identify and secure a vehicle. Eligible vanpools enrolled in the program can receive subsidies amounting to 50% of the vanpool vehicle lease costs up to a maximum base subsidy of \$600 per month. New vanpools are eligible to receive an additional \$200 “new-start bonus” for their first month, and any vanpool that has a reported occupancy of 70% or more qualifies for an additional \$100 bonus. The total monthly lease cost of a vanpool vehicle covers the vehicle cost, any financing costs, maintenance, insurance, and contractor support labor, with Metro’s subsidies reducing the monthly lease cost of each qualified vanpool and being paid directly to the bench contractors. Individual qualified vanpools that join Metro Vanpool and execute agreements with Metro must (1) use vehicles that are leased from Metro-contracted vehicle suppliers, (2) commute to Los Angeles County worksites, (3) be open to any fare-paying commuter regardless of employer affiliation, and (4) provide a monthly ridership report with specific operating data to Metro.

The program continues to recover from the COVID pandemic of 2020. At the height of the pandemic, the number of vanpools decreased by 50% from 1,280 to 636. Since then, the program has grown to approximately 800 vanpools (an increase of 26%), offering a long-distance commute option to work sites within Los Angeles County, resulting in a VMT reduction of 56 million miles in FY24. The average one-way commute for Metro Vanpool is 49 miles, with the longest one-way commute measuring 144 miles (288 miles round trip). Of the ridership that boards a vanpool within the County of Los Angeles, 20% of them board within an Equity Focus Community (EFC). Additionally, since Metro Vanpool operates for long-distance commutes, nearly half of Metro Vanpool participants originate in other counties, with 28.5% boarding a vanpool vehicle within a California-designated Disadvantaged Community. Metro Vanpool is expected to continue to grow as more commuters return to in-person work schedules and choose more convenient and economical transportation options. Additionally, with the award of these new contracts, staff will be launching a robust marketing and outreach effort to promote and secure new vanpools in an attempt to grow the program to pre-pandemic levels and beyond. The goal is to reach pre-pandemic participation numbers by the end of FY29 and sustain steady growth in the years to follow.

As vanpools are recognized and identified as a public transit service by the Federal Transit Administration (FTA), all vanpool operating and expense data are collected, validated, recorded, and

reported to the FTA as part of Metro's agency-wide annual National Transit Database (NTD) report. The NTD is the system through which FTA collects uniform data to administer department programs. The data reported is used in formula calculations which apportion federal transit funds to the region.

As a mode within Metro's family of services, Metro Vanpool data contributes to the Sections 5307 and 5339 federal formula funding distributed to the region. Metro Vanpool has consistently produced more federal funding returns than the actual operating cost. For example, program expenditures in FY24 totaled \$6 million, while program reporting generated an estimated \$16 million in federal formula revenues. The funds returned to the agency are eligible to support Metro transit operations.

The new Bench contracts will allow Metro to continue subsidizing Metro Vanpool participants. Both firms selected are current bench contractors, have extensive experience supporting the program/participants, and represent over 98% of the currently authorized vanpools, which will ensure a seamless transition for these participants. One current firm that supports 14 vanpools did not participate in this procurement, and staff will ensure that the impacted vanpools are properly notified and given the opportunity to transition to one of the new contractors. The contractors will continue to be responsible for leasing the vehicle to participants, providing maintenance, and providing Metro with required data about the vehicles and participants, including lease costs.

DETERMINATION OF SAFETY IMPACT

The Metro Vanpool Program has effectively reduced the number of cars on the road during the peak commute period, contributing to public safety.

FINANCIAL IMPACT

The cost of this contract is included in the FY26 proposed Budget in Project 405547 and Cost Center 4540. Since activities related to this action are provided through multi-year contracts, the Cost Center manager and the Deputy Chief Operations Officer, Shared Mobility will be accountable for budgeting costs in future years.

Impact to Budget

Funding sources for this expense consist of Proposition C 25% Streets & Highways and are not eligible to fund bus and rail operating and capital expenditures. However, FTA Sections 5307 and 5339 grant funds generated by the Metro Vanpool Program will increase the amount of funds available for bus and rail capital expenditures. In FY24, the Metro Vanpool Program generated approximately \$16 million in FTA Section 5307 and 5339 grant funds.

EQUITY PLATFORM

Metro Vanpool provides a public service to commuters and is committed to implementing an equitable, ADA-compliant program. The program has been in continuous operation since 2007 and is anticipated to continue yielding benefits for marginalized groups and EFCs.

Metro Vanpool provides a non-drive-alone mode option to all commuters living and/or working in Los

Angeles County, including those in EFCs, and is open to all groups. Of the 2,673 commuters who board a Metro vanpool within LA County, 539 (20%) board a vanpool vehicle within an EFC. Additionally, many Metro Vanpool program participants originate outside of LA County but utilize the program to commute to their workplace within LA County. Of these additional commuters, 28.5% board a vanpool vehicle from a California-designated Disadvantaged Community (DAC).

The program increases access to a non-drive-alone mode that reduces traffic and improves air quality in EFCs via reductions in VMTs. The program is available to all commuters at a cost that is less than driving alone. The subsidy provided through the program decreases the overall cost and increases the program's affordability for participants. In addition, Metro complies with ADA regulations and requires vehicle suppliers to provide vehicles that can accommodate participants with various physical abilities.

The program has been stabilized post-pandemic and is now poised for growth. To expand the program's benefit to marginalized communities and EFCs, Metro Vanpool is committed to prioritizing outreach and reducing barriers these communities may face (e.g., limited language proficiency, digital divide, reaching people with disabilities, etc.). Staff will continue to research, identify opportunities, and assess the feasibility of implementing these strategies. In the coming year, Metro Vanpool will begin to collect data from existing customers to better understand the demographics and needs of these customers for service optimization and further strategic planning.

The Diversity and Economic Opportunity Department (DEOD) did not establish a Disadvantaged Business Enterprise (DBE) goal for this procurement due to a lack of subcontracting opportunities. Metro will encourage contractors to conduct outreach and utilize DBE firms if potential subcontract opportunities become available.

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 investment activities that will maintain and further encourage transit ridership, ridesharing, and active transportation. This item ensures the availability of vehicles for one of the critical programs in Metro's portfolio of services that reduces dependence on single-occupancy vehicles for commuting to and from LA County workplaces. Metro's Board-adopted VMT reduction targets were designed to build on the success of existing investments, and this item aligns with those objectives.

Metro conducted a preliminary analysis to show that the net effect of this multi-modal item is to decrease VMT. In FY24, the Metro Vanpool Program demonstrated VMT reductions of 56,431,733

miles based on collective ridership numbers and total vanpool miles traveled.

*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 the following strategic plan goals:

- Goal 1: Provide high-quality mobility options that enable people to spend less time traveling
- Goal 2: Deliver outstanding trip experiences for all users of the transportation system
- Goal 3: Enhance communities and lives through mobility and access to opportunity

ALTERNATIVES CONSIDERED

The alternative is to allow the current contracts to expire and discontinue the operation of the Metro Vanpool Program. Staff does not recommend this because the Metro Vanpool Program provides an important commute option for the county's long-distance commuters-a market not readily serviced by other transit options. Most of the existing vanpools operating today were established through the Metro Vanpool Program and would likely cease operation if the program were to end. In addition, the program generates significant additional net revenues for the agency annually through the NTD reporting process. If the new bench contracts are not awarded and the program is discontinued, these revenues would no longer be allocated to Metro.

NEXT STEPS

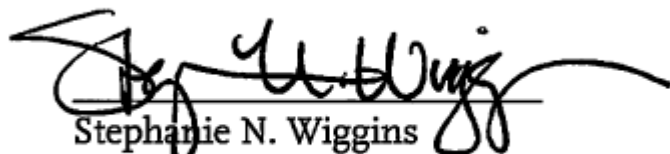
Upon Board approval, staff will execute the Bench contracts and continue to implement the program, focusing on long-term growth.

ATTACHMENTS

Attachment A - Procurement Summary

Attachment B - DEOD Summary

Prepared by: Melissa Park, Senior Manager, Transportation Planning, (213) 418-3318
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Ken Coleman, Executive Officer, Congestion Reduction Initiative, (213) 922-2951
Shahrazad Amiri, Deputy Chief Operations Officer, Shared Mobility, (213) 922-3061
Debra Avila, Deputy Chief Vendor/Contract Management Officer, (213) 418-3051
Reviewed by: Conan Cheung, Chief Operations Officer, (213) 418-3034



Stephanie N. Wiggins
Chief Executive Officer

PROCUREMENT SUMMARY

METRO VANPOOL VEHICLE SUPPLIER BENCH / PS125899000; PS125899001

1.	Contract Numbers: PS125899000; PS125899001	
2.	Recommended Vendors: Airport Van Rental, Inc. Enterprise Rent-a-Car Company of Los Angeles, LLC	
3.	Type of Procurement (check one): <input type="checkbox"/> IFB <input checked="" type="checkbox"/> RFP <input type="checkbox"/> RFP-A&E <input type="checkbox"/> Non-Competitive <input type="checkbox"/> Modification <input type="checkbox"/> Task Order	
4.	Procurement Dates:	
	A. Issued: August 28, 2024	
	B. Advertised/Publicized: August 28, 2024	
	C. Pre-Proposal Conference: September 18, 2024	
	D. Proposals Due: November 4, 2024	
	E. Pre-Qualification Completed: February 21, 2025	
	F. Ethics Declaration Forms submitted to Ethics: November 7, 2024	
	G. Protest Period End Date: April 22, 2025	
5.	Solicitations Downloaded: 14	Proposals Received: 2
6.	Contract Administrator: Andrew Coppolo	Telephone Number: (213) 922 1067
7.	Project Manager: Melissa Park	Telephone Number: (213) 418 3318

A. Procurement Background

This Board Action is to approve the award of multiple Contracts for the Metro Vanpool Vehicle Supplier Bench, to establish a bench of qualified vanpool vehicle suppliers to provide leased vehicles to new and existing vanpool customers within Metro's Vanpool Program. Board approval of contract awards is subject to the resolution of any properly submitted protest(s), if any.

Request for Proposal (RFP) No. PS125899 was issued in accordance with Metro's Acquisition Policy and the contract type is a firm fixed unit rate contract that will provide a subsidy reimbursement (not-to-exceed \$600 per month paid to vehicle suppliers to support each authorized vanpool lease). The Diversity & Economic Opportunity Department did not recommend a goal for this project.

Three (3) amendments were issued during the solicitation phase of this RFP:

- Amendment No. 1, issued on September 20, 2024, extended the due date for questions;
- Amendment No. 2, issued on October 25, 2024, extended the proposal due date and amended the critical dates;
- Amendment No. 3, issued on October 30, 2024, clarified DBE Forms.

A total of 14 firms downloaded the RFP and were included in the planholders' list. A virtual pre-proposal conference was held on September 18, 2024, and was attended

by two (2) participants representing two (2) firms. There were two (2) questions received for this RFP and responses were provided prior to the proposal due date.

A total of two (2) proposals were received on November 4, 2024, from the following firms listed in alphabetical order:

1. Airport Van Rental, Inc.
2. Enterprise Rent-a Car Company of Los Angeles

Staff conducted a market survey to request information from prospective proposers to determine why no additional proposals were submitted. Two firms responded that the scope of services was not aligned with their line of work, and two firms responded that they had not retrieved the solicitation. The results of the market survey indicated that factors beyond LACMTA's control caused the potential sources not to submit bids and that there were no restrictive elements in the solicitation documents that prevented competition.

B. Evaluation of Proposals

A diverse Proposal Evaluation Team (PET) consisting of staff from LACMTA Shared Mobility & Transportation Planning, Countywide Planning and Development, and San Diego Association of Governments (SANDAG) was convened and conducted a comprehensive technical evaluation of the proposals received.

The proposals were evaluated using the following pass/fail criteria established in the RFP:

- Minimum three years of experience in public vanpool contracting, vehicle rental, car sharing, or similar function.
- Fleet availability of seven-passenger vehicles meeting the terms as outlined in the Statement of Work (SOW).
- Description of proposed fleet vehicles makes and models.
- Evidence of ability to provide vanpool vehicles that are compliant with the American with Disabilities Act of 1990.
- Provision of vehicles at delivery/in-service that shall minimally meet the vehicle specifications as stated in the SOW.
- Samples of month-to-month lease and driver agreement submitted.
- Sample monthly billing statement for lessees.
- Supplier's Annual Lease Price Sheet submitted in accordance with instructions included and within the SOW.
- Key personnel resumes submitted with staff allocation plan included.
- Documented plan for interface with Metro's Project Manager and staff.
- Provides a schedule and plan for regular vehicle maintenance and unscheduled emergency road and repair services.

- Provides documentation of procedures that reimburses vanpool drivers for incidental expenses or emergency repairs incurred by volunteer/participant/group and/or 3rd party.
- Vanpool driver safety and training program in place sufficient to ensure driver proficiency in safe vehicle operations and a plan to monitor and enforce participant safety.
- Documented vanpool route and/or rider recruitment advertising plan.

The pass/fail evaluation criteria are appropriate and consistent with criteria developed for other, similar vanpool vehicle supplier services.

The PET began their evaluation of the technical proposals on November 14, 2024. There were several clarifications requested by Metro. Upon receipt of the additional information provided by the Proposers, the PET team continued their evaluations and concluded their evaluation of proposals on January 10, 2025. Both proposals received were determined to be qualified.

Qualifications Summary of Qualified Firms:

Airport Van Rental (AVR)

AVR, a local Los Angeles based van rental company, is an incumbent to the Metro Vanpool Program. They have experience in several large metropolitan markets including Victor Valley, Orange County, Houston, and Los Angeles. AVR provided a thorough proposal which demonstrated both recent and long-term van rental experience, an affordable and comprehensive vanpool program, and that they have a fleet of vanpool vehicles with the maintenance and customer service representatives to support them.

Enterprise Rent-a-Car Company of Los Angeles, LLC

Enterprise, a locally based vanpool company, is an incumbent to the Metro Vanpool Program. They have experience in several large metropolitan markets including Reno, Michigan, San Diego, San Francisco, Austin, San Antonio, Miami, Atlanta, Washington D.C., and Los Angeles. Enterprise provided a thorough proposal which demonstrated both recent and long-term van rental experience, their strong financial base, and that they have a fleet of vanpool vehicles with the maintenance and customer service representatives to support them.

The following is a summary of the PET evaluation:

	FIRM	Pass/Fail
1	Airport Van Rental (AVR)/ Allied Van Rental, LLC	Pass
2	Enterprise Rent-a-Car Company of Los Angeles, LLC	Pass

C. Price Analysis

LACMTA has established a baseline for monthly vanpool subsidy payments of up to 50% of total monthly pro-rated lease, not-to-exceed \$600 per month, per approved vanpool. LACMTA will pay this monthly amount directly to the vanpool vehicle suppliers.

LACMTA requested a detailed cost breakdown of the vehicle lease rates, a vehicle amortization schedule, and additional information for vehicle swap outs for vanpool participants from the Contractors to ensure the vehicle lease prices that will be charged to the vanpool program participants are fair, and to ensure Metro's subsidy will cover up to 50% of the ceiling rate for each leased vehicle.

D. Background on Recommended Contractors

AVR is Metro's incumbent vanpool service provider, located in Los Angeles, California, and has been in business for 17 years and is a leader in the vanpool industry. AVR has 10 locations nationwide with over 1,800 vanpool vehicles. AVR's Project Manager has over 20 years of project management experience. AVR has provided services for LACMTA, and performance has been satisfactory.

Enterprise is Metro's incumbent vanpool service provider, located in Orange, California, and has been in business for 31 years and is a leader in the vanpool industry. Enterprise has over 400 locations nationwide with over 10,000 vanpool vehicles. Enterprise's Project Manager has over 16 years of project management experience. Enterprise has provided services for LACMTA, and performance has been satisfactory.

DEOD SUMMARY

METRO VANPOOL VEHICLE SUPPLIER BENCH / PS125899000; PS125899001

A. Small Business Participation

The Diversity and Economic Opportunity Department (DEOD) did not establish a DBE goal for this procurement due to lack of subcontracting opportunities. It is expected that Airport Van Rental, Inc. (AVR) and Enterprise Rent-a-Car Company of Los Angeles (Enterprise) will perform the services of this contract with their own workforce.

B. Local Small Business Enterprise (LSBE) Preference

The LSBE preference is not applicable to federally funded procurements. Federal law (49 CFR § 661.21) prohibits the use of local procurement preferences on FTA-funded projects.

C. Living Wage and Service Contract Worker Retention Policy Applicability

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

D. Prevailing Wage Applicability

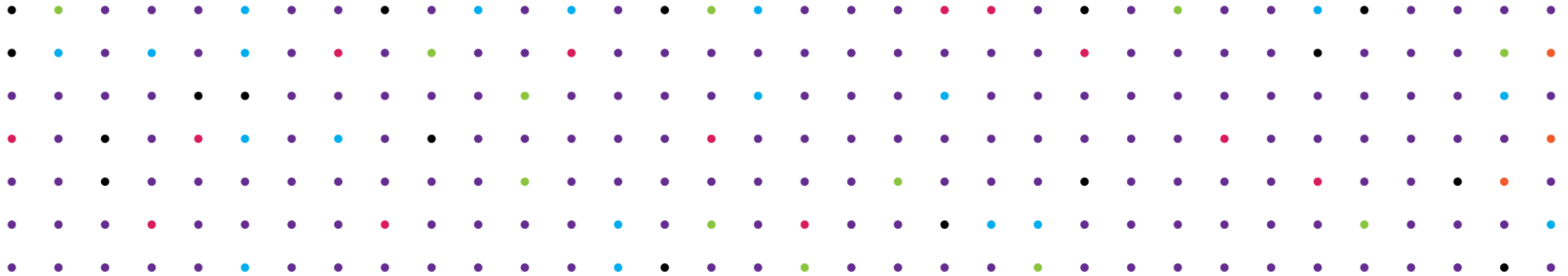
Prevailing Wage is not applicable to this contract.

E. 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.

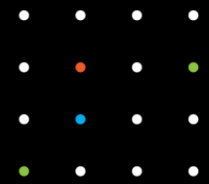
SHARED MOBILITY

VANPOOL VEHICLE SUPPLIER BENCH CONTRACT



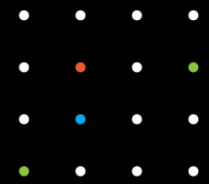
Operations, Safety, & Customer Experience Committee Meeting
April 17, 2025

RECOMMENDATION



- A. AUTHORIZE the Chief Executive Officer to award firm-fixed unit price Vanpool Vehicle Supplier Bench Contract Nos. PS125899000 to Airport Van Rental, Inc. (AVR) and PS125899001 to Enterprise Rent-a-Car Company of Los Angeles (Enterprise), in the Not-to-Exceed (NTE) amount of \$57,188,760 for the six-year base period and \$27,234,168 for the first, two-year option, and \$30,741,000 for the second, two-year option, for a combined NTE amount of \$115,163,928, effective July 1, 2025, subject to the resolution of properly submitted protest(s) if any; and
- B. EXECUTE individual contract modifications within the Board approved contract modification authority.

ISSUE & DISCUSSION



AWARDEE(S)

Airport Van Rental (AVR) and Enterprise Rent-a-Car Company of Los Angeles (Enterprise)

NUMBER OF BIDS/PROPOSALS

Two (2) proposals received from the awardees which were deemed responsive. Contract amounts are based on estimated annual subsidies and program growth.

DEOD COMMITMENT

DEOD did not establish a DBE goal due to lack of subcontracting opportunities.

ISSUE

The current contract expires June 30, 2025. To ensure the continued operation of these vanpools, new bench contracts are needed.

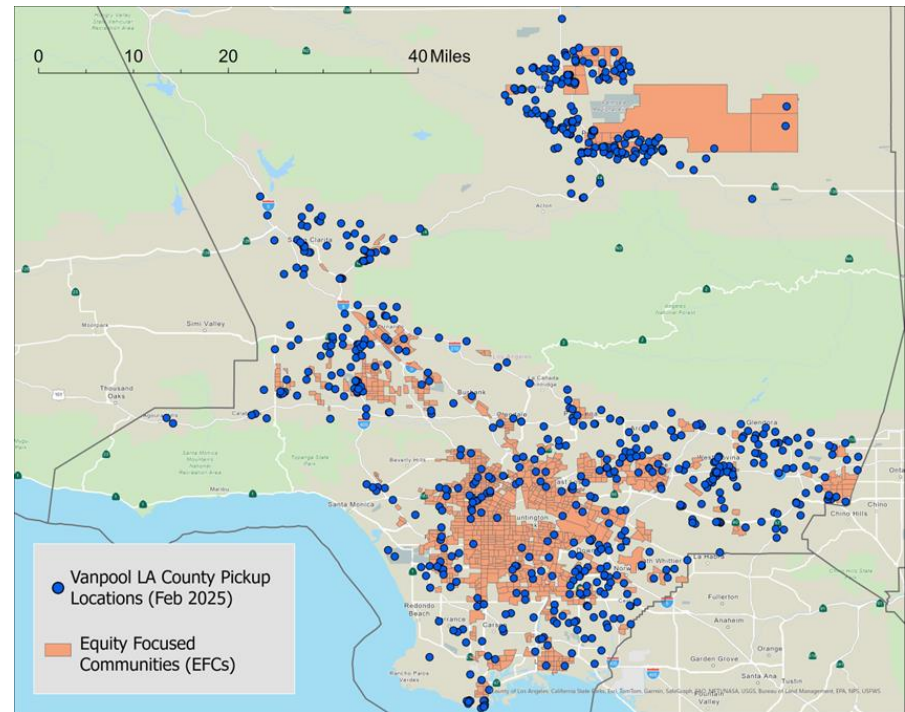
DISCUSSION

The new Bench contracts will allow Metro to continue subsidizing eligible Vanpool participants, and in return generate federal formula revenues for the agency.

PROGRAM OVERVIEW

- Metro Vanpool provides a subsidy of up to \$600 per month to offset vehicle lease costs
- Program launched May 2007 and is the largest vanpool program in the country
 - Over 800 vanpools
 - Over 4,500 participants
- Over 56 million VMT reduced in FY24
- 20% of LA County riders are from EFCs
- 28.5% of riders from outside LA County are from a state designated Disadvantaged Community
- ADA regulations are adhered to by Metro and vehicle suppliers

LA County Vanpool Pick Up Locations



PROGRAM OVERVIEW

- Metro Vanpools are a recognized public transit service by the FTA
- Participants are required to provide monthly data which is submitted to the FTA
- The data is used for formula calculations and results in federal transit funds to the region
- In FY24, Metro Vanpool expenditures amounted to \$6M and resulted in a return of \$15.9M in federal formula funding





Board Report

File #: 2024-1120, File Type: Program

Agenda Number: 26.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE APRIL 17, 2025

SUBJECT: RESPONSE TO MOTION 49: EXPANDING THE LIFE PROGRAM THROUGH TECHNOLOGY

ACTION: APPROVE RECOMMENDATION

RECOMMENDATION

CONSIDER:

- A. RECEIVING AND FILING an update on the Low Income Fare is Easy (LIFE) Program in response to Board Motion 49, Expanding the LIFE Program Through Technology Motion; and
- B. AUTHORIZING the Chief Executive Officer to negotiate and execute all agreements, contract awards, including contract modifications, in an amount not to exceed \$600,000 for software development and/or integration to expand the LIFE Program Through Technology.

ISSUE

On July 25, 2024, the Metro Board passed Motion 49 by Directors Mitchell, Sandoval, Solis, Najarian, Dupont-Walker, and Bass related to the Low Income Fare is Easy (LIFE) Program and required staff to report back on opportunities to expand its enrollment strategies through cross-agency collaboration.

BACKGROUND

At its June 2024 meeting, the Board approved TAP Plus), which will expand and upgrade the capabilities of Metro's fare payment system to match the features available at other transit systems around the country and the world. These improvements will include acceptance of credit and debit cards as payment on buses and at rail stations, as well as a new account-based system that makes it easier for current and new customers to sign up and use TAP while making it easier for riders to access free fares and discounts like GoPass and LIFE program.

At its July 2024 meeting, the Board approved Motion 49 (Attachment A), Expanding the LIFE Program through Technology Motion by Directors Mitchell, Sandoval, Solis, Najarian, Dupont-Walker and Bass. This motion directed the Chief Executive Officer to:

1. Include social benefit cards as fare media as part of Phase II account-based system launch of

TAP Plus.

2. Coordinate with relevant federal, state, and County agencies, such as the Los Angeles County Department of Public Social Services, to make necessary technical and system upgrades to TAP in order to:
 - a. Enroll members into LIFE upon qualification without undergoing an additional LIFE application
 - b. Enable social benefit cards (when upgraded to contactless EMV - Europay, Master card, Visa) to be used in lieu of Metro fare media to access the Metro's system and LIFE's free and discounted rides.
3. Report back with an update on the LIFE program enrollment strategy and TAP system upgrades, including a progress update on the above that includes but is not limited to:
 - a. Social benefit programs identified for automatic LIFE enrollment, including availability of a social benefit card
 - b. Technical and system upgrades along with supportive state or federal legislative actions required to enable utilization of social benefit cards as fare media by respective social benefit programs
 - c. Capabilities and upgrade requirements to Metro's TAP system to use social benefit cards.
 - d. A plan to implement automatic LIFE enrollment and social benefit card utilization as fare media
4. Include a specific section outlining progress on enabling TAP system compatibility with social benefit card utilization as fare media in all future board reports on TAP Plus upgrades.

On August 6, 2024, a similar Board motion was passed by the County of Los Angeles Board of Supervisors requesting that the Department of Public Social Services work with Metro to determine feasibility of cross technological enhancements to support Electronic Benefit Transfer (EBT) cardholders.

DISCUSSION

Staff from Metro and the Department of Public Social Services (DPSS) met to evaluate possible options and technological upgrades needed to deliver cross-department enhancements to support LIFE auto enrollments and use of EBT cards on buses and trains. These meetings have continued monthly for the last six months between various Metro staff from TAP, LIFE Program, and Information Technology Services (ITS), and staff from DPSS and the Office of Los Angeles County Chief Administrative Office.

The following items were considered:

1. With the launch of TAP Plus, the Metro fare system will be able to accept debit and credit cards. However, in order for an EBT card to be used to enable free or discounted fare, it card would need to be registered for the LIFE discount in Metro's system. Due to DPSS policies, the EBT card cannot be registered into a third-party system.
2. Metro staff from Customer Experience and TAP evaluated DPSS social benefit programs and cards (CalWorks, CalFresh, Medi-Cal) as potential options for automatic

LIFE enrollment and utilization as a payment method on the Metro system.

- a. Automatic enrollment through these social benefit programs would require Metro and the California Department of Social Services (CDSS) to establish data-sharing agreements. DPSS and CDSS staff have determined that they cannot legally share data with Metro under the federal Supplemental Nutrition Assistance Program (SNAP) rules; data sharing is only allowed for the purposes of determining SNAP eligibility. Additional issues included concerns with privacy rules and fraud prevention. As such, Metro is unable to implement auto-enrollment for eligible EBT customers, and EBT cards cannot be used as a form of fare media. Instead, DPSS and CDSS customers have to fill out a separate LIFE application and utilize their LIFE-enrolled TAP card to access a discounted or free fare.

DPSS has volunteers working onsite in 21 of their 26 offices to register DPSS clients into the LIFE Program. Twelve of these offices are actively enrolling clients, nine are experiencing staffing/volunteer changes, and Metro staff are working with the other five to begin offering the service.

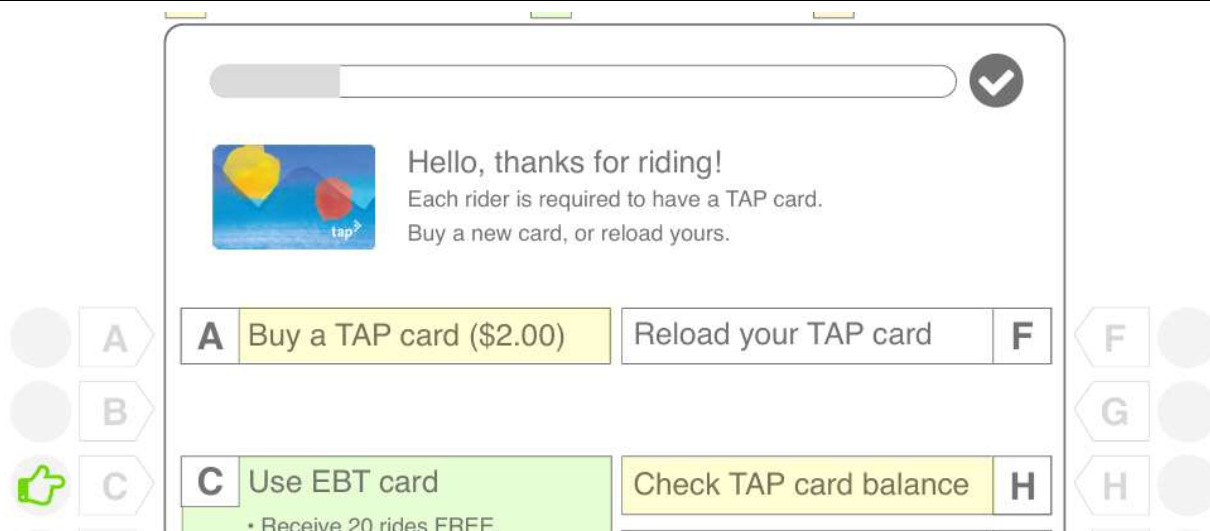
When a new LIFE user applies at a DPSS office, they are notified via e-mail or phone within 3-5 business days that their application has been approved or if additional items are needed. Once they receive approval, customers can begin using their existing TAP card, whether plastic or virtual, immediately. If they have requested a new TAP card through the LIFE registration process, it may take up to 7-10 business days to be mailed to them or their DPSS office. Metro has offered to provide the volunteers in the DPSS offices with blank TAP cards to use as for the registration process to ensure the shortest wait time, but DPSS has declined, due to not wanting to store items with cash value.

Resolution

Understanding these barriers, Metro staff determined an alternate path forward to support future integration with a social benefit card. This approach includes verification of valid EBT cards for LIFE discounts on *taptogo.net* and at Ticket Vending Machines (TVMs).

Similar to existing programs offered by Metrolink at ticket vending machines and Metro Bikeshare at their website, Metro can offer valid EBT cardholders a one-time, free LIFE 20-Ride benefit on a TAP card. When receiving this benefit, EBT customers will also be encouraged, to sign up for the standard LIFE application process via a website link or QR code on the receipt, to continue receiving monthly benefits. Customers utilizing the one-time benefit will receive a complimentary new TAP card at the TVM. Customers will also be able to enter an EBT card and TAP card number on Taptogo.net to receive the one-time benefit.

This is a one-time benefit that would encourage LIFE enrollment to receive ongoing benefits, because without LIFE registration, Metro will lose important data about user demographics that is gathered through that process. This solution is expected to be implemented by winter 2025.



The cost of software development to make this change at the TVMs is estimated at \$600,000. This amount is included in the amount already budgeted for TVM upgrades. Metro is working with Cubic to get a change notice with the more specific details regarding the portion of cost for this recommendation,

FINANCIAL IMPACT

The preliminary cost for software development to integrate social benefit card verification at Metro Ticket Vending Machines (TVMs) is estimated in an amount not to exceed \$600,000 and will be covered by the Life-of-Project (LOP) budget of Project # 207143 - TVM Software Upgrades under Cost Center 3020 - TAP. If implemented, this new benefit is anticipated to support more than a million qualifying EBT cardholders. Ridership may increase on bus and rail and add unanticipated costs to Metro and the LIFE Program budget.

Impact to Budget

The source of funding is Proposition C 40%, which is eligible for bus and rail operating or capital expenses.

EQUITY PLATFORM

Discount and reduced fare transit programs, like LIFE, are Metro's investment in social mobility and an important tool to assist in the fight against income and health inequality. These programs, which include enrollments, outreach, partnerships with Community-Based Organizations (CBOs), and taxi vouchers for individuals with short-term/immediate transit needs, make Metro more accessible to riders facing financial and other barriers, while providing financial relief from the ever-rising cost of living.

TAP upgrades such as instant verification of valid EBT cards at TVM machines and on taptogo.net are designed to further support low-income households who are receiving necessary social service

benefits through DPSS but are not yet invested into social mobility programs like LIFE. This resolution will provide short term financial relief while also encouraging EBT card hold users to sign up for LIFE to receive longer term benefits, making Metro and its transit partner agencies accessible to more riders and at the same time reducing transportation burdens where possible. This effort also aligns with Pillar 3 “Focus and Deliver” of Metro’s Equity Platform Framework to operate in a manner by removing barriers and increasing access to opportunity for all.

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 customer experience activities that will improve and further encourage transit ridership, ridesharing, and active transportation by facilitating use of the TAP system and reducing barriers to transit for low-income residents and social benefit recipients. 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 programs support Metro’s Strategic Plan Goal 3) Enhance communities and lives through mobility and access to opportunity, and Goal 4) Transform LA County through collaboration and leadership. Metro will continue to work toward providing accessible and inclusive services for the residents of Los Angeles County.

ALTERNATIVES CONSIDERED

The Board could choose not to proceed with the recommended solution. Staff does not recommend such an action as it would impede on the agency’s ability to achieve Board-directed goals to continue to enhance and expand services, as well provide a level of service for all of Los Angeles County residents.

NEXT STEPS

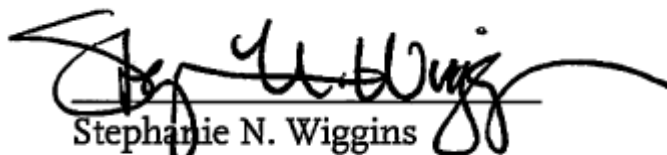
Upon Board approval, staff will proceed with the recommended solution to integrate verification of social benefit cards at the Ticket Vending Machines (TVMs) and on *taptogo.net*. Staff will also continue to work with Department of Public Social Services (DPSS) and other social service agencies to consider other options to expand the LIFE program to reach riders across Los Angeles County.

ATTACHMENTS

Attachment A - Board Motion 49, Expanding the LIFE Program through Technology

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Stephanie N. Wiggins
Chief Executive Officer



Metro

Board Report

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

File #: 2024-0497, **File Type:** Motion / Motion Response

Agenda Number: 49.

REVISED
REGULAR BOARD MEETING
JULY 25, 2024

Motion by:

DIRECTORS MITCHELL, SANDOVAL, SOLIS, NAJARIAN, DUPONT-WALKER, AND BASS

Expanding the LIFE Program through Technology Motion

Related to Item 41: TAP Plus

Metro's Low Income Fare is Easy (LIFE) program makes available affordable and accessible transportation to many of Metro's riders who would qualify. Year over year, low-income riders and people of color continue to make up the vast majority of Metro's ridership. The 2022 Customer Experience Survey showed that almost 80 percent of riders identify as Latinx/Hispanic or Black, and 75 percent are from low-income households. They have made up the agency's core ridership even before the COVID-19 pandemic and are now driving ridership recovery post-pandemic.

LIFE is the primary program residents rely on to access discounted and free rides to travel not only on Metro's system, but also on 14 participating transit operators across the region. Launched in 2019, the program has demonstrated tremendous success, but not without continued adjustment and iteration to expand the program's reach. Per Board motion in 2021 (2021-0627), Metro staff overhauled the program's enrollment process by streamlining the application system to enable on-the-spot enrollment and self-certification, including 90 days of unlimited free rides to incentive enrollment. With these efforts, enrollment is just under 313,000 riders, more than triple the goal set out in the motion.

There are still more riders the agency can reach. Minimizing enrollment barriers has proven that entry into the program is a key leverage point to maximize the program's reach and utilization. Three years since the program's enrollment overhaul, it is ripe for new strategies to meet the growing need among Metro's riders. Potential LIFE enrollees can currently use their existing enrollment in other social benefit programs to self-certify into the LIFE program. The agency could take that concept further through the upcoming upgrades to TAP technology which will allow customers to not be solely reliant on Metro fare media to access the system. By working with qualifying social benefit programs, Metro could enable social benefit cards such as the Electronic Benefit Transfer (EBT) card to serve as a TAP card that recognizes the user as LIFE-eligible and provides immediate access to Metro's transit system.

With TAP Plus's fare payment upgrades, including its account-based functionality to autoload discounted fare, the LIFE program is poised to expand its enrollment strategies through cross-agency collaboration-ushering in the future of the LIFE program.

SUBJECT: EXPANDING THE LIFE PROGRAM THROUGH TECHNOLOGY MOTION

RECOMMENDATION

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

- A. Include social benefit cards as fare media as part of Phase II account-based system launch of TAP Plus. If unable to implement as part of Phase II launch, report to the Board on reasons for the delay.
- B. Coordinate with relevant federal, state, and County agencies, such as the Los Angeles County Department of Public Social Services, to make necessary technical and system upgrades to TAP in order to:
 - 1. Enroll members into LIFE upon qualification without undergoing an additional LIFE application; and
 - 2. Enable social benefit cards (when upgraded to contactless EMV - Europay, Master card, Visa) to be used in lieu of Metro fare media to access the Metro's system and LIFE's free and discounted rides.
- C. Report back in ~~September~~ December 2024 with an update on the LIFE program enrollment strategy and TAP system upgrades, including a progress update on the above that includes but is not limited to:
 - 1. Social benefit programs identified for automatic LIFE enrollment, including availability of a social benefit card;
 - 2. Technical and system upgrades along with supportive state or federal legislative actions required to enable utilization of social benefit cards as fare media by respective social benefit programs;
 - 3. Capabilities and upgrade requirements to Metro's TAP system to use social benefit cards;
 - 4. A plan to implement automatic LIFE enrollment and social benefit card utilization as fare media
- D. Include in all future board reports on TAP Plus upgrades a specific section outlining progress on enabling TAP system compatibility with social benefit card utilization as fare media.



LIFE Program Motion 49 Response: Expanding the LIFE Program Through Technology

April 17, 2025

Operations, Safety, And Customer Experience Committee



Metro

Board Motion Background

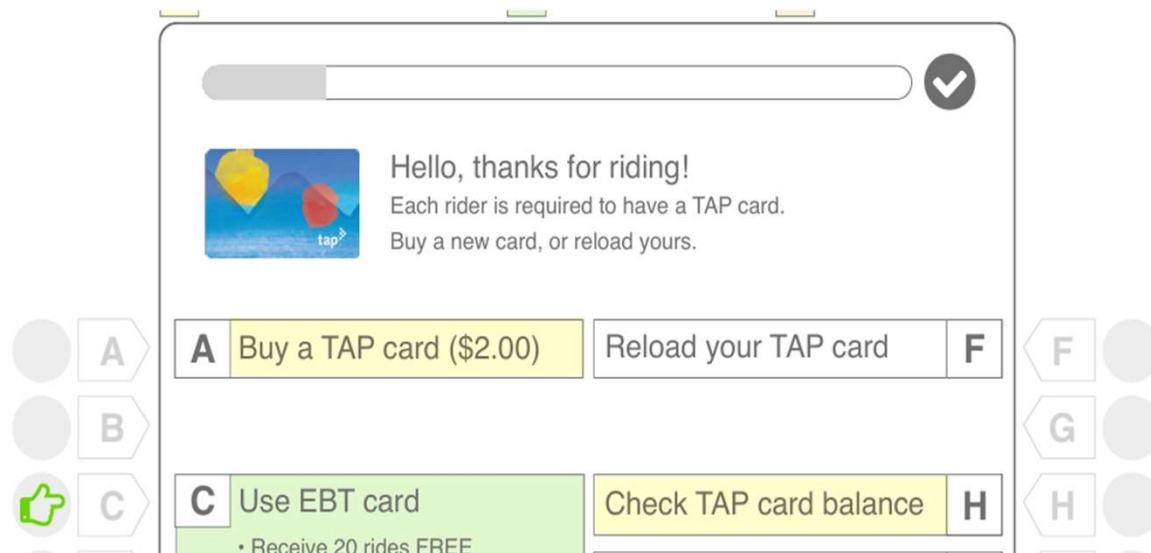
- June 27, 2024 - Metro Board approved TAP Plus Payment Program
- July 25, 2024 - Metro Board passed Motion 49, Expanding the LIFE Program through Technology, which asked staff to:
 1. Include social benefit cards as fare media as part of Phase II account-based system launch of TAP Plus.
 2. Coordinate with relevant federal, state, and County agencies, such as the Los Angeles County Department of Public Social Services (DPSS), to make necessary technical and system upgrades to TAP
 3. Enroll members into LIFE upon qualification without undergoing an additional LIFE application
 4. Enable social benefit cards (when upgraded to contactless EMV - Europay, Master card, Visa) to be used in lieu of Metro fare media to access the Metro's system and LIFE's free and discounted rides.

Report Update

- Customer Experience collaborated with TAP and DPSS to identify social benefit programs (CalWorks, CalFresh, and Medi-Cal) as potential options for automatic LIFE enrollment and EBT card utilization as a fare media on the Metro system.
- DPSS and California Department of Social Services (CDSS) determined that they cannot legally share data with Metro under the federal Supplemental Nutrition Assistance Program (SNAP) rules. Data sharing is only allowed for the purpose of determining SNAP eligibility.
- California privacy laws and DPSS policies also prevent data sharing.
- Without DPSS sharing some data, such as name, address, etc., TAP is unable to implement auto-enrollment for eligible EBT customers.
- Even after implementation of TAP Plus, when Metro's fare system will recognize credit and debit cards for payments, EBT cards would need to be registered via web to function as fare media for specific fares/discounts.

Resolution

- **Approve verification of valid Electronic Benefit Transfer (EBT) cards for LIFE discounts on *taptogo.net* and at Ticket Vending Machines (TVMs).**
- Once the EBT card is validated, TVM will dispense a free TAP card with a one-time, free LIFE 20-Ride benefit loaded on it.
- EBT customers who receive this one-time benefit will be encouraged, via a printed link or QR code on the receipt, to sign up for the LIFE Program to receive ongoing LIFE benefits.
- Customers utilizing the one-time benefit online at Taptogo.net will be required to enter a TAP card number to receive the benefit.
- Metro will implement a marketing campaign in partnership with DPSS to promote this benefit to EBT customers.



Financial Impact

- The preliminary cost for software development to integrate social benefit card verification at Metro Ticket Vending Machines (TVMs) is estimated in an amount not to exceed \$600,000 and will be covered by the TAP budget under TVM Software Upgrades.
- Ridership may increase on bus and rail and add unanticipated costs to Metro and the LIFE Program budget.
 - Anticipated to support more than a million qualifying EBT cardholders in Los Angeles County.
 - Each EBT card will only be validated to receive the benefit one time. If the card entered has already received the benefit, the user will be notified of that and encouraged to apply for to the LIFE program to receive additional benefits.



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Next Steps

- Upon approval, staff will integrate verification of social benefit cards at the Ticket Vending Machines (TVMs) and on *taptogo.net* and conduct a marketing campaign when launched.
- Staff will continue to partner with Department of Public Social Services (DPSS) and other social service agencies to explore options to expand the LIFE program to reach potential customers across Los Angeles County.





Board Report

File #: 2025-0033, File Type: Contract

Agenda Number: 27.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE APRIL 17, 2025

SUBJECT: BUS ENGINEERING/ACQUISITION, PROGRAM MANAGEMENT, AND TECHNICAL SUPPORT SERVICES CONTRACT

ACTION: APPROVE RECOMMENDATION

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to execute Contract Modification No. 3 to increase the total authorized funding for Contract No. PS81062000, to Williams Sale Partnership (WSP) USA, Inc. for as-needed professional consultant support services that will be utilized for Zero Emission Bus (ZEB) and charger engineering/acquisition, program management, as well as technical support services, in the Not-to-Exceed (NTE) amount of \$8,897,431.55, increasing the Contract total NTE amount from \$10,930,917.43 to \$19,828,348.98.

ISSUE

In April 2022, the Board approved a six-year, cost-reimbursable, fixed-fee contract award to WSP USA, Inc. for professional consultant support services to supplement internal resources by having a wide range of subject matter experts who specialize in ZEB technology, engineering, and implementation. In the last three years, challenges and intricacies have been associated with transitioning a fleet of nearly 2,200 buses that have required an increased level of effort from the consultants supporting the ZEB program, resulting in a higher burn rate of contract funds.

The funds previously authorized by the Board will be exhausted by June 2025, as the scale and breadth of the work exceeded original expectations. Therefore, the recommended increase will allow staff to complete the scheduled work required to assist Metro with the procurement and delivery of ZEBs, chargers, & charging infrastructure anticipated for the remainder of 2025 through May 2028.

BACKGROUND

In 2018, the California Air Resources Board (CARB) proposed the Innovative Clean Transit (ICT) regulation that required all transit agencies in the state to transition to all Zero Emission fleets by 2040. In addition, ICT ZEB purchase requirements for large transit agencies require 25% of bus purchases to be zero emissions by 2023, 50% by 2026, and 100% by 2029. Metro has met all state-mandated program requirements a decade earlier than the ICT mandate of 2029. In September 2019, Metro awarded its final option for CNG buses and committed to having 100% zero emissions in

all future procurements. Metro has worked to comply with CARB's ICT regulation, but challenges encountered include performance, system integration of evolving technology, grid capacity, supply chain, and utility coordination.

In April 2024, Metro released the largest solicitation for ZEBs in U.S. history. The base order is for 260 battery electric buses (BEBs) and 20 hydrogen fuel cell electric buses (FCEBs), with options to purchase up to 1,160 ZEBs. The option amounts were later increased to allow for a total of 1,980 ZEBs.

DISCUSSION

As of January 1, 2025, staff has issued seven task orders in the amount of \$9,980,136.10. Upon Board approval, staff will execute a Contract Modification to increase funding in the amount of \$8,897,431.55 to a new contract authority of \$19,828,348.98. Examples of work supported by this contract include:

- Procurement and delivery support for BYD/RIDE vehicles
- The electrification of the G and J lines
- Analysis of infrastructure needs and performance
- Deployment plans for Battery Electric Buses (BEBs)
- Support of Metro's leadership for various cross-agency zero-emission transition efforts
- Planning and analysis for Hydrogen Fuel Cell Bus Infrastructure and resiliency charging
- Development of vehicle procurement and performance specifications, such as incorporating Federal Transit Administration (FTA) recommendations

WSP Inc. under contract No. PS81062000 provided both ZEB planning and technical implementation support from 2022 to 2024, including development and updating of Metro's ZEB Master Plan. As Metro onboards more ZEB vehicles and breaks ground on more charging infrastructure projects, the need for technical support has increased significantly. In August 2024, AECOM Technical Services, Inc. was awarded a contract to specialize and assist with ZEB planning, including taking over the reviewing and updating Metro's ZEB Master Plan. After the award of the contract in August 2024, Metro shifted WSP to focus on the escalating demands for technical implementation support for bus acquisition. Further, WSP USA, Inc., was recently tasked with providing guidance and outreach for the acquisition of the Metro contingency fleet for the 2028 Games, including identifying maintenance and infrastructure needs as well as staffing and training considerations for fleet support.

Findings

Factors contributing to the request for additional contract authority include:

- A decreasing number of bus manufacturers in the US and longer lead times for delivery of vehicles and infrastructure. This has required a significantly higher level of effort to update the solicitation documents and conduct industry outreach to promote competition.
- Slower progression of ZEB technology. This has required increased energy modeling for en-route, depot, and resiliency charging to refine the servicing for each bus route and block.

- Bus fleet planning and acquisition for the 2026 World Cup and 2028 Games. This has required a greater than anticipated need for industry outreach and transit agency coordination, including assisting Metro leadership in hosting several industry forums to discuss contingency fleet planning, borrowed bus strategies, and best practices in major special event services including fleet design,
- The addition of a pilot for Hydrogen Fuel Cell buses and fueling infrastructure has required material increases in design and planning efforts.
- Release of the largest bus Request for Proposal (RFP) in the US. This solicitation required greater than anticipated effort, given the need to include recommendations from the FTA “Dear Colleague” letter issued on February 7, 2024, including additional industry outreach with options for other municipalities to participate.
- Focus on bus safety improvements due to increased incidents and FTA guidance. Metro is continually identifying safety improvements and innovations that can be incorporated into new buses, including, but not limited to, pedestrian detection, collision avoidance, and onboard Artificial Intelligence (AI) camera systems.
- WSP’s technical expertise is critical to support the analysis and trajectory required to help Metro meet its zero-emission commitments. When the scope of work was initially developed, the type of support needed to supplement staff was identified, but the level of effort, resources, and industry outreach required to complete the tasks and activities assigned were underestimated. However, the benefits and cost-savings realized are critical to ensuring the ZEB vehicles are safe, reliable, and support service needs.

DETERMINATION OF SAFETY IMPACT

Using experts in the transition to zero-emission vehicles and associated infrastructure has a positive safety benefit, ensuring new technology meets the highest safety standards.

FINANCIAL IMPACT

Upon approval, the contract will allow for the distribution of project-related task orders and funded projects to utilize the approved and available LOP budget(s). The assigned project manager will then request and review task orders and use the available project funds within the authorized LOP. Since this is a multi-year contract, the Cost Center Manager, Project Manager(s), and Senior Executive Officer of Vehicle Engineering and Acquisition will be responsible for budgeting the costs in future years.

Impact to Budget

The anticipated task orders will be funded by the respective planning or Capital Projects, including project 201061 Infrastructure J Line, project 202815 Division 8 Charging Infrastructure, project 202816 Resilience Charging System, project 202817 Division Infrastructure Transition, project 201077 Bus 40'ZE w/ BYD, project 201078 BEB and En-Route Charging in cost centers 3048 and 3320.

Since the project task orders are funded with existing LOP budgets and annual funds, the funding sources will vary according to established funding plans for the respective projects. No task order(s)

shall be issued, which increases a capital project LOP. Staff continually reassesses project funding sources and will apply other applicable funding sources as they become available to the respective projects.

EQUITY PLATFORM

The approval of increased funding of the professional consultant support services directly supports Metro's programmatic transition to a ZEB fleet, as well as modifying facilities, ensuring that Equity Focus Communities (EFCs) see the benefits of reduced noise and greenhouse gas emissions in their communities as all divisions are being transitioned. Metro's ZEBs will operate on routes restructured through the NextGen transit service plan. Five of Metro's ten directly-operated bus Divisions are within an EFC. Division 9, the first bus division to be electrified, is located within an EFC, and 59% of the communities served are designated EFCs. Prioritizing the electrification of the J Line, the next line to be electrified, will also bring environmental benefits to some of the region's most densely populated, congested, and polluted communities, many of which are EFCs. Divisions 18 and 7, the subsequent two divisions to be electrified, serve 70% and 52% EFCs, respectively.

WSP USA, Inc. (WSP) made a 30.06% Disadvantaged Business Enterprise (DBE) overall commitment for this contract. The current level of participation is 26.64% DBE, representing a 3.42% shortfall. WSP's mitigation plan to resolve the shortfall is included in Attachment C - DEOD Summary.

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 improving 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. All Board items are assessed for their potential impact on VMT to ensure continued progress.

As part of these ongoing efforts, this item is expected to contribute to further VMT reductions. It supports Metro's systemwide strategy to reduce VMT through planning and investment activities that will benefit and further encourage transit ridership, ridesharing, and active transportation, including the transition to a zero-emission bus fleet and the deployment of supplemental bus services for upcoming major events. 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

This recommendation will support Strategic Goal #1 to provide high-quality mobility options that enable people to spend less time traveling. Additional contract funding will support Metro in maintaining the State of Good Repair (SGR) for the existing bus fleet while ensuring that our customers can arrive at their destinations with fewer disruptions. It will also support Goal #3,

Enhance communities and lives through mobility and access to opportunity, and Goal #4 Transform LA County through regional collaboration and national leadership by achieving CARB's goal for a 100% Zero Emission bus fleet.

ALTERNATIVES CONSIDERED

The Board may choose to reject the recommendation and request staff to re-procure these services through an RFP or choose to authorize an alternative amount. The staff does not recommend these alternatives.

Using qualified consultants through WSP USA, Inc. has allowed the agency to secure highly technical expertise without increasing Metro's long-term labor costs. By approving the additional funding through FY28, Metro will receive cohesive and uninterrupted support during process procurements and program implementation.

NEXT STEPS

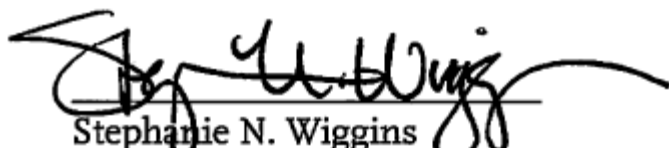
Upon Board approval, staff will execute Modification No. 3 to Contract No. PS81062000 and specific task orders will be issued on an as-needed basis.

ATTACHMENTS

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

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3277
Debra Avila, Deputy Chief Vendor/Contract Management Officer, (213) 418-3051

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


Stephanie N. Wiggins
Chief Executive Officer

PROCUREMENT SUMMARY

BUS ENGINEERING/ACQUISITION, PROGRAM MANAGEMENT AND TECHNICAL
SUPPORT SERVICES/PS81062000

1.	Contract Number: PS81062000			
2.	Contractor: WSP USA, Inc.			
3.	Mod. Work Description: Increase Contract Modification Authority			
4.	Work Description: As-needed professional consultant support services that will be utilized for bus engineering and acquisition, program management and technical support services.			
5.	The following data is current as of: 2/27/2025			
6.	Contract Completion Status		Financial Status	
	Contract Awarded:	May 2, 2022	Contract Award Amount:	\$10,930,917.43
	Notice to Proceed (NTP):	May 9, 2022	Total of Modifications Approved:	\$0
	Original Complete Date:	May 8, 2028	Pending Modifications (including this action):	\$8,897,431.55
	Current Est. Complete Date:	May 8, 2028	Current Contract Value (with this action):	\$19,828,348.98
7.	Contract Administrator: Uriel Villa		Telephone Number: (213) 922-1025	
8.	Project Manager: Amy Romero		Telephone Number: (213) 922-5709	

A. Procurement Background

This Board Action is to approve Contract Modification No. 3 to increase the total authorized funding for Contract No. PS81062000, to WSP USA, Inc. for as-needed professional consultant support services that will be utilized for bus engineering and acquisition, program management, as well as technical support services, in the Not-to-Exceed (NTE) amount of \$8,897,431.55, increasing the Contract total from an NTE amount of \$10,930,917.43, to an NTE amount of \$19,828,348.98.

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

On April 21, 2022, the Board awarded Contract No. PS81062000 to WSP USA, Inc. (WSP) for as-needed professional consultant support services to be utilized for bus engineering and acquisition, program management and technical support services, in the total NTE amount of \$10,930,917.43.

Contract Modification Nos. 1 through 2 were issued with staff delegated authority.

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

B. Cost/Price Analysis

The recommended cost reimbursable rates have been determined to be fair and reasonable based upon cost analysis, technical analysis, and fact-finding. The recommended price is lower than Metro's Independent Cost Estimate (ICE) by \$2,568.45 or 0.03%. The current labor rates have been validated with payroll certifications that support the proposed rates. Rate adjustments were accepted based on the projected annual increase in labor costs aligning with the U.S. Bureau of Labor Statistics (BLS) Consumer Price Index (CPI) inflation rate of 3% over the next four years. All other indirect costs rates were consistent with the original proposed rates and supporting documentation. Based on the cost analysis and fact finding, negotiations were deemed unnecessary, as the proposal was determined to be fair and reasonable.

Proposal Amount	Metro ICE	Negotiated Amount
\$8,897,431.55	\$8,900,000.00	\$8,897,431.55

CONTRACT MODIFICATION/CHANGE ORDER LOG

BUS ENGINEERING/ACQUISITION, PROGRAM MANAGEMENT AND TECHNICAL
SUPPORT SERVICES/ PS81062000

Mod. No.	Description	Status (approved or pending)	Date	\$ Amount
1	Update Contract Administrator Name	Approved	3/24/2024	\$0.00
2	Unreserve SP-17 – Payment of Prevailing Wage	Approved	4/18/2024	\$0.00
3	Increase Contract NTE Total	Pending	Pending	\$8,897,431.55
	Modification Total:			\$8,897,431.55
	Original Contract:			\$10,930,917.43
	Total:			\$19,828,348.98

DEOD SUMMARY

**BUS ENGINEERING/ACQUISITION, PROGRAM MANAGEMENT AND TECHNICAL
SUPPORT SERVICES CONTRACT/PS81062000**

A. Small Business Participation

WSP USA, Inc. (WSP) made a 30.06% Disadvantaged Business Enterprise (DBE) overall commitment on this Task Order (TO) based contract. WSP has been awarded seven (7) TO's to date. Based on payments the project is 72% complete and the current level of participation is 26.64% DBE, representing a 3.42% shortfall.

WSP contends that the shortfall is due to the existing balance of DBE work being programmed into the latter stages of the current master program schedule in support of Metro delivery requirements, as confirmed by the Metro Project Manager. WSP and Metro are reassessing the schedule and where possible, will accelerate DBE participation to mitigate the shortfall. WSP has a shortfall mitigation plan on file and reported that full compliance is expected by the contract end date.

Small Business Commitment	30.06% DBE	Small Business Participation	26.64% DBE
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	DBE Subcontractors	Ethnicity	% Committed	Current Participation¹
1.	3COTECH, Inc.	Caucasian Female	2.72%	0.00%
2.	ADVANTEC Consulting Engineers, Inc.	Asian-Pacific American	3.17%	1.79%
3.	Arellano Associates, LLC	Hispanic American	2.91%	0.00%
4.	Capitol Government Contract Specialists	Caucasian Female	13.63%	24.08%
5.	Elcon Associates Inc	Asian-Pacific American	2.49%	0.00%
6.	LKG-CMC, Inc. (Withdrew)	Caucasian Female	2.76%	0.00%
7.	Virginkar & Associates, Inc.	Asian-Pacific American	2.38%	0.77%
	Total		30.06%	26.64%

¹Current 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 modification.

C. Prevailing Wage Applicability

Prevailing Wage is not applicable to this modification.

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.

VEHICLE ENGINEERING AND ACQUISITION

BUS ENGINEERING AND ACQUISITION, PROGRAM MANAGEMENT AND TECHNICAL SUPPORT SERVICES CONTRACT



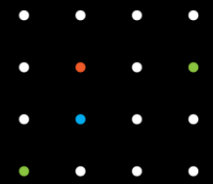
Operations, Safety, and Customer Experience Committee
April 17, 2025

RECOMMENDATION



AUTHORIZE the Chief Executive Officer to execute Contract Modification No. 3 to increase the total authorized funding for Contract No. PS81062000, to Williams Sale Partnership (WSP) USA, Inc. for as-needed professional consultant support services that will be utilized for Zero Emission Bus (ZEB) and charger engineering/acquisition, program management, as well as technical support services, in the Not-to-Exceed (NTE) amount of \$8,897,431.55, increasing the Contract total NTE amount from \$10,930,917.43 to \$19,828,348.98.

ISSUE



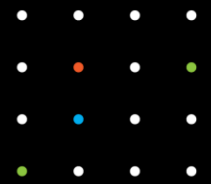
A six-year contract was awarded in May 2022 for professional consultant support services with subject matter experts that specialize in Zero-Emission Bus (ZEB) technology, engineering and implementation.

The scope of work as part of the contract has not changed, but the level of effort and support needed has significantly increased. Over the last 3 years, there have been challenges associated with transitioning a fleet of nearly 2,200 buses to zero-emission.

A contract modification to increase the total authorized funding is needed to ensure Metro has access to technical subject matter experts in the ZEB industry



DISCUSSION



Metro relies on WSP for specialized expertise and engineering support on zero-emission vehicle acquisition/performance specifications, hydrogen fuel cell planning and analysis, resiliency charging design, as well as analysis of infrastructure needs and performance.

Factors contributing to the higher level of effort as part of this contract include:

- Slower progression of technology
- Large bus procurement
- Supply chain and limited number of US manufactures
- Focus on safety and security improvements
- Planning for 2026 World Cup and 2028 Olympics
- Need for industry coordination and outreach

Additional funding is needed to continue the technical support; however, the benefits and long-term cost savings are vital for ensuring that Zero-Emission Bus (ZEB) vehicles remain safe, dependable, and that the infrastructure is robust enough to meet service demands effectively.



Board Report

File #: 2025-0204, File Type: Appointment

Agenda Number: 28.

OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE APRIL 17, 2025

SUBJECT: APPOINTMENT TO METRO SAN GABRIEL VALLEY SERVICE COUNCIL

ACTION: APPROVE RECOMMENDATION

RECOMMENDATION

APPROVE nominee for membership on Metro's San Gabriel Valley Service Council (Attachment A).

ISSUE

The San Gabriel Valley Service Council has a vacancy due to the resignation of a Representative on February 3, 2025.

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 Council's nominating authorities have nominated the individual listed below. If approved by the Board, he will serve the remainder of the three-year term specified. Attachments A and B provide a brief list of qualifications for the new nominee and the nomination letter.

For reference, should this nominee be appointed, the 2023 American Community Survey demographics and 2023 Metro Ridership Survey demographics for the region are compared to the

Council composition.

San Gabriel Valley Service Council

A. John Wu, New Appointment

Nominated by: Cities of Alhambra, San Gabriel, San Marino, and South Pasadena

Term: July 1, 2023 - June 30, 2026

With the appointment of the nominee, the San Gabriel Valley (SGV) Service Council membership will compare to the region's demographics and ridership as follows:

SGV Race/Ethnicity	Hispanic or Latino	White	Asian	Pac Isl	Black	Native Amer	Other
SGV Council Region	49.4%	15.9%	28.5%	0.2%	2.9%	0.2%	2.9%
SGV Region Ridership	78%	5%	9%	1%	6%	1%	0%
SGV Membership (No.)	55.5% (5)	11% (1)	33% (3)	0% (0)	0% (0)	0% (0)	0% (0)

The gender makeup of the SGV Service Council will be as follows:

SGV Sex/Gender	Male/Man	Female/Woman	Non-binary/Non-conforming	Prefer to self-describe
Los Angeles County	49.6%	50.4%	*	*
SGV Region Ridership	50%	47%	2%	1%
SGV Current Membership (No.)	77% (7)	22% (2)	0% (0)	0% (0)

*Note: In the tables providing sex/gender representation data for each Council, the Los Angeles County data is taken from the Census 2022 Quick Facts, which includes a question intended to capture current sex but does not include questions about gender, sexual orientation, or sex at birth.

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 with each nomination request. This practice 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 in some of the Service Councils. Staff will continue to share demographic information and encourage nominating authorities to consider gender equity when considering 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 maintains a fully appointed advisory body 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 this nominee 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 this Service Council to formulate and submit its recommendations to the Board. It would also result in the Service Council having a less diverse representation of their service area.

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.

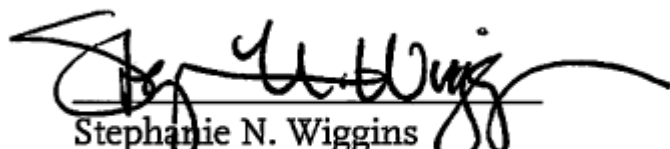
ATTACHMENTS

Attachment A - New Appointee Nomination Letter

Attachment B - New Appointee Biography and Qualifications

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

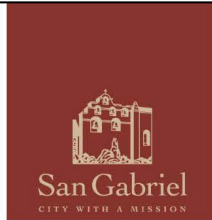
Reviewed by: Conan Cheung, Chief Operations Officer, (213) 418-3034



Stephanie N. Wiggins
Chief Executive Officer

NEW APPOINTEE NOMINATION LETTER

San Gabriel Valley Service Council



City Clerk's Department

Phone: 626.308.2816

Fax: 626.458.2830

City Hall: 425 South Mission Drive, San Gabriel, California

Web: SanGabrielCity.com

March 5, 2025

Dolores Ramos
Senior Manager
Metro Services Council
One Gateway Plaza
Los Angeles, CA 90012-2952

Sent via email: ramosd@metro.net

RE: Appointment to San Gabriel Valley Service Council

Dear Ms. Ramos,

In response to your letter dated February 4, 2025, this letter serves to confirm the nomination of Mayor John Wu for the unexpired term ending June 30, 2026, on Metro's Service Council. The cities of Alhambra, San Gabriel, San Marino, and South Pasadena have reached a consensus on this nomination.

We greatly appreciate it and look forward to Metro's Board of Directors' approval at a future meeting.

If you have any questions or need any additional information, please feel free to contact me at (626) 308-2805.

Respectfully,

Mark Lazzaretto
City Manger



Service Council Nominee Qualifications

John Wu, Nominee to San Gabriel Valley Service Council



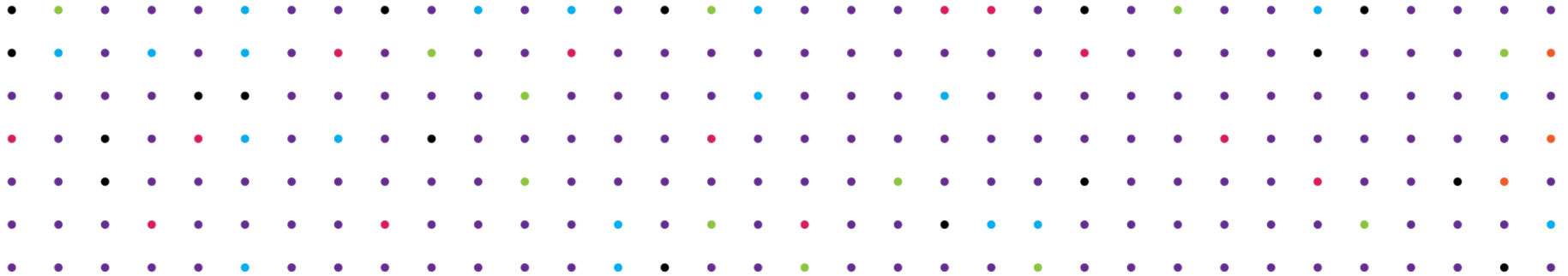
John Wu is honored to serve as the Mayor of the City of San Gabriel, a position he assumed in March 2024 after being elected to the City Council in November 2022. In addition to his public service, John Wu is a Certified International Property Specialist Instructor for the National Association of REALTORS® and a Certified Real Estate Brokerage Manager Instructor for the Real Estate Business Institute. Mayor Wu is also a California licensed real estate broker and a Mortgage Loan Originator.

John Wu has worked to expand San Gabriel's presence on the international stage by establishing sister city partnerships with Banqiao District in New Taipei City and Hualien County in Taiwan, fostering cultural and economic exchanges.

Mayor Wu was born in Hong Kong and raised in Taiwan. He graduated from college in Austria before earning a bachelor's degree in business from California State University, Los Angeles (CSULA). He married his wife, Sunny, in 2001, and together they have a daughter, Daphne. Mayor Wu has proudly called San Gabriel home for 25 years.

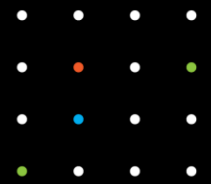
REGIONAL SERVICE COUNCILS

APPOINTMENT TO METRO SAN GABRIEL VALLEY SERVICE COUNCIL



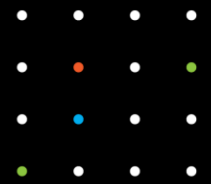
Operations, Safety, & Customer Experience Committee Meeting
April 17, 2025

RECOMMENDATION



APPROVE nominee for membership on Metro's San Gabriel Valley Service Council.

ISSUE & DISCUSSION



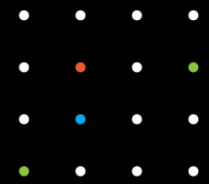
ISSUE

The San Gabriel Valley Service Council has a vacancy due to the resignation of a Representative on February 3, 2025.

DISCUSSION

If approved by the Board, San Gabriel Mayor John Wu will serve the remainder of the three-year term (July 1, 2023 – June 30, 2026).

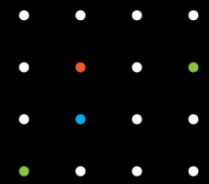
Nominating Authorities



- City of San Gabriel Mayor John Wu has been nominated by the Cities of Alhambra, South Pasadena, San Gabriel, and San Marino

Region	Nominating Authorities
San Gabriel Valley	LA County 1 st District Supervisor (1) LA County 5 th District Supervisor (1) Cities of Alhambra, South Pasadena, San Gabriel, San Marino (1) Cities of Arcadia, El Monte, Temple City (1) Cities of Montebello, Monterey Park, Rosemead (1) Cities of Pasadena, Sierra Madre, La Canada Flintridge (1) San Gabriel Valley Council of Governments (3)

Demographics



- With this nominee, the San Gabriel Valley Service Council composition and representation will be:

SGV Race/Ethnicity	Hispanic or Latino	White	Asian	Pac Isl	Black	Native Amer	Other
SGV Council Region	49.4%	15.9%	28.5%	0.2%	2.9%	0.2%	2.9%
SGV Region Ridership	78%	5%	9%	1%	6%	1%	0%
SGV Membership (No.)	55.5% (5)	11% (1)	33% (3)	0% (0)	0% (0)	0% (0)	0% (0)

SGV Sex/Gender	Male/Man	Female/Woman	Non-binary/Non-conforming	Prefer to self-describe
Los Angeles County	49.6%	50.4%	*	*
SGV Region Ridership	50%	47%	2%	1%
SGV Current Membership (No.)	77% (7)	22% (2)	0% (0)	0% (0)



Board Report

File #: 2025-0172, **File Type:** Oral Report / Presentation

Agenda Number: 29.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE APRIL 17, 2025

SUBJECT: CHIEF OPERATIONS OFFICER'S MONTHLY REPORT

ACTION: ORAL REPORT

RECOMMENDATION

RECEIVE oral report on Metro Operations.

ISSUE

This report will update Metro's monthly ridership and cancellations compared to pre-pandemic results. It also highlights recent department accomplishments, projects, and other special events.

EQUITY PLATFORM

The Chief Operations Officer's Monthly Report includes an assessment of the percentage of bus and rail activity in Equity Focus Communities (EFCs). It also assesses the percentage of line miles within EFCs for the lines with the most service cancellations.

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.

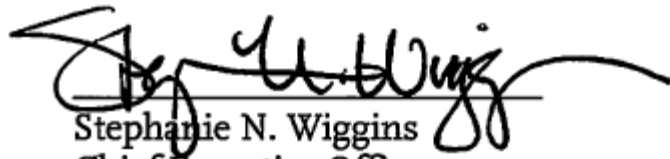
As part of these ongoing efforts, this item is expected to contribute to further reductions in VMT. This item supports Metro's systemwide strategy to reduce VMT through the reporting of operational activities that will improve and further encourage transit ridership. Metro's Board-adopted VMT reduction 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.

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

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



Stephanie N. Wiggins
Chief Executive Officer

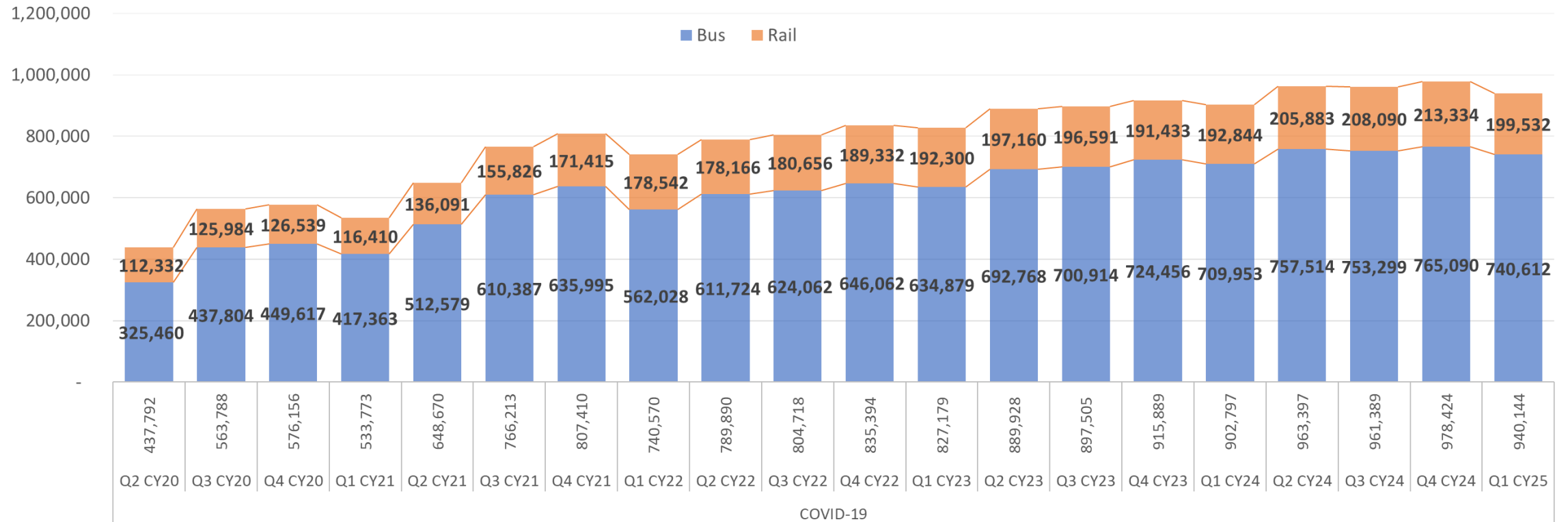


COO Monthly Report

Operations, Safety & Customer Experience Committee Meeting
April 17, 2025

Ridership Update

SYSTEMWIDE AVERAGE WEEKDAY RIDERSHIP BY QUARTER



March Total Ridership Percentage Change 2025 over 2024:

- Bus: 2.7% Rail: 1.6%
- Monitoring ridership for impacts from Federal workers returning in full time office attendance.

March Average Daily Ridership Percentage of Pre-Pandemic:

Systemwide:

2025	2019	%Pre-Covid
• DX: 957,592	1,202,296	80.0%
• SA: 702,694	709,148	99%
• SU: 577,698	592,298	98%

Average Weekday Rail Ridership By Line - March 2025

Line	Mar-25	% Recovery	Mar-24	% Recovery	Mar-19
A/E/L	114,198	62.7%	113,813	62.5%	182,032
B/D	66,033	48.3%	65,976	48.3%	136,622
C/K	24,112	83.0%	25,531	87.9%	29,056

Note: Recovery compares 2025 and 2024 against 2019 with A/E/L compared as a group due to Regional Connector using March 2018 for A Line due to New Blue impacts. K Line started operation in Oct 2022.

Ridership Analysis Relative to Equity Focus Communities (Metro 2022 EFC Map):

- **Bus** – Percent of all weekday bus activity within Equity Focus Communities increased from 73% in Oct 2019 to 78.5% in March 2025 (bus stop data available month to month)
- **Rail** – Percent of all weekday rail activity within Equity Focus Communities increased from 51.7% to 69% from FY19 to FY24 (rail station data available Fiscal Year level)

Cancelled Service

- Metro fully restored scheduled bus service to 7 million revenue service hours (annualized), effective December 11, 2022. Full operator staff was achieved in August 2023 resulting in very low cancellations and was again achieved in January 2025.
- Cancellation rates overall have decreased at the end of 2024 into 2025. While increased bus and rail service have needed more operators and attrition and absenteeism have continued, recruitment has been increased, and full operator staffing has reduced cancellations in recent months.

March 2025 Top Ten Highest Service Cancellations by Line

Division	Line	Name	Mar-25	Mar-24	% of Line Miles in EFC
2	55	Compton Av	2.5%	1.0%	83%
2	60	Long Beach Bl	2.3%	0.8%	61%
13	720	Wilshire Bl Rapid	2.2%	1.6%	33%
2	51	Avalon Bl/W. 7th St	1.8%	0.6%	75%
7, 13	4	Santa Monica Bl	1.8%	1.3%	39%
18	111	Florence Av	1.7%	2.9%	68%
18	210	Crenshaw Bl	1.6%	2.4%	58%
13	33	Venice Bl	1.5%	1.0%	41%
5, 18	207	Western Av	1.5%	3.9%	89%
18	40	Hawthorne Bl/MLK Bl	1.4%	2.8%	52%

% Cancelled Service	Weekday	Saturday	Sunday
Pre- Dec 2022 Service Change 4 week Average	3.2%	3.9%	7.4%
One Year Ago WE 4/13/24	0.9%	0.2%	3.1%
Week Ending 4/12/25	0.3%	0.4%	0.8%
Week Ending 4/5/25	0.5%	1.3%	0.8%
March 2025	0.5%	0.6%	1.8%
February 2025	0.9%	0.8%	1.4%
January 2025	0.7%	0.4%	1.0%
December 2024	0.9%	1.0%	2.4%
November 2024	1.3%	1.0%	1.5%
October 2024	1.5%	1.7%	4.4%
September 2024	1.6%	1.8%	4.1%
August 2024	2.1%	1.7%	4.7%
July 2024	1.9%	1.9%	5.5%
June 2024	1.7%	2.5%	5.4%
May 2024	1.8%	1.8%	4.7%
April 2024	1.0%	1.0%	3.2%
March 2024	1.1%	0.9%	2.5%
February 2024	1.2%	0.7%	2.7%
January 2024	1.0%	0.8%	1.7%
December 2023	1.3%	1.0%	2.5%
November 2023	0.8%	0.9%	1.5%
October 2023	0.7%	0.8%	2.4%
September 2023	0.6%	0.5%	1.6%
August 2023	0.7%	0.9%	2.5%
July 2023	0.7%	0.7%	2.4%
June 2023	0.9%	1.0%	2.9%
May 2023	1.4%	1.9%	5.0%
April 2023	1.9%	1.9%	5.8%
March 2023	2.0%	1.3%	4.5%
February 2023	3.2%	3.1%	5.0%
January 2023	3.8%	3.2%	6.7%

Dodger Stadium Express 2025 Season Opens



Dodger Stadium Express 2025 Season Opens

- Dodger Stadium Express (DSE) service for the 2025 season started with a pre-season game on Sunday, March 23 and the season opener on Thursday, March 27. Service operated from both Union Station in downtown LA and Harbor Gateway Transit Center in the South Bay.
- DSE Ridership has been up over the 2024 season in the games through March 31, with over 80% increases for the games on March 29 and 31.

UNION STATION DSE

GAME DATE	Inbound to Dodger Stadium	Outbound from Dodger Stadium	2025 Ridership	Actual Attendance	Change in Ridership from Last Season
3/23/25	1,489	1,471	2,960	Unavailable	23%
3/27/25	2,133	2,649	4,782	53,595	11%
3/28/25	1,855	2,061	3,916	52,029	40%
3/29/25	1,601	1,842	3,443	51,788	85%
3/31/25	2,271	1,792	4,063	50,816	80%

SOUTH BAY DSE

GAME DATE	Inbound to Dodger Stadium	Outbound from Dodger Stadium	2025 Ridership	Actual Attendance	Change in Ridership from Last Season
3/23/25	310	324	634	Unavailable	16%
3/27/25	365	485	850	53,595	-4%
3/28/25	327	385	712	52,029	5%
3/29/25	348	369	717	51,788	85%
3/31/25	405	433	838	50,816	78%

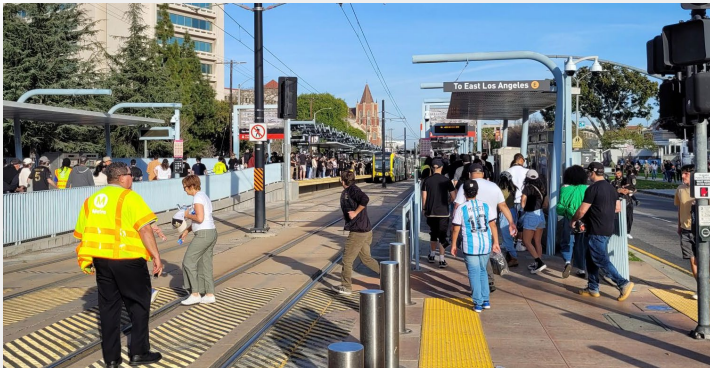


Dodger Stadium Express & LAFC Game April 2

Wednesday April 2, 2025 was a busy day for Metro, with both Dodgers and LAFC Home Games



- Dodger Stadium Express (DSE) service operated from both Union Station in downtown LA and Harbor Gateway Transit Center in the South Bay. This game included the very popular Shohei Ohtani Bobblehead Giveaway which always boosts DSE ridership.
- LAFC Game at BMO Stadium (Expo Park) was supported by increased evening E Line light rail service (15 minute) and extra bus for J Line BRT service deployment. Approximately 1,500 fans took Metro to the game, equating to about 7% of the Stadium capacity.



- More than 10 volunteer employees from across the agency supported both events, helping customers understand the system, board trains and buses safely, and ensure everyone had a comfortable ride.

APTA International Bus Roadeo

Austin, TX
April 6 – 8, 2025

GRAND CHAMPION – Metro won the Grand Champion award for the **2nd year in a row** with the highest combined overall score for the Maintenance team and Operator

The International Bus Roadeo is a unique learning opportunity for operators and maintenance teams to engage with other transit agency professionals up close and personal. The competition includes a driving obstacle course, a written test, and troubleshooting mechanical failures such as engine stalls, brake systems, and HVAC malfunctions.

- **1st Place Custom Brake System**
- **1st Place Maintenance Team**
- **1st Place Combined Overall (Grand Champion)**
(Maintenance and Operator scores combined)



Maintenance Team (Division 13)
Alain Gomez, Octavio Ramirez, Edward Hinojosa

Operator (Division 3)
Juan Navarro

Yee-Haw! Go Metro!





Board Report

File #: 2025-0116, **File Type:** Informational Report

Agenda Number: 30.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE APRIL 17, 2025

SUBJECT: NEXTGEN RIDERSHIP UPDATE - Q4 CY2024

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE status update on NextGen Bus Ridership.

ISSUE

This report provides an assessment of Metro's bus ridership for the fourth quarter of calendar year 2024 (Q4 CY2024) consisting of October, November, and December 2024 compared to the pre-pandemic/pre-NextGen Bus Plan ridership from the same period in 2019. Ridership changes are examined by day type (weekday, Saturday, Sunday), service area, across Equity Focus Communities (EFCs) and non-EFCs, time period, line/line group, as well as average passenger trip length.

BACKGROUND

- The Metro Board adopted the NextGen Bus Plan in October 2020.
- The NextGen Bus Plan was designed to create a fast, frequent, and reliable Metro bus system and will be rolled out in two phases: "Reconnect" and "Transit First."
- Reconnect was the initial phase to restructure the existing network, and it was implemented over three implementation dates between December 2020 and December 2021.
- Transit First was an additional phase to maximize the plan's effectiveness through strategic, quick-build capital investments in improved bus speeds and direct revenue service hours saved on bus frequency improvements.
- While the NextGen Bus Plan was fully implemented by the end of 2021, the national operator shortage during the COVID-19 pandemic required Metro to temporarily reduce service by 10% in February 2022 to stabilize service reliability.
- Full restoration of the NextGen Bus Plan service levels were completed in phases by December 2022.

- Metro continued to operate the full NextGen bus service levels through 2023 into 2024 with improved reliability due to full bus operator staffing, which was achieved by August 2023.
- However, a 1-2% operator shortage has existed since the December 2023 service change, when the operator requirement increased due to greater peak service from higher ridership and recruitment challenges. Recruitment efforts have since increased in response, and overall canceled service levels remain low. However, they remain higher than in the second half of CY2023. Full operator staffing was again achieved by January 2025, with cancellation rates reduced to generally under 1% on weekdays and Saturdays and below 2% on Sundays.

The NextGen Bus Plan Reconnect phase implementation established a set of service frequency tiers for Metro's 117 bus lines (two lines were transferred to Pasadena Transit in December 2024), summarized in Table 1. Tier 1 and 2 lines are all-day, high-frequency services designed to support ridership growth across the NextGen network and support ridership recovery after a decrease caused by the pandemic. Tier 3 and 4 lines ensure neighborhood connectivity and coverage throughout the service area.

Table 1: NextGen Frequency Tiers as of December 2024

Service Type	Peak Weekday	Midday Weekday	Evening	Daytime Weekend	Number of Lines
Core Network (Tier1)	5-10	5-10	10-15	7.5-15	29
Convenient Network (Tier 2)	10-12	10-12	20-30	15-30	26
Connectivity Network (Tier 3)	20-30	20-30	30-60	30-60	26
Community Network (Tier 4)	40-60	40-60	60	60	36

When fully implemented, the Transit First scenario was expected to achieve a 15-20% increase in ridership. This expected ridership was attributed to increased speed of service/reduced travel times after implementing items from the speed and reliability tool kit, including new bus lanes, expanded transit signal priority, and reinvestment of time savings for increased service frequencies. Progress on such implementations includes 70.7 miles of new bus priority lanes implemented as of December 2024, and 24 additional lane miles are in planning (Vermont Av) or pending construction (Florence Av, Santa Monica Bl). Transit signal priority are other speed and reliability initiatives that should begin implementation in the first half of CY2025, with ongoing optimization of bus stops and terminals.

Metro bus ridership continues to recover and is nearer pre-COVID levels as of Q4, with average Sunday exceeding pre-COVID levels. This quarterly report is intended to track progress towards the ridership growth expected from the NextGen Bus Plan, including growth supported by implementing the remaining Transit First bus speed and reliability improvements.

DISCUSSION

In examining ridership results to date, it is essential to note the impact of the COVID-19 pandemic, which began in March 2020 and had significant effects on Metro bus service levels/ridership as well

as societal changes such as increased telecommuting.

As of Q4 CY2024, average daily bus system ridership continues to grow. The recovery rates of Q4 CY2024 compared to Q4 CY2019 are:

- Weekday ridership was 88.1% (up from 83.4% in Q4 CY2023; record Q4 post-COVID average weekday ridership of 804,963 in October 2024)
- Saturday ridership was 96.2% (up from 90.3% in Q4 CY2023; record Q4 post-COVID average Saturday ridership of 545,208 in October 2024)
- Sunday ridership was 107.4% (up from 100.0% in Q4 CY2024; record Q4 post-COVID average Sunday ridership of 450,972 in October 2024).

The San Fernando Valley continues to show the highest ridership recovery in Q4 CY2024 compared to the four other service areas at 98.0% of pre-pandemic Q4 CY2019 levels on weekdays (up from 89.4% in Q4 CY2023), 109.2% Saturdays (up from 101.5% in Q4 CY2023), and 125.7% Sundays (up from 113.4% in Q4 CY2023). Increased ridership of 8.6% occurred on weekdays over the same quarter of 2023, with a 7.7% gain on Saturday and a greater increase of 12.3% on Sunday. Many San Fernando Valley lines benefit from NextGen Bus Plan investments, especially during off-peak frequencies. However, they were mainly Tier 2 lines with service improved all day on weekdays and 15-minute service with some weekend improvements as well.

This quarter, the proportion of boardings in Equity Focus Communities (EFCs) is around 0.7% above pre-pandemic levels on weekdays, with Saturdays and Sundays about the same as pre-pandemic levels. Again, the NextGen Bus Plan prioritized EFCs for frequency improvements.

Midday weekday Q4 CY2024 ridership recovery was at 92% of pre-pandemic levels, exceeding both AM peak (76%) and PM peak (84%) recovery. This is aligned with investing service hours during the midday period under the NextGen Bus Plan and changes in travel patterns related to factors such as increased telecommuting by office workers. The Owl period exceeded pre-pandemic levels, with a late evening period at 97% recovery. These two periods have the highest proportion of transit-dependent riders and declined the least during the pandemic. Performance of lines serving downtown LA and other areas with large offices, such as Westwood and Pasadena, will continue to be monitored as changes to corporate culture are shifting and requiring a return to in-office work by some workers, which may improve ridership recovery on such lines. These changes in office work arrangements are beginning to take effect in March 2025 for federal workers who are now required to attend their office all five workdays each week. Similarly, California state government employees must attend their office four workdays per week beginning in July 2025.

The average passenger trip length remains at around 3.5 miles, the same as the previous quarter. It is below the pre-NextGen/pre-COVID average passenger trip lengths above 4 miles, reflecting both post-COVID changes to trip-making (more telecommuting, etc.) and the NextGen focus on increasing market share for the shorter 1-5 mile trips.

In Q4 CY2024, there were 25-weekday lines/line groups (up from 20 in Q3 and up from 11 in Q4

CY2023), 34 Saturday lines/line groups (up from 29 in Q3 and up from 18 in Q4 CY2023), and 53 Sunday lines/line groups (up from 43 in Q3 and up from 37 in Q4 CY2023) exceeding their pre-COVID Q4 CY2019 ridership numbers. The strongest recoveries continue to be those lines/line groups with significant NextGen improvements.

A more detailed analysis is provided in Attachment A, which this report summarizes. Attachments B, C, and D to this report provide detailed data on systemwide and line/line groups for average weekday, Saturday, and Sunday bus ridership observed between Q4 CY2019 (pre-pandemic and pre-NextGen) and the same period Q4 CY2024. The period of this analysis tracks the significant decrease in ridership at the beginning of the COVID pandemic in early 2020 and the subsequent recovery in ridership and service restoration since 2021, based on the implementation of the NextGen Bus Plan.

Ridership Trends from 2019 to 2024

Complete restoration of bus service by December 2022, combined with more reliable service delivery and the introduction of new fare programs (e.g., GoPass for students and LIFE Program for low-income riders), have contributed to much stronger ridership recovery through 2023 and continued in 2024. This reinforces the importance of frequent and reliable service delivery in attracting and retaining ridership.

Table 2: Comparison of Average Daily GoPass Boardings by Day Type and Year

Day Type	Weekdays	Saturday	Sunday
2023	6,600	2,384	1,359
2024	7,289	2,841	1,777
Year over year difference	689	457	418
Year over year % change	10%	19%	31%

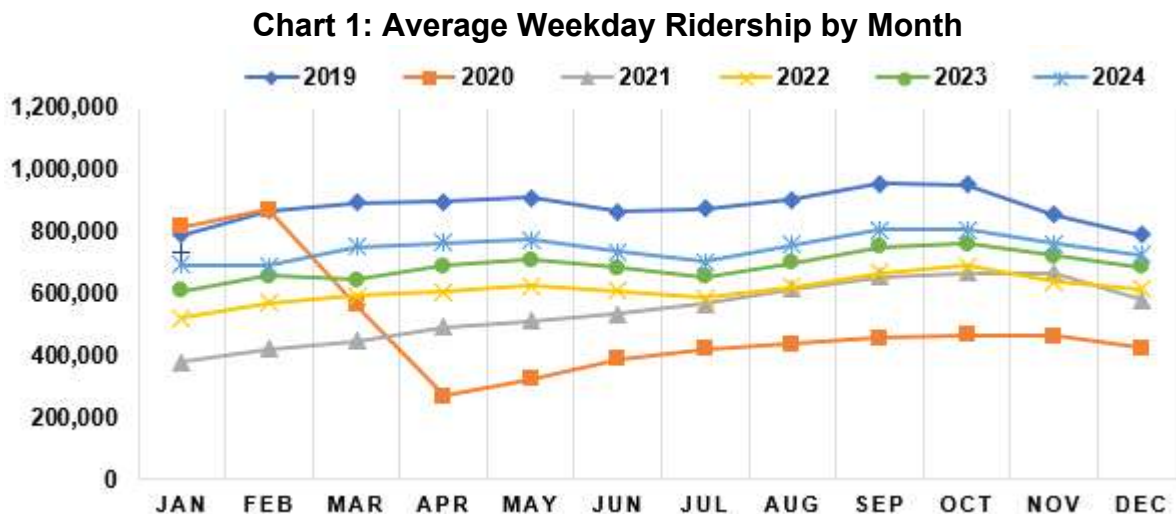
Table 3: Comparison of Average Daily LIFE Boardings by Day Type and Year

Day Type	Weekdays	Saturdays	Sundays
2023	58,276	37,619	26,699
2024	71,008	48,259	34,654
Year over year difference	12,732	10,640	7,955
Year over year % change	21.8%	28.3%	29.8%

The overall growth in the LIFE Program and GoPass boardings exceeds the overall increase in ridership. However, while some of the growth in these programs is due to new riders participating in them, much of this growth is from existing riders enrolling in them.

In March 2024, average weekday bus ridership again exceeded 750,000, and the post-pandemic average weekday ridership of 761,757 records set in October 2023 was exceeded in both April and

May 2024 (762,811 and 772,969, respectively). The highest monthly averages in 2024 were September (804,279) and October (804,963) 2024. (Attachment A Chart 6 - Average Weekday Ridership 2019 - 2024).



Ridership by Service Area

Ridership recovery was examined for each of the five Metro Service Council areas. The San Fernando Valley shows the highest rate of weekday ridership recovery at 98.0% in Q4 CY2024 (up from 89.4% in Q4 CY2023). This recovery rate, in part, shows a strong response to NextGen Bus Plan improvements that created a network of 10 local lines and the Metro G Line BRT with 10-15 minute frequencies all day on weekdays across the San Fernando Valley. The NextGen changes improved these lines, especially during off-peak hours when many of these lines had frequencies ranging from 20 to 30 minutes. Several lines in the East Valley were also restructured to match regional travel patterns that were more focused on North Hollywood. The average weekday ridership of the Q4 CY2024 San Fernando Valley area average weekday ridership compared to Q4 CY2023 increased by 8.6%, indicating that ridership growth remains strong.

The four other Service Council areas' weekday ridership recovery rates for Q4 CY2024 were as follows, each increasing compared to the same quarter in CY2023:

- San Gabriel Valley: 83.7% (up 5.0% from 78.7% in Q4 CY2023)
- Gateway Cities: 85.1% (up 6.1% from 79.0% in Q4 CY2023)
- Westside Central: 85.3% (up 5.2% from 80.1% in Q4 CY2023)
- South Bay Cities: 90.1% (up 7.7% from 82.4% in Q4 CY2023)

South Bay Cities has a larger growth and recovery rate of the above service areas. Increased efforts will be given to the other three service areas to identify service improvement opportunities and generate higher ridership. For example, the Line 260 extension to Willowbrook and Line 665

frequency improvement in East LA were implemented in the December 2024 service change. Two small lines in the San Gabriel Valley service area (Pasadena) were also transferred in December 2024 to municipal operator Pasadena Transit to integrate their network for improved local travel options, as planned in NextGen. Also, new bus lanes on Roscoe Bl were implemented by the end of October 2024 to provide faster, more reliable service for Line 152 to better serve our riders and increase ridership.

Saturday's average recovery rate was 96.2% overall. San Fernando Valley again showed the highest recovery, at 113.4%, while other areas were 84.7% to 93.3%. Saturday ridership increased in all service areas by 6.6%-7.8% over the same quarter in CY2023. Gateway Cities had the highest increase, followed by San Fernando Valley at 7.5% and Westside Central with the lowest increase of 6.6%.

The average Sunday ridership recovery rate was 107.4% overall. San Fernando Valley's recovery rate was the highest at 125.7%, and three other service areas exceeded 100% recovery (101.8% for San Gabriel Valley, 103.5% for Westside Central, and South Bay Cities at 109.1%) for the first time, while Gateway Cities were at 95.2%. Sunday Q4 CY2024 ridership recovery rates increased by 11.2% for Gateway Cities (lowest recovery but largest increase) and 9.2% for Westside Central compared to Q4 CY2023.

Table 4: Percentage Change in Average Daily Ridership by Service Area and Day Type, Q4 CY 2024 compared to Q4 CY2023

Service Area	Weekday	Saturday	Sunday
Gateway Cities	7.7%	7.8%	11.2%
San Fernando Valley	9.6%	7.5%	10.9%
San Gabriel Valley	6.4%	6.8%	9.8%
South Bay Cities	9.3%	6.9%	10.2%
Westside Central	6.6%	6.6%	9.2%

Table 4 above shows full details of the percentage change in average daily ridership by service area between Q4 CY2023 and Q4 CY2024. See Attachment A, Charts 10-12, Average Weekday, Saturday, and Sunday Ridership Recovery by Service Area Q2 CY2019 - Q4 CY2024.

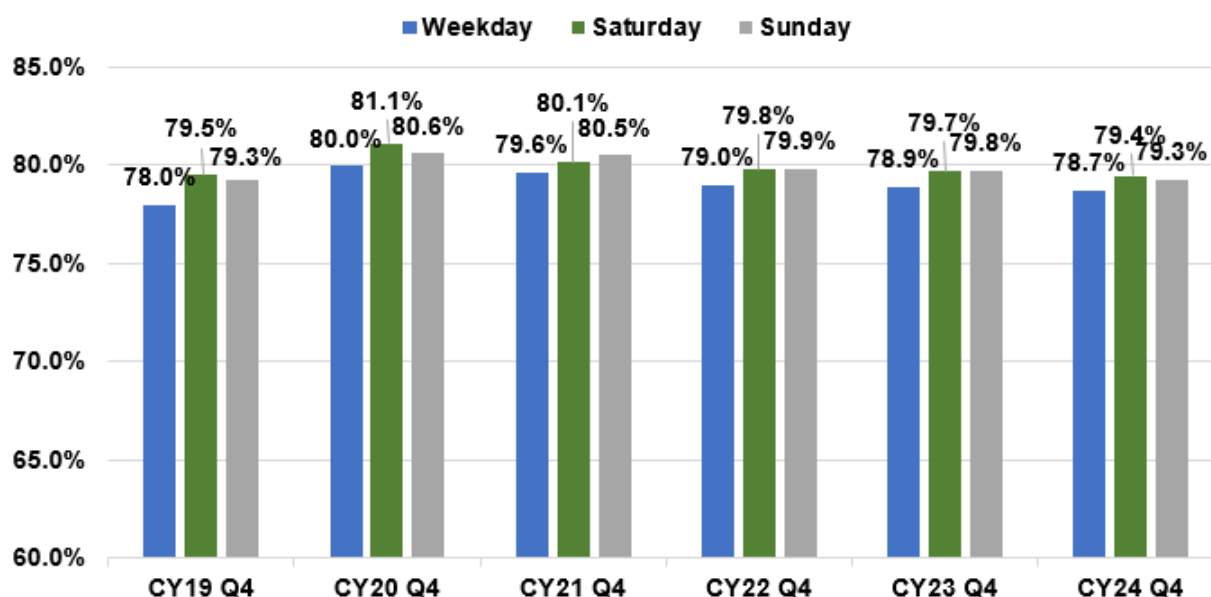
Ridership by Equity Focus Communities (EFC)

Average daily boardings in EFCs increased by 2.0% on weekdays, 1.6% on Saturdays, and 1.3% on Sundays during Q4 CY2020. This was during the most impactful time of COVID cases, when much of the transit ridership was in EFCs, and people still needed to travel to access jobs and services.

By Q4 CY2024, EFC boardings were 0.7% higher than pre-COVID on weekdays and returned to pre-COVID levels on weekends. Trips during the early part of COVID were likely made by people who relied on transit to access essential jobs/services and mainly reside in EFCs. The NextGen Bus Plan

prioritized investing in frequency improvements for key lines serving EFCs, which is likely attributed to the 0.7% increase in the share of weekday boardings. This should continue in 2025 for EFCs, though these most recent results show recovery in non-EFC areas is also increasing. This change can also be attributed to choice riders using services in non-EFCs, which may have been slower to recover due to factors such as telecommuting post-pandemic.

Chart 2: EFC Ridership as a Percentage of Total Ridership



See Attachment A, page 16, for further discussion of bus system ridership in Equity Focus Communities.

Lines serving Equity Focus Communities with the strongest ridership recovery (over 90% recovered weekdays and weekends) include:

- Central Av Line 53
- Compton Av Line 55
- W 8th St and E Olympic Bl in East LA Line 66
- Vernon Av Line 105
- Slauson Av Line 108
- Gage Av Line 110
- Florence Av Line 111
- Century Bl Line 117

- Willowbrook Av Line 202
- Vermont Av Local Line 204
- Western Av Line 207
- La Brea Av Line 212
- Atlantic Av Line 260
- Soto St East LA and Huntington Park Line 251
- Hoover St Line 603
- Boyle Heights Shuttle Line 605
- Huntington Park Shuttle Line 611

Many of these lines operate 15-minute or better service all day on weekdays as a result of the NextGen Bus Plan implementation.

Metro has deployed the full annualized 7 million revenue service hours planned under the NextGen Bus Plan, with service frequencies specifically targeting EFCs. Ridership recovery has been lower on lines serving Downtown LA, which have likely seen reductions in daily office worker attendance due to increased telecommuting and associated impacts on service industry jobs. This is despite NextGen frequency improvements (e.g., Broadway Line 45, Avalon BI Line 51 in South LA, W Olympic BI Line 28, and Pico BI Line 30 serving the inner Westside). Metro will continue to monitor ridership recovery on each line to determine if adjustments to the NextGen Bus Plan are needed to address impacts, particularly as employers increasingly require a return to in-office work, which should increase transit ridership by these office workers. This includes changes being implemented for federal government workers in March 2025 requiring full-time office attendance and California state government employees that will need to attend their office four days per week starting in July 2025.

Ridership by Time Period

As of Q4 CY2024, early AM and AM peak period ridership remains the least recovered at 80% and 76% of 2019 levels, respectively, while the PM peak and evening recovery rates were 84% and 86%, respectively. By contrast, the midday, late evening, and Owl periods share of weekday ridership continued to have the highest recovery rates compared to their 2019 (pre-pandemic) levels at 92%, 97%, and 101%, respectively, so the Owl period weekdays have fully recovered. This suggests that fewer traditional office workers commute on transit during peak morning hours. The increase in midday share of weekday ridership is consistent with the intent of the NextGen Bus Plan to grow ridership during off-peak weekdays. All time periods showed increases over the same quarter, Q4

CY2023, with the largest increases in midday (8%) and late evening (7%), with other time periods increasing by 4-6%.

Saturday AM peak ridership had the lowest recovery rate at 88%. In contrast, Saturday early AM, midday, PM peak, and evening showed higher recovery rates at 94%, 92%, 92%, and 96%, respectively, suggesting these periods led the Saturday ridership recovery. As with weekdays, the Saturday late evening and Owl periods had the highest recovery rates, now exceeding pre-pandemic levels at 104% and 106%, respectively, with their usage likely dominated by those dependent on transit. The evening and late evening periods showed the most growth over Q4 CY2023, at 7% and 8%, respectively, with other time periods increasing by 4-6%.

Sunday recovery rates by time period for Q4 CY2024 were topped by early AM, which at 119% exceeded both the overnight Owl (111%) and late evening (106%) recovery rates. However, the late evening (10%) and Owl (9%) periods saw the largest increases over Q4 CY2023. Other Sunday periods saw good growth of between 5-8%. All periods on Sunday exceeded 100% in Q4 CY2024 compared to Q4 CY2019. See also Attachment A, Charts 14-16: Weekday, Saturday, and Sunday Ridership by Time Period Q4 CY2019 - Q4 CY2024.

Average Trip Length

The Metro bus system's average passenger (unlinked) trip length dropped from 4.2-4.3 miles to just below 3.0 miles in the pandemic year 2021. This trend was likely due to a significant reduction in long-distance commuter trips. As ridership recovered in 2022 through 2024, average passenger trip lengths have increased and remain at around 3.5 miles, well below pre-COVID lengths. This change was expected as COVID has transitioned trip-making to shorter trips to address a market identified as a significant opportunity to grow ridership through the NextGen Bus study by providing more frequent local bus lines serving shorter distance trips. This change in average passenger trip length is seen for weekdays and weekends. (Attachment A, Chart 17 Average Passenger Trip Length)

Ridership and Productivity by Service Tiers and Lines

This section compares average daily line ridership for Q4 CY2024 versus Q4 CY2019 for each day type (weekday, Saturday, Sunday). Due to the NextGen Bus Plan change involving the restructure of bus lines and line groups, this analysis must, in some cases, be based on comparing ridership for groups of lines to provide a fair comparison of the changes in ridership at line level. In Q4 CY2024, 119 individual Metro bus lines were operating (though two were transferred to Pasadena Transit in December 2024). However, the ridership recovery rate analysis for this quarter is based on 82 weekday, 75 Saturday, and 74 Sunday lines/line groups to allow for a fair comparison. Detailed data is included in Attachments B, C, and D, respectively.

The overall bus system ridership recovery rate in Q4 CY2024 was 88.1% for weekdays, 96.2% for Saturdays, and 107.4% for Sundays, compared to Q4 CY2019 as a pre-COVID baseline. There were 25 (up from 20 in Q3) weekday, 34 Saturday (up from 29 in Q3), and 53 (up from 43 in Q3) Sunday lines/line groups exceeding their pre-COVID Q4 CY2019 ridership numbers in Q4 CY2024. The

review focused on lines showing above and below system average ridership recovery. The review also examined lines/line groups for the four NextGen Bus Plan Tiers.

The high number of Tier 1 (10-minute or better weekday service) and Tier 2 (15-minute or better weekday service) lines/line groups (which make up 46% of all bus lines) with above-average recovery suggests that the improved frequencies implemented through the NextGen Bus Plan are a vital component of more robust ridership recovery:

Table 5: Line Recover by Tier and Day Type

Number of Lines/Groups with Above Average Recovery Q4 CY2024	Of 82 Total Weekday	Of 75 Total Saturday	Of 74 Total Sunday
Tier 1	17	15	17
Tier 2	12	11	11
Tier 3	6	8	8
Tier 4	10	5	8
Total	45	39	44

Tier 1 and Tier 2 higher frequencies continue to show stronger recovery, while some of these lines also include route changes to better connect riders to key destinations.

The common denominator of less ridership recovery along some Tier 1 and Tier 2 lines is that they serve Downtown LA. This neighborhood has seen reduced daily work-related trips due to increased telecommuting, which has negatively impacted many downtown service industry businesses and further reduced travel to downtown LA. Some of these lines were also restructured to move riders to other bus lines or, in some cases, rail lines. An opportunity exists to promote downtown LA travel on the new Metro Regional Connector and the Metro bus network for those returning to work, as well as the many leisure and entertainment events occurring there.

This same pattern was noted for the G and J Line BRT services, with notably lower ridership recovery, especially on weekdays. Before COVID, these lines had higher usage by discretionary riders who appear not to be traveling as much for work in downtown LA or other locations, such as Van Nuys or Warner Center in 2023. Notable ridership changes also occurred in the Vermont corridor, where frequent Local and Rapid bus lines have continued to operate. The ridership recovery rate for the corridor overall was 91.3% on weekdays (up from 87.3% in Q3), with the Local Line 204 having a recovery rate of 112.0% (up from 105.7% in Q3). By comparison, the Vermont Rapid Line 754 serves a very high EFC corridor with the same frequency as the local line but on a limited stop format and had a ridership recovery rate of 70.7% (up from 68.7% in Q3). Line 754 saw notably high cancellation rates in 2022, which may have diverted riders to use the Local bus. The same patterns were seen for Saturday (Local 122.4%; Rapid 70.7%) and Sunday (Local 120.5%; Rapid 89.0%).

As mentioned, the performance of the largely Tier 2 network of lines in the San Fernando Valley is notable for its strong ridership recovery as a group. Other Tier 2 lines across Metro's service area had similarly high ridership recovery rates. Examples include Line 55 on Compton Av, Line 110 on

Gage Av, and Line 117 on Century Bl, all of which serve South LA, as well as Line 260 on Atlantic Av and Line 605, which serves Boyle Heights.

Several Tier 3 lines had frequency improvements that generated high ridership recovery. By comparison, many Tier 4 lines (40-60 minute frequency) had low ridership recovery, no NextGen route changes in most cases, and a lower percentage of route miles serving EFCs. It will be essential to test the best performers among these lines by upgrading to a 30-minute service to see what impact that might have on their ridership recovery.

Data also consistently showed that increased service hours implemented through the NextGen Bus Plan for many lines or line groups generated higher ridership recovery and better productivity compared to lines that saw stable or fewer service hours compared to pre-NextGen. This suggests that the NextGen Bus Plan changes have successfully generated a good return from service hours reinvested in the NextGen frequent network.

More details on line-level ridership can be found in the report (Attachment A) and data tables (Attachments B, C, D). This analysis shows that the NextGen Bus Plan's focus on a fast, frequent, and reliable network supports higher ridership recovery. These ridership recovery results will continue to be tracked and reported as further investments in NextGen bus speed and reliability improvements occur, including new bus lanes and expanded transit signal priority (more details on these initiatives are in the next section). Staff will review ridership for Q1 CY2025 (January through March 2025) as the basis for the next ridership report.

Speed and Reliability

Beyond the initial Reconnect phase of the NextGen Bus Plan with route restructuring and establishment of frequency tiers, the Transit First scenario of NextGen is designed to increase ridership based on the increased speed of service/reduced travel times from implementing items from the speed and reliability toolkit. These items include new bus lanes and expanded transit signal priority, stop optimization, and reinvestment of time savings for increased service frequencies.

Progress on such speed and reliability implementations include 70.7 lane miles of new bus priority lanes implemented at the end of CY2024 across Metro's service area, with the Roscoe Bl bus priority lanes in San Fernando Valley being the latest to be implemented and completed at the end of October 2024. Updates on upcoming and recent projects are listed below:

Roscoe Boulevard Bus Priority Lanes (Metro Line 152)

At the end of October 2024, LADOT completed installing this 21-lane-mile project. This project provides peak-period bus priority lanes on Roscoe Bl between Topanga Canyon Bl and Coldwater Canyon Av. It is the first project to be delivered as part of the North San Fernando Valley Transit Corridor Improvements Project.

Florence Avenue Bus Priority Lanes (Metro Line 111)

In June 2024, the design was completed for the City of LA portion of the Florence Av Bus Priority Lanes project. The design for the Unincorporated LA County portion is expected to be completed in March 2025. This project will provide 10.2 lane miles of peak-period bus priority lanes in both directions on Florence Av between West Bl and the Florence A Line Station. Concurrent with design, Metro is working to secure construction permits from both the City of LA and LA County. Construction is expected to begin in Q2 CY2025.

Vermont Avenue Bus Priority Lanes (Metro Lines 204 & 754)

Metro will deliver quick-build bus priority lanes to key corridor segments ahead of the larger BRT project as part of the Vermont Transit Corridor project. This will improve the speed and reliability improvements to over 36,000 daily weekday riders ahead of the larger project.

The Bus Speed Working Group identified a 5-lane mile northern segment of Vermont Av between Sunset Bl and Wilshire Bl, as well as a 7.5-lane-mile southern segment of Vermont Av between Gage Av and Vermont/Athens C Line Station for quick-build bus lane projects that could be delivered ahead of the BRT improvements on Vermont Av. The proposed bus lanes would be in service full-time along the southern segment and weekday peak periods along the northern segment.

Metro Community Relations staff and Community Based Organization partners have completed briefings and presentations to interested stakeholders, community groups, and neighborhood councils, as well as outreach to businesses along Vermont Av for the overall BRT project and the quick-build bus lanes. The northern segment of the quick-build bus lanes will begin construction starting as soon as March 2025, with the southern segment following afterward.

Bus Lane Enforcement

Metro continues partnering with LADOT to have dedicated parking enforcement details patrol and enforce bus lanes in the City of LA. Enforcing the no-parking regulations in the bus lanes helps riders arrive at their destinations faster and more reliably.

In addition, Metro continues to make progress on the automated Bus Lane Enforcement (BLE) program. Metro awarded a contract to Hayden AI Technologies to implement the BLE pilot on 100 buses. Half of these buses have been equipped with the BLE hardware, with the second half expected to be complete in FY25 Q1.

Metro is leading the BLE outreach plan in coordination and cooperation with LADOT, and it is underway. The outreach effort will focus on the affected BLE corridors and include some general program informational materials for a wider audience. Metro's partner agency, LADOT, worked to amend the City's municipal code to allow citations under the BLE program. The City Council approved these changes in October 2024. A warning period and outreach effort began on November 1 and ended on February 16, 2025, with fines being issued since February 17, 2025. A full community engagement plan is also being developed, with outreach conducted in English, Spanish, and other significant languages relevant to the program's communities.

EQUITY PLATFORM

The NextGen Bus Plan was developed with an equity methodology, placing more service in Equity Focus Communities, which have historically been more transit-dependent. A central goal of the NextGen Bus Plan is to provide improved transit service frequencies, travel times, and reliability improvements for Metro system riders. Eight in 10 Metro riders are Black, Indigenous, and/or other People of Color (BIPOC); nearly 9 in 10 live in households with a total annual earnings below \$50,000, and almost 6 in 10 are below the poverty line.

Improvements such as greater off-peak frequencies have helped essential workers and other riders make essential trips, with an increased share of off-peak ridership noted during the height of the pandemic.

This analysis shows that a subsequently greater proportion of increased ridership has occurred among EFC residents since the NextGen changes were implemented, with increased frequency of service and speed and reliability enhancements that continue to be implemented. By providing a fast, frequent, reliable network designed through the NextGen process, there is a significant focus on serving EFCs to provide these communities with reduced wait times, shorter travel times, and improved access to key destinations.

Staff will continue to monitor ridership in EFC and non-EFC areas to ensure NextGen benefits for marginalized groups are achieved, ensuring enough service capacity is provided based on ridership, and that all planned NextGen speed and reliability initiatives are implemented with the intended benefits achieved. Staff will also continue to gather rider feedback through the various sources used to gather public input regarding bus services and related adjustments, such as comments received via Metro's social media channels, Customer Care, and Service Council meetings. These channels provide valuable insight into riders' key customer experience concerns.

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 to ensure continued progress.

This item supports Metro's systemwide strategy to reduce VMT through planning and 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:

Goal #1: Provide high-quality mobility options that enable people to spend less time traveling. Improving the speed and reliability of the bus network will reduce transit travel times and improve competitiveness with other transportation options.

Goal #2: Deliver outstanding trip experiences for all transportation system users. These initiatives help to move more people within the same street capacity, where currently transit users suffer service delays and reliability issues because of single-occupant drivers.

Goal #3: Enhance communities and lives through mobility and access to opportunity. With faster transit service and improved reliability, residents have increased access to education and employment, with greater confidence that they will reach their destination on time.

NEXT STEPS

The NextGen Bus Plan network ridership will continue to be monitored through 2025 as Metro continues to deliver full service based on the NextGen Bus Plan. The agency will continue to hire new bus operators to remain fully staffed and to reliably deliver full service daily. Metro will also continue implementing bus speed and reliability improvements, such as new bus lanes. Another update is planned for the Board in mid-2025, tracking the detailed progress on ridership recovery during Q1 CY2025.

ATTACHMENTS

Attachment A - NextGen Ridership Analysis Q4 CY2024

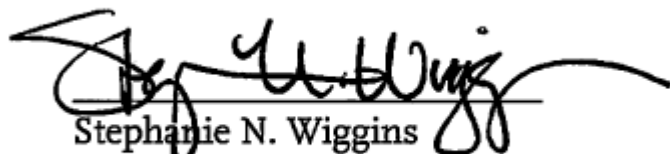
Attachment B - Weekday Ridership Recovery Comparison by Line and Line Group

Attachment C - Saturday Ridership Recovery Comparison by Line and Line Group

Attachment D - Sunday Ridership Recovery Comparison by Line and Line Group

Prepared by: Joe Forgiarini, Senior Executive Officer, Service Development, (213) 418-3400

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Stephanie N. Wiggins
Chief Executive Officer

NextGen Ridership Analysis – Q4 CY2024

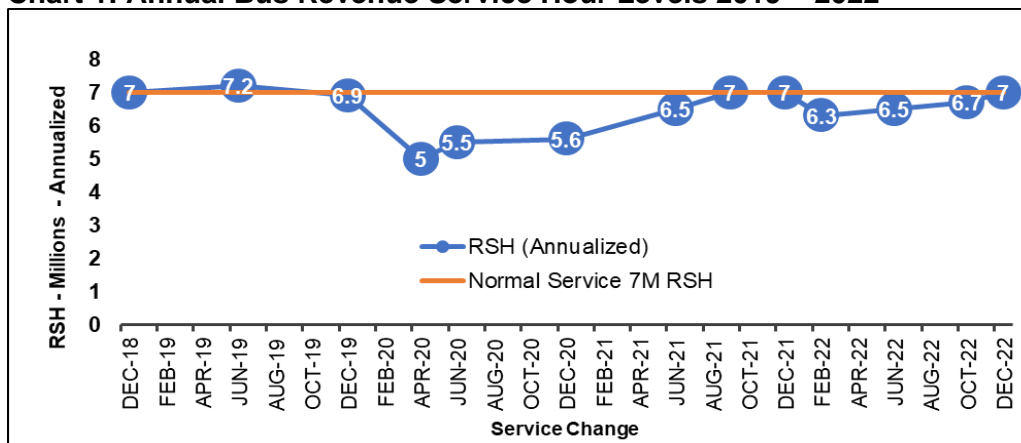
In reviewing Metro ridership, it is important to look at the overall changes occurring over the last five years (2019 through 2024). The period reviewed includes two significant events: 1) implementation of the NextGen Bus Plan between December 2020 to December 2021 and 2) changes to the overall travel market and transit service resulting from the COVID-19 pandemic and its impacts on the community beginning in March 2020. This second item includes the Omicron spike in COVID cases and the national bus operator shortage resulting 10% reduction in service levels in 2022. Service was restored by December 2022 and full operator staffing was achieved by August 2023, though a 1-2% shortfall occurred in operator numbers during CY24, causing a small increase in service cancellations. Full operator staffing was achieved again as of January 2025.

Analysis and discussion are provided regarding how these changes may relate to actual Metro bus ridership trends in terms of average weekday, Saturday, and Sunday ridership between 2019 (when ridership peaked pre-COVID) and 2024, as well as ridership by area, EFC/non-EFC, time of day, and line/line group level. Data is also presented on changes to average passenger trip lengths.

Metro Bus Service Levels:

A significant emergency reduction in annual bus revenue service hours (RSH) from 7 million to 5 million was implemented with the onset of the pandemic in April 2020. NextGen Bus Plan implementation began in December 2020. A small ramp-up of service occurred in June 2020 to increase RSH to 5.5 million as an initial step towards service level restoration as ridership began to increase. The most significant restoration of service levels occurred in June 2021, going from 5.6 million to 6.5 million annual RSH towards implementing the second phase of NextGen Bus Plan changes and in response to further ridership recovery from the COVID ridership low point in 2020.

Chart 1: Annual Bus Revenue Service Hour Levels 2019 – 2022



Full recovery to the pre-COVID 7 million RSH was implemented in September 2021, and the third phase of NextGen Bus Plan changes was implemented in December 2021. However, the national shortage of bus operators led to high service cancellation

levels, necessitating a reduction of service in February 2022 from 7 million to 6.3 million RSH. Successive cycles of service restoration occurred in June, October, and December 2022, when the 7 million RSH was restored; RSH have remained at that level since then. The history of changes in Metro bus system annual revenue service hours is shown in Chart 1.

Hiring of new bus operators continued during 2023. Full operator staffing was achieved by August 2023 to ensure full service is delivered as Metro remains committed to the reliable delivery of full service in 2023 and beyond. Operator staffing has been 1-2% below full levels in CY24, which has impacted service delivery, but cancellation rates remain below 5% and are usually below 2% on weekdays and Saturdays. Full operator staffing was achieved in January 2025, with cancellation rates minimized to usually less than 1% weekdays and Saturdays and below 2% Sundays.

Travel Demand:

Overall travel demand calculated from Location Based Services (LBS) cell phone data as shown in Charts 2 and 3 suggests travel continued to recover through 2022 but leveled off in 2023 and 2024 and overall remains around 7% below pre-COVID levels based on preliminary 2024 data. After an initial 35% drop in 2020 with the onset of the pandemic, travel demand rebounded strongly between 2020 and 2021 (+15%), with a smaller recovery between 2021 and 2022 (+8%), and total travel demand remaining overall about 8% below pre-COVID levels in 2023 and 7% below in 2024. However, patterns by time of day are mixed. AM peak travel volumes remained well below pre-COVID levels in 2023 and 2024. Midday travel volumes exceeded pre-COVID levels in 2023 and preliminary data for 2024 shows it matching pre-COVID midday volumes. After a surge in afternoon peak travel in 2022 exceeding pre-COVID levels in the 3 PM hour, that demand appears to have leveled off to pre-COVID levels in 2023 and 2024. The 5 PM time period (“commuter peak”) has recovered to less than pre-COVID, though not as

Chart 2: Total Daily Trips in LA County Q3 & Q4 percentage difference from 2019, 2019-2024

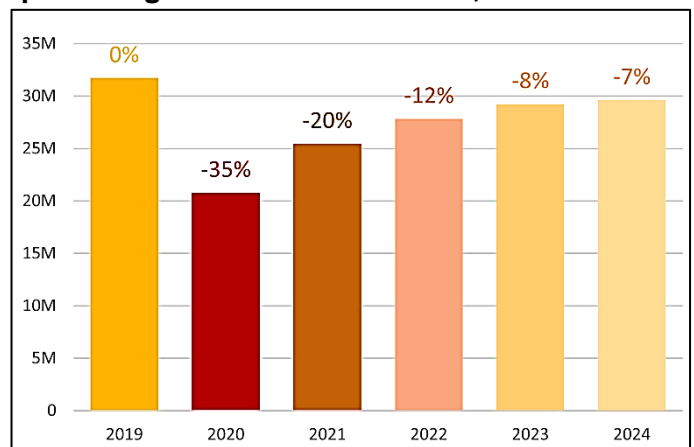
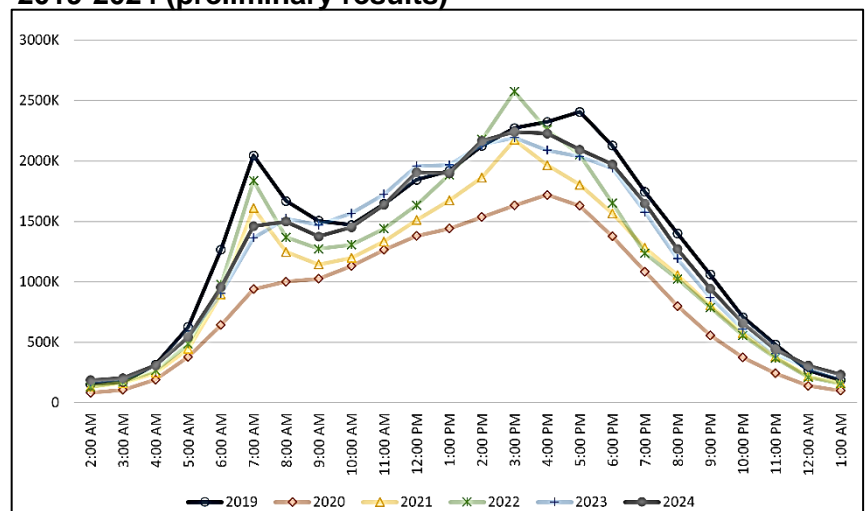


Chart 3: Total Daily Trips By Year and Hour, LA County 2019-2024 (preliminary results)

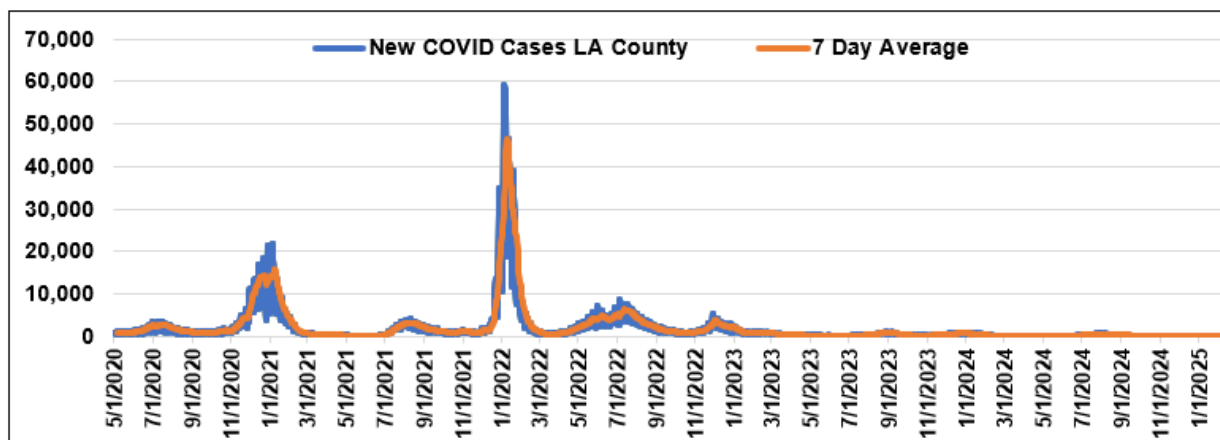


large a difference compared to AM peak. Some of this lack of recovery may relate to expanded online services and commerce (midday) as well as more telecommuting (AM and PM peak). These trends will continue to be monitored to foster understanding of bus ridership patterns. Research by UCLA suggests changes not just in work commutes but also other travel segments. Evening travel demand is close to pre-COVID in the early evening and the same as pre-COVID for the later hours of the evening and overnight period in 2024.

COVID Cases:

Chart 4 provides a reference to the periods when COVID was most active in our community which may have resulted in impacts to ridership at these times. COVID cases spiked most notably at the end of 2020 (Delta) and at the end of 2021 (Omicron), with much smaller spikes in new cases during the middle and end of 2022. Case numbers remained very low throughout 2023 and 2024, with a minor increase in reported cases in winter 2023-2024 and 2024-2025 and the summers of 2023 and 2024. Cases are likely underreported in these years and are having less impact on overall travel in these most recent two years as people have adapted to living with COVID. Spikes typically occur around holidays and other events when more people gather in groups. In summary, COVID is considered to now have a minimal impact on ridership, excepting factors such as the post-pandemic increase in telecommuting for many workers and economic impacts this may cause to other worker groups (such as reduced service worker jobs in downtown office areas).

Chart 4: New Daily COVID Cases and 7-Day Average for LA County (excluding Long Beach, Pasadena)



Weekday Bus System Ridership

After the initial 70% drop in ridership in March/April 2020 with the onset of the COVID-19 pandemic, weekday ridership recovered steadily beginning in the second half of 2020 and continued throughout 2021 and the first half of 2022. This ridership recovery was similar to the travel demand recovery illustrated in Charts 2 and 3 of overall travel in LA County in terms of the initial large increase in travel and bus ridership in 2021 with more gradual growth in 2022.

The usual seasonal summer dip in bus ridership was not seen in 2020 and 2021; ridership recovery was more continual coming out of the depths of the decline of 2020. The smaller summer spikes in COVID during mid-2020 and mid-2021 do not appear to have impacted weekday ridership recovery. However, the typical holiday season bus ridership decrease in December/January was seen in 2020, 2021, 2022, and 2023, though some of it may relate to COVID spikes, especially at the end of 2021 (Omicron).

Ridership growth continued steadily even with minimal increases in bus service between June 2020 and June 2021 as available spare capacity was utilized to accommodate growth. The significant service restoration in the second half of 2021 (see Chart 1) added valuable extra capacity to accommodate and incentivize the return of ridership.

The reintroduction of fare collection in January 2022 and the bus service reduction in February 2022 did not seem to slow ridership growth in the first half of 2022. There was a big push to enroll low-income riders in the LIFE (Low Income Fare is Easy) program for discounted fares prior to the reinstatement of fare collection on buses which may have helped avoid the loss of some ridership from this change. There were also concerted efforts to enroll school districts into the GoPass programs for their students. Mid-2022 showed some seasonal summer dip in ridership, but this may also reflect the COVID case increases in the community at that time.

The second half of 2022 saw weekday bus ridership similar to 2021 levels, suggesting ridership may have leveled off similar to travel demand changes between 2021 and 2022 (see Charts 2 and 3). This period also saw a temporary reduction in Metro bus service (-10%) and high levels of canceled service due to the bus operator shortage.

Complete restoration of bus service by December 2022, combined with more reliable service delivery and programs such as GoPass for students and LIFE Program for low-income riders, have contributed to much stronger ridership recovery through 2023 and continuing in 2024. This reinforces the importance of frequent and reliable service delivery in attracting and retaining ridership.

The overall growth in both LIFE Program and GoPass boardings, particularly for the LIFE Program, includes many existing riders that have converted to become LIFE or GoPass program participants as well as people new to riding Metro.

Table 1: Comparison of Average Daily GoPass Boardings by Day Type and Year

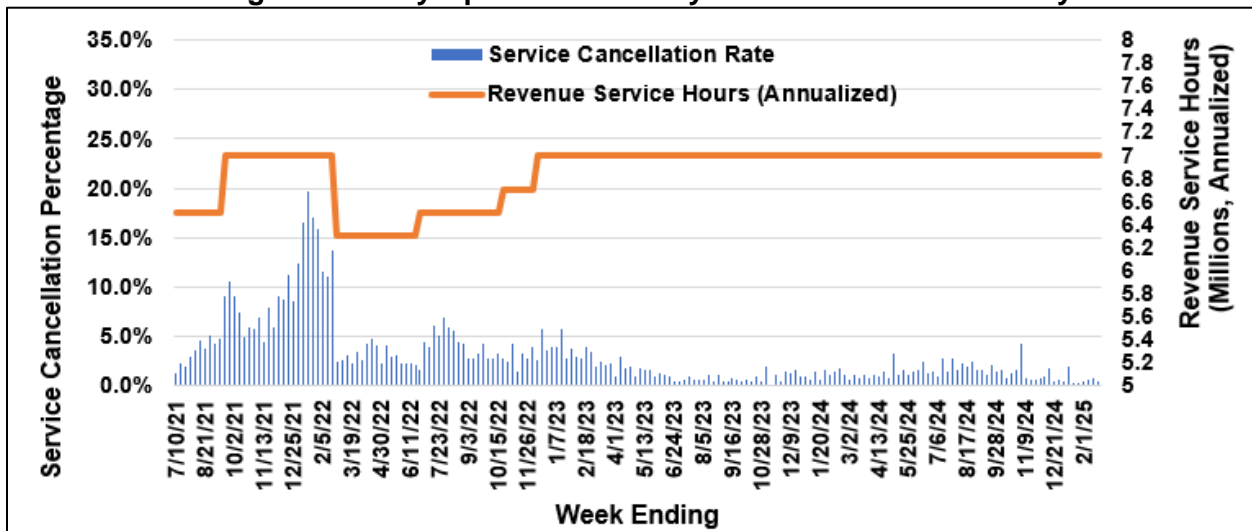
Day Type	Weekdays	Saturday	Sunday
2023	6,600	2,384	1,359
2024	7,289	2,841	1,777
Year over year difference	689	457	418
Year over year % change	10%	19%	31%

Table 2: Comparison of Average Daily LIFE Boardings by Day Type and Year

Day Type	Weekdays	Saturdays	Sundays
2023	58,276	37,619	26,699
2024	71,008	48,259	34,654
Year over year difference	12,732	10,640	7,955
Year over year % change	21.8%	28.3%	29.8%

Restoration of full scheduled NextGen bus service levels was completed in December 2022. Continued new bus operator hiring has resulted in improvements in reliability (lower service cancellation levels) through 2023. By August 2023, operator staffing levels were fully restored, though the increased operator needs to meet ridership recovery with the December 2023 service change, and operator recruitment challenges (such as low turnout rate to commence training) have seen a shortage of around 1-2% in operator numbers during CY2024. New operator class sizes have again been increased to reverse this trend; full operator staffing was restored by January 2025. Service cancellation numbers remained low (generally under 2% weekdays and Saturdays), though higher through CY2024 than they were in the second half of CY2023 (generally under 1% for weekdays and Saturdays and under 2% for Sundays). Chart 5 shows the progress made since December 2022 in reducing canceled bus service levels. The reliable delivery of all daily bus service is critical so that the NextGen commitment to Metro bus riders of fast, frequent, and reliable service can be fully realized.

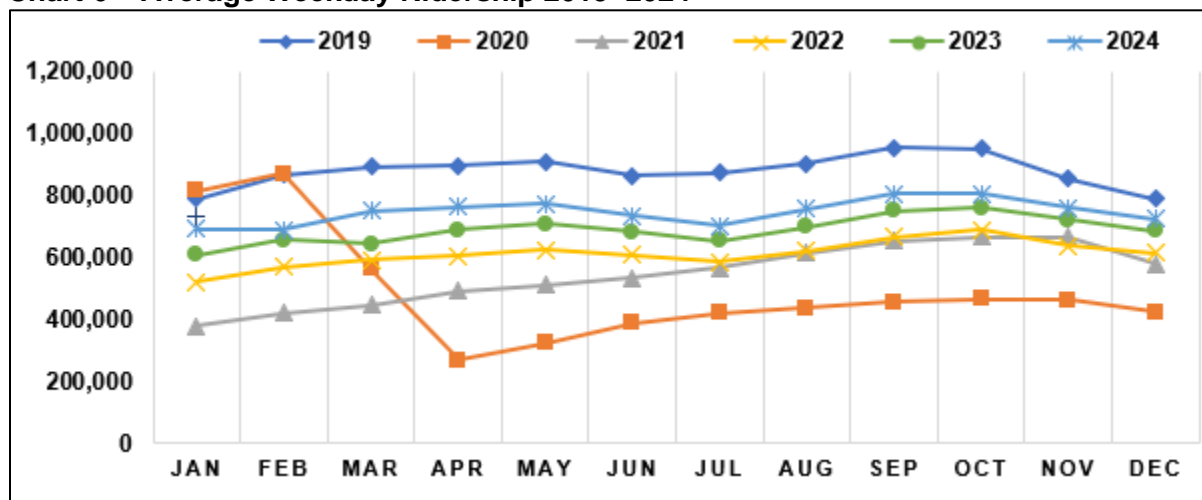
Chart 5: Percentage of Directly Operated Weekday Bus Service Cancelled By Week



As Chart 6 shows, after a slight dip in ridership during the rainy December 2022 period, weekday ridership has shown strong growth through 2023, and into 2024. Average weekday ridership recovery compared to same quarter in 2019 (pre-COVID) was 88.1% for Q4 CY2024, increased from 83.4% in Q4 CY2023. In May 2024, weekday ridership averaged 772,969, a post-COVID record, with additional records set in September 2024 (804,279), the last month in the Q3 reporting quarter, and subsequently in October 2024

(804,963), the first month of the Q4 reporting quarter.

Chart 6 – Average Weekday Ridership 2019–2024

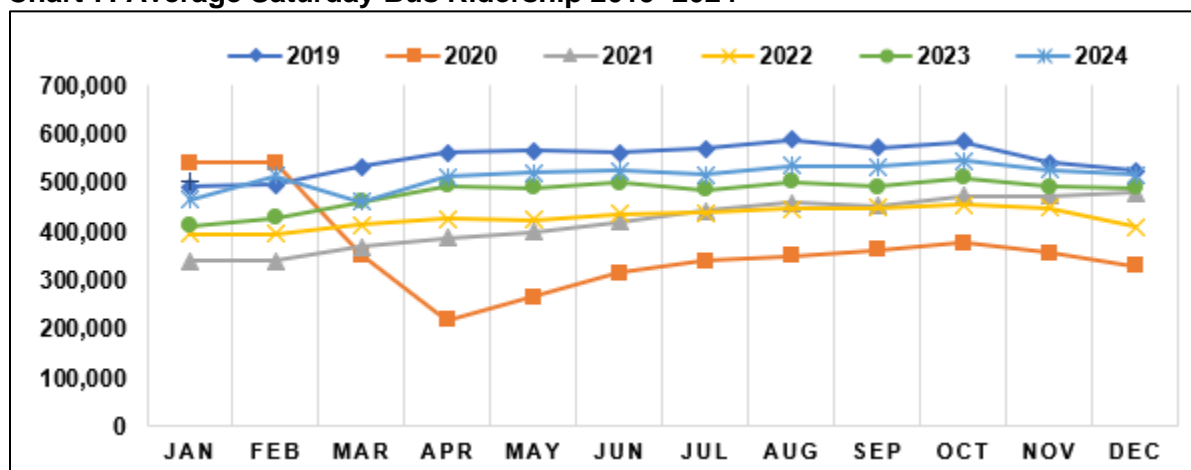


Metro continued to see monthly increases in ridership throughout CY2024 compared to the same months in CY2023.

Saturday Bus System Ridership

Similar to weekdays, average Saturday ridership showed a steady recovery through mid-2022, with the recovery slowing in the second half of 2022, matching 2021 results, as shown in Chart 7. As with weekday service, Saturday service reliability was an issue in 2022 due to the operator shortage and resulting service cancellations, with reduced service levels implemented in February 2022 to help stabilize service reliability. Full Saturday service was restored in December 2022 which, together with more operators hiring, has improved service in 2023 with gains in ridership seen.

Chart 7: Average Saturday Bus Ridership 2019–2024



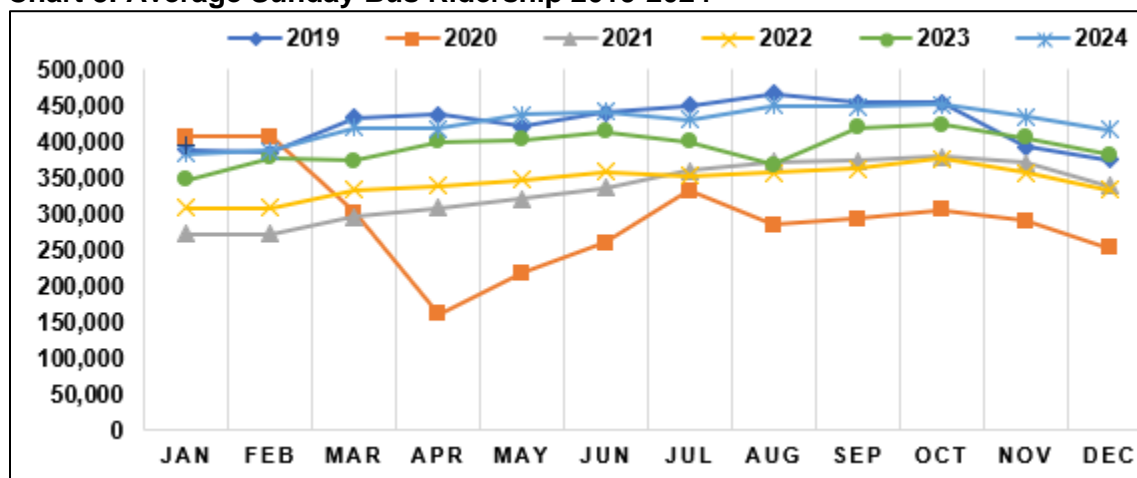
Interestingly, there was no seasonal dip in Saturday ridership at the end of 2021, though the dip was observed at the end of 2020. After a dip during the rainy 2022 holiday

season, ridership recovery resumed in the first half of 2023. As of Q4 CY2023, Saturday bus ridership was 90.3% of pre-COVID levels and that recovery increased to 96.2% for Q4 CY2024. Saturday has a post-pandemic average ridership record of 545,208 in October 2024. Weekend ridership can vary more than weekdays, as there are a small number of Saturday and Sunday sample days each quarter compared to weekends, with various events and weather impacts occurring each quarter.

Sunday Ridership

Similar to weekdays and Saturdays, average Sunday ridership recovered steadily through mid-2022, with an early peak in recovery in July 2020. A holiday season dip was seen at the end of each year as depicted in Chart 8.

Chart 8: Average Sunday Bus Ridership 2019-2024



By mid-2022, average Sunday bus ridership remained similar to the 2021 levels, with the highest levels of cancellations due to the bus operator shortage in 2022. Growth continued for the first half of 2023, with February 2023 almost matching pre-COVID February 2019, and June 2023 showing a 94.0% recovery rate. August 2023 numbers were impacted by the major rain event on Sunday August 20, 2023. As of Q4 CY2023, Sunday bus ridership recovery was 99.97%, and this further increased to 107.4% in Q4 CY2024. Like weekdays and Saturday, Sunday had a post-pandemic average ridership record of 450,972 in October 2024.

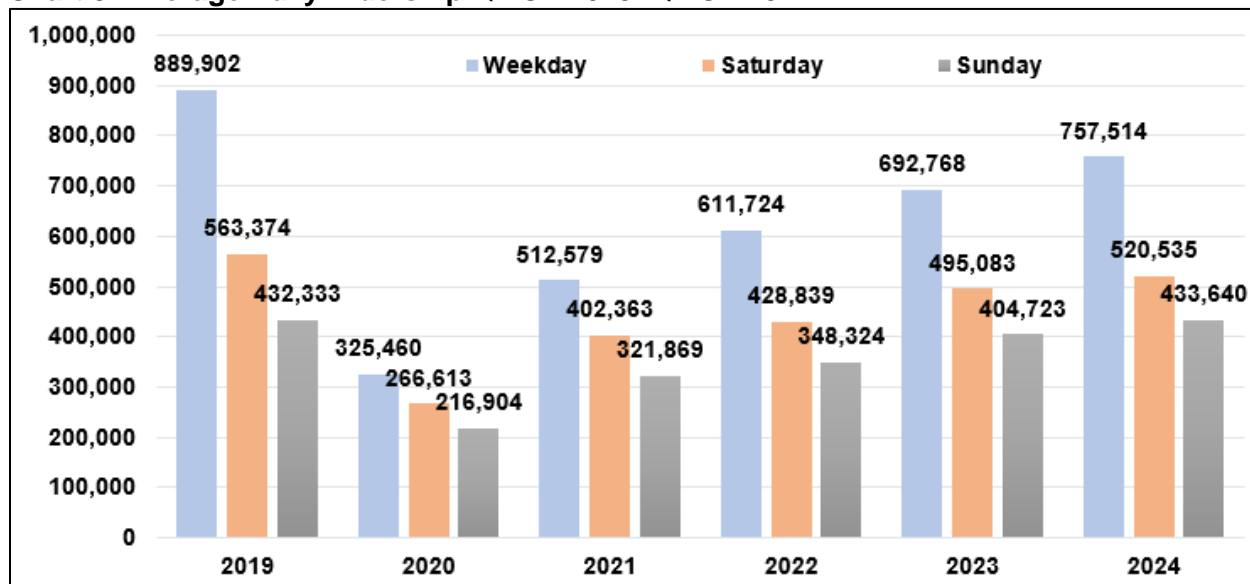
Current Ridership

After an initial large increase in Q4 CY2021 over Q4 CY2020 from the low point of pandemic ridership in 2020, weekday ridership recovery continued to increase incrementally between Q4 CY2021 and Q4 CY2022.

This slower rate of weekday ridership growth and the slight decline in weekend ridership in Q4 CY2022 followed the large surge in ridership in 2021 and is similar to the slower growth in travel demand as shown in Charts 2 and 3, and occurred during the period of bus service reliability problems that resulted in higher cancellations and a service reduction in February 2022. Service was restored in phases between June and December 2022 as operator numbers increased. The growth from 2022 to 2023 and

continuing in 2024 is much more positive, likely relating to both economic recovery and more reliable service delivery in 2023 and 2024. Q4 CY2024 average daily ridership between 2019 and 2024 is shown in Chart 9.

Chart 9: Average Daily Ridership Q4 CY 2019–Q4 CY 2024

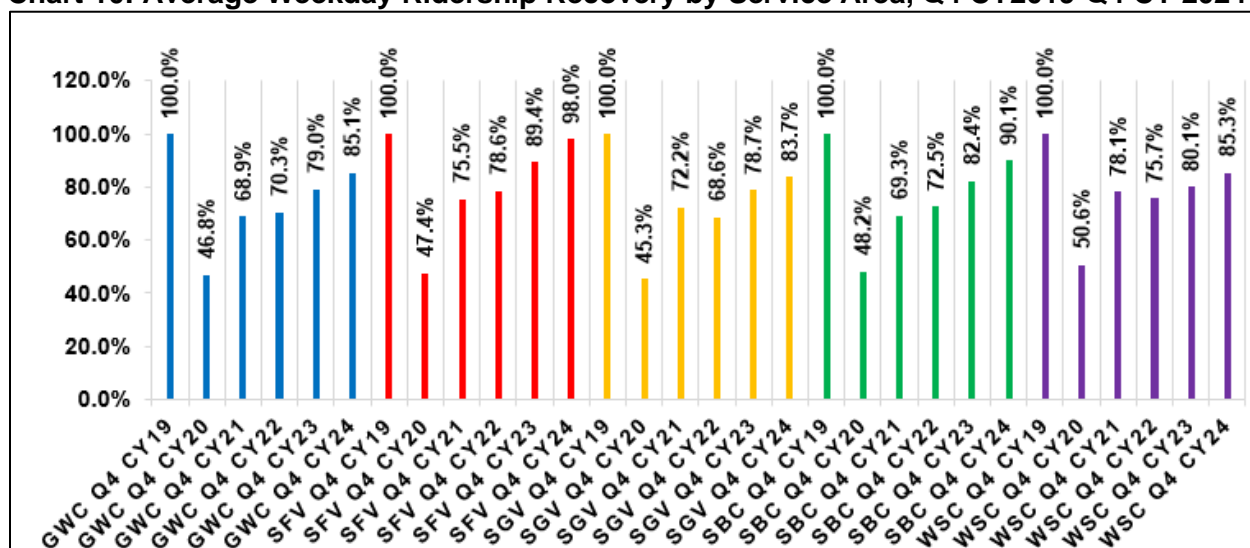


Full-service restoration and improved service reliability thanks to full bus operator staffing, together with the LIFE and GoPass fare programs, have likely supported the stronger ridership recovery seen in 2023. There have been much more substantial gains in 2023 continuing into 2024, though growth between 2023 and 2024 is somewhat lower for weekday and Saturday ridership compared to between 2022 and 2023. There was more limited ridership growth seen in 2022 over 2021 weekdays with declines seen during weekends that year, likely linked to the operating challenges then with high cancellations.

Bus System Ridership by Service Area

This section examines ridership recovery by service area, based on the five Metro Regional Service Council boundaries. As shown in Chart 10, weekday ridership recovery has occurred in each of the five Metro Council areas after the large decline in 2020 that was slightly less in the South Bay Cities (SBC) and Westside Central (WSC) areas compared to the other three regions - San Fernando Valley (SFV), San Gabriel Valley (SGV), and Gateway Cities (GWC). All areas show ridership recovery, with the San Fernando Valley showing the most weekday ridership recovery at 98.0% in Q4 CY2024 (up 8.6% from 89.4% in Q4 CY2023). This recovery rate was significantly higher than the recovery rates in the four other areas, which varied between 90.1% (up 7.7% from 82.4% in Q4 CY2023) for the South Bay Cities, 85.3% (up 5.2% from 80.1% in Q4 CY2023) for Westside Central service area, 83.7% (up 5.0% from 78.7% in Q4 CY2023) for San Gabriel Valley service area, and 85.1% (up 6.1% from 79.0% in Q4 CY2023) for the Gateway Cities service area. All five areas increased their average weekday ridership by between 6.4% and 9.6% compared to Q4 CY2023.

Chart 10: Average Weekday Ridership Recovery by Service Area, Q4 CY2019-Q4 CY 2024



Historically, San Fernando Valley transit lines had less frequent off-peak service. The NextGen service improvements to San Fernando Valley local lines improved frequency in the midday weekdays as follows:

- Tier 1: three local lines increased from every 14 to 33 minutes to every 10 minutes (Lines 233, 234, 240)
- Tier 2: seven local lines increased from every 19 to 30 minutes to every 15 minutes (Lines 94, 152, 162, 164, 165, 166, 224)
- Tier 3: four local lines increased from every 25 to 49 minutes to every 20 minutes (Lines 90, 92, 150, 230) and three lines increased from every 49 to 61 minutes to every 30 minutes (Lines 235/236, 244, 690)
- Tier 4: two lines increased from every 60 to every 40 minutes (Lines 242, 243)

A total of 19 San Fernando Valley lines have improved weekday midday frequencies. Key route restructurings focused on more direct connections to North Hollywood (Lines 90 and 94) are also likely contributing positively to the ridership recovery.

Highlights from NextGen frequency changes weekdays in the Westside Central service area include:

- Tier 1: Nine local lines had frequencies improved:
 - Line 2 increased from every 10 to every 7.5 minutes peak periods and from every 12-15 to every 10 minutes midday (Sunset - Alvarado)
 - Line 4 increased from every 15 to every 7.5 minutes peak and midday periods (Santa Monica BI)
 - Line 18 increased from every 10 to 7.5 minutes weekday midday (6th - Whittier)

- Line 20 increased from every 15 to every 12 minutes peak periods (Wilshire – 6th St)
- Line 28 increased from every 18 to every 7.5-10 minutes peak periods and from every 27 to every 10 minutes midday (Olympic Bl)
- Line 30 increased from every 12 to 10 minutes midday (Pico Bl)
- Line 33 increased from every 17-18 to 7.5 minutes peak hours and midday (Venice Bl)
- Line 66 increased from every 12-15 to every 10 minutes peak periods and from every 18 to every 10 minutes midday (Olympic Bl)
- Line 217 increased from every 12-15 to every 10 minutes peak and midday periods (subsequently adjusted to 12 minutes with an extension to Glendale and Eagle Rock Plaza in June 2024 with service coordinated with Line 180, also at 12-minute headways for maximum frequency between Hollywood/Vine, East Hollywood, Los Feliz, Glendale, and Eagle Rock Plaza)
- Tier 2: Three local lines had frequency improved:
 - Line 10 increased from every 20 to 15 minutes midday
 - Line 603 increased from every 15 to every 12 minutes weekday peak periods and from every 20 to every 12 minutes weekday midday
 - Line 605 increased from every 23 to every 15 minutes midday
- Tier 4: Line 617 (formerly Line 17) increased from every 60 to every 45 minutes peak and midday

Highlights from NextGen frequency changes weekdays in the South Bay Cities service area include:

- Tier 1: Eight local lines had frequency improved:
 - Line 40 increased from every 15 to every 7.5-10 minutes peak and from every 20 to every 10 minutes midday
 - Line 45 increased from every 15 to every 10 minutes midday
 - Line 51 increased from every 12 to 7.5 minutes midday
 - Line 111 increased from every 12-15 minutes to every 10 minutes peak and midday
 - Line 204 increased from every 12-15 to every 7.5 minutes weekday peak and midday
 - Line 207 increased from every 15 to every 6-7.5 minutes peak and from every 18 to every 7.5 minutes midday
 - Line 210 increased from every 20 to every 10 minutes peak and midday
 - Line 212 increased from every 12-15 to every 10 minutes peak and midday

- Express service J Line increased from every 15 minutes to every 10 minutes during midday
- Tier 2: three local lines had improved frequencies:
 - Line 110 increased from every 24 to every 15 minutes midday
 - Line 117 increased from every 18-20 to every 15 minutes peak and midday
 - Line 206 increased from every 20 to 15 minutes midday
- Tier 3: three local lines had improved frequencies:
 - Line 125 increased from every 25-35 to every 20 minutes peak and midday
 - Line 232 increased from every 22 to every 15 minutes peak
 - Line 246 increased from every 60 to every 30 minutes midday
- Tier 4: had two changes
 - Line 202 added new 60-minute midday service
 - Line 130 west of Artesia A Line Station was transferred to Torrance Transit.

Highlights from NextGen frequency changes weekdays in the Gateway Cities service area include:

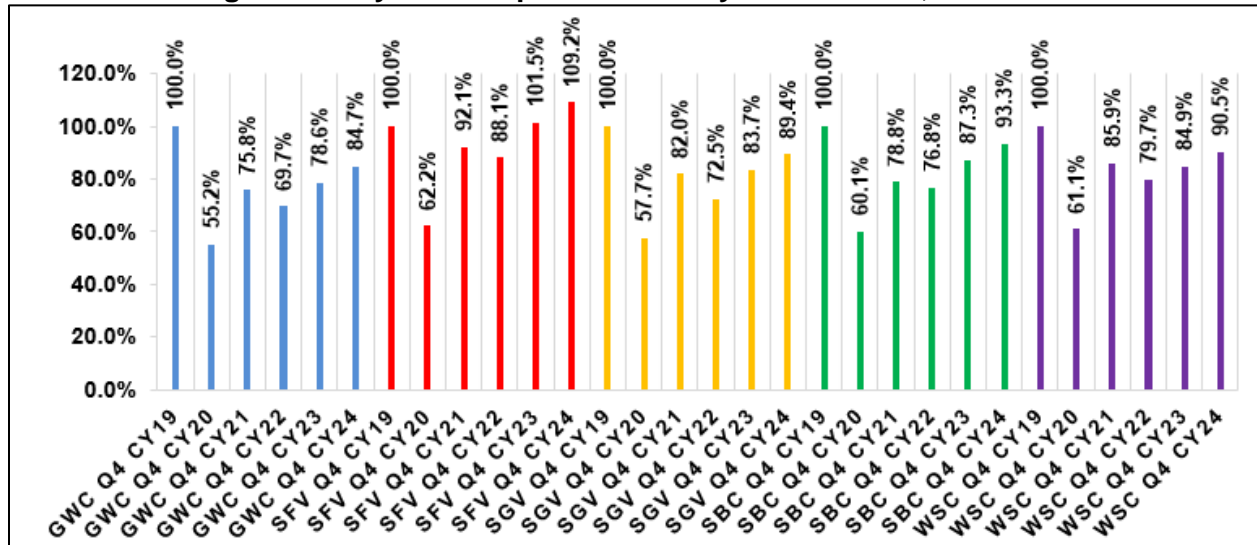
- Tier 1: five local lines had frequency improvements:
 - Line 53 increased from every 15 to every 10 minutes midday
 - Line 60 increased from every 18 to every 10 minutes midday
 - Line 105 increased from every 18-20 to every 10 minutes peak and midday
 - Line 108 increased from every 10 to every 7.5 minutes peak and from every 15 to every 10 minutes midday
 - Line 251 increased from every 22 to every 10 minutes midday
- Tier 2: Line 55 increased from every 15 to every 12 minutes peak and from every 20 to every 15 minutes midday
- Tier 4: changes consisted of:
 - Line 127 added new 60-minutes peak and midday
 - Line 130 east of Artesia A Line Station was transferred to Long Beach Transit.

Highlights from NextGen frequency changes weekdays in the San Gabriel Valley service area include:

- Tier 1: three local lines had frequency improvements:
 - Line 70 increased from every 15 to every 7.5 minutes peak and midday
 - Line 78 increased from every 20 to every 10 minutes midday

- Tier 2: Line 260 increased from every 12-15 to every 12 minutes peak periods and from every 20 to every 15 minutes midday
- Tier 3: Line 266 increased from every 24 to every 20 minutes peak and from every 33 to every 20 minutes midday
- Tier 4: part of Line 256 (CSULA – Commerce) transferred to Commerce Municipal Bus Lines and as of December 2024 Lines 177 (Pasadena – Jet Propulsion Laboratory) and 256 (Highland Park – Pasadena) transferred to Pasadena Transit

Chart 11: Average Saturday Ridership Recovered by Service Area, Q4 CY2019-Q4 CY2024



Saturday ridership recovery has occurred across all regions between Q4 2019 and Q4 CY2024. As with weekdays, the highest ridership recovery on Saturdays was in the San Fernando Valley (109.2%, up 7.7% from 101.5% in Q4 CY2023), continuing to exceed pre-COVID ridership. The other four areas show recovery rates between 84.7% (up 6.1% from 78.6% in Q4 CY2023) on the lower end for Gateway Cities to 93.3% (up 6.0% from 87.3% in Q4 CY2023) for South Bay Cities at the higher end, with San Gabriel Valley at 89.4% (up 5.7% from 83.7% in Q4 CY2023) and Westside Central at 90.5% (up 5.6% from 84.9% in Q4 CY2023). The percentage of Saturday ridership recovery by area is shown in Chart 11. Increased ridership in Q4 CY2024 for the five service areas for average Saturday varied between 6.6% and 7.8% from Q4 CY2023.

San Fernando Valley Saturday service frequency increases were not as widespread as the weekday ones but were still significant:

- Tier 1: two local lines increased from every 16 to 30 minutes to every 12 to 15 minutes (Lines 234, 240)
- Tier 2: three local lines increased from every 24 to 30 minutes to every 20 minutes (Lines 152, 162, 224)
- Tier 3: two local lines increased from every 50 to every 30 minutes (Lines 230

and 690)

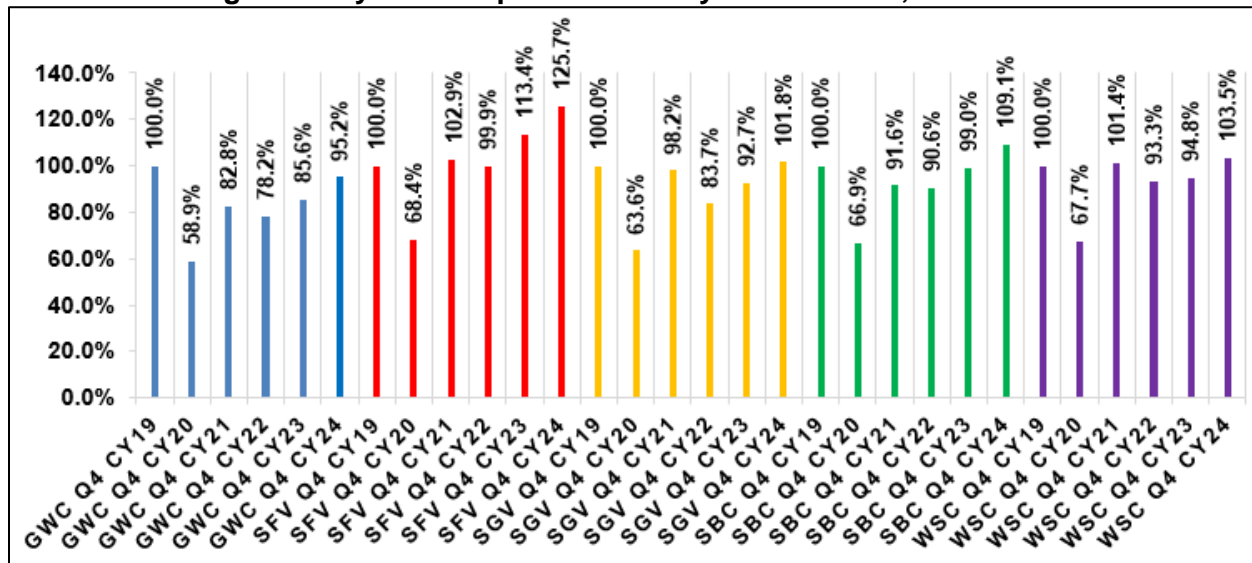
- Tier 4: Lines 242 and 243 increased from every 60 to every 40 minutes

Three lines that previously had no weekend service gained Saturday service - Oxnard/Burbank Line 154, Saticoy Line 169, and White Oak on Line 237 (formerly Line 239). Lines 90 and 94 were refocused on North Hollywood Saturdays (same change as weekdays) in line with key regional travel patterns.

Sunday ridership recovery by area displayed in Chart 12 shows consistent recovery across all areas between Q4 CY 2020 and Q4 CY2024. As with weekdays and Saturdays, the San Fernando Valley leads in ridership recovery and has continued to exceed its pre-COVID 2019 ridership (125.7%, up 12.3% from 113.4% recovered in Q4 CY2023). The other four service areas showed improvement as follows:

- Gateway Cities: 95.2% (up 9.6% from 85.6% in Q4 CY2023)
- San Gabriel Valley 101.8% (up 9.1% from 92.7% in Q4 CY2023)
- Westside Central 103.5% (up 8.7 from 94.8% in Q4 CY2023)
- South Bay Cities 109.1% (up 10.1% from 99.0% in Q4 CY2023).

Chart 12: Average Sunday Ridership Recovered by Service Area, Q4 CY2019–Q4 CY2024



Most notable is that four of five service areas have recovery exceeding 100% of pre-pandemic ridership levels from Q4 CY2019. Average Sunday ridership increased in each service area, by between 9.2% and 11.2%. While Gateway Cities had the lowest Sunday ridership rate below 100% at 95.2%, it had the largest increase in average Sunday ridership of 11.2%.

The San Fernando Valley Sunday service frequency increases were not as widespread as the weekday or even Saturday ones but were still significant:

- Tier 1: two local lines increased from every 19 to 30 minutes to every 12 to 15 minutes (Lines 234 and 240)
- Tier 2: one local line increased from every 32 to every 20 minutes (Line 152)
- Tier 3: two local lines increased from every 50 to every 30 minutes (Lines 230 and 690)

Five lines in the San Fernando Valley that previously had no weekend service gained Sunday service: Oxnard/Burbank Line 154, Saticoy Line 169, Tampa and Winnetka Lines 242 and 243, and White Oak Line 237 (formerly Line 239). The same refocus of two lines on North Hollywood weekdays and Saturdays was made on Sundays (Lines 90, 94). The changes in frequency, days of operation, and routing likely have all combined to provide a more customer-friendly network for travel across the San Fernando Valley, helping achieve higher ridership recovery in this area.

Highlights from NextGen weekend frequency changes in the Westside Central service area include:

- Tier 1: Nine local lines had improvements made:
 - Line 2 increased from every 12-15 to every 10 minutes Saturday and from every 15-20 to every 10 minutes Sunday
 - Line 4 increased from every 15 to every 10 minutes Saturday and Sunday
 - Line 18 increased from every 10 to 7.5 minutes Saturday and from every 15 to every 7.5 minutes Sunday
 - Line 20 increased from every 15 to every 12 minutes Saturday and from every 20 to every 12 minutes Sunday
 - Line 28 increased from every 15 to every 12 minutes Saturday and from every 18 to every 12 minutes Sunday
 - Line 30 increased from every 12 to 10 minutes Saturday and Sunday
 - Line 33 increased from every 20 to 10 minutes peak hours and midday
 - Line 66 increased from every 20 to every 15 minutes Sunday
- Tier 2 improvements consisted of:
 - Line 14/37 increased from every 20 to 15 minutes Saturday and Sunday
 - Line 603 increased from every 18 to every 12 minutes Saturday and from every 18 to every 15 minutes Sunday
 - Line 605 increased from every 35 to every 20 minutes midday
- Tier 4: Line 617 (formerly Line 17) had new 60-minute Saturday and Sunday service added

Highlights from NextGen weekend frequency changes in the South Bay Cities service area include:

- Tier 1: Seven local lines had frequency improvements
 - Line 40 increased from every 20 to every 12 minutes Sunday and from every 20 to every 15 minutes Sunday
 - Line 45 increased from every 15 to every 10 minutes Sunday
 - Line 51 increased from every 10 to every 7.5 minutes Saturday and from every 12 to every 10 minutes Sunday
 - Line 204 increased from every 20 to every 12 minutes Saturday and Sunday
 - Line 207 increased from every 15 to every 10 minutes Saturday and Sunday
 - Line 210 increased from every 20 to every 10 minutes Saturday and Sunday
 - Line 212 increased from every 18 to every 15 minutes Saturday and from every 23 to 15 minutes Sunday
- Tier 3: Two local lines had frequency improved:
 - Line 125 increased from every 40 to every 30 minutes Sunday
 - Line 246 increased from every 40 to every 30 minutes Saturday and from every 60 to every 30 minutes Sunday
- Tier 4: Line 130 west of Artesia A Line Station was transferred to Torrance Transit.

Highlights of NextGen weekend frequency changes in the Gateway Cities service area include:

- Tier 1: Four lines had frequency improved:
 - Line 53 increased from every 20 to every 15 minutes Sunday
 - Line 60 increased from every 12-15 to every 10 minutes Saturday and Sunday
 - Lines 105 and 108 increased from every 20 to every 15 minutes Sunday
- Tier 4: Changes were made to four lines:
 - Line 127 added new 30-60 minute Saturday and Sunday service
 - Lines 128 and 258 added new 60-minute Sunday service
 - Line 130 east of Artesia A Line Station was transferred to Long Beach Transit

Highlights of NextGen weekend frequency changes in the San Gabriel Valley service area include:

- Tier 1: Line 70 increased from every 15-20 to every 10 minutes Saturday and Sunday midday periods
- Tier 3: Line 266 increased from every 45 to every 30 minutes Saturday and Sunday

- Tier 4: part of Line 256 (CSULA – Commerce) transferred to Commerce Municipal Bus Lines.

In reviewing the Q4 CY2024 versus Q4 CY2023 recovery rates, there was strong ridership growth in all service areas for all day types, especially for Sunday as shown in the table below, so ridership is still recovering. The comparative recovery rates continued to increase compared to Q4 of previous years.

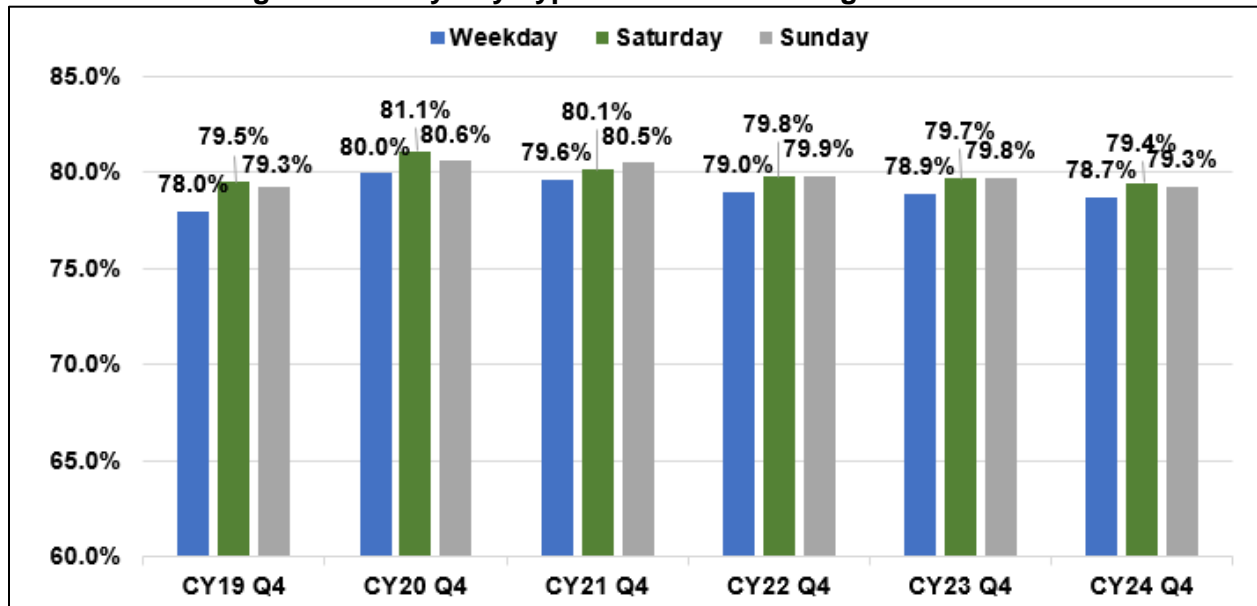
Table 3: Change in Average Daily Ridership by Service Area: Q4 CY2024 versus Q4 CY2023

Service Area	Weekday	Saturday	Sunday
Gateway Cities	7.7%	7.8%	11.2%
San Fernando Valley	9.6%	7.5%	10.9%
San Gabriel Valley	6.4%	6.8%	9.8%
South Bay Cities	9.3%	6.9%	10.2%
Westside Central	6.6%	6.6%	9.2%

Bus System Ridership of Equity Focus Communities (EFC)

Bus system boardings in EFCs were reviewed to see if the recovery was stronger in EFCs than the network overall. Chart 13 shows changes in the proportion of boardings occurring in EFCs by day of the week between Q4 CY2019 (pre-NextGen and pandemic) through Q4 CY2024.

Chart 13: Boardings in EFCs by Day Type: Q4 CY2019 through Q4 CY2024



The proportion of boardings occurring in EFCs increased in Q4 CY2020 by 2.0% weekdays, 1.6% Saturdays, and 1.3% Sundays as was expected in the early, most impactful year of the COVID-19 pandemic as those with limited other options were still

traveling on transit as needed for jobs and services. This increased share of boardings dropped in more recent years, with weekdays still 0.7% higher, but weekends returned to the same level as the pre-pandemic share of boardings in Q4 CY2024 compared to Q4 CY2019. This suggests two factors: 1) that the NextGen changes have benefited EFCs particularly during weekdays where transit is critical to access jobs, services, and opportunities, more than in other areas; and 2) that weekdays may be seeing a more recent recovery in transit trips in non-EFC areas which had been more impacted by telecommuting by office workers to places such as downtown LA.

This higher proportion of trips in EFCs likely in part reflects the efforts of the NextGen Bus Plan to ensure many service improvements were made to lines serving EFCs where the need for good transit is highest. The gains for EFC residents should continue as bus speed and reliability improvements increase the competitiveness of the NextGen Bus Plan.

Average Ridership by Time of Day

Weekday ridership by time period for Q4 CY2020 through CY2024 compared to Q4 CY2019 (pre-COVID) ridership showed the early AM and AM peak periods ridership as having the largest percentage of declines in 2020 Q4 and least percentage of recovery by Q4 2024. These are the time periods most likely to be impacted by less trip making and more telecommuting by 9-to-5 administrative workers (which persists in 2023 and 2024) as well as students who studied from home during the early years of the pandemic (which is less of a factor in 2023 and 2024). PM peak was more resilient than AM peak and early AM ridership, but less resilient than the midday, evening, late evening, and Owl periods, again suggesting transition to telecommuting in response to the pandemic but continuing to some extent in 2023 and 2024. By comparison, the weekday midday, evening, late evening, and most of all, the overnight Owl period showed the most resilience through the pandemic period. Table 4 provides a comparison of percentage of weekday ridership recovery by time period for Q4 CY2020 and Q4 CY2024; Chart 14 depicts the weekday ridership recovery by time period for Q4 from calendar year 2019 through CY2024.

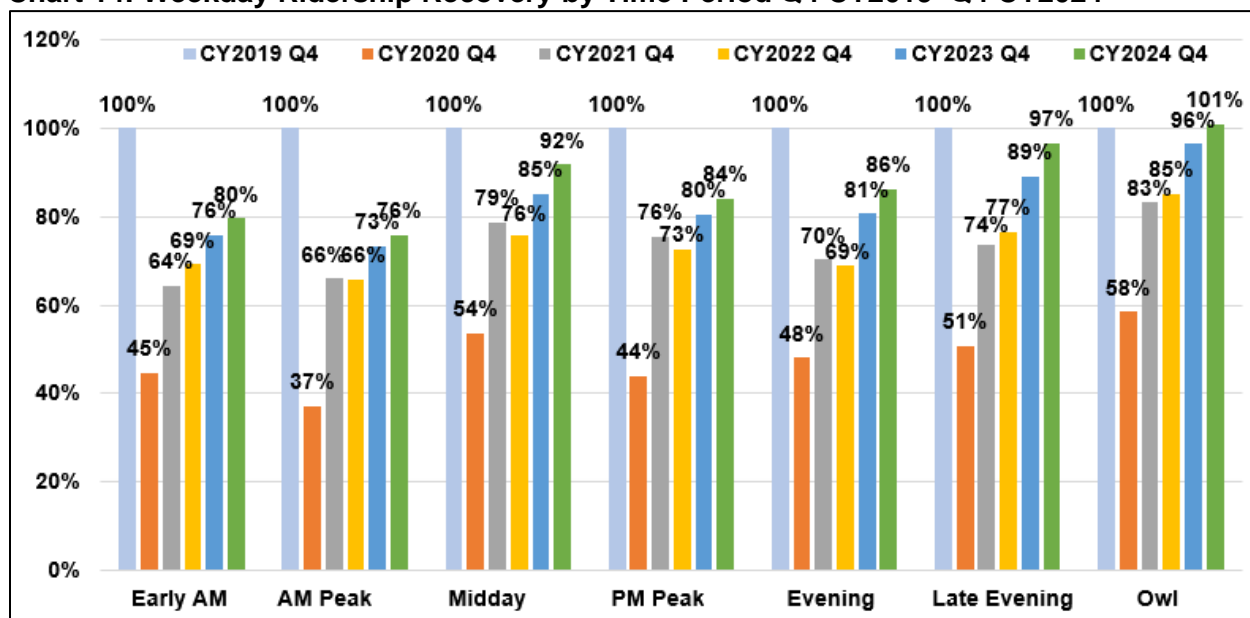
Table 4: Weekday Ridership By Time Period Percentage Compared to Height of COVID (Q4 CY2019) Ridership Decrease

Time Period	CY2020 Q4	CY2024 Q4
Early AM	45%	80%
AM Peak	37%	76%
Midday	54%	92%
PM Peak	44%	84%
Evening	48%	86%
Late Evening	51%	97%
Overnight Owl	58%	101%

Q4 CY2020 was one of the most impacted quarters for COVID (though less so than Q2 and Q3 CY2020), as the pandemic began impacting in the second half of March 2020. The base result was consistent with more travel for other than traditional 9-to-5 jobs and other trip purposes and is likely in response to significant investment in midday period

service frequencies under the NextGen Bus Plan. The late evening and Owl period riders are more likely to be riding due to greater reliance on transit for job access.

Chart 14: Weekday Ridership Recovery by Time Period Q4 CY2019–Q4 CY2024



Q4 CY2020 weekday ridership declined to 37-58% of Q4 CY2019 ridership by time period. Largest declines were in early AM, AM peak, PM peak, and evening (to 45%, 37%, 44%, and 48% respectively) and smallest declines were in midday (9 am to 3 pm), late evening, and Owl periods ridership which declined to 51-58% in Q4 CY 2020 compared to Q4 CY2019 (pre-COVID).

The most recovered time periods weekdays as of Q4 CY2024 are the midday, PM peak, evening, late evening and especially the overnight Owl periods which showed recovery rates of 92%, 84%, 86%, 97%, and 101% respectively. The AM peak and early AM peak weekday time periods during the day have recovered least at 80% and 76% respectively. The AM peak work travel does not seem to have returned ridership as strongly still, so telecommuting may be impacting most in that time period.

Q4 CY2020 Saturday ridership declined to 51-61% of Q4 CY2019 ridership by time period. Largest declines were in early AM, evening, and late evening, and Owl (to 54%, 52%, 51%, and 51% respectively) and slightest declines were for the AM peak, midday (9 am to 3 pm), and PM peak periods which declined to 56-61% in Q4 CY 2020 compared to Q4 CY2019 (pre-COVID). The most recovered time periods as of Q4 CY2024 are the early AM, evening, late evening and especially the overnight Owl periods which showed recovery rates of 94%, 96%, 104% and 106% respectively, suggesting more riders reliant on transit continue to use services during these time periods. Other Saturday time periods during the day have recovered to between 88% and 92%, the lowest being the AM peak at 88%. This suggests a loss of both transit dependent and leisure trips in Q4 CY 2020. The AM peak work travel does not seem to have returned as much as midday and PM peak, though evening and even early AM

ridership and especially late evening and Owl (both fully recovered) have recovered the most on Saturday.

Chart 15: Saturday Ridership Recovery by Time Period – Q4 CY2019–Q4 CY2024

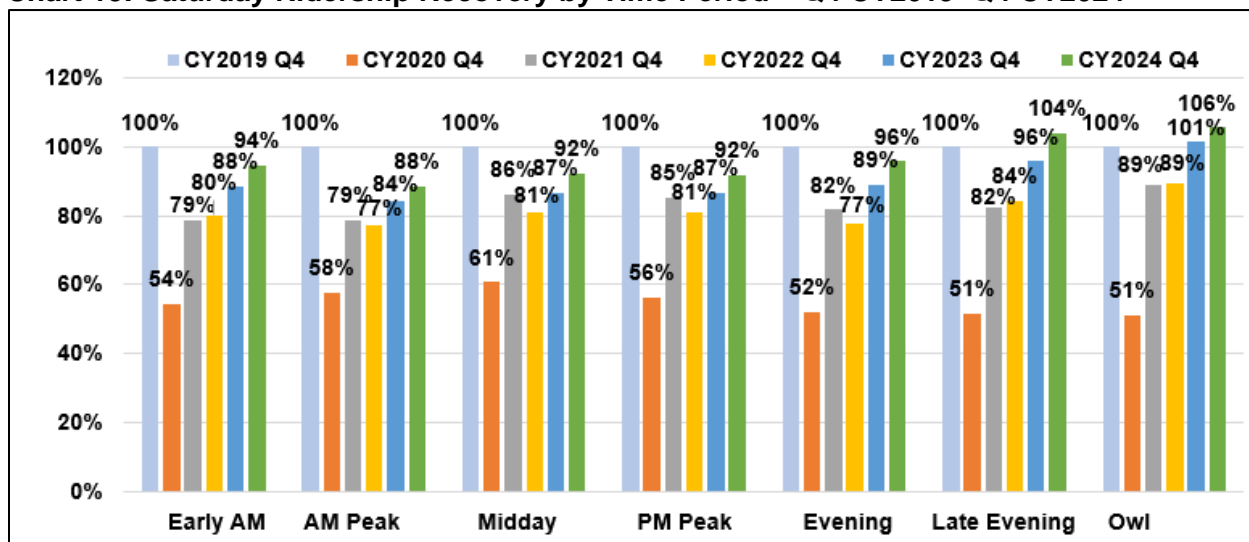
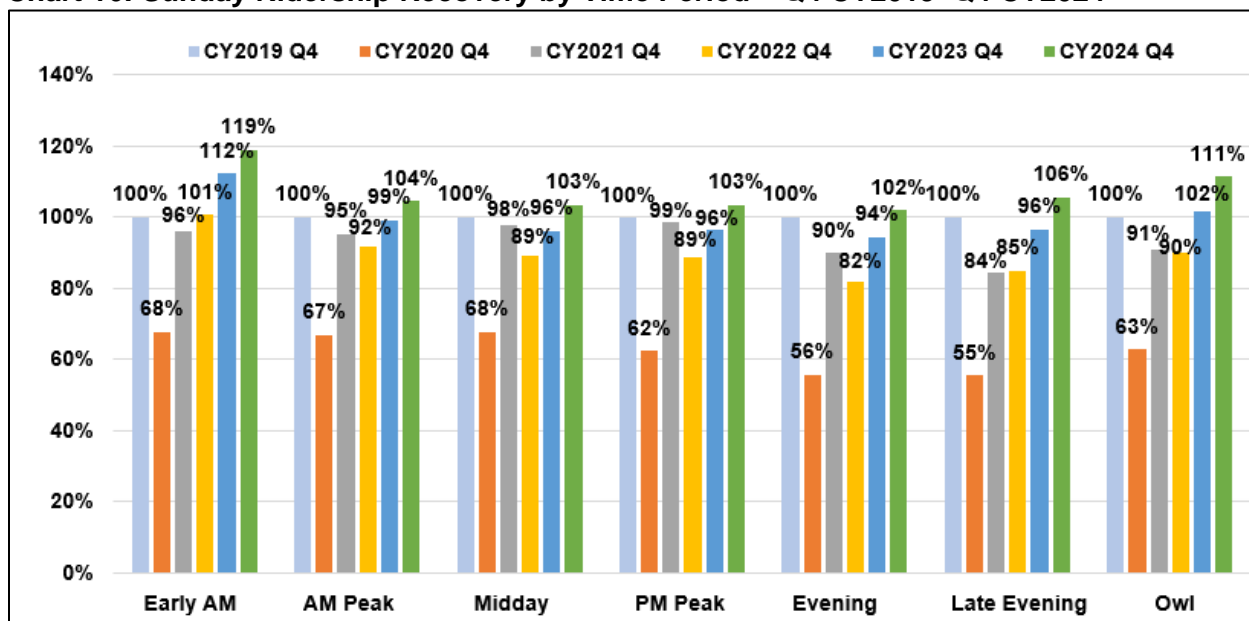


Chart 16: Sunday Ridership Recovery by Time Period – Q4 CY2019–Q4 CY2024



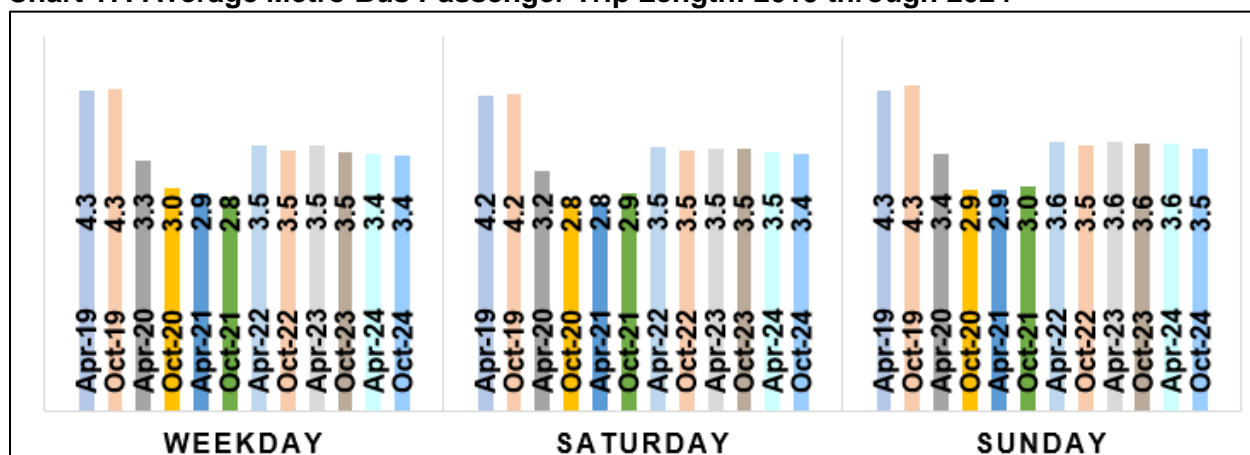
Sunday ridership was the most resilient of all day types in Q4 CY2020. Late evenings showed the largest drop to 55% of Q4 CY2019 pre-COVID ridership. PM peak, evening, late evening, and Owl periods showed large drops (to 62%, 56%, and 63% respectively). The smallest declines were for the early AM, AM peak, and midday periods (to 68%, 67%, and 68% respectively), suggesting riders in these time periods were more reliant on transit for essential trips to jobs and services as well as Sunday morning religious services. By Q4 CY2024, the largest ridership recovery on Sunday was during the early AM at 119%, similar to the result for this time period in Q3 CY2024 at 115%. Next best

recoveries were for the overnight Owl (111%) and late evening (106%). Other time periods all showed recovery of between 102% and 104% compared to Q4 CY2019 levels. These overall results suggest the highest transit dependance on Metro buses may exist across all time periods on Sundays compared to Saturdays and weekdays.

Average Passenger Trip Length

Trip length dropped from over 4 miles to 3 miles between 2019 and 2020 and remained lower in 2021. It then increased to around 3.5 miles in 2022 and remains around that level in 2024.

Chart 17: Average Metro Bus Passenger Trip Length: 2019 through 2024



The initial changes can likely be attributed to the COVID-19 pandemic which resulted in people staying closer to home. As people adapted to living with the pandemic, by 2022 and 2023, average trip lengths had increased, though not back to 2019 levels. The NextGen Bus Plan was also designed to capture a larger share of shorter-distance travel and this data suggests that goal is being achieved. Chart 17 shows the average passenger trip length for various points in each year from 2019 through 2024.

Ridership by Line and Line Group

Ridership was assessed based on individual lines, and by groups of lines where a NextGen Bus Plan change involved a restructuring of a group of lines, for a fair comparison of the changes in ridership. Ridership recovery rates for 82 weekday, 75 Saturday, and 74 on Sunday line/line groups are included in Attachments B, C, and D respectively. These attachments also include changes in revenue service hours and productivity (boardings per revenue service hour) for each line or line group. Table 5 shows the number of lines/line groups for weekday, Saturday, and Sunday at various levels of ridership recovery as of Q4 CY2024 compared to Q4 CY2019 (Pre-COVID/Pre-NextGen Bus Plan).

The overall system ridership recovery rate in Q4 CY2024 was 88.1% for weekday (up from 83.4% in Q4 CY2023), 96.2% for Saturday (up from 90.3% in Q4 CY2023), and 107.4% for Sunday (up from 100.0% in Q4 CY2023), when compared to Q4 CY2019 as a pre-COVID baseline. There were 25 weekday lines/line groups (up from 20 in Q3), 34

Saturday lines/line groups (up from 29 in Q2), and 53 Sunday lines/line groups (up from 43 in Q3) exceeding their pre-COVID Q4 CY2019 ridership numbers in Q4 CY2024. The number of lines below 80.0% reduced to 23 lines weekdays, 11 lines Saturday, and 3 lines Sunday. The recovery appears broad based.

Table 5: Ridership Recovery Distribution, Q4 CY2024 versus Q4 CY2019

Average % Ridership Recovery Q4 CY2024 versus Q4 CY2019	Number of Weekday Lines/ Line Groups	Number of Saturday Lines/ Line Groups	Number of Sunday Lines/ Line Groups
>= 200.0%	0	0	1
150.0 – 199.9%	0	4	1
140.0 – 149.9%	0	1	7
130.0 – 139.9%	0	0	4
120.0 – 129.9%	3	6	12
110.0 – 119.9%	7	6	11
100.0 – 109.9%	15	17	17
90.0 - 99.9%	15	21	10
80.0 - 89.9%	19	9	8
70.0 - 79.9%	9	7	2
60.0 - 69.9%	9	2	0
50.0 - 59.9%	1	1	0
40.0 - 49.0%	3	0	0
30.0 - 39.9%	0	1	1
20.0 – 29.9%	1	0	0
Total Lines/Line Groups	82	75	74

The ridership recovery results reflect both the general return of ridership after the COVID impacts since 2020, and the impacts of the NextGen Bus Plan with its focus on fast, frequent, and reliable service. The following review focuses on analysis of NextGen Bus Plan impacts to ridership. There is a reasonably strong relationship evident in changes in revenue service hours and changes in ridership and productivity. Higher increases in revenue service hours are generally associated with higher levels of ridership recovery. Productivity will continue to recover in line with ridership increases, as service levels remain relatively stable now that the NextGen Bus Plan has been implemented.

Service Reliability

Q4 CY2024 saw full NextGen Bus Plan service levels provided with low cancellation rates, comparable to pre-COVID cancellation levels of Q4 CY2019. This was achieved as a result of a significant number of new bus operators hired in 2022 and 2023 to address the bus operator shortage. As of Q4 CY2024, bus operator numbers were about 1% below full requirement with 20% extra board after reaching full operator staffing as of August 2023.

The slight decline in bus operator staffing in CY2024 was due to an increase in operator requirements as of December 2023 service change as well as some recruitment issues such as low turn up rate for candidates to start training. The training rate has since increased, as have class sizes for new operators in an effort to return to full staffing, which was achieved in January 2025. Service cancellations should not be a major factor hampering further ridership recovery moving forward but may have had some impact CY2024 when cancellations did increase overall, causing less reliable service for more riders.

Service Frequency

The NextGen Bus Plan created high frequency bus services with weekday service every 15 minutes or better (Tiers 1 and 2).

- The high number of Tier 1 and Tier 2 lines with above average (> 88.1%) recovery weekdays (17 Tier 1, 12 Tier 2 lines/line groups) exceeded the number of less frequent lines/line groups (6 Tier 3 lines; 10 Tier 4 lines) with above average ridership recovery, which suggests that the improved Tier 1 and 2 line frequencies implemented through the NextGen Bus Plan are a key component of stronger ridership recovery.
- The above-average pattern existed for Saturday lines that were over the system average 96.2% recovered with a mix of 15-Tier 1, 11-Tier 2, 8-Tier 3, and 5-Tier 4 lines/line groups, so more than twice as many Tier 1 and 2 lines above average recovery compared to the number of less frequent Tier 3 and 4 lines.
- Sunday lines that were over the system average 107.4% recovered were a mix of 17-Tier 1, 11-Tier 2, 8-Tier 3, and 8-Tier 4 lines/line groups, so just under twice as many Tier 1 and 2 lines above average recovery compared to the number of less frequent Tier 3 and 4 lines.

NextGen Tier 1 Highest Frequency Lines

NextGen Tier 1 lines provide at least 10 minute or better service frequency weekday peak and midday periods on Metro's busiest ridership corridors, typically with 10 to 15-minute weekend service frequency.

The weekday ridership recovery for NextGen Tier 1 service in Q4 CY2024 included a high of 122.1% again for Line 66 serving E Olympic/W 8th St. This line also had stronger recovery this quarter on Saturdays at 111.7%, and Sundays at 129.6% ridership. Eleven other Tier 1 lines/line groups exceeded 90.0% recovery weekdays:

- Vermont Local Line 204: 112.0% weekday, 122.4% Saturday, 120.5% Sunday
- Sepulveda/Van Nuys group based on Lines 233, 234, 761: 105.0% weekday, 123.4% Saturday, 138.1% Sunday.
- Soto St Line 251: 103.7% weekday, 103.8% Saturday, 116.9% Sunday
- Florence Av Line 111: 101.8% weekday, 98.4% Saturday, 100.6% Sunday
- Central Av Line 53: 100.5% weekday, 100.4% Saturday, 125.9% Sunday

- 3rd St Line 16 (includes Line 617 Beverly Hills Shuttle): 99.8% weekday, 102.3% Saturday, 109.2% Sunday
- Ventura/Reseda group (Lines 150, 240, 244): 98.1% weekdays, 100.8% Saturday, 120.9% Sunday
- Slauson Av Line 108: 97.3% weekday, 98.6% Saturday, 115.2% Sunday
- Venice BI Line 33: 94.6% weekday, 100.9% Saturday, 105.7% Sunday
- Santa Monica BI Line 4: 94.4% weekday, 101.4% Saturday, 109.4% Sunday
- Vernon/La Cienega Line 105: 93.1% weekday, 93.6% Saturday, 110.7% Sunday
- Western Av Line 207: 92.0% weekday, 104.6% Saturday, 113.7% Sunday
- Huntington/Las Tunas group (Lines 78, 179) at 91.0% weekdays, 98.4% Saturday, 100.0% Sunday)
- La Brea Av (Line 212) at 90.9% weekdays, 92.4% Saturday, 107.4% Sunday)

These higher recovery Tier 1 lines serve some of the most transit-dependent EFCs through areas such as South LA, the inner Westside, East LA, Gateway Cities, and the San Fernando Valley, and connect to many job centers. Besides the high frequencies offered on both peak and midday weekdays that are assisting the recovery of some of these lines is improved access, such as:

- Line 66 trips serve Commerce Center and are one of the closest services available in place of Line 51 no longer operating on 7th St west of Westlake/MacArthur Park
- Line 761 now provides all-day, all-week Rapid service on Van Nuys BI in addition to frequent Local Line 233
- Soto St Line 251 now extends many trips each day to Eagle Rock (replaced other bus lines there)
- Line 53 now serves the key transfer location of Willowbrook/Rosa Parks Station and local retail, medical, and educational facilities
- Line 108 extends further into Commerce and Pico Rivera with new connection to Line 266
- New bus lanes on Venice BI Line 33

An additional three NextGen Tier 1 lines or line groups were below 90.0% recovered weekdays but met or exceeded system average weekday ridership recovery of 88.1% and mostly improved over their Q3 recovery rates:

- Hawthorne BI/MLK BI (Line 40) at 89.0% weekdays, 93.9% Saturday, 101.9% Sunday
- Garvey/Cesar Chavez (Line 70 group) at 89.0% weekdays, 95.7% Saturday, 108.4% Sunday

- Hollywood/Fairfax - Pasadena group (Lines 180, 217) at 88.2% weekdays, 95.9% Saturday, 105.5% Sunday

In Q4 CY2024, there were ten Tier 1 lines/line groups with below system average ridership recovery. These are discussed in detail below:

- Wilshire BI/Whitter BI group based on Lines 18, 20, 720 which dropped to a recovery rate of 85.9% weekdays, 97.7% Saturday, 108.1% Sunday.
- Line 2 on Sunset merged with Line 200 on Alvarado: 84.9% weekdays, 93.5% Saturday, 107.6% Sunday. Line 4 appears to have gained more ridership as a result of the Line 2 change between downtown LA and Echo Park since Line 2 no longer continues into downtown LA. The recovery of both lines is likely being impacted by post-pandemic downtown LA economic recovery.
- J Line BRT El Monte – Harbor Gateway/San Pedro Lines 910/950: 83.0% weekday, 108.1% Saturday, 113.8% Sunday, with only Sunday showing an improvement over Q3.
- Line 210 on Crenshaw with 81.9% weekday, 93.2% Saturday, 120.7% Sunday, likely has some former riders now using the K Line light rail, though that number is likely low based on K Line ridership. This recovery rate may also relate to the loss of Rapid service on this corridor weekdays and Saturdays. The recovery rates were improvements over Q3.
- Line 45 on Broadway had both the north and south ends of the line moved to other lines which helps explain its lower recovery (though improved weekday and Sunday from last quarter) of 81.0% weekday, 76.7% Saturday, 93.9% Sunday, though it may also partially relate to it serving downtown LA which has seen impacts of reduced daily worker population due to increased telecommuting post-COVID, or loss of Rapid Line 745 service on this corridor.
- Line 60 on Long Beach BI between downtown LA and Compton is 80.9% recovered weekdays, 79.9% Saturday, and 91.8% Sunday, with this line being heavily focused on downtown LA. These results were an improvement over Q3 recovery rates.
- Line 51 on W 7th St and Avalon with 80.5% weekday, 82.2% Saturday, 95.2% Sunday, all improved rates over Q3. Line 66 ridership gains are likely in the area west of Westlake/MacArthur Park where Line 51 was removed. Line 51 is heavily focused on downtown LA which sees less activity than pre-COVID due to telecommuting.
- Line 28 on W Olympic BI between downtown LA and Century City is 74.0% weekdays, 82.1% Saturday, 89.1% Sunday, impacted both by post-pandemic downtown LA economic recovery and loss of a Rapid Line, but most significantly by removal of the section of line between downtown LA and Eagle Rock as part of NextGen. Only Sunday improved the recovery rate over Q3 for this line.
- Line 30 on Pico BI between Pico/Rimpau Transit Center and downtown LA is 71.2% weekdays, 68.8% Saturday and 74.7% Sunday, impacted both by post-

pandemic downtown LA economic recovery and loss of a Rapid Line, but most significantly by removal of the section of line between downtown LA and East LA that was replaced by the E Line rail extension through Regional Connector to East LA. This line also had frequency weekday and weekend reduced in line with NextGen Bus Plan in mid-2024. Only Sunday saw an improved recovery rate over Q3 for this line.

- Vermont Rapid Line 754 is 70.7% recovery weekdays, 70.7% Saturday, 89.0% Sunday. These are all increase recovery rates over Q3. This line experienced very high cancellations in 2022 and to some extent, the line still saw higher cancellations in 2023 and 2024 than many other lines, so it may take some time to rebuild the market though its service is becoming more reliable. Line 754 operates the same route and has high service levels like Local 204 but with fewer stops. In contrast, Local Line 204 on Vermont Av had much higher recovery rates both weekdays (112.0%) and weekends (Saturday 122.4%; Sunday 120.5%). The ridership pattern remains different from 2019 with the Vermont Rapid carrying less of the overall ridership than the Local (it is less frequent on weekends).
- G Line BRT service at 65.2% weekdays, 79.1% Saturday, 83.7% Sunday (improvements for all day types from Q3). G Line service frequency did not change which may explain the higher weekday ridership recovery of other lines in the San Fernando Valley that did see frequency improvements. Again, former markets of riders now regularly telecommuting may be significantly impacting the recovery of this BRT line that had higher levels of such riders pre-COVID, even on weekends which also have seen low recovery rates. This again opens the opportunity for promotion to build new markets.

A key component of the Tier 1 lines was the creation of a single high-frequency line in place of separate, less frequent Rapid and Local services. On weekdays, this change occurred on 17 lines, with a range of performance across these lines from a high of 105.0% on the Sepulveda/Van Nuys group to a low of 74.0% on W. Olympic Bl. Broadway (Line 45), Long Beach BI (Line 60), Crenshaw BI (Line 210), were corridors where Rapid lines were replaced by high frequency local bus but have below average ridership recovery rates on weekdays, but these results are likely mostly attributable to the restructuring of these lines discussed above and decreased travel to places such as downtown LA.

NextGen Tier 2 Lines

NextGen Tier 2 lines operate 12-15 minute daytime weekday service on some of Metro's next busiest corridors after the Tier 1 corridors discussed above. On Saturdays and Sundays, Tier 2 lines generally range from 20-minute to 30-minute daytime frequencies.

Most notable is the strong performance of the Tier 2 east-west lines in the San Fernando Valley which continue to respond well to the improved all-day 15-minutes frequencies of weekday under NextGen. During midday weekdays, these lines

previously provided service only every 20-30 minutes. Weekend service on these lines with more limited frequency improvements still also performed strongly, with improved recovery rates over Q3 weekdays and weekends, suggesting the weekday improvements have also had the benefit of attracting more weekend ridership. These San Fernando Valley lines include:

- Sherman Way Line 162: 116.6% weekday, 141.2% Saturday, 149.8% Sunday
- Vanowen St Line 165: 109.4% weekday, 119.9% Saturday, 136.4% Sunday
- Nordhoff St Line 166: 109.2% weekday, 126.5% Saturday, 147.4% Sunday
- Victory Bl Line 164: 106.1% weekday, 96.7% Saturday, 110.9% Sunday
- Roscoe Bl Line 152: 102.0% weekday, 120.0% Saturday, 140.8% Sunday

Roscoe Bl weekday recovery was notably lower, primarily due to route segments moved to other lines including Sherman Way Line 162.

Other notably high ridership recovery NextGen Tier 2 lines are discussed here with frequency improvements a common theme among them:

- Line 605 (LAC USC Medical Center Shuttle) – 108.1% weekdays, 160.8% Saturday, 142.3% Sunday, linking Boyle Heights high EFC area to key medical centers, benefitted from 15-minute all day service (previously 23-minute midday frequency) and weekend 20-minute service improved over previous 35-minute service. Recovery rates declined slightly over Q3 for this line.
- Line 55 (Compton Av) – 104.4% weekdays, 101.4% Saturday, 114.7% Sunday between Willowbrook and downtown LA through high EFC communities, with 12-minute weekday peak and 15-minute weekday midday service replacing previous 15-minute peak and 20-minute midday service. Weekends did not see a significant frequency increase but still saw a strong recovery. Extra peak weekday trips were added to this line in the December 2023 service change in response to strong ridership. Weekday and Saturday recovery rates rose slightly for this line over Q3 with a more significant increase Sunday.
- Lines 110 (Gage Av) – 103.6% recovery weekdays, 101.8% Saturday, 122.2% Sunday, and 117 (Century Bl) – 105.6% recovery weekdays, 103.0% Saturday, 123.3% Sunday. Both serve EFC communities through South LA and the Gateway Cities and now have consistent 15-minute all-day service in place of previous 19-24 minute midday weekday frequency. They have also recovered strongly on weekends even without significant frequency improvements. Recovery rates increased for both lines over Q3, especially Sunday.
- Line 603 (Hoover St) links Glendale and the USC/Expo Park area every 12 minutes (pre-NextGen every 15-20 minutes). This line has a 96.9% weekdays, even after accounting for the ridership of the nearby Glendale/Silver Lake Line 201 that was discontinued as part of the NextGen Bus Plan, Saturday recovery was 94.4% with improvement from 18-minute to 12-minute frequency, Sunday 92.1% recovery with 15-minute in place of the previous 18-minute service. This

line has recovered strongly overall weekdays, with improved recovery rate over Q3, though both Saturday and Sunday recovery rates declined slightly over Q3.

- Line 260 (Atlantic Bl) offers 12-minute peak and 15-minute midday service, an increase over its previous 17-minute peak and 21-minute midday weekday service. Weekdays Line 260 improved to a recovery rate above average at 90.2%, with 94.9% Saturday, 105.3% Sunday in response to continued 20-minute service frequency. Only Saturday was slightly down in recovery rate compared to Q3, with good gains for weekday and Sunday recovery rates. The northern portion of this line was set up as a separate Line 660 linking Pasadena and Altadena; this is taken into account in the ridership recovery rate.

Other Tier 2 lines had below average (<88.1%) weekday ridership recovery rates and are discussed in more detail below.

- Line 224 (Lankershim Bl) in Q4 CY2024 was just under the system average weekday ridership recovery rate at 88.0% (same as Q3). Line 224 was part of an overall line group that saw significant restructuring to focus on the North Hollywood and Sylmar areas. It had above average weekend recovery at 115.6% Saturday, 132.0% Sunday, both improvements over Q3 recovery rates, especially Sunday. Line 224 received weekday 15-minute midday service and 20-minute weekend service, improved over the 19-minute and 24-minute frequencies previously provided.
- Line 115 (Manchester-Firestone) recovery rate was 87.0% weekdays, 93.2% Saturday, 107.0% Sunday. Only Sunday showed an improvement in recovery rate with slight declines for weekday and Saturday over Q3. Line 115 did not have significant route changes but did increase slightly from the previous 14-minute service to a 12-minute weekday peak frequency (off-peak frequencies did not change).
- Line 206 (Normandie Av): Line 206 did not have any route changes. It now offers consistent 15-minute service all day weekdays, improving on the 20-minute weekday midday service previously offered. It had an 87.0% weekday recovery rate, 90.0% Saturday and 95.7% Sunday, with a smaller frequency improvement (22-minute to 20-minute). Line 206 had seen relatively higher cancellation rates which may be negatively impacting ridership recovery. Unlike other lines discussed below, this line does not serve downtown LA. Line 206 recovery rates all improved over Q3.
- Line 94 (San Fernando Rd North Hollywood) is a group of lines with overall recovery of 85.3% weekdays, 110.3% Saturday, 129.9% Sunday, with weekday and especially Sunday rates above Q3 but Saturdays a slight decline. It now offers 15-minute service (about twice as often as previously) between Downtown LA, Glendale, Burbank, and North Hollywood (its old destination of Sylmar is now served by Line 294), with service now operating through the heart of downtown Glendale, and the extension to North Hollywood replacing a former lower frequency service (Line 183). Other lines such as Line 92 discussed in the NextGen Tier 3 and 4 Lines section are likely gaining ridership as a result of the

Line 94 changes.

- Line 81 (Figueroa St): Weekdays 79.7% recovery weekdays, this line serves Downtown LA from both Northeast LA and South LA. This line was part of a complex line restructuring in Northeast LA. That area is served by the A Line which now utilizes the new Regional Connector through downtown LA which likely has moved some riders to light rail, and some riders may be telecommuting some days. The changes in the Northeast LA area also included a new direct link from Highland Park to East Hollywood (Line 182). Line 81 weekends had a bit higher recovery, with Saturday recovery rate of 86.2% and Sunday at 102.1%. All days showed improved recovery rates over Q3, especially Sunday.
- Line 76 on Valley Bl: 76.1% weekday, 79.9% Saturday, 84.3% Sunday, with a focus on downtown LA. These recovery rates were all improvements over Q3.
- Line 14/37 on Beverly Bl/W Adams: 71.6% weekday, 86.0% Saturday, 91.5% Sunday, with a focus on downtown LA, though with some key destinations such as Cedars Sinai Medical Center and Beverly Center Mall. These recovery rates were all slight improvements over Q3.
- Line 35/38 Washington Bl/W Jefferson: 69.4% weekday, 76.2% Saturday, 89.6% Sunday, with a focus on downtown LA. The weekday rate saw a decline over the Q3 recovery rate, but weekends, especially Sunday, were an improvement over Q3.
- Line 10/48 Melrose Av/Main-San Pedro: 64.1 weekdays, 68.7% Saturday, Sunday 85.5%, with a focus on downtown LA. These recovery rates were all improvements over Q3, especially Sunday.

The common aspect of six of the nine lines above (excluding Lines 115, 224, 206) is that they focus on downtown LA as their key destination; its recovery will help determine the success of these lines, even on weekends. While the recovery rates of these lines have generally improved in Q4 CY2024 compared to Q3, there may be marketing opportunities to promote them towards increasing ridership recovery.

NextGen Tier 3 and 4 Lines

These services operate every 20-30 minutes (Tier 3) or 40-60 minutes (Tier 4), providing coverage for communities and on corridors with generally lower ridership levels:

- Lines 242/243 (Tampa/Winnetka) in the northwest San Fernando Valley had the highest Tier 3/4 recovery rate of 121.2% weekdays, 171.5% Saturdays (Sunday service was newly added). These were above the recovery rates for Q3. These lines now operate every 40 minutes all day weekday and weekend (previously every 48-60 minutes weekday and 60-minute Saturday). This result is even more interesting when considering that the north end of these lines above Devonshire St to Porter Ranch was replaced by Metro Micro service.
- Line 235/236: serving Balboa Bl in the San Fernando Valley (120.6% recovery weekdays, 128.4% Saturday, 131.9% Sunday) appears to have responded well

to the 30-minute combined service now offered compared to the previous 40-60 minute service weekdays, though weekend recovery was also strong with just 60-minute service. The recovery rates were above Q3 rates, especially weekends. Line 236 also now offers a more direct connection to Sylmar, and Line 235 service was retained weekdays in Granada Hills which is also contributing to the recovery.

- Line 125 on Rosecrans Av between the South Bay and Norwalk (115.0% recovery weekdays, 111.3% Saturday, 152.6% Sunday). The weekday recovery rate was slightly up, the Saturday rate was down, and the Sunday rate was significantly above Q3 rates. This line is likely benefiting from the all-day 20-minute service improved from the former 27-33-minute frequency. The pre-NextGen Sunday 40-minute service was also improved to every 30 minutes with a strong ridership recovery.
- Line 266 on Rosemead Bl between Lakewood and Pasadena (113.0% weekdays, 124.3% Saturday, 144.0% Sunday) is likely due to an improved 20-minute weekday frequency from the former 24-33-minute service, and 30-minute weekend service instead of the previous 43-48 minutes. The recovery rates were up for weekday and Sunday but slightly down for Saturday.
- Line 202 serving Willowbrook Av in the high EFC Compton area saw 112.0% recovery (service only runs weekdays), a result of shortening the line away from low-usage industrial areas and transferring the savings to offer off-peak service (this line previously only ran weekday peak periods). However, even with the strong ridership recovery, this line has low overall ridership and productivity. The recovery rate is up over Q3.
- Express Line 577 between El Monte Station and Long Beach VA (111.1% recovery, weekday-only service) has the improved 30-minute peak service (previously 48 minutes on average) and the rate is up over Q3.
- Line 128 serving Alondra Bl through the Gateway Cities showed 110.7% recovery weekdays, even with hourly service, and is over Q3 performance. This line gained new Saturday and Sunday (it previously only operated weekdays) which may be helping the weekday recovery.
- Line 92 between downtown LA and Sylmar via Glenoaks Bl (107.5% weekday, 109.3% Saturday, 125.7% Sunday, all improved recovery rates over Q3, especially Sunday) is likely benefiting from now serving as the primary line between downtown LA and Sylmar, as Line 94 which offered a similar link was redirected to North Hollywood to better match regional travel patterns. Line 92 now offers consistent 20-minute service on daytime weekdays and 30-minute weekends, with most trips operating the full line beyond downtown Burbank to Sylmar. This is an improvement on the previous service that was closer to every 30 minutes weekdays and Saturdays, and every 42 minutes Sundays.
- Line 344 Rancho Palos Verdes service (103.5% recovery weekday, 104.9% Saturday, 124.6% Sunday) is a more general recovery as service levels and route were unchanged for this line from pre-NextGen. The recovery rate was up

over Q3 for all days.

- Line 232 between LAX and Long Beach via Sepulveda Bl and Pacific Coast Highway (101.3% weekdays, 103.7% Saturday, 114.2% Sunday) did not have a route change but was improved to 15-minute peak service in place of the previous 22-minute peak service weekday. The weekday recovery rate improved the most compared to weekends versus Q3.
- Line 169 on Saticoy St in San Fernando Valley had 94.8% recovery rate weekdays, a big jump over the Q3 rate. This line gained new Saturday and Sunday service (it previously only operated weekdays) which may be helping weekday recovery.
- Line 265 (Paramount Bl) recovery rate was 94.8% weekdays, 85.5% Saturday, 94.8% Sunday, an increased rate for weekdays and Sunday but a slight decline for Saturday compared to Q3. This is a low-frequency hourly line that received planned NextGen frequency improvement (to 40-45 minute weekdays) in June 2024. Ridership appears to have responded well on all days to the weekday frequency improvement.
- San Pedro group of Lines 205, 246, and 550, had 94.7% recovery weekday, 104.7% Saturday, and 120.8% Sunday, with all days showing increases compared to Q3. This line group was restructured from three to two lines (205, 246) between San Pedro and Harbor Gateway Transit Center, with improved weekday and weekend all day 30-minute frequencies, and Line 550 now operating weekday peak periods between Harbor Gateway Transit Center and USC/Expo Park.
- Line 611 Huntington Park Shuttle (90.6% recovery weekdays, 106.9% Saturday, 109.1% Sunday) continues to run hourly, so performance appears to be a more general recovery not attributable to a NextGen change. This line showed a decline in recovery rate for weekdays and Saturday and a slight increase for Sunday compared to Q3.
- Line 158 (Plummer/Woodman) had 89.4% recovery weekdays, 90.8% Saturday, 102.4% Sunday. These rates were all an improvement over Q3 rates. Significant improvement in weekday recovery with new short line introduced in June 2024, providing 30-minute instead of hourly service daytime weekdays on Woodman.
- Line 501 Freeway Express between Pasadena, Glendale, Burbank, and North Hollywood had ridership recovery of 86.8% weekday, 150.2% Saturday, and 148.6% Sunday, all improved slightly over Q3 recovery rates. This line was modified to better serve the heart of downtown Glendale as part of NextGen Bus Plan but may be hampered in recovery by more weekday telecommuting. Line 501 appears to have attracted significant new weekend ridership for retail and entertainment trips to places like downtown Glendale.
- Line 460 Disneyland – Norwalk – Downtown LA Express had ridership recovery of 86.4% weekdays, 90.4% Saturday, 98.5% Sunday with no major changes in service levels or route, though the eastbound route departing Norwalk Station was revised to save time. This line has a focus on downtown LA. The recovery

rate improved slightly for each day over Q3 rates.

- Line 665 (City Terrace – CSULA Shuttle) in a higher EFC area had a weekday recovery rate of 85.3%, slightly down compared to Q3. It had 174.3% recovery Saturday, and 216.4% Sunday, with Saturday slightly down and Sunday slightly up for recovery rates compared to Q3. These weekend ridership results due to the expanded span of service weekend mornings.
- Line 120 on Imperial Highway with 83.9% recovery rate weekday, 94.9% Saturday, and 110.9% Sunday, without any route or frequency changes. The weekday recovery rate declined slightly while the weekend rates increased compared to Q3 rates.

Key aspects of other Tier 3 and 4 lines with lower-than-average weekday ridership recovery include low frequency (mostly 40-60 minute), in most cases no route changes, and a lower percentage of route miles serving EFCs. Examples include:

- Line 230 (Laurel Canyon Bl) in the San Fernando Valley with 79.4% recovery weekdays, 95.1% Saturday, and 99.3% Sunday is low due to LADOT DASH taking over a segment of this line between Sylmar Metrolink Station and LA Mission College. The weekday recovery rate declined slightly while the weekend rates improved compared to Q3.
- Line 62 (Telegraph Rd) with 79.2% recovery weekday, 87.5% Saturday, and 91.0% Sunday showed improved recovery rates for each day compared to Q3 rates. The route was not changed significantly in route or frequency other than the straightening of the line in downtown Norwalk. This line serves downtown LA and is likely has reduced ridership due to less activity there. Saturday ridership has been strong for travel to the Citadel Outlet shopping at Commerce, and extra trips were added in June and December 2024.
- Line 134 (Santa Monica – Malibu) with 70.0% recovery weekdays, 82.2% Saturday, and 110.8% Sunday. Much higher recovery on Sunday for this line along the coast, and improved weekday recovery likely due to more workers going to jobs in Malibu. The weekday and Saturday recovery rates declined which may be seasonal for Q4 (Fall-Winter) compared to Q3 (Summer).
- Line 161 (Canoga Station – Thousand Oaks) with 69.8% recovery weekdays, 81.7% Saturday, and again a high 123.7% Sunday recovery rate, with weekday and Saturday recovery rates declined but Sunday rate increased compared to Q3
- Line 218 (Studio City – Beverly Hills) with 67.3% recovery weekday, 92.1% Saturday, 109.6% Sunday showed improved recovery rates for all days compared to Q3. Limited by hourly type frequency.
- Line 167 (Devonshire-Coldwater Canyon) with 66.7% recovery weekdays, and higher recovery of 86.9% Saturday, 87.9% Sunday, so more significant recovery rate improvement on weekends but a decline in weekday recovery rate over Q3. Limited by hourly type frequency.
- Lines 211/215 (Inglewood Av/Prairie Av) at 66.3% recovery only offers peak-hour

weekday service, with mostly school student ridership. The recovery rate improved over Q3.

- Line 602 (Westwood/UCLA - Pacific Palisades) with 63.1% recovery weekdays, but much higher and increased weekend recovery at 111.4% Saturday and 142.3% Sunday. Recovery rates increased for all day types, especially weekends, compared to Q3 rate. This may relate to telecommuting of Westwood area office workers weekdays and increased weekend leisure trips to the coast.
- Line 102 (La Tijera-Exposition Bl) with 59.1% recovery weekdays, 72.8% Saturday, 82.9% Sunday. This line's recovery is low likely due to the hourly service level now offered. Weekday and Saturday rates declined while Sunday rate increased compared to Q3 rates.
- Line 209 (Van Ness Av) with 49.0% recovery (same as for Q3) only runs weekdays, has hourly frequency, and was significantly shortened, connecting with Line 210 for travel further north to Hollywood and Mid-Wilshire. It was originally proposed for elimination in the NextGen Bus Plan. Over 50% of its line miles are in EFCs. Limited by hourly frequency and lack of key destinations.
- Line 96 (Riverside Dr) with 43.4% recovery weekdays, 57.0% Saturday, 74.3% Sunday, is consistently low, with the three day type recovery rates declining compared to Q3. This line had overall low ridership, and was cut back to the north end of downtown LA near Union Station, connecting with other buses and rail services for access to other parts of downtown LA. This line became Line 296 in December 2024, with more direct connectivity to the A Line at Lincoln/Cypress Station; the line will no longer enter downtown.

Two Tier 3 and 4 lines had notable ridership declines, likely linked to COVID-19 impacts:

- Line 601 Warner Center Shuttle (28.7%, a decline from 36.3% recovery weekdays in Q3, with 33.4% Saturday (up from 27.9% in Q3) , and 31.7% Sunday (down from 37.0% in Q3), operates in a western San Fernando Valley office park with a largely closed retail mall. This service will need further review due to its very low productivity. This office park has been significantly impacted by post-COVID telecommute work patterns. This line had the lowest recovery of all and was the only line below 40% recovery weekdays and weekends.
- Line 177 between Pasadena and the Jet Propulsion Lab (JPL) which only runs weekday peak periods has also seen a low ridership recovery (47.0%, down from 64.7% in Q3), likely for the same work pattern changes associated with more telecommuting. JPL also announced downsizing of staffing by 400 jobs in 2024. This line was transferred to Pasadena Transit to become their Line 53 in December 2024 as planned in the NextGen Bus Plan.

Pasadena/Altadena and Metro Micro

The Tier 3 and 4 lines in the Pasadena/Altadena area (Lines 256, 258, 267, 268, 287, 487/489, 662, 686) went through significant restructuring. The area also now has one of

Metro's busiest microtransit zones which replaced some fixed route service such as lines through Sierra Madre. This area requires more review in conjunction with the review of Metro Micro. It includes a mix of lines such as 487/489 freeway express lines to downtown LA which are impacted, especially weekdays, by downtown LA economic recovery though frequency was increased in December 2023, and Line 487 was truncated through Sierra Madre in conjunction with the Metro Micro launch.

Weekday ridership recovery may also be impacted by economic recovery and changes in office and other jobs in Pasadena, similar to downtown LA. Line 268 to Sierra Madre Bl was restored in the June 2024 service change, and Lines 267 and 686 are being merged into new Line 267 in December 2024 and will provide 30-minute weekday service between Pasadena and Altadena to help increase weekday ridership recovery which was 65.5% weekdays (up from 62.4% in Q3), but a high 105.3% Saturday (down from 112.4% in Q3), and 116.5% Sunday (up from 112.7% in Q3), so weekday and Sunday ridership recovered more in Q4 than Q3 here.

Bus Speed and Reliability

As part of the NextGen Bus Plan, over 70 miles of bus priority lanes have been implemented across Metro's service area. In 2020-2021, the primary focus was on new bus lanes in downtown LA on key streets serving multiple Metro bus lines such as Flower, Figueroa, 5th, 6th, Grand, Olive, and Aliso Sts. This was followed by Alvarado St (Line 2) and most recently in 2023 by Venice Bl, La Brea Av, and Sepulveda Bl and in 2024 the Roscoe peak period bus lanes. Data shows speed improvements as well as the perception of such speed improvements by riders in post-implementation surveys. These lanes will help support ridership recovery through increasing service reliability and decreasing bus travel times. They will also be complemented by additional bus priority lanes such as Florence Av and Vermont Av (construction in CY2025) plus an expanded transit signal priority program launching in CY2025.

Weekday Ridership Recovery Comparison by Line/Line Group –Quarter 4, Calendar Year 2019 to Quarter 4, Calendar Year 2024

ATTACHMENT B

Line Description	Line (2019)	Avg Wkday Boardings 2019 Q4	Line (2024)	Avg Wkday Boardings 2024 Q4	Wkday Ridership Recovery 2024 vs 2019	Wkday RSH 2019	Wkday RSH 2024	% 2024 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2024	Productivity % 2024 over 2019
E Olympic Bl/W 8th St	66	10,478	66	12,792	122.1%	187.7	272.6	145.2%	55.8	46.9	84.1%
Tampa Av & Winnetka Av	243	1,591	242	1,928	121.2%	52.9	63.6	120.2%	30.1	30.3	100.8%
Balboa Bl	236	1,629	235/236	1,964	120.6%	53.9	81.2	150.6%	30.2	24.2	80.0%
Sherman Way	163	8,826	162	10,292	116.6%	199.8	246.1	123.2%	44.2	41.8	94.7%
Rosecrans Av	125	4,507	125	5,183	115.0%	142.7	178.1	124.8%	31.6	29.1	92.1%
Rosemead Bl	266	4,798	266	5,427	113.1%	129.4	191.9	148.3%	37.1	28.3	76.3%
Vermont Av Local	204	19,883	204	22,276	112.0%	274.9	334.7	121.8%	72.3	66.6	92.0%
Willowbrook Av	202	225	202	252	112.0%	19.2	27.9	145.3%	11.7	9.0	77.1%
El Monte - Long Beach VA Express	577	955	577	1,061	111.1%	66.1	79.3	120.0%	14.4	13.4	92.6%
Alondra Bl	128	1,080	128	1,196	110.7%	47.8	43.6	91.2%	22.6	27.4	121.4%
Vanowen St	165	7,792	165	8,525	109.4%	189.5	221.4	116.8%	41.1	38.5	93.6%
Nordhoff St	166	5,984	166	6,535	109.2%	148.8	150.1	100.9%	40.2	43.5	108.3%
LAC USC Medical Center Shuttle	605	2,223	605	2,404	108.1%	54.9	64.6	117.7%	40.5	37.2	91.9%
Downtown LA - Glenoaks Bl - Sylmar	92	5,502	92	5,915	107.5%	185.8	237.2	127.7%	29.6	24.9	84.2%
Victory Bl	164	6,012	164	6,380	106.1%	167.3	204.4	122.2%	35.9	31.2	86.9%
Century Bl	117	8,701	117	9,186	105.6%	222.5	233.9	105.1%	39.1	39.3	100.4%
Van Nuys Bl Local	233	11,052	233	13,327	105.0%	703.3	789	112.2%	40.3	37.8	93.6%
Van Nuys Bl - Westside Rapid (788); new Van Nuys Bl Westside Rapid (761)	788	1,925	761	7,378							
Sepulveda Bl Local	234	5,257	234	9,083							
Sepulveda Bl - Westside Rapid (734)	734	5,825									
Reseda/Ventura/Van Nuys Rapid	744	4,301									
Compton Av	55	7,398	55	7,725	104.4%	176.2	199.7	113.3%	42.0	38.7	92.1%
Soto St	251	8,070	251	14,860	103.7%	337.2	359		42.5	41.4	97.4%
Soto St - Griffin Av	252	2,185									
Soto St Rapid	751	4,071									
Gage Av	110	7,743	110	8,020	103.6%	205.3	227.3	110.7%	37.7	35.3	93.6%
Hawthorne Bl, Rancho Palos Verdes	344	1,382	344	1,430	103.5%	63.6	63.3	99.5%	21.7	22.6	104.0%
Roscoe Bl	152	10,455	152	10,665	102.0%	225.7	231.6	102.6%	46.3	46.0	99.4%

RSH = Revenue Service Hours

Line Description	Line (2019)	Avg Wkday Boardings 2019 Q4	Line (2024)	Avg Wkday Boardings 2024 Q4	Wkday Ridership Recovery 2024 vs 2019	Wkday RSH 2019	Wkday RSH 2024	% 2024 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2024	Productivity % 2024 over 2019
Florence Av	111	14,722	111	14,980	101.8%	282.1	347.9	123.3%	52.2	43.1	82.5%
LAX - Long Beach via Sepulveda BI, Pacific Coast Hwy	232	4,475	232	4,533	101.3%	188.8	197.2	104.4%	23.7	23.0	97.0%
Central Av	53	11,637	53	11,698	100.5%	237.0	291.3	122.9%	49.1	40.2	81.8%
3rd St	16	21,304	16	20,619	99.8%	426.1	486.1	114.1%	50.0	43.7	87.5%
Robertson BI - Beverwil Dr			617	642							
Ventura BI Local	150	8,277	150	3,162	98.1%	517.3	518.5	1.00232	33.8	33.1	97.9%
Reseda BI/Ventura BI Local			240	12,186							
Topanga Canyon BI (245); De Soto Av (244)	245	2,574	244	1,822							
Reseda/Ventura/Van Nuys Rapid	744	4,301									
Ventura BI Rapid	750	2,342									
Slauson Av	108	15,044	108	14,638	97.3%	331.9	376.3	113.4%	45.3	38.9	85.8%
Hoover St	603	7,187	603	7,903	96.9%	225.8	235	104.1%	36.1	33.6	93.1%
Silver Lake	201	970									
Saticoy St	169	2,193	169	2,079	94.8%	87.0	80	92.0%	25.2	26.0	103.1%
Paramount BI	265	1,397	265	1,324	94.8%	51.6	47.1	91.3%	27.1	28.1	103.8%
San Pedro - Willowbrook via Vermont Av, Wilmington Av	205	3,437	205	3,140	94.7%	289.8	291.4	100.6%	24.7	23.3	94.1%
San Pedro - Harbor Gateway Transit Center - USC	550	1,343	550	459							
San Pedro - Harbor Gateway Transit Center via Avalon BI	246	2,379	246	3,177							
Venice BI Local	33	10,229	33	16,870	94.6%	494.3	500.7	101.3%	36.1	33.7	93.4%
Venice BI Rapid	733	7,595									
Santa Monica BI Local	4	14,738	4	23,666	94.4%	642.1	633.4	98.6%	39.0	37.4	95.7%
Santa Monica BI Rapid	704	10,331									
Vernon Av, La Cienega BI	105	10,158	105	14,710	93.1%	356.1	348.5	97.9%	44.3	42.2	95.2%
Vernon Av, La Cienega BI Rapid	705	5,635									
Western Av Local	207	15,723	207	25,444	92.0%	425.2	440.2	103.5%	65.0	57.8	88.9%
Western Av Rapid	757	11,929									
Downtown LA - South Arcadia via Huntington Dr/Las Tunas Dr	78	8,727	78	7,025	91.0%	364.1	314	86.2%	24.0	25.3	105.5%
Rose Hill - Arcadia via Huntington Dr			179	914							
La Brea Av	212	10,575	212	9,610	90.9%	240.2	300.1	124.9%	44.0	32.0	72.7%

Line Description	Line (2019)	Avg Wkday Boardings 2019 Q4	Line (2024)	Avg Wkday Boardings 2024 Q4	Wkday Ridership Recovery 2024 vs 2019	Wkday RSH 2019	Wkday RSH 2024	% 2024 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2024	Productivity % 2024 over 2019
Huntington Park Shuttle	611	1,537	611	1,393	90.6%	55.8	50.1	89.8%	27.5	27.8	100.9%
Artesia - Pasadena via Atlantic BI and Fair Oaks Av	260	9,338	260	10,968	90.2%	379.6	329.3	86.7%	34.4	35.7	103.9%
Atlantic BI Rapid (762)/Altadena - Pasadena (660)	762	3,717	660	804							
Plummer St, Woodman Av	158	2,031	158	1,815	89.4%	58.5	49.9	85.3%	34.7	36.4	104.8%
Montebello - Downtown LA via Cesar Chavez Av	68	5,356			89.0%	582.3	595.3	102.2%	38.7	33.7	87.0%
El Monte - Downtown LA via Garvey Av and Cesar Chavez Av Local	70	9,274									
Downtown LA - City Terrace - CSULA	71	1,544	70	15,670							
Montebello - Downtown LA - Monterey Park via Cesar Chavez Av & City Terrace	106	464	106	4,362							
El Monte - Downtown LA via Garvey Av and Cesar Chavez Av Rapid	770	5,880									
MLK - Hawthorne BI	40	13,647	40	14,086	89.0%	415.6	440.2	105.9%	38.1	32.0	84.0%
Hawthorne BI Rapid	740	2,178									
Hollywood - Pasadena	180	8,147	180	7,785	88.2%	594.4	583.9	98.2%	35.7	32.0	89.7%
Hollywood BI Fairfax BI	217	6,506	217	10,899							
Hollywood/Fairfax - Pasadena Rapid	780	6,542									
Downtown LA - Foothill BI	90	7,144	90	6,059	88.0%	579.5	627.6	108.3%	32.1	26.9	83.8%
Hollywood Way	222	1,280	222	1,113							
Lankershim BI	224	7,224	224	6,740							
Whiteoak Av, Woodley Av	237	2,011	237	1,849							
Whiteoak Av	239	971									
Foothill BI			690	1,142							
Manchester Av - Firestone BI	115	14,135	115	12,301	87.0%	301.9	291.8	96.7%	46.8	42.2	90.0%
Normandie Av	206	10,461	206	9,105	87.0%	189.9	202.6	106.7%	55.1	44.9	81.6%
North Hollywood - Pasadena Express	501	1,522	501	1,321	86.8%	93.0	83.7	90.0%	16.4	15.8	96.4%
Downtown LA - Norwalk - Disneyland	460	4,949	460	4,277	86.4%	219.4	178.5	81.4%	22.6	24.0	106.2%
Whitter BI W 6th St	18	17,249	18	20,413	85.9%	1180.5	1275.3	108.0%	48.7	38.7	79.5%
Wilshire BI Local	20	12,679	20	8,954							
Wilshire BI Rapid	720	27,545	720	19,989							
CSULA - City Terrace Shuttle	665	724	665	620	85.6%	27.1	34.9	128.8%	26.7	17.8	66.5%

Line Description	Line (2019)	Avg Wkday Boardings 2019 Q4	Line (2024)	Avg Wkday Boardings 2024 Q4	Wkday Ridership Recovery 2024 vs 2019	Wkday RSH 2019	Wkday RSH 2024	% 2024 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2024	Productivity % 2024 over 2019
Downtown LA - San Fernando Rd - North Hollywood	94	4,228	94	7,035	85.3%	454.0	404.8	89.2%	26.2	25.1	95.7%
San Fernando Rd Rapid (794)/Burbank - Sylmar San Fernando Rd (294)	794	3,891	294	1,380							
Magnolia BI North Hollywood - Burbank - Glendale	183	1,669									
Burbank BI Oxnard St	154	775	154	572							
Riverside Dr	155	1,341	155	1,170							
Sunset BI (became Sunset BI - Alvarado St)	002	11,853	002	19,294	84.9%	496.5	472.4	95.1%	45.8	40.8	89.2%
Alvarado St	200	10,875			83.9%	137.6	131.9	95.9%	26.6	23.3	87.5%
Imperial Hwy	120	3,663	120	3,073	83.0%	427.5	389.6	91.1%	46.8	42.7	91.1%
J Line BRT - El Monte - Downtown LA - Harbor Transitway - San Pedro	910/950	20,015	910/950	16,618	81.9%	376.6	347.2	92.2%	43.5	38.6	88.8%
Crenshaw BI Local	210	10,114	210	13,408							
Crenshaw BI Rapid	710	6,266			81.8%	475.5	414.3	87.1%	40.0	37.6	93.9%
Broadway Local	45	11,583	45	13,588							
Broadway Rapid	745	6,656									
Compton BI, Somerset BI	127	804	127	1,984	80.9%	419.8	426.8	101.7%	42.9	34.2	79.6%
Downtown LA - Artesia via Long Beach BI	60	13,559	60	14,576							
Long Beach BI Rapid	760	4,462			80.5%	415.0	429.6	103.5%	55.3	43.0	77.8%
Avalon BI, W 7th St	51	22,950	51	18,485	79.7%	415.2	353.3	85.1%	39.3	36.8	93.6%
Figueroa St	81	13,252	81	10,076							
Downtown LA - Eagle Rock via York BI	83	2,465									
Silver Lake - East Hollywood	175	609	182	2,929	79.4%	100.3	93.1	92.8%	40.6	34.7	85.5%
Laurel Canyon BI	230	4,072	230	3,232	77.2%	159.4	127.5	80.0%	26.1	25.2	96.5%
Telegraph Rd	62	4,158	62	3,210	76.1%	212.4	214.9	101.2%	38.0	28.6	75.2%
Valley BI	76	8,079	76	6,148	74.0%	401.1	309	77.0%	35.4	34.0	96.0%
Olympic BI Local	28	8,406	28	10,492							
Olympic BI Rapid	728	5,776			71.6%	382.5	277	72.4%	44.4	43.9	98.8%
Beverly BI - W Adams BI	14/37	16,997	14/37	12,162	71.2%	297.8	231.6	77.8%	40.0	36.6	91.5%
Pico BI	30	11,903	30	8,474	70.7%	238.9	231.7	97.0%	83.7	61.0	72.9%
Vermont Av Rapid	754	19,994	754	14,138	70.0%	80.4	59.9	74.5%	19.3	18.1	94.0%
Santa Monica - Malibu via Pacific Coast Hwy	534	1,550	134	1,085							

Line Description	Line (2019)	Avg Wkday Boardings 2019 Q4	Line (2024)	Avg Wkday Boardings 2024 Q4	Wkday Ridership Recovery 2024 vs 2019	Wkday RSH 2019	Wkday RSH 2024	% 2024 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2024	Productivity % 2024 over 2019
Canoga Station - Thousand Oaks	161	1,151	161	803	69.8%	55.7	49.2	88.3%	20.7	16.3	79.0%
Washington Bl/W Jefferson Bl	35/38	7,571	35/38	5,258	69.4%	209.5	152	72.6%	36.1	34.6	95.7%
Studio City - Beverly Hills	218	933	218	628	67.3%	50.0	34.3	68.6%	18.7	18.3	98.1%
Coldwater Canyon Av - Devonshire St	167	2,300	167	1,535	66.7%	89.8	69.5	77.4%	25.6	22.1	86.2%
Prairie Av/Inglewood Av	211/215	587	211/215	389	66.3%	33.8	27	79.9%	17.4	14.4	83.0%
Pasadena - Highland Park - Eastern Av	256	1,548	256	462	65.5%	675.1	497.4	73.7%	22.3	19.8	88.9%
Fremont Av - Eastern Av - Garfield Av	258	2,709	258	2,247							
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Los Robles Av (687); Allen Av (686)	687	1,239	686								
Downtown LA - San Gabriel Bl (487) - Rosemead Bl (489)	487/489	3,424	487/489	1,408							
G Line BRT - North Hollywood - Canoga Park - Chatsworth	901	21,401	901	13,964	65.2%	345.6	296.9	85.9%	61.9	47.0	76.0%
Melrose Av/Main St/San Pedro St	10/48	11,395	10/48	7,304	64.1%	284.3	216.2	76.0%	40.1	33.8	84.3%
Westwood - Pacific Palisades	602	1,662	602	1,048	63.1%	76.9	54.5	70.9%	21.6	19.2	89.0%
La Tijera Bl, Exposition Bl	102	2,516	102	1,487	59.1%	90.1	68.6	76.1%	27.9	21.7	77.6%
Van Ness Av/Arlington Av	209	835	209	409	49.0%	44.0	31.4	71.4%	19.0	13.0	68.6%
Caltech - Pasadena - Jet Propulsion Laboratory	177	362	177	170	47.0%	15.5	16.1	103.9%	23.4	10.6	45.2%
Riverside Dr	96	1,313	96	570	43.4%	85.7	47.6	55.5%	15.3	12.0	78.2%
Warner Center Shuttle	601	1,208	601	347	28.7%	73.9	37.1	50.2%	16.3	9.4	57.2%
Manhattan Beach Bl	126	196			Discontinued	13.8	N/A	N/A	14.2	N/A	N/A
Artesia Bl	130	2,493			Transferred to Municipal Agencies	106.6	N/A	N/A	23.4	N/A	N/A
Boyle Av	254	754			Discontinued	37.5	N/A	N/A	20.1	N/A	N/A
Manchester Av Express	442	171			Discontinued	10.3	N/A	N/A	16.6	N/A	N/A
Windsor Hills - Inglewood	607	52			Discontinued	9.2	N/A	N/A	5.7	N/A	N/A
South Gate Shuttle	612	1,083			Replaced with Micro	53.6	N/A	N/A	20.2	N/A	N/A

Line Description	Line (2019)	Avg Wkday Boardings 2019 Q4	Line (2024)	Avg Wkday Boardings 2024 Q4	Wkday Ridership Recovery 2024 vs 2019	Wkday RSH 2019	Wkday RSH 2024	% 2024 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2024	Productivity % 2024 over 2019
LAX C Line Shuttle	625	321			Replaced with Micro	18.7	N/A	N/A	17.2	N/A	N/A
Glassell Park - Glendale College	685	574			Replaced with Micro	29.7	N/A	N/A	19.3	N/A	N/A

Saturday Ridership Recovery Comparison by Line/Line Group – Quarter 4, Calendar Year 2019 to Quarter 4, Calendar Year 2024

ATTACHMENT C

Line Description	Line (2019)	Avg Sat Boardings 2019 Q4	Line (2024)	Avg Sat Boardings 2024 Q4	Sat Ridership Recovery 2024 vs 2019	Sat RSH 2019	Sat RSH 2024	% 2024 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2024	Productivity % 2024 over 2019
E Olympic Bl/W 8th St	66	10,478	66	12,792	122.1%	187.7	272.6	145.2%	55.8	46.9	84.1%
Tampa Av & Winnetka Av	243	1,591	242	1,928	121.2%	52.9	63.6	120.2%	30.1	30.3	100.8%
Balboa Bl	236	1,629	235/236	1,970	120.9%	53.9	81.2	150.6%	30.2	24.3	80.3%
Sherman Way	163	8,826	162	10,292	116.6%	199.8	246.1	123.2%	44.2	41.8	94.7%
Rosecrans Av	125	4,507	125	5,183	115.0%	142.7	178.1	124.8%	31.6	29.1	92.1%
Rosemead Bl	266	4,798	266	5,427	113.1%	129.4	191.9	148.3%	37.1	28.3	76.3%
Vermont Av Local	204	19,883	204	22,276	112.0%	274.9	334.7	121.8%	72.3	66.6	92.0%
Willowbrook Av	202	225	202	252	112.0%	19.2	27.9	145.3%	11.7	9.0	77.1%
El Monte - Long Beach VA Express	577	955	577	1,061	111.1%	66.1	79.3	120.0%	14.4	13.4	92.6%
Alondra Bl	128	1,080	128	1,196	110.7%	47.8	43.6	91.2%	22.6	27.4	121.4%
Vanowen St	165	7,792	165	8,525	109.4%	189.5	221.4	116.8%	41.1	38.5	93.6%
Nordhoff St	166	5,984	166	6,535	109.2%	148.8	150.1	100.9%	40.2	43.5	108.3%
LAC USC Medical Center Shuttle	605	2,223	605	2,404	108.1%	54.9	64.6	117.7%	40.5	37.2	91.9%
Downtown LA - Glenoaks Bl - Sylmar	92	5,502	92	5,915	107.5%	185.8	237.2	127.7%	29.6	24.9	84.2%
Victory Bl	164	6,012	164	6,380	106.1%	167.3	204.4	122.2%	35.9	31.2	86.9%
Century Bl	117	8,701	117	9,186	105.6%	222.5	233.9	105.1%	39.1	39.3	100.4%
Van Nuys Bl Local	233	11,052	233	13,327	105.0%	703.3	789	112.2%	40.3	37.8	93.6%
Van Nuys Bl - Westside Rapid (788); new Van Nuys Bl Westside Rapid (761)	788	1,925	761	7,378							
Sepulveda Bl Local	234	5,257	234	9,083							
Sepulveda Bl - Westside Rapid (734)	734	5,825									
Reseda/Ventura/Van Nuys Rapid	744	4,301									
Compton Av	55	7,398	55	7,725	104.4%	176.2	199.7	113.3%	42.0	38.7	92.1%
Soto St	251	8,070	251	14,860	103.7%	337.2	359		42.5	41.4	97.4%
Soto St - Griffin Av	252	2,185									
Soto St Rapid	751	4,071									
Gage Av	110	7,743	110	8,020	103.6%	205.3	227.3	110.7%	37.7	35.3	93.6%
Hawthorne Bl, Rancho Palos Verdes	344	1,382	344	1,430	103.5%	63.6	63.3	99.5%	21.7	22.6	104.0%
Roscoe Bl	152	10,455	152	10,665	102.0%	225.7	231.6	102.6%	46.3	46.0	99.4%

RSH = Revenue Service Hours

Line Description	Line (2019)	Avg Sat Boardings 2019 Q4	Line (2024)	Avg Sat Boardings 2024 Q4	Sat Ridership Recovery 2024 vs 2019	Sat RSH 2019	Sat RSH 2024	% 2024 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2024	Productivity % 2024 over 2019
Florence Av	111	14,722	111	14,980	101.8%	282.1	347.9	123.3%	52.2	43.1	82.5%
LAX - Long Beach via Sepulveda BI, Pacific Coast Hwy	232	4,475	232	4,533	101.3%	188.8	197.2	104.4%	23.7	23.0	97.0%
Central Av	53	11,637	53	11,698	100.5%	237.0	291.3	122.9%	49.1	40.2	81.8%
3rd St	16	21,304	16	20,619	99.8%	426.1	486.1	114.1%	50.0	43.7	87.5%
Robertson BI - Beverwil Dr			617	642							
Ventura BI Local	150	8,277	150	3,162	98.1%	517.3	518.5	1.00232	33.8	33.1	97.9%
Reseda BI/Ventura BI Local			240	12,186							
Topanga Canyon BI (245); De Soto Av (244)	245	2,574	244	1,822							
Reseda/Ventura/Van Nuys Rapid	744	4,301									
Ventura BI Rapid	750	2,342									
Slauson Av	108	15,044	108	14,638	97.3%	331.9	376.3	113.4%	45.3	38.9	85.8%
Hoover St	603	7,187	603	7,903	96.9%	225.8	235	104.1%	36.1	33.6	93.1%
Silver Lake	201	970									
Saticoy St	169	2,193	169	2,079	94.8%	87.0	80	92.0%	25.2	26.0	103.1%
Paramount BI	265	1,397	265	1,324	94.8%	51.6	47.1	91.3%	27.1	28.1	103.8%
San Pedro - Willowbrook via Vermont Av, Wilmington Av	205	3,437	205	3,140	94.7%	289.8	291.4	100.6%	24.7	23.3	94.1%
San Pedro - Harbor Gateway Transit Center - USC	550	1,343	550	459							
San Pedro - Harbor Gateway Transit Center via Avalon BI	246	2,379	246	3,177							
Venice BI Local	33	10,229	33	16,870	94.6%	494.3	500.7	101.3%	36.1	33.7	93.4%
Venice BI Rapid	733	7,595									
Santa Monica BI Local	4	14,738	4	23,666	94.4%	642.1	633.4	98.6%	39.0	37.4	95.7%
Santa Monica BI Rapid	704	10,331									
Vernon Av, La Cienega BI	105	10,158	105	14,710	93.1%	356.1	348.5	97.9%	44.3	42.2	95.2%
Vernon Av, La Cienega BI Rapid	705	5,635									
Western Av Local	207	15,723	207	25,444	92.0%	425.2	440.2	103.5%	65.0	57.8	88.9%
Western Av Rapid	757	11,929									
Downtown LA - South Arcadia via Huntington Dr/Las Tunas Dr	78	8,727	78	7,025	91.0%	364.1	314	86.2%	24.0	25.3	105.5%
Rose Hill - Arcadia via Huntington Dr			179	914							
La Brea Av	212	10,575	212	9,610	90.9%	240.2	300.1	124.9%	44.0	32.0	72.7%
Huntington Park Shuttle	611	1,537	611	1,393	90.6%	55.8	50.1	89.8%	27.5	27.8	100.9%

Line Description	Line (2019)	Avg Sat Boardings 2019 Q4	Line (2024)	Avg Sat Boardings 2024 Q4	Sat Ridership Recovery 2024 vs 2019	Sat RSH 2019	Sat RSH 2024	% 2024 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2024	Productivity % 2024 over 2019
Artesia - Pasadena via Atlantic BI and Fair Oaks Av	260	9,338	260	10,968	90.2%	379.6	329.3	86.7%	34.4	35.7	103.9%
Atlantic BI Rapid (762)/Altadena - Pasadena (660)	762	3,717	660	804							
Plummer St, Woodman Av	158	2,031	158	1,815	89.4%	58.5	49.9	85.3%	34.7	36.4	104.8%
Montebello - Downtown LA via Cesar Chavez Av	68	5,356			89.0%	582.3	595.3	102.2%	38.7	33.7	87.0%
El Monte - Downtown LA via Garvey Av and Cesar Chavez Av Local	70	9,274									
Downtown LA - City Terrace - CSULA	71	1,544	70	15,670							
Montebello - Downtown LA - Monterey Park via Cesar Chavez Av & City Terrace	106	464	106	4,362							
El Monte - Downtown LA via Garvey Av and Cesar Chavez Av Rapid	770	5,880									
MLK - Hawthorne BI	40	13,647	40	14,086	89.0%	415.6	440.2	105.9%	38.1	32.0	84.0%
Hawthorne BI Rapid	740	2,178									
Hollywood - Pasadena	180	8,147	180	7,785	88.2%	594.4	583.9	98.2%	35.7	32.0	89.7%
Hollywood BI Fairfax BI	217	6,506	217	10,899							
Hollywood/Fairfax - Pasadena Rapid	780	6,542									
Downtown LA - Foothill BI	90	7,144	90	6,059	88.0%	579.5	627.6	108.3%	32.1	26.9	83.8%
Hollywood Way	222	1,280	222	1,113							
Lankershim BI	224	7,224	224	6,740							
Whiteoak Av, Woodley Av	237	2,011	237	1,849							
Whiteoak Av	239	971									
Foothill BI			690	1,142							
Manchester Av - Firestone BI	115	14,135	115	12,301	87.0%	301.9	291.8	96.7%	46.8	42.2	90.0%
Normandie Av	206	10,461	206	9,105	87.0%	189.9	202.6	106.7%	55.1	44.9	81.6%
North Hollywood - Pasadena Express	501	1,522	501	1,321	86.8%	93.0	83.7	90.0%	16.4	15.8	96.4%
Downtown LA - Norwalk - Disneyland	460	4,949	460	4,277	86.4%	219.4	178.5	81.4%	22.6	24.0	106.2%
Whitter BI W 6th St	018	17,249	018	20,413	85.9%	1180.5	1275.3	108.0%	48.7	38.7	79.5%
Wilshire BI Local	020	12,679	020	8,954							
Wilshire BI Rapid	720	27,545	720	19,989							
CSULA - City Terrace Shuttle	665	724	665	620	85.6%	27.1	34.9	128.8%	26.7	17.8	66.5%
Downtown LA - San Fernando Rd - North Hollywood	094	4,228	094	7,035	85.3%	454.0	404.8	89.2%	26.2	25.1	95.7%
San Fernando Rd Rapid (794)/Burbank - Sylmar San Fernando Rd (294)	794	3,891	294	1,380							

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Magnolia BI North Hollywood - Burbank - Glendale	183	1,669									
Burbank BI Oxnard St	154	775	154	572							
Riverside Dr	155	1,341	155	1,170							
Sunset BI (became Sunset BI - Alvarado St)	2	11,853	2	19,294	84.9%	496.5	472.4	95.1%	45.8	40.8	89.2%
Alvarado St	200	10,875									
Imperial Hwy	120	3,663	120	3,073	83.9%	137.6	131.9	95.9%	26.6	23.3	87.5%
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Caltech - Pasadena - Jet Propulsion Laboratory	177	362	177	170	47.0%	15.5	16.1	103.9%	23.4	10.6	45.2%
Riverside Dr	96	1,313	96	570	43.4%	85.7	47.6	55.5%	15.3	12.0	78.2%
Warner Center Shuttle	601	1,208	601	347	28.7%	73.9	37.1	50.2%	16.3	9.4	57.2%
Manhattan Beach BI	126	196			Discontinued	13.8	N/A	N/A	14.2	N/A	N/A
Artesia BI	130	2,493			Transferred to Municipal Agencies	106.6	N/A	N/A	23.4	N/A	N/A
Boyle Av	254	754			Discontinued	37.5	N/A	N/A	20.1	N/A	N/A
Manchester Av Express	442	171			Discontinued	10.3	N/A	N/A	16.6	N/A	N/A
Windsor Hills - Inglewood	607	52			Discontinued	9.2	N/A	N/A	5.7	N/A	N/A
South Gate Shuttle	612	1,083			Replaced with Micro	53.6	N/A	N/A	20.2	N/A	N/A
LAX C Line Shuttle	625	321			Replaced with Micro	18.7	N/A	N/A	17.2	N/A	N/A
Glassell Park - Glendale College	685	574			Replaced with Micro	29.7	N/A	N/A	19.3	N/A	N/A

Sunday Ridership Recovery Comparison by Line/Line Group – Quarter 4, Calendar Year 2019 to Quarter 4, Calendar Year 2024

ATTACHMENT D

Line Description	Line (2019)	Avg Sun Boardings 2019 Q4	Line (2024)	Avg Sun Boardings Q4-2024	Sun Ridership Recovery 2024 vs 2019	Sun RSH 2019	Sun RSH 2024	RSH % 2023 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2024	Productivity % 2024 over 2019
CSULA - City Terrace Shuttle	665	128	665	277	216.4%	11.7	30.3	259.0%	10.9	9.1	84%
Rosecrans Av	125	1,662	125	2,537	152.6%	71.2	106.9	150.1%	23.3	23.7	102%
Sherman Way	163	3,506	162	5,252	149.8%	89.4	134.9	150.9%	39.2	38.9	99%
North Hollywood - Pasadena Express	501	442	501	657	148.6%	31.4	60.2	191.7%	14.1	10.9	78%
Nordhoff St	166	1,800	166	2,654	147.4%	55.9	79.9	142.9%	32.2	33.2	103%
Rosemead BI	266	2,317	266	3,336	144.0%	76	126.5	166.4%	30.5	26.4	87%
LAC USC Medical Center Shuttle	605	709	605	1,009	142.3%	27	49.6	183.7%	26.3	20.3	77%
Westwood - Pacific Palisades	602	371	602	528	142.3%	37.3	50	134.0%	9.9	10.6	106%
Roscoe BI	152	4,152	152	5,846	140.8%	102.8	170.4	165.8%	40.4	34.3	85%
Van Nuys BI Local	233	6,356	233	8,602	138.1%	139.2	220.2	157.4%	35.9	31.5	88%
Sepulveda BI	234	4,590	234	4,847		168.5	179.1				
Sepulveda BI - Westside Rapid	744	1,329	761	3,503		34.6	139.6				
Vanowen St	165	2,692	165	3,672	136.4%	77	111.8	145.2%	35.0	32.8	94%
Downtown LA - Foothill BI	90	2,312	90	3,377	132.0%	87	144.9	162.1%	24.1	19.6	81%
Hollywood Way	222	657	222	616		52.9	56.7				
Lankershim BI	224	3,314	224	3,804		92.3	156.6				
Whiteoak Av, Woodley Av	237	753	237	982		60.3	68.7				
Foothill BI			690	506		0	47.1				
Balboa BI	236	426	236	562	131.9%	25.8	45.5	176.4%	16.5	12.4	75%
Downtown LA - San Fernando Rd - North Hollywood	94	4,022	94	4,417	129.9%	160.3	165.4	158.8%	23.2	19.0	82%
Burbank BI Oxnard St			154	369		0	35.9				
Riverside Dr	155	504	155	769		28.7	61.9				
Magnolia BI North Hollywood - Burbank - Glendale	183	471				26.3	0				
Burbank - Sylmar San Fernando Rd			294	938		0	78.7				
E Olympic BI/W 8th St	66	5,497	66	7,125	129.6%	124.1	180.5	145.4%	44.3	39.5	89%
Central Av	53	4,934	53	6,213	125.9%	125.7	210	167.1%	39.3	29.6	75%
Downtown LA - Glenoaks BI - Sylmar	92	2,814	92	3,537	125.7%	123.2	158.7	128.8%	22.8	22.3	98%
Hawthorne BI, Rancho Palos Verdes	344	671	344	836	124.6%	39.7	44.5	112.1%	16.9	18.8	111%

RSH = Revenue Service Hours

Line Description	Line (2019)	Avg Sun Boardings 2019 Q4	Line (2024)	Avg Sun Boardings Q4-2024	Sun Ridership Recovery 2024 vs 2019	Sun RSH 2019	Sun RSH 2024	RSH % 2023 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2024	Productivity % 2024 over 2019
Canoga Station - Thousand Oaks	161	379	161	469	123.7%	27.4	40.8	148.9%	13.8	11.5	83%
Century BI	117	4,112	117	5,070	123.3%	121.8	122.1	100.2%	33.8	41.5	123%
Gage Av	110	2,822	110	3,448	122.2%	98.9	111.3	112.5%	28.5	31.0	109%
Ventura BI	150	5,869	150	1,619	120.9%	185.8	90.9	158.0%	32.1	24.5	77%
Topanga Canyon BI	245	299	244	706		13.4	45.6				
Reseda BI - Ventura BI - Van Nuys BI Rapid	744	1,329	240	6,741		34.7	233				
San Pedro - Willowbrook via Vermont Av, Wilmington Av	205	1,179	205	1,244	120.8%	70.9	87	118.9%	16.9	17.2	102%
San Pedro - Harbor Gateway Transit Center via Avalon BI	246	1,219	246	2,149		60.9	110				
San Pedro - Harbor Gateway Transit Center	550	410				33.9	0				
Crenshaw BI	210	7,389	210	8,921	120.7%	189.3	311.4	164.5%	39.0	28.6	73%
Vermont Av Local	204	12,132	204	14,616	120.5%	196.5	257.9	131.2%	61.7	56.7	92%
Soto St	251	5,026	251	6,632	116.9%	149.9	234.3	130.5%	31.6	28.3	90%
Soto St - Griffin Av	252	649				29.6	0				
Pasadena - Highland Park - Eastern Av	256	570	256	327	116.5%	53.8	46.9	106.8%	12.5	13.6	109%
Fremont Av - Eastern Av - Garfield Av			258	868		0	55.9				
El Monte - Pasadena via Temple City BI and Del Mar BI	267	939	267	653		67.1	27.3				
El Monte - Pasadena via Baldwin Av	268	783	268	427		54.5	29.3				
Arcadia - Santa Anita Av - El Monte			287	241		0	16.8				
Downtown LA - San Gabriel BI	487	813	487	440		70.8	44.1				
Pasadena - Altadena via Lake Av, Lincoln Av			662	1,282		0	75.3				
Los Robles Av (687); Allen Av (686)	687	532	686			45.1	15.6				
Slauson Av	108	5,863	108	6,757	115.2%	150.2	219	145.8%	39.0	30.9	79%
Compton Av	55	3,154	55	3,617	114.7%	104	117.5	113.0%	30.3	30.8	102%
LAX - Long Beach via Sepulveda BI, Pacific Coast Hwy	232	2,493	232	2,847	114.2%	119.8	134.6	112.4%	20.8	21.2	102%
J Line BRT - El Monte - Downtown LA - Harbor Transitway - San Pedro	910/950	6,469	910/950	7,362	113.8%	201.6	202.5	100.4%	32.1	36.4	113%
Western Av Local	207	14,123	207	16,054	113.7%	206.2	300.6	145.8%	68.5	53.4	78%
Victory BI	164	2,442	164	2,709	110.9%	87.7	108.1	123.3%	27.8	25.1	90%
Imperial Hwy	120	1,509	120	1,674	110.9%	87.6	87.6	100.0%	17.2	19.1	111%
Santa Monica - Malibu via Pacific Coast Hwy	534	701	134	777	110.8%	44.4	51.1	115.1%	15.8	15.2	96%
Vernon Av, La Cienega BI	105	7,420	105	8,217	110.7%	167	220	131.7%	44.4	37.4	84%

Line Description	Line (2019)	Avg Sun Boardings 2019 Q4	Line (2024)	Avg Sun Boardings Q4-2024	Sun Ridership Recovery 2024 vs 2019	Sun RSH 2019	Sun RSH 2024	RSH % 2023 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2024	Productivity % 2024 over 2019
Studio City - Beverly Hills	218	408	218	447	109.6%	25.1	32.4	129.1%	16.3	13.8	85%
Santa Monica BI Local	4	9,619	4	17,278	109.4%	282.2	464.9	107.0%	36.3	37.2	102%
Santa Monica BI Rapid	704	6,169				152.3	0				
3rd St	16	11,642	16	12,411	109.2%	242.8	294.5	136.9%	47.9	38.3	80%
Robertson BI - Beverwil Dr			617	306		0	37.9				
Huntington Park Shuttle	611	791	611	863	109.1%	49.8	50.2	100.8%	15.9	17.2	108%
Montebello - Downtown LA via Cesar Chavez Av	68	3,565			108.4%	102.2	0	125.1%	33.3	28.9	87%
El Monte - Downtown LA via Garvey Av and Cesar Chavez Av	70	6,473	70	9,473		181.3	291.9				
Downtown LA - City Terrace - CSULA	71	401				29.6	0				
Montebello - Downtown LA - Monterey Park via Cesar Chavez Av & City Terrace			106	1,844		0	99.8				
Whitter BI W 6th St	18	8,744	18	13,290	108.1%	203.8	345	133.9%	38.8	31.4	81%
Wilshire BI Local	20	5,152	20	5,501		183.4	238.9				
Wilshire BI Rapid	720	14,310	720	11,692		339.1	388.3				
Sunset BI (became Sunset BI - Alvarado St)	2	5,814	2	12,851	107.6%	185.3	379.6	123.2%	38.8	33.9	87%
Alvarado St	200	6,126				122.7	0				
La Brea Av	212	5,078	212	5,455	107.4%	136.9	187.6	137.0%	37.1	29.1	78%
Manchester Av - Firestone BI	115	6,385	115	6,833	107.0%	165.3	168.1	101.7%	38.6	40.6	105%
Venice BI Local	33	4,876	33	10,741	105.7%	170.1	349.5	98.8%	28.7	30.7	107%
Venice BI Rapid	733	5,285				183.8	0				
Hollywood - Pasadena	180	7,507	180	5,386	105.5%	238.4	253.7	117.6%	31.6	28.4	90%
Hollywood BI Fairfax BI	217	4,114	217	6,873		129.3	178.6				
Artesia - Pasadena via Atlantic BI and Fair Oaks Av	260	5,862	260	5,442	105.3%	166.9	176.1	127.4%	35.1	29.0	83%
Pasadena - Altadena via Fair Oaks Av			660	731		0	36.5				
Plummer St, Woodman Av	158	721	158	738	102.4%	40.5	43	106.2%	17.8	17.2	96%
Figueroa St	81	5,899	81	5,999	102.1%	161.4	203.1	123.2%	30.5	25.3	83%
Downtown LA - Eagle Rock via York BI	83	1,322				75.7	0				
East Hollywood - Highland Park - Rose Hill			182	1,374		0	88.9				
MLK - Hawthorne BI	40	8,092	40	8,245	101.9%	245.7	297.8	121.2%	32.9	27.7	84%
Florence Av	111	8,470	111	8,523	100.6%	208.9	215.1	103.0%	40.5	39.6	98%

Line Description	Line (2019)	Avg Sun Boardings 2019 Q4	Line (2024)	Avg Sun Boardings Q4-2024	Sun Ridership Recovery 2024 vs 2019	Sun RSH 2019	Sun RSH 2024	RSH % 2023 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2024	Productivity % 2024 over 2019
Downtown LA - South Arcadia via Huntington Dr/Las Tunas Dr	78	4,452	78	3,792	100.0%	166.7	139.6	114.8%	26.7	23.3	87%
Rose Hill - Arcadia via Huntington Dr			179	659		0	51.8				
Laurel Canyon BI	230	1,499	230	1,488	99.3%	56.8	56.4	99.3%	26.4	26.4	100%
Downtown LA - Norwalk - Disneyland	460	2,905	460	2,860	98.5%	155.5	151.3	97.3%	18.7	18.9	101%
Normandie Av	206	5,426	206	5,195	95.7%	115.8	134.2	115.9%	46.9	38.7	83%
Avalon BI, W 7th St	51	12,208	51	11,608	95.1%	261.9	257.6	98.4%	46.6	45.1	97%
Paramount BI	265	594	265	563	94.8%	37.5	37.5	100.0%	15.8	15.0	95%
Broadway Local	45	8,085	45	8,315	93.9%	200.5	259.3	132.5%	38.1	27.0	71%
Compton BI, Somerset BI			127	973		0	84.3				
Broadway Rapid	745	1,805				58.8	0				
Hoover St	603	4,628	603	4,695	92.1%	127.5	160.3	103.0%	32.8	29.3	89%
Silver Lake	201	468				28.1	0				
Downtown LA - Artesia via Long Beach BI	60	8,586	60	7,878	91.8%	224.7	304.6	135.6%	38.2	25.9	68%
Beverly BI - W Adams BI	14/37	6,794	14/37	6,218	91.5%	186	209.4	112.6%	36.5	29.7	81%
Telegraph Rd	62	2,089	62	1,900	91.0%	89.4	86.5	96.8%	23.4	22.0	94%
Washington BI/W Jefferson BI	35/38	2,721	35/38	2,439	89.6%	105.7	103.1	97.5%	25.7	23.7	92%
Olympic BI Local	28	6,721	28	5,987	89.1%	226	209.3	92.6%	29.7	28.6	96%
Vermont Av Rapid	754	8,712	754	7,754	89.0%	111.7	140.7	126.0%	78.0	55.1	71%
Coldwater Canyon Av - Devonshire St	167	1,043	167	917	87.9%	69.1	68.8	99.6%	15.1	13.3	88%
Melrose Av/Main St/San Pedro St	10/48	4,250	10/48	3,635	85.5%	146.3	144.2	98.6%	29.0	25.2	87%
G Line BRT - North Hollywood - Canoga Park - Chatsworth	901	9,157	901	7,662	83.7%	220.5	232.9	105.6%	41.5	32.9	79%
Valley BI	76	4,575	076	3,856	84.3%	136	152.7	112.3%	33.6	25.3	75%
La Tijera BI, Exposition BI	102	1,305	102	1,082	82.9%	78.1	66.8	85.5%	16.7	16.2	97%
Pico BI	30	7,675	30	5,736	74.7%	203.1	175.1	86.2%	37.8	32.8	87%
Riverside Dr	96	526	96	393	74.7%	38.8	31.6	81.4%	13.6	12.4	92%
Warner Center Shuttle	601	662	601	210	31.7%	70.7	37.1	52.5%	9.4	5.7	60%
Alondra BI			128	583	New Sunday Service	0	43.7	N/A	N/A	13.3	N/A
Tampa Av & Winnetka Av			242/243	927	New Sunday Service	0	55	N/A	N/A	16.9	N/A

Line Description	Line (2019)	Avg Sun Boardings 2019 Q4	Line (2024)	Avg Sun Boardings Q4-2024	Sun Ridership Recovery 2024 vs 2019	Sun RSH 2019	Sun RSH 2024	RSH % 2023 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2024	Productivity % 2024 over 2019
Artesia BI	130	853			Transferred to Municipal Agencies	57.2	0	N/A	14.9	N/A	N/A
Saticoy St			169	956	New Sunday Service	0	61.9	N/A	N/A	15.4	N/A
South Gate Shuttle	612	722			Replaced with Micro	52.3	0	N/A	13.8	N/A	N/A



NextGen Ridership Update Quarter 4, Calendar Year 2024

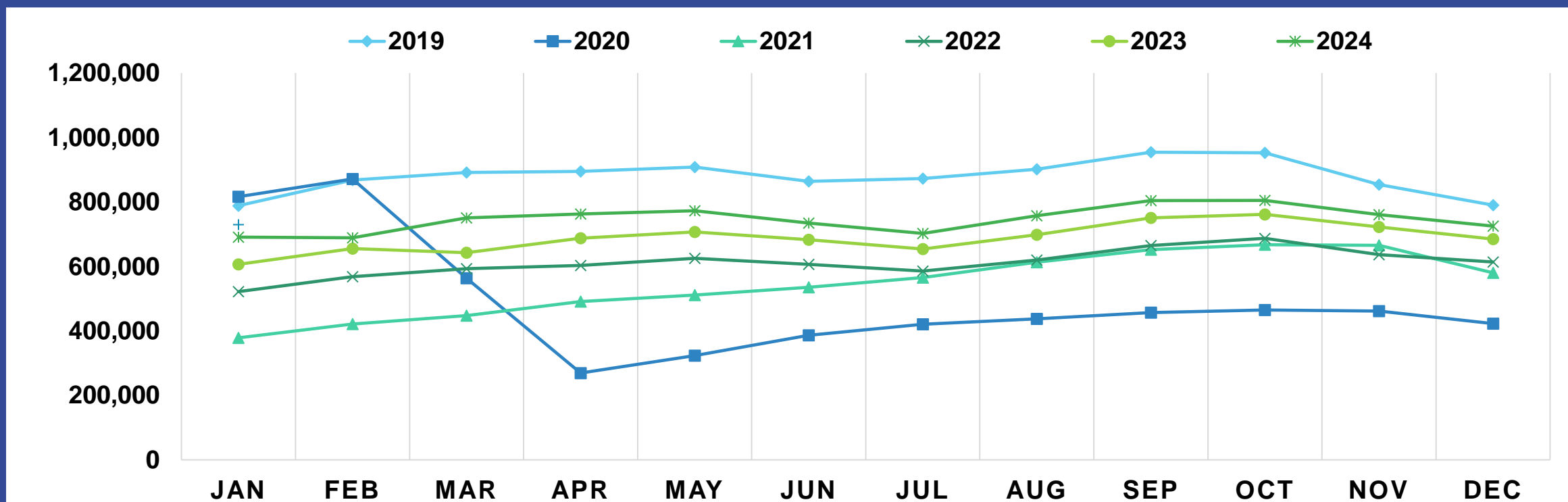
Operations, Safety, and Customer Experience Committee

April 17, 2025



Metro[®]

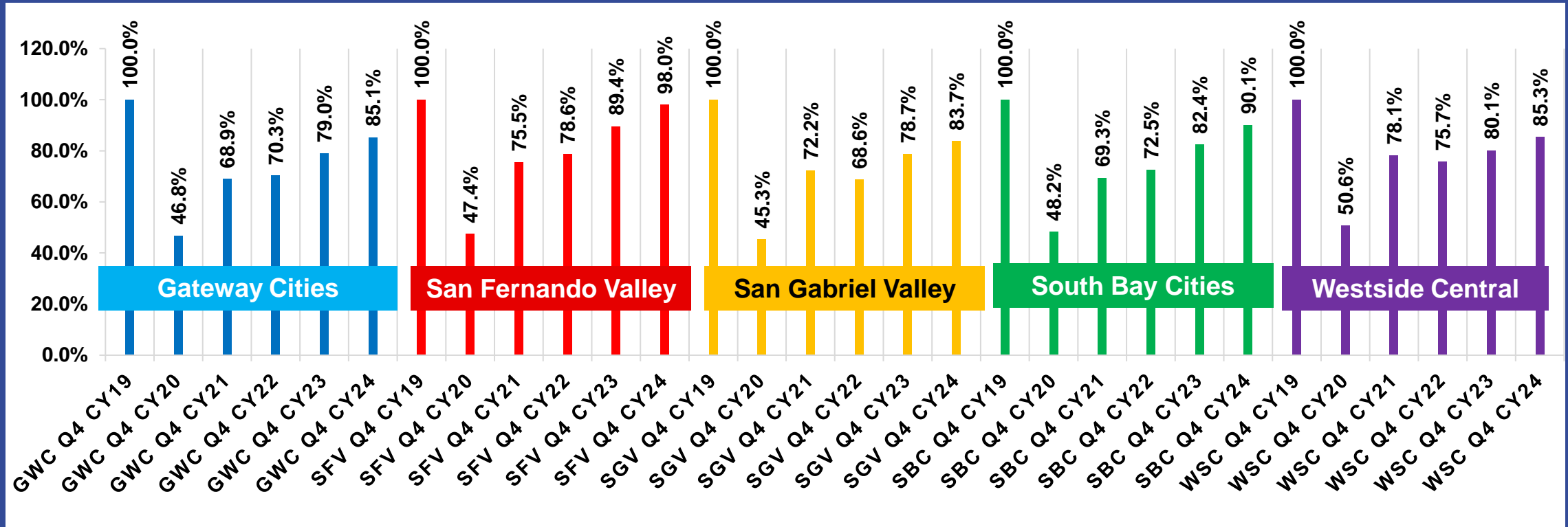
Average Weekday Ridership 2019-2024



- Average weekday ridership recovery (2024 versus pre-COVID 2019 Q4) was 88.1%. Highest average weekday ridership in Q4 was October 2024, a post-COVID record Q4 high of 804,963.
- Q4 average 2024 Saturday ridership recovery was 96.2% of pre-COVID 2019 Q4 level, with a Q4 record post-COVID high of 545,208 average Saturday boardings in October 2024.
- Q4 average 2024 Sunday ridership recovery was 107.4% of pre-COVID 2019 Q4 level, with a Q4 record post-COVID high of 450,972 average Sunday boardings in October 2024.



Average Weekday Ridership Recovery by Service Area Q4 CY2019 – Q4 CY2024



All service areas improved their recovery rates by 6.4-9.6% compared to the same quarter of 2023. The San Fernando Valley area continues to show the most weekday ridership recovery at 98.0% weekdays. Similar pattern on weekends with San Fernando Valley at 109.2% recovery Saturday and 125.7% recovery Sunday. The EFC share of average weekday ridership is now 0.7% above pre-COVID levels.



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Weekday Ridership by Time Period

Q4 CY2019 to Q4 CY2024

Time Period	CY2020 Q4	CY2024 Q4
Early AM	45%	80%
AM Peak	37%	76%
Midday	54%	92%
PM Peak	44%	84%
Evening	48%	86%
Late Evening	51%	97%
Overnight Owl	58%	101%

Midday ridership recovery (base) at 85% continues to exceed both AM peak and PM peak recovery from the pandemic, likely in response to NextGen Bus Plan's increased off-peak service frequencies.

- AM peak remains most subdued at 76% compared to pre-pandemic as transit use has shifted due to telecommuting and more off-peak travel to service jobs.
- PM Peak at 84% has stronger recovery than AM peak.
- Late evening and Owl ridership periods recovered most strongly at 97% and 101% as these periods typically serve transit-dependent shift workers.



Average Line/Group Ridership Recovery

- In Q4 CY2024, ridership fully recovered to above pre-pandemic levels on 25 weekday lines (up from 20 in Q2 CY2024), 34 Saturday lines (up from 29), and 53 Sunday lines (up from 43).
 - Weekday lines with ridership recovery above 88.1% average: 17-Tier 1, 12-Tier 2, 6-Tier 3, and 10-Tier 4
 - Saturday lines with ridership recovery above 96.2% average: 15-Tier 1, 11-Tier 2, 8-Tier 3, and 5-Tier 4
 - Sunday lines with ridership recovery above 107.4% average: 17-Tier 1, 11-Tier 2, 8-Tier 3, and 8-Tier 4
- Ridership recovery continues to be strongest where NextGen has invested in improved frequencies or in response to line restructurings.
- Lines serving downtown LA and other regional office locations and with lower frequency have recovered more slowly. Significantly improved ridership recovery for lines that received improved frequencies in June and December 2024

Number of Lines/Groups with Above Average Recovery Q4 CY2024	Of 82 Total Weekday	Of 75 Total Saturday	Of 74 Total Sunday
Tier 1	17	15	17
Tier 2	12	11	11
Tier 3	6	8	8
Tier 4	10	5	8
Total	45	39	44

Bus Speed & Reliability Projects

DRAFT, 3/21/2025

Metro Bus Lanes

- Installed
- Pending Installation
- Planned

Jurisdictions

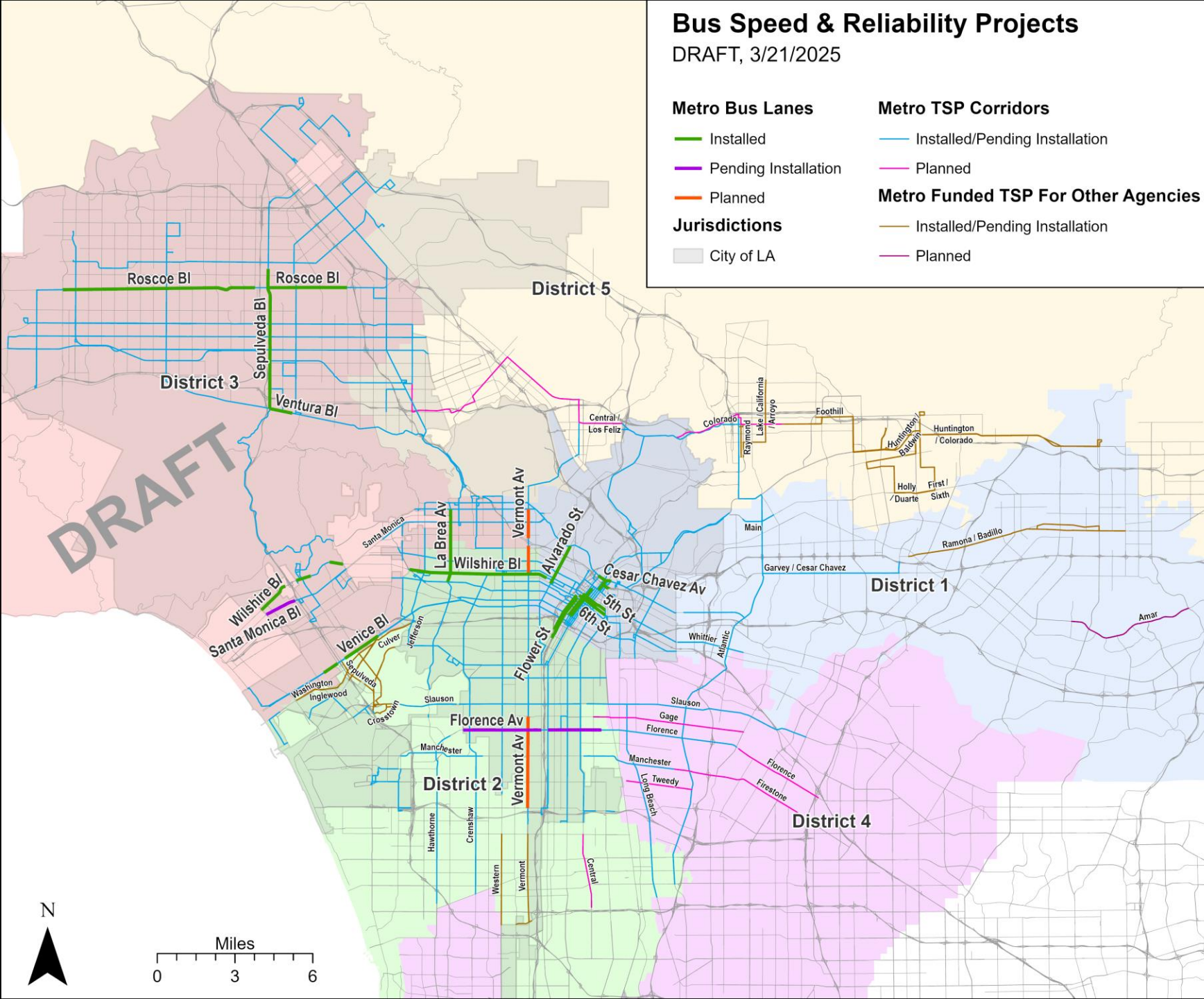
- City of LA

Metro TSP Corridors

- Installed/Pending Installation
- Planned

Metro Funded TSP For Other Agencies

- Installed/Pending Installation
- Planned



Speed & Reliability Updates

Bus lane progress

- 70.7 lane miles complete
- 12.6 lane miles pending construction
- 11.5 lane miles in-progress

Roscoe bus lanes completed

- 21 lane miles of peak-hour bus lanes, opened end of October 2024

Recent on-board rider bus lane survey

- 71% reported faster travel times
- 69% reported improved reliability

Transit Signal Priority (TSP)

- Upgrading 2,000 TSP signals to cloud-based technology with 500 new TSP signals. Complete by end of 2026

Bus stop consolidation

- 267 stops consolidated to balance speed and accessibility on Metro's busiest lines. More changes planned for June 2025

Headway Based Operation Pilot

- Pilot completed for Line 16

Camera Based Lane Enforcement

- Approved by LA City Council October 2024
- Phase 1 launched November 1, 2024
- Phase 2 launched February 17, 2025



Board Report

File #: 2024-0976, File Type: Oral Report / Presentation

Agenda Number: 31.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE APRIL 17, 2025

SUBJECT: ZERO EMISSION BUS (ZEB) PROGRAM UPDATE

ACTION: RECEIVE ORAL REPORT

RECOMMENDATION

RECEIVE oral report on the ZEB Program.

ISSUE

This update provides a status report on the ZEB transition plan, including division electrification, bus acquisitions, grant efforts, and upcoming program activities.

EQUITY PLATFORM

Operations collaborates with the Office of Equity and Race to identify and mitigate concerns to ensure equitable outcomes relative to Metro's ZEB transition. The purpose of this report is to provide a program-level status update; project-specific equity impacts are discussed in detail in their respective project reports. Divisions 1, 2, 3, 5, and 9 are located within Equity Focus Communities. Division 9 will be the first electrified. The report also illustrates funding and schedule risks to the first half of the division electrification schedule. Delays to the electrification schedule could disproportionately impact EFCs by delaying air quality improvements through emissions reductions. However, despite these risks, the division electrification schedule currently remains on track.

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.

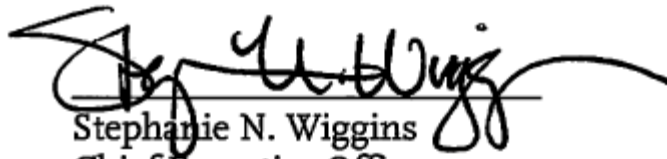
As part of these ongoing efforts, this item is expected to contribute to further reductions in VMT. This item supports Metro's systemwide strategy to reduce VMT through operational activities that will maintain and encourage transit ridership. Facilitating Metro's transition to a ZEB fleet will enhance

customer experience with vehicles that are quiet and utilize zero-emission technology. 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.

Prepared by: Shaun Miller, Deputy Executive Officer, Project Management, (213) 922-4952

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



Stephanie N. Wiggins
Chief Executive Officer



Zero Emission Bus (ZEB) Program Quarterly Update

VEHICLE ENGINEERING & ACQUISITION



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Charging Infrastructure Project Updates



Harbor Gateway Transit Center

- Chargers tested and commissioned. Shade structures and striping in progress.



Photo: Progress at Division 9

Division 9 & EMTC

- Steel erection for gantry in progress.
- Civil, structural, and electrical work for enroute chargers in progress.

Division 18 & 7

- Completed industry review meetings.
- RFP issuance targeted for release Q2 CY25.

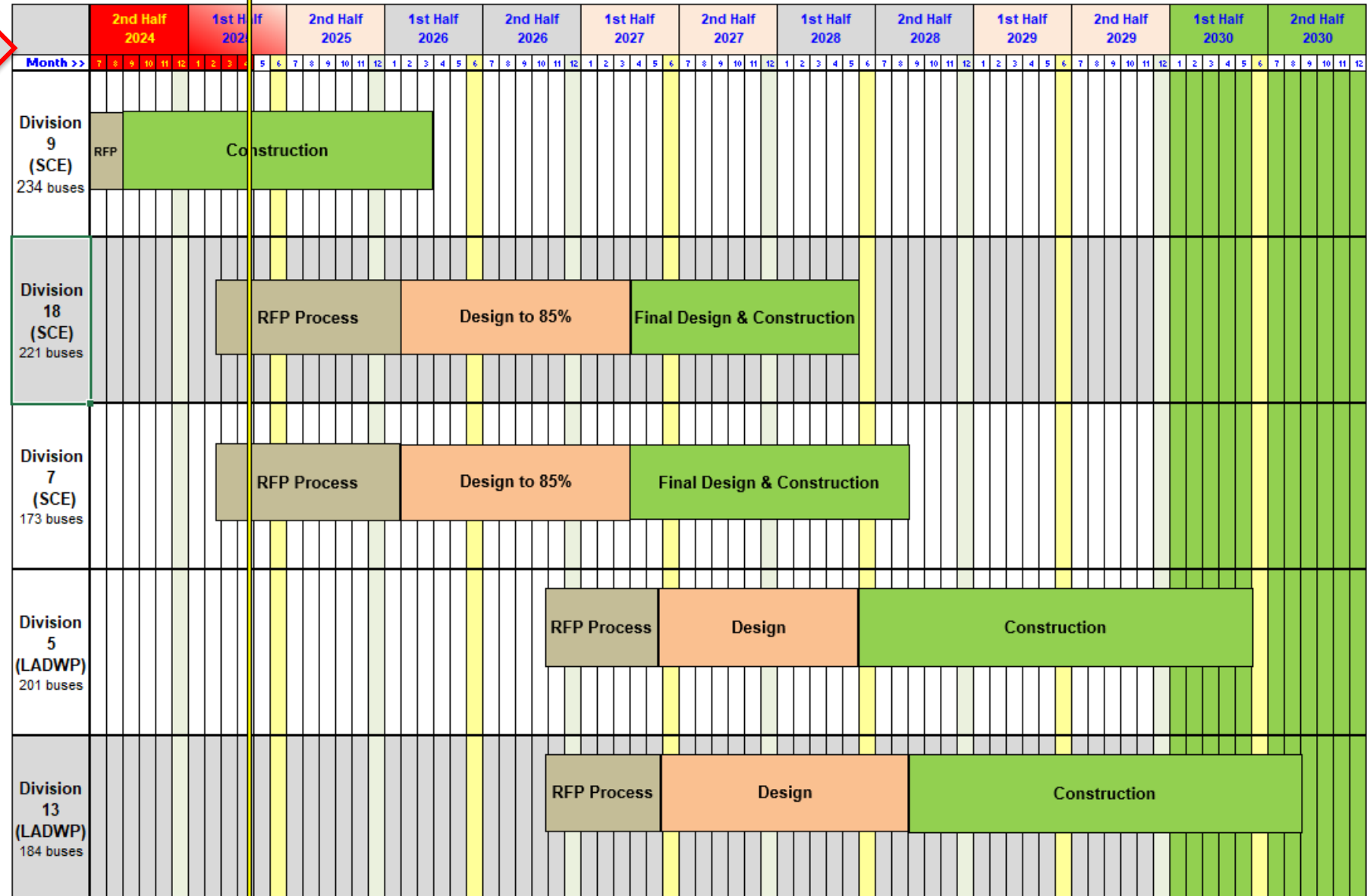
Enroute Charging Equipment

- NTP issued to contractor for G Line replacement chargers. First charger to be replaced in Q2 CY25.
- NSFV and NHTC opportunity charging sites have entered utility design phase.
- Charging equipment procurement will close 4/28/25.

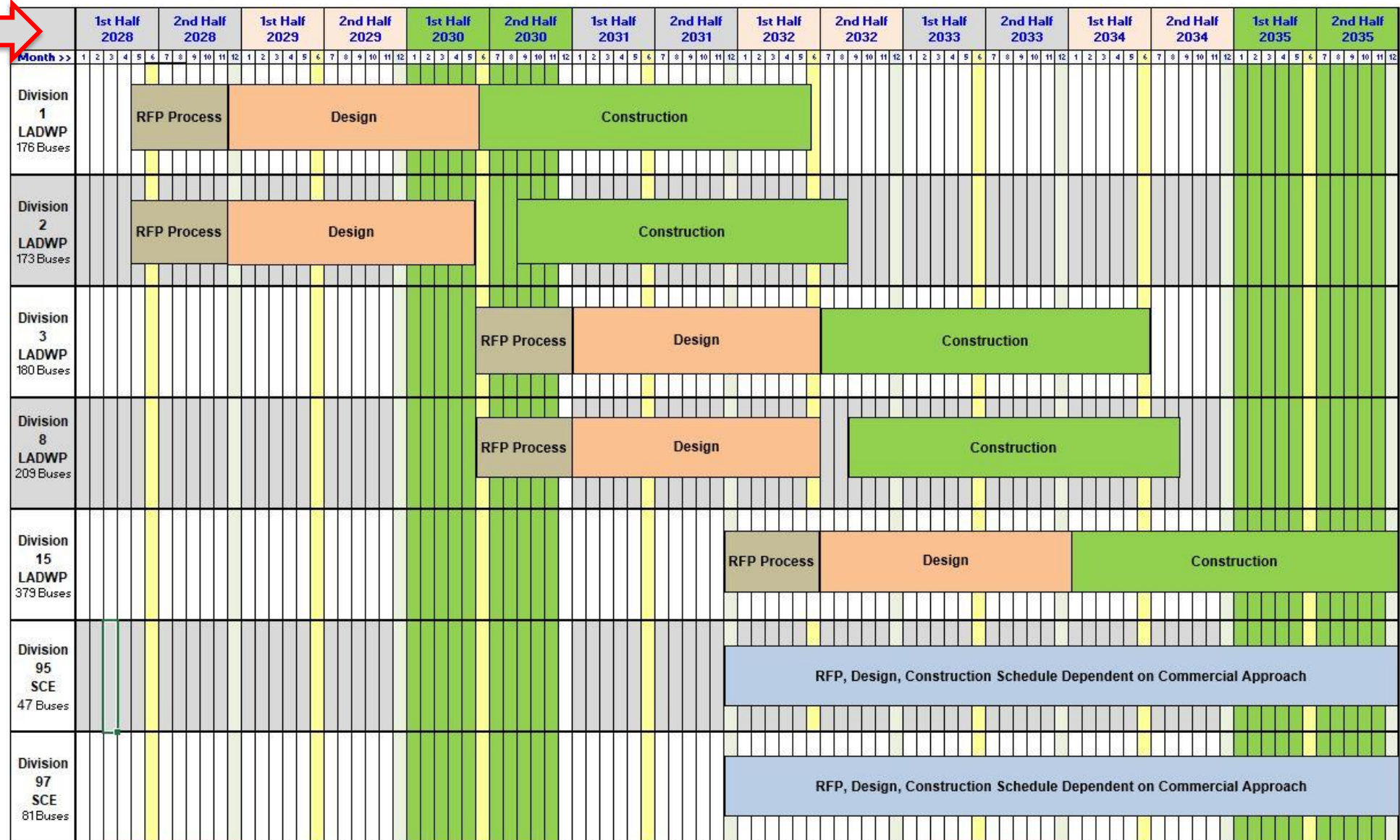
Status of Division Electrification (First Five Divisions)



Electrification
schedule for
first five
divisions



Evaluating technical and commercial approaches for refining contract divisions 95 & 97

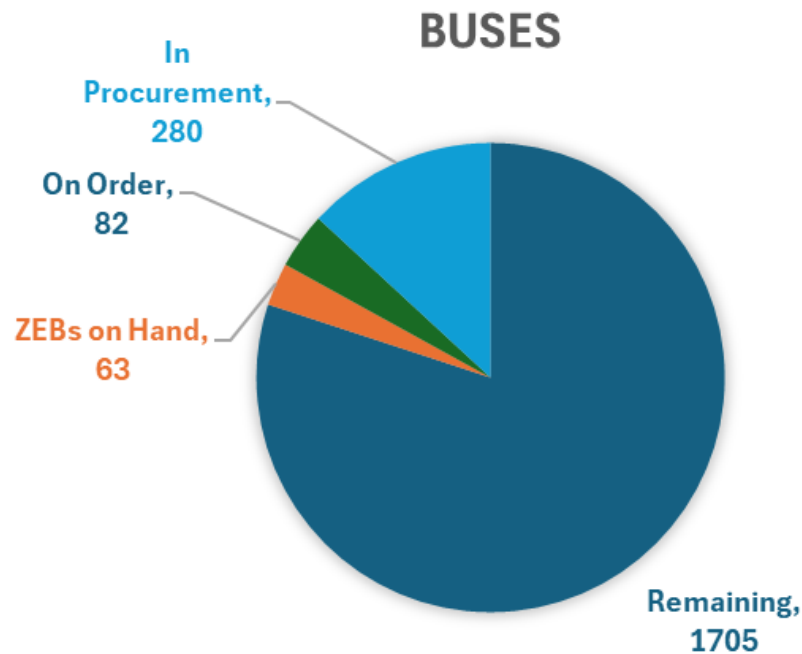


Status of Bus Acquisition



Current Fleet

- 3.0% of fleet converted to ZEB*



*Assumed future fleet size of 2,130 buses
Data as of 2/13/25



Regional Bus Procurement

- Closed March 20, 2025 (currently in blackout)
- Metro will hold options for up to 1,700 buses
 - Municipal operators interested in up to 397 buses of the option quantities.

BYD Bus Deliveries

- BYD has not been able to adhere to the original schedule. K9MD buses are 14 months delayed. Revised schedule includes an average of 10 buses a month through 2025. 6 of 6 planned buses delivered in February. 4 of 7 planned buses delivered in March.
- Issues include buses not meeting specifications, quality control (example: damaged high voltage lines) and safety (incident at BYD facility).
- Metro staff has worked with BYD to resolve issues and clarify expectations including implementation of process and safety improvements to help ensure schedule adherence and a safe work environment for our inspectors.

Grant Updates and Continuing Activities



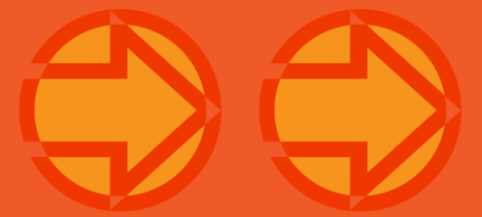
Recent Grant and Funding Applications

- Awaiting decision on \$2 million Build America Bureau Regional Infrastructure Accelerator grant.
- Submitted \$52 million request for Division 7 charging infrastructure through 5307 15% formula program.

Upcoming project activities

- Construction progress to continue at Division 9 and El Monte Transit Center through Q1 CY26
- Release of Division 18 & 7 PDBOM solicitation in Q2 CY25
- FCEB Infrastructure Feasibility Study to be completed in Q2 CY25
- Prioritizing and initiating design for NSFV and other enroute charging sites
- Anticipate infrastructure and buses to be in place for full J Line electrification by winter 2025

THANK YOU





Board Report

File #: 2025-0178, **File Type:** Informational Report

Agenda Number: 32.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE APRIL 17, 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 safety 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 law enforcement services. In 2024, the agency enhanced its public safety model further by adopting a three-pronged strategy consisting of increasing the engaged, visible presence of uniformed personnel, improving access control to ensure the system is being used only for its intended purpose of transit, and strengthening partnerships to address societal issues with the County, cities, Regional Agencies, and nonprofit partners to address homelessness, untreated mental illness, and drug addiction.

These actions align with numerous initiatives to improve safety and the perception of safety on the system, including the increased, strategic, and layered deployment of personnel (comprised of customer-centered ambassadors, community intervention specialists, homeless outreach staff, transit security, private security, and law enforcement officers) and the piloting of safety and security interventions to address specific concerns (e.g., trespassing, drug use and crime) 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 our customers and employees by preventing and addressing crime on our system, enforcing Metro's Code of Conduct, ensuring the safety of our facilities, directing the deployment of law enforcement and private security presence throughout the system, and proactively identifying and addressing areas of possible concern.

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

OVERVIEW

Metro ridership increased by 4.33% this month compared to February of the previous year (24,028,584 vs. 23,031,303). This marked the 27th consecutive month of year-over-year ridership growth.

Like February 2024, Crimes Against Persons (violent crimes) systemwide increased in February 2025 when compared to January. Crimes Against Persons in February 2025, however, are 9% lower than the same time a year ago (151 vs. 166).

Crimes Against Property increased 11.6% (77 vs. 56) due to a rise in vandalism incidents on buses. Crimes Against Property decreased on rail compared to the previous month.

Crimes Against Society fell 16.4% in February 2025 compared to the previous month. More details can be found in the Systemwide Crime Stats section below.

SPECIAL INITIATIVES

Station Experience Updates

As part of Metro's commitment to safety and its continued efforts to ensure the system is used for its intended purpose, the agency partners with city officials and community groups, including neighborhood councils and local businesses, to find bespoke solutions to address the differing challenges at various stations. Attachment A describes the most recent initiatives Metro's Station Experience team has implemented, including:

- Taller faregates at Firestone Station are having a strong impact on fare evasion
- Throne Bathrooms expand to more stations with nearly 200,000 uses recorded
- Elevator Attendant Pilot with Return-to-Work employees launches at Pershing Square

Ancillary Areas Motion 30 Response - Quarterly Update

The following is a quarterly update outlining progress on securing and cleaning ancillary areas as required by Motion 30 (Attachment B) by Directors Bass, Horvath, Krekorian, Najarian, Solis, and Hahn. Since the initiative began in August 2023, there have been significant improvements, as seen in the decline in trespassing removals and arrests through 2024.

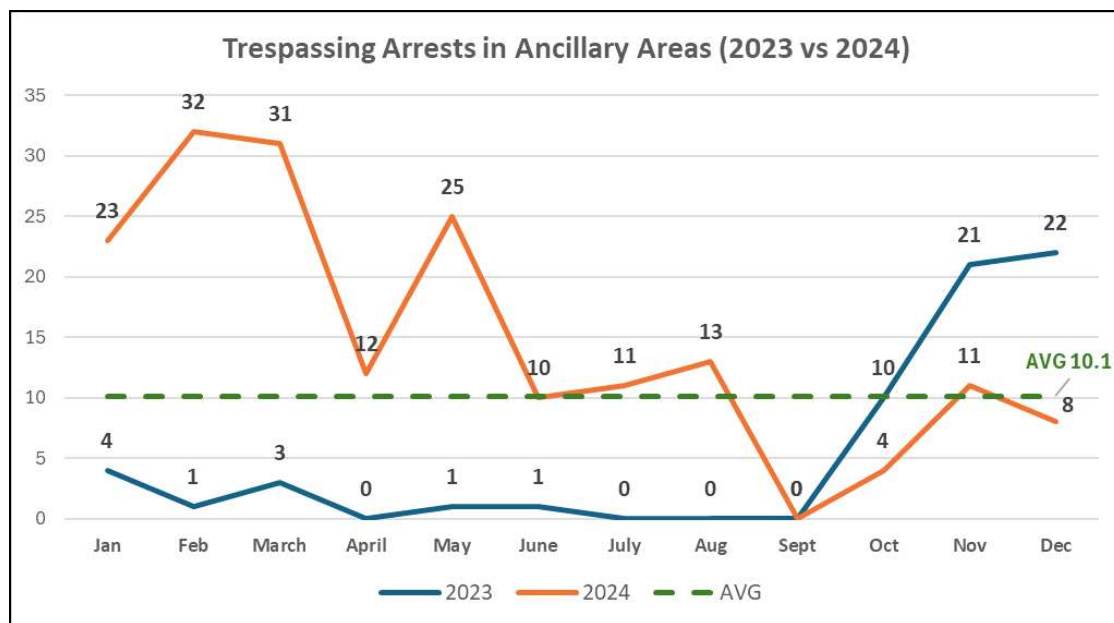
The charts below illustrate the stark difference in trespasser removal and arrests between 2023 and

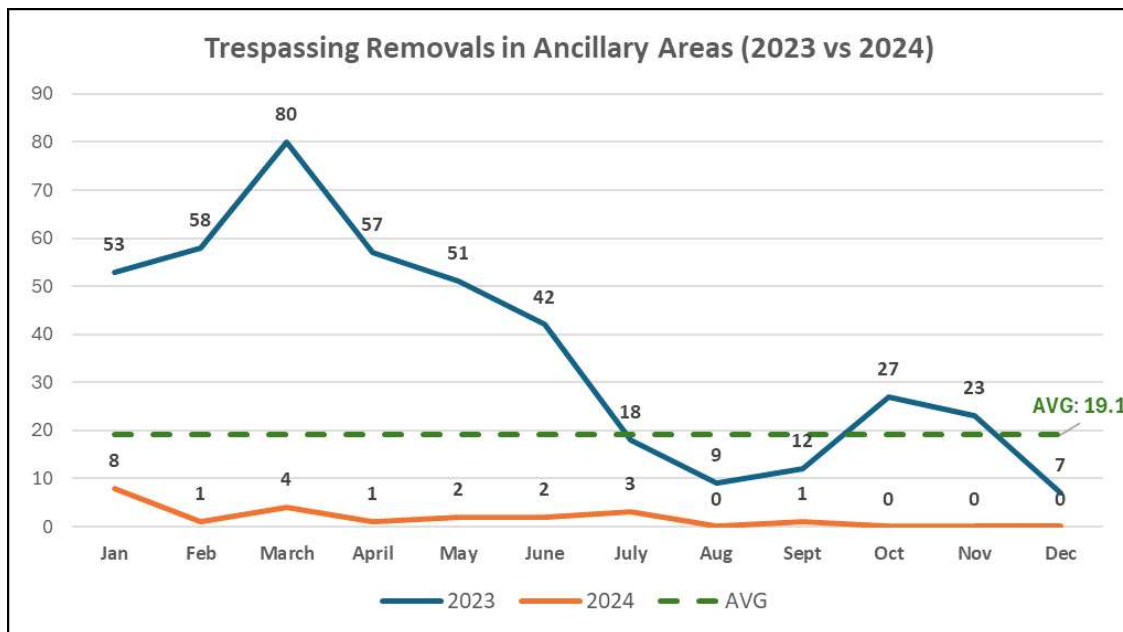
2024, reflecting the effectiveness of Metro's efforts to clean and secure ancillary areas in its underground rail stations.

- In 2024, the average number of trespasser removals per month decreased by 95%, from 36.4 in 2023 to 1.8 in 2024.
- Conversely, the average number of monthly arrests for trespassing increased 186% in 2024 compared to 2023 (15 v. 5.2).

These shifts are the result of two trends operating in concert:

- A serious overall reduction in the number of trespassers encountered in the ancillary areas as a whole, down to 202 in 2024, from a high of 500 total encountered in 2023.
- A shift in response, from just 12.6% of trespassers being reported as arrests in 2023, to 89% in 2024. This shift coincides with policy changes implemented in August 2023. These included an increased presence of Contract Security at all subway stations, coupled with more frequent mandatory inspections of ancillary areas. It was also during this period that response began to prioritize arresting trespassers over removals.





The ancillary areas are now much cleaner, and the updated protocols effectively deter unauthorized access, addressing previous concerns and disruptions to critical infrastructure in these areas.

Maintenance

- Custodial Services continue to clean all ancillary areas along the B, D, E, and K lines weekly.
- The maintenance team has increased the time for the audible alarm to activate when emergency exit doors at the B and D Line stations are entered by trespassers.
- The maintenance team is progressing with the installation of the upgraded Intrusion Detection System (IDS) with cameras, strobe lights, and announcements at the ancillary areas. Installations are complete at Westlake/MacArthur Park, Vermont/Sunset, Pershing Square, and Vermont Beverly stations
 - Before these targeted efforts began, special cleanup requests were received daily from at least 12 of the 16 underground stations on the B and D Lines.
 - These requests decreased to once a week at three of the 16 stations, which was a direct result of the increased frequency of corridor inspections by Contract Security officers, maintaining an increased frequency of station corridor cleaning, and new cleaning products.
 - The number of special cleanup requests has remained low for at least six consecutive months.
- As part of these targeted efforts, Metro also updated Standard Operating Procedures for chemical and staff safety and equipment that protects staff from potential exposure to untreated corridors.

Security

- 87 Contract Security officers continue to be deployed 24/7 at all 24 subway stations on the B, D, E, and K lines. They inspect every ancillary area nine times daily and arrest any trespasser that they encounter.

-
- Contract Security continues to support ancillary cleaning efforts by providing security escorts for the Metro custodian staff during cleaning operations.
 - Contract Security efforts resulted in six trespassing arrests in ancillary areas in February.
 - Contract Security reports property damage and submits repair and clean-up requests received via the Metro Transit Watch app that occur outside the regularly scheduled clean-up times.

SYSTEMWIDE CRIME STATS

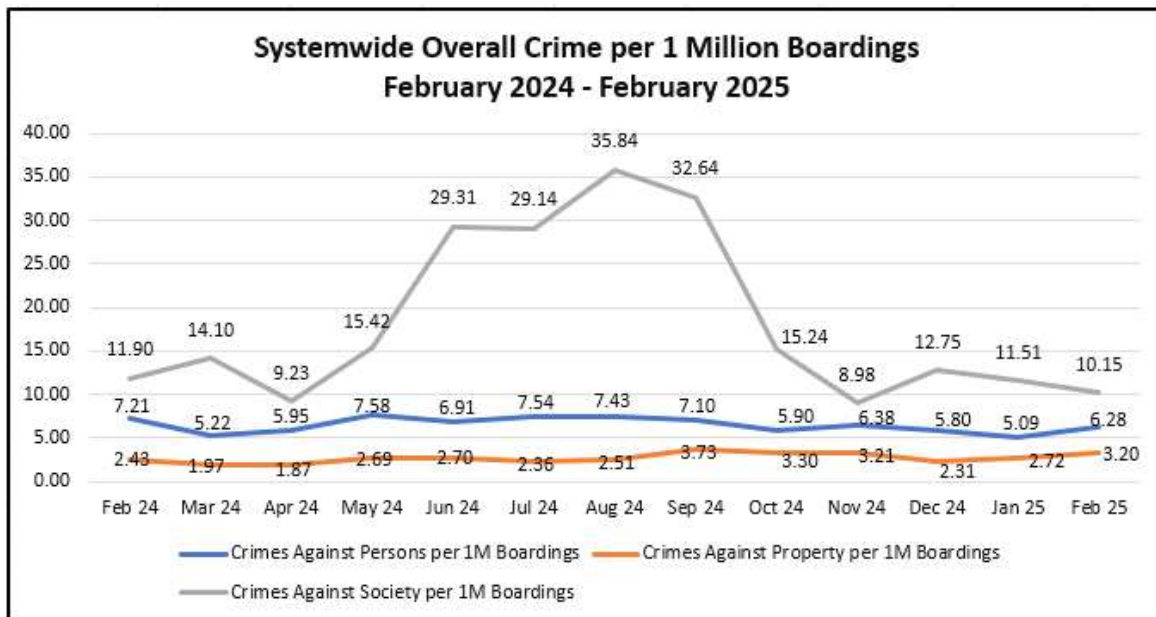
February 2025 vs. January 2025

- Crimes Against Persons increased by 17.1% in February compared to January (151 vs. 129).
 - On the rail system, Crimes Against Persons increased by 8.6% (76 vs. 70) due to increases in batteries (48 vs. 41) and robberies (13 vs. 9).
 - On the bus system, Crimes Against Persons increased by 27.1% (75 vs. 59), mainly due to increases in batteries (40 vs. 27) and robberies (14 vs. 11).
- Crimes Against Property increased by 11.6% in February compared to January (77 vs. 69).
 - The increase is attributed to 68.8% more incidents of vandalism (12 vs. 4) and thefts (15 vs. 12) on buses.
 - In contrast, Crimes Against Property decreased by 5.7% on rail as a result of fewer incidents of thefts (38 vs. 39) and vandalism (10 vs. 11) on rail.
- Crimes Against Society decreased by 16.4% in February compared to January (244 vs. 292).
 - On the rail system, Crimes Against Society fell by 13.1% (233 vs. 268) due to decreases in narcotics (59 vs. 107) and weapons (10 vs. 17).
 - On the bus system, Crimes Against Society decreased by 54.2% (11 vs. 24) due to decreases in narcotics (10 vs. 14) and weapons (0 vs. 7).

Last year, Crimes Against Persons similarly went up in February (166 crimes) compared to January (154), a 7.8% increase.

Despite the rise, February 2025 still looks favorable compared to February 2024. Crimes Against Persons decreased by 9.0% in February 2025 compared to February 2024 (151 vs. 166). Crimes Against Property were 37.5% higher overall (77 vs. 56). Most of the increase was due to a spike in Vandalism (22 crimes in February 2025, compared to 9 in February 2024). More information can be found in the data normalized by ridership below, and in Attachments C, D, E, and F.

The following chart compares Crimes Against Persons, Property, and Society crime data per one million boardings.



In February, Crimes Against Persons per one million boardings increased by 23.5% compared to January 2025 (6.28 vs. 5.09) and decreased by 12.8% compared to February 2024 (6.28 vs. 7.21). Crimes Against Property per one million boardings increased by 17.8% compared to January 2025 (3.20 vs. 2.72) and increased by 31.8% compared to February 2024 (3.20 vs. 2.43). Crimes Against Society per one million boardings decreased by 11.8% compared to January 2025 (10.15 vs. 11.51) and decreased by 14.6% compared to February 2024 (10.15 vs. 11.90).

FRONTLINE EMPLOYEE SAFETY

As the table below shows, assaults on Metro employees and contractors remained unchanged in February compared to the previous month. This follows a similar trend that we have seen over the past six months, where assaults on Metro employees and contractors (excluding bus and rail operators) have averaged 16 per month. Of the 16 employee and contractor assaults in February, five occurred on the B Line at different stations. Five assaults occurred at Union Station (not line-specific), one assault occurred at Union Station - A Line, and one assault occurred at Union Station - B Line.

In January, there were a total of 17 assaults on Metro employees and contractors (excluding bus and rail operators). Five of the assaults occurred on the B Line at different stations. Three assaults occurred at Union Station (not line-specific). Three assaults occurred on the A Line, with two assaults occurring at 7th Street/Metro Center Station and one assault occurring at Union Station - A Line.

Assaults on Metro Employees & Contractors		
Type	Jan-25	Feb-25
Bus Operators	6	7
Rail Operators	0	0
Metro Transit Security Officers	0	2
Contract Security Officers	11	11
Ambassadors	3	3
Blue Shirts	0	0
Custodians	3	0
Total	23	23

Operator Safety

Metro's law enforcement partners reported seven operator assaults in February, a slight increase from January (7 vs. 6). Using physical force (e.g., punch, slap, kick), spitting, and making verbal threats were the methods of assaults on operators in February. Of the seven assaults reported, three occurred outside of the operator area, three reported a barrier in use, and one reported a barrier present but open by the bus operator.

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, identify possible preventive measures, and provide lessons learned.

Figures A and B provide context on operator assaults in February compared to prior months and years. Figures C and D illustrate the methods and reasons for assaults, respectively. Details of the assaults can be found in Attachment G.

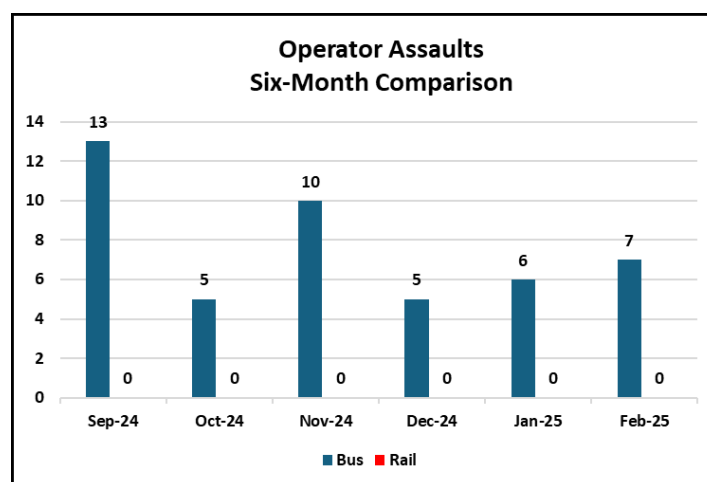


Figure A: Operator Assaults Six-Month Comparison

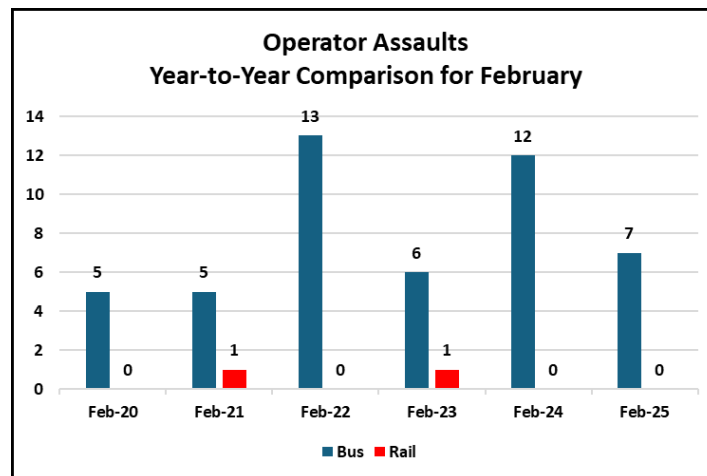


Figure B: Operator Assaults Year-to-Year Comparison

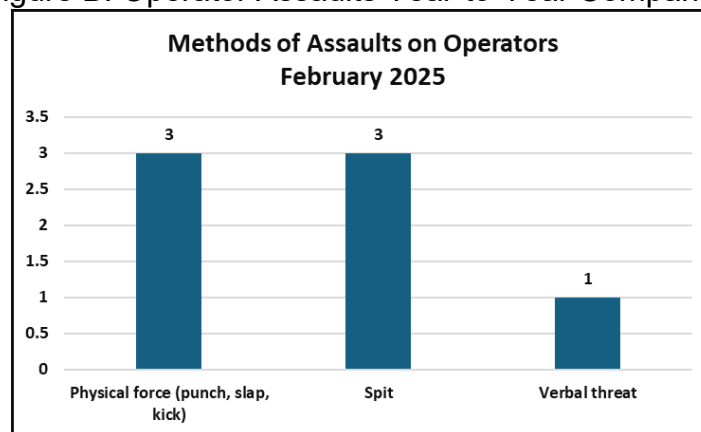


Figure C: Methods of Assaults on Operators

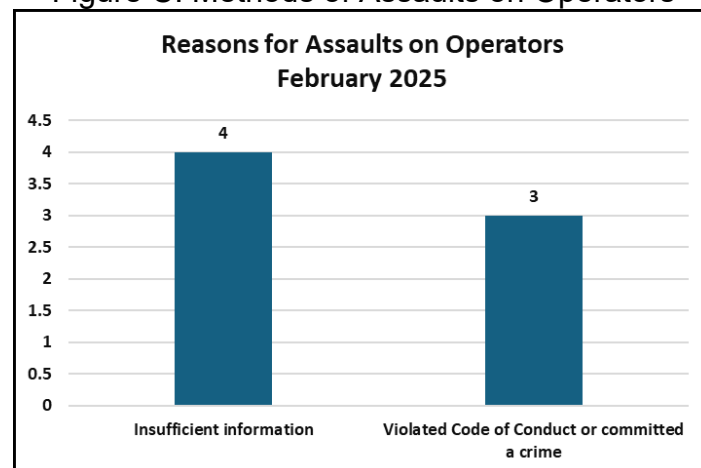


Figure D: Reasons for Assaults on Operators

Other Frontline Staff Safety

Assaults on frontline staff (personnel excluding operators) decreased from 17 in January to 16 in February. The methods of assault on these frontline staff vary from suspects using their hands to shove or punch staff to spitting, throwing objects, and brandishing a weapon.

Assaults on security officers tend to involve physical altercations because they usually approach individuals, asking them to adhere to the Code of Conduct, which often results in a confrontational or resistive reaction from the suspect. LASD provided enhanced training to include officer safety, de-escalation, arrest laws, and customer service. In addition, Contract Security increased its training program to align with its new responsibilities and reduce officer assaults.

For other frontline staff like Ambassadors, Blue Shirts, and Custodians, assaults tend to be unpredictable and involve random displays of aggression such as spitting, verbal threats, or throwing objects and liquid. However, they may also be physically assaulted. All frontline staff complete de-escalation training to better handle situations with uncooperative or aggressive individuals. Methods of assaults and reasons for assaults are illustrated in Figures E and F, respectively.

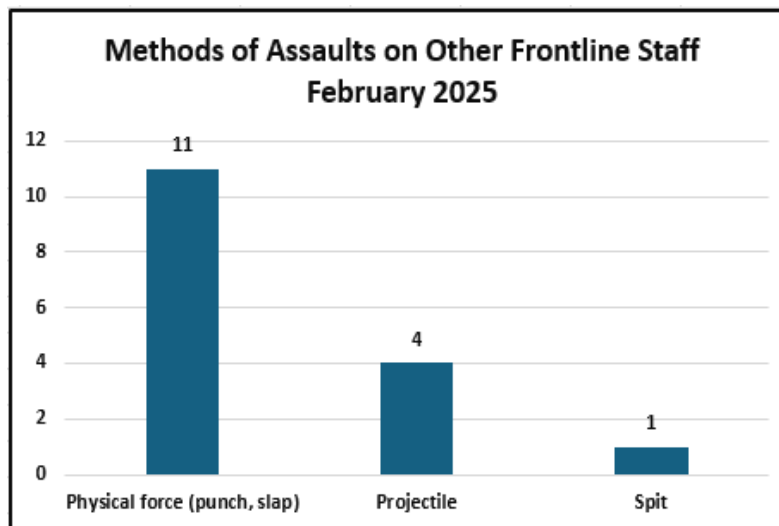


Figure E: Methods of Assaults on Other Frontline Staff

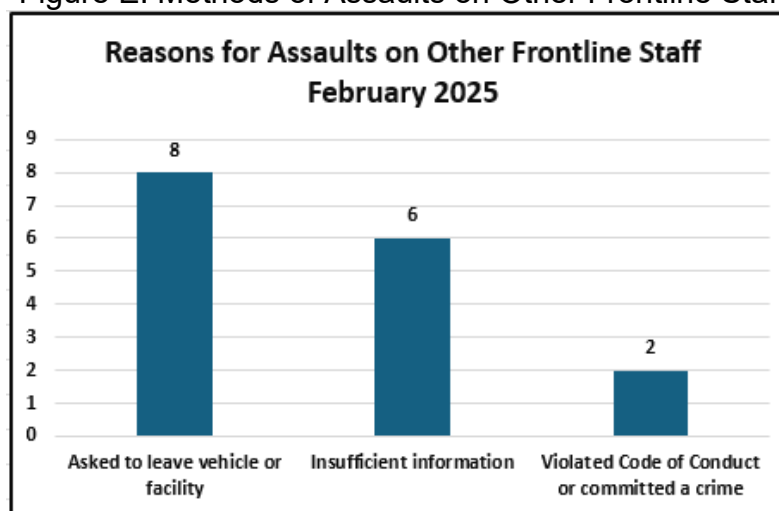


Figure F: Reasons for Assaults on Other Frontline Staff

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 February 2025 was 1.19, compared to 1.28 in January 2025. This means that over the last 12 months ending February 2025, there was an average of 1.19 assaults per 100,000 revenue miles, a 7% decrease compared to the 12 months ending January 2025.

Bus Safety Teams

Transit Security Bus Safety Teams 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.

In February, end-of-line operations were conducted during Owl Service at the J Line El Monte Station to address concerns from bus operators about individuals refusing to alight buses at the end of the line. These operations resulted in 232 removals (over half of all removals represented in the table below) for non-compliance between February 3 and February 28.

TRANSIT SECURITY BUS SAFETY TEAMS – FEBRUARY 2025				
DEPLOYMENT PERIOD	LINES COVERED	TRIPS ¹	REMOVALS ²	VERBAL WARNINGS ³
02/03/25 – 02/07/25	2, 4, 16, 207, J Line	122	101	85
02/10/25 – 02/14/25	2, 4, 16, 207, J Line	127	107	88
02/17/25 – 02/21/25	2, 4, 16, 207, J Line	132	111	91
02/24/25 – 02/28/25	2, 4, 16, 207, J Line	131	109	84

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.

The MTS teams are augmented with law enforcement support. In February, there were 2,406 and 9,962 bus boardings by LAPD officers and LASD deputies, respectively.

In addition to Code of Conduct enforcement, Transit Security Officers (TSOs) provide riders with safety tips, such as being aware of their surroundings while using their mobile phones and informing them of the Transit Watch application to report incidents. Several TSOs are bilingual and can assist customers in multiple languages, including Spanish, Korean, and Thai. TSOs also engage with bus operators to obtain information regarding safety issues or areas of concern that the Bus Safety Teams can address. Additionally, when possible, TSOs provide operators with verbal tips related to safety and de-escalation tactics, ensuring they can respond appropriately to incidents that may threaten their safety.

*Law enforcement Bus Teams conduct bus boardings, which is when an officer momentarily boards a bus during its stop, asks the operator if everything is okay, and ensures there are no safety issues on board.

DEPLOYMENT ACTIVITIES

The following are Metro's public safety personnel's deployment activities for February, which are intended to prevent and reduce crime in the system.

Law Enforcement

LAPD, LASD, and LBPD enforce the penal code on the system, including conducting trespass investigations. The table below represents law enforcement's efforts for February to enforce the penal code on the system.

Law Enforcement Efforts						
Agency	Arrests			Citations*		
	Rolling 12-Month Average	January 2025	February 2025	Rolling 12-Month Average	January 2025	February 2025
LAPD	662	406	267	812	755	411
LASD	138	127	93	141	113	101
LBPD	1	0	1	4	19	2
Total	801	533	361	956	887	514

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

In February, the three law enforcement agencies made 361 arrests and issued 514 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 H. Law enforcement's homeless outreach teams engage with unhoused individuals on the system and offer available services; more details can be found in Attachment I.

End of Line

Contract Security (CS) officers offload trains at 11 end-of-line (EOL) rail stations. This operation serves to deter patrons from riding the system without a valid fare, while allowing train cleaning to maintain a clean and safe environment. Offloading operations also provide security support for Metro employees as they perform their duties. The table below shows February's offloading efforts compared to the previous month. The lower offloading numbers between January and February could be attributed to February being a shorter month.

Station	January 2025		February 2025	
	Trains Cleared	Patrons Offloaded	Trains Cleared	Patrons Offloaded
APU/Citrus	1,518	2,306	1,040	1,645
Atlantic	1,612	1,178	1,453	910
Downtown Long Beach	1,175	409	1,732	460
Downtown Santa Monica	1,348	456	1,606	567
Expo/Crenshaw	1,115	257	1,559	94
North Hollywood	1,414	2,102	1,022	1,566
Norwalk	996	466	1,492	960
Redondo Beach	1,507	169	1,747	290
Union Station	1,984	2,322	1,357	1,647
Westchester/Veterans	1,574	260	2,116	297
Wilshire/Western	1,863	2,110	1,324	1,411
Grand Total	16,106	12,035	16,448	9,847

CS observations and experiences have been positive, as the operation has reduced disorderly behavior and improved customer experience. Riders who remain on the trains and require CS interaction are now more willing to adhere to alighting the train and the re-tapping protocols. Enforcing the Customer Code of Conduct sends a message to repeat offenders, deterring them from remaining on trains arriving at the EOL. Furthermore, homeless outreach workers are deployed at end-of-line stations to provide resources and services.

Transit Security

A primary role of Metro Transit Security is enforcing the Code of Conduct. In February, MTS officers issued 114 citations and 69 written warnings for Code of Conduct violations. Of those, 183 (97%) were due to individuals failing to provide proof of fare. For a demographic breakdown of those who were cited, refer to Attachment J.

The table below shows a breakdown of the remaining citations and warnings. The numbers reflect MTS's continued efforts to deter those attempting to access the system for non-transit purposes in violation of the Code of Conduct.

MTS Citations and Warnings		
	February 2025	12-month Avg
Citations	114	526
Warnings	69	202

MTS Citations and Warnings - February 2025	
Category	Count
Proof of Fare	178
Disruptive Activities	1
Must Follow Rider Rules	1
Not Comply with the Code or Laws	1
Smoking/Vaping	1
Spitting	1
Total	183

Transit Security Fare Compliance Teams are assigned to conduct fare compliance at station

turnstiles, mezzanines, and platforms. The table below provides a recap of February's monthly activity.

TRANSIT SECURITY FARE COMPLIANCE TEAMS – FEBRUARY 2025			
DEPLOYMENT PERIOD	LINES COVERED ¹	REMOVALS – FARES ²	REMOVALS – CoC ³
02/03/25 – 02/07/25	A, B, C, E	258	101
02/10/25 – 02/14/25	A, B, C, E	274	104
02/17/25 – 02/21/25	A, B, C, E	242	97
02/24/25 – 02/28/25	A, B, C, E	233	95

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.

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 February activities.

TRANSIT SECURITY TRAIN RIDING TEAMS – FEBRUARY 2025				
DEPLOYMENT PERIOD	LINES COVERED	TRIPS ¹	REMOVALS – FARES ²	REMOVALS – CoC ³
02/03/25 – 02/07/25	A, B, C, E	107	188	95
02/10/25 – 02/14/25	A, B, C, E	110	194	98
02/17/25 – 02/21/25	A, B, C, E	108	191	93
02/24/25 – 02/28/25	A, B, C, E	109	193	95

¹ Combined number of trips taken by TRT 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.

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. Metro Ambassadors were deployed on all rail lines, as well as the G Line, J Line, and bus lines 40 and 210.

In addition, they were called upon to provide crowd control and wayfinding support for special events such as CicLAvia in West Adams, MLK Parade, and the LAFC Soccer Games, and as needed for service alerts like the A Line North bus bridges and J Line East elevator outages.

J Line Eastway Deployments: In early February 2025, three Metro Ambassador teams per shift have been redeployed to advise Metro and customers of elevator outages along the J Line east segment. This deployment allows quick response and notifications to Bus Operations Control and

customers. Ambassadors will remain on the J Line East until further notice.

Bus Line 134 Deployment: With service resuming, Metro Ambassadors were redeployed to the 5th/Colorado 134 bus stop in Santa Monica to inform customers of the restart and restrictions. Riders were excited about the return of service and appreciated the in-person updates to help them plan accordingly.

For February 2025, Metro Ambassadors conducted 37,404 customer engagements and reported the following:

- 3,315 Cleanliness Issues (18% increase from January 2025)
- 2,196 Graffiti Incidents (21% increase from January 2025)
- 660 Elevator and Escalator Problems (53% increase from January 2025)
- 309 Safety Issues (2% decrease from January 2025)
- Seven lives were saved through the timely administration of Narcan, the same number of lives saved as the prior month.

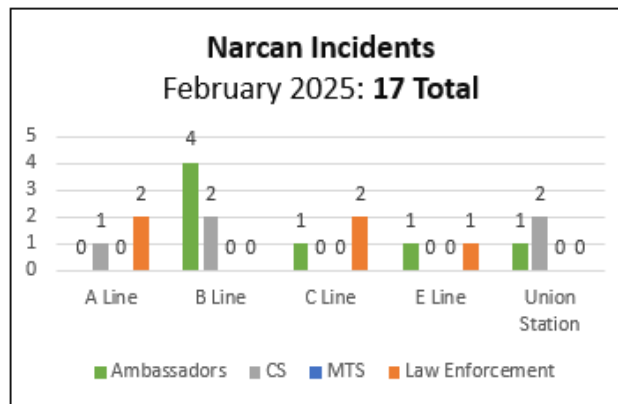
Narcan Deployment

MTS, LAPD, LASD, Contract Security, and Ambassadors are equipped with Narcan and administer it as needed to individuals experiencing symptoms of an overdose. LBPD is not required to carry Narcan, according to its agency's policies.

In February, there were 17 Narcan incidents. Ambassadors reported seven incidents, Contract Security reported five, LAPD reported five, LASD reported no incidents, and MTS reported no incidents. Six of the Narcan incidents occurred on the B Line, with two incidents occurring at Westlake/MacArthur Park Station. Three incidents occurred at Union Station (not line-specific). Three incidents occurred on the A Line, with two incidents occurring at Pico Station. Additionally, three incidents occurred on the C Line, with all incidents occurring at the Aviation/Century Station.

Similarly, there were 17 Narcan incidents in January. Nine of the incidents occurred on the B Line, with four incidents occurring at Westlake/MacArthur Park Station and two incidents occurring at 7th Street/Metro Center Station. Four incidents occurred at Union Station (not line-specific).

Upon analyzing the two months of Narcan incidents in 2025, staff see that most Narcan incidents often occur on the B Line and at Westlake/MacArthur Park Station. Drug use has been well-documented at this station, and staff anticipate that they will continue to save lives by administering Narcan at this station as well as throughout the system.



EMERGENCY MANAGEMENT

On February 18, the Emergency Management Department (EMD) presented to the Metro Service Councils on Metro's Emergency Management preparedness, emergency incident, and large-scale special events planning and response. The Councils were interested in learning how Metro planned for known and spontaneous events, including how the agency engages with both internal and external stakeholders. EMD provided the Councils with a breakdown of the special and emergency event planning process, exercise, and training delivery, as well as how EMD maintains situational awareness in the Emergency Operations Center during activations.

On February 26, the EMD conducted the A-Line Foothill Extension full-scale exercise. The Train versus car exercise brought together 19 distinct agencies, Metro departments, and collaborative partners. This critical simulation evaluated our organizational coordination and safety standards. The exercise was successful, with 84 participants engaged in testing standards operations protocols and increasing familiarity with our rail system to new responding agencies in the cities of La Verne and San Dimas.





CUSTOMER COMMENTS

Using various sources, including comments submitted to Metro's social media accounts, the Transit Watch app, and the Call Center, staff assessed the public sentiment of the Metro system. SSLE's Data Analytics team monitors general sentiment, while specific and actionable security concerns raised by customers are reported on weekly calls with security and maintenance teams for awareness and strategy development. Moreover, any customer comment referencing criminal activity is forwarded to law enforcement for a follow-up with the customer to investigate the incident and file a crime report.

The number of security-related reports submitted to Metro slightly decreased month-over-month from January to February, from 3,765 to 3,753, which can be attributed to February being a shorter month. The Security Operations Center's Security Control Specialists (SCS) continue to meet the FY25 SSLE target response time of 120 seconds, with a response time of 26 seconds in February. By comparison, in FY24, the average response time was 99 seconds, also falling within the fiscal year's target. This target response time ensures a faster process for determining the proper response and dispatch of resources, improving calls for service response times on the system.

Overall Sentiment and Engagement

Metro uses a vendor to assess the overall sentiment about safety and security. To do this, the vendor looks at social media posts (e.g., Instagram, Facebook, Reddit, etc.) made by the public, as well as Transit Watch reports submitted internally by Metro Ambassadors, Contract Security, and Law Enforcement, to report on issues seen on the system. As a result of reports submitted by internal staff, the overall sentiment data may be biased. In February, the overall sentiment about safety and security was slightly more positive than the previous two months, influenced mainly by posts related to TAP-to-Exit, parking violation enforcement, and multimodal infrastructure. The Facilities/Infrastructure topic remained the most discussed, driven by a high volume of Transit Watch tickets from Metro Ambassadors and the public. Meanwhile, discussions about drugs registered the most negative sentiment, especially on Instagram.

Just as in the prior month, the most positive comments were about the system's visible security presence, highlighting visible security in stations and during the TAP-to-Exit program.

- On Reddit, a rider complimented Metro police officers for checking everyone's TAP cards, making their ride feel much more pleasant at the Downtown Long Beach Station.

-
- On Facebook, a user posted that on a Friday morning, when they took the B Line from North Hollywood to the 7th Street/Metro Center Station and back, no one was smoking, yelling, vaping, or playing loud music, and the car was clean. The user stated, “Let’s keep this up, Metro!”
 - On Instagram, a Metro post about a new path for walking and biking generated positive engagement, with many people leaving positive comments under the post.

Similar to previous months, Metro’s Facilities/infrastructure garnered the most mentions, at 7,752 mentions, a 7.49% increase compared to January (7,212 mentions).

When discussing safety and security at specific Metro stations:

- Union Station generated the most mentions this month, seeing 15 more mentions in February than January.
- Crenshaw Station generated the second-most overall engagement, followed by Harbor Freeway Station.

Most mentions about safety and security at these stations were related to concerns impacting perceptions of safety, including:

- broken lights,
- graffiti,
- cleanliness, and
- passenger conduct.

These observations are shared with the relevant teams at Metro and at cross-departmental weekly meetings so they can be addressed.

Most Common Customer Concerns

To assess the most common customer concerns, Metro looked at incidents submitted through the Transit Watch app by the public. Property crime reports related to graffiti remained the most frequently reported incident type, accounting for the majority of incidents at 39% in February. The top three locations for graffiti incidents were Sierra Madre Villa Station, La Cienega/Jefferson Station, and Willowbrook/Rosa Parks Station.

The second most reported type of incident is Smoking/Alcohol/Drugs. The top three locations in February for these types of incidents were 7th Street/Metro Center Station, Union Station, and Vermont/Sunset Station.

Reports of fights or disturbances are the third most common. In February, the top three locations reporting fights or disturbances were Wilshire/Vermont Station, 7th Street/Metro Center Station, and Lake Station.

Metro Transit Security and Contract Security train riding teams continue to enforce and provide education on the Metro Code of Conduct. Stations consistently reported with the most issues are noted and shared with public safety personnel so deployments can be adjusted to focus on those locations.

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. These observations are shared during weekly meetings between public safety partners, and security patrols are adjusted at stations with the highest observations. Staff will continue to explore best practices such as messaging and awareness campaigns, education, and video analytics to address these concerns systemwide.

EQUITY PLATFORM

Metro continues to take a cross-disciplinary approach to sustain and grow ridership, improve the customer experience, and, most importantly, ensure the safety of Metro's system. The collaboration between SSLE and its partners in the comprehensive public safety model remains strong as they work together strategically to support vulnerable and unhoused riders, address customer concerns, and enhance cleanliness and security on the system. Each public safety resource is deployed on the system after carefully considering customer comments, crime data, and observations shared by Law Enforcement partners, Contract Security, multi-disciplinary outreach teams, and Metro Ambassadors to ensure every resource is used efficiently. Through these data points, public safety resources are allocated equitably and with riders and employees' needs in mind. Operator safety remains a top priority as Bus Safety Teams continue to be deployed on the bus lines with the highest number of operator assaults.

Additionally, as the Metro system expands to serve more communities in the region, the Emergency Management Department (EMD) conducts various exercises to ensure that all law enforcement, first responders, and Metro personnel are familiar with the standard operating procedures for specific emergencies. The EMD recently completed a train versus vehicle exercise simulation for the A-Line Foothill Extension in San Dimas, successfully evaluating the organizational coordination of multiple agencies with Metro. This ensures that riders will be safe in an emergency, as these first responders will know the correct protocols. Furthermore, EMD conducts trainings and exercises across the system, allowing information to be delivered equitably to keep our riders and employees safe.

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 our 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.

NEXT STEPS

SSLE continues to monitor our law enforcement partners, private security, and Transit Security Officer performance, monitor crime stats, and consider information from 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 - Station Experience Updates

Attachment B - Board Motion 30

Attachment C - Total Crime Summary February 2025

Attachment D - Systemwide Law Enforcement Overview February 2025

Attachment E - MTA Supporting Data February 2025

Attachment F - Sexual Harassment Crimes February 2025

Attachment G - Operator Assaults February 2025

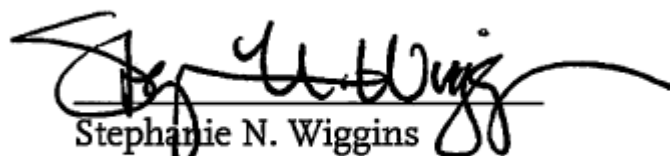
Attachment H - Arrests by Race & Ethnicity February 2025

Attachment I - Law Enforcement Homeless Outreach February 2025

Attachment J - MTS Citations & Warnings by Race & Ethnicity February 2025

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Stephanie N. Wiggins
Chief Executive Officer

Station Experience Updates (April 2025)

Taller Faregates at Firestone Station Having a Strong Impact on Fare Evasion

On Wednesday, March 26, Metro completed the installation of its first pilot of taller faregates at Firestone Station. This station typically gets about 2,300 weekday boardings, but according to TAP data, only two in 13 riders tap in to enter.

LIFE program teams have been on-site throughout the installation period to offer customers on-the-spot enrollments at both stations, engaging over 370 people and enrolling 170 new members into the LIFE Program.

Within the first 24 hours, Metro experienced a 225% increase in paid entries at Firestone, comparing the first full day after the gates went live to a sample day from earlier that month.

Separately, TAP Vending Machine (TVM) transactions also increased nearly +170%.

After Firestone, Lake Station will receive the upgrades, with eight more to follow. The Lake Station gates will be installed in coordination with a planned weekend closure to upgrade fire alarm systems later this month.

TAP-to-Exit will eventually expand to include both Firestone and Lake Stations, as the new equipment is capable of supporting this program. TAP-to-Exit will also be implemented at each of the stations receiving taller faregates in 2025, as well as all the new stations opening this year on the B Line, D Line, and the LAX Metro Transit Center.

Throne Bathrooms Expand to More Stations with Nearly 200,000 Uses Recorded

As part of the Board-approved expansion plan for safe, clean, and free-to-use Throne Bathrooms, staff will continue deploying to five more stations this month.

- On Thursday, March 20, bathrooms were added to:
 - Firestone A Line Station in South LA
- In late April, bathrooms will be deployed to:
 - Atlantic E Line Station in East LA
 - Chinatown A Line Station
 - La Cienega/Jefferson E Line Station
 - Vermont/Sunset B Line Station

Following the Board-approved expansion plan, Metro continues to roll out about five new Throne Bathrooms every three months. Up to 50 units will be in place by the World Cup in Summer 2026 and 64 units by early 2027.

Elevator Attendant Pilot with Return-to-Work Employees Launches at Pershing Square

On Wednesday, March 19, our Return-To-Work unit began assigning Metro employees to the B/D Line at Pershing Square Station.

These Transitional Duty Elevator Attendants help provide additional eyes and ears to monitor elevators and deter inappropriate activity, as well as assist riders with wayfinding and documenting safety, cleanliness, and issues with disruptive passengers to the Transit Watch App and Rail Operations Control Center.

This program, which is already underway to monitor traditional bathrooms at El Monte Bus Station and Harbor Gateway Transit Center, will also expand to other B/D Line station elevators in the coming weeks.



Metro

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

Board Report

File #: 2023-0598, **File Type:** Motion / Motion Response

Agenda Number: 30.

REVISED
EXECUTIVE MANAGEMENT COMMITTEE
SEPTEMBER 21, 2023

Motion by:

DIRECTORS BASS, HORVATH, KREKORIAN, NAJARIAN, SOLIS, AND HAHN

Ancillary Areas

As Los Angeles County's homelessness and addiction crises have worsened, Metro has experienced a rise in people trespassing in the ancillary spaces of its system. Within Metro underground stations, primarily on the B (Red) & D (Purple) Lines, there are 97 ancillary corridors and rooms designed for use by Metro personnel and closed to the public except for emergency evacuations. Ancillary areas are also found on the E (Expo), K (Crenshaw/LAX), and Regional Connector Lines. Metro personnel use these corridors to access specific equipment rooms to support operations, including traction power rooms, train control and communications rooms, ventilation dampers, and elevator machinery rooms. Many of these ancillary corridors are monitored but unlocked per Fire/Life Safety design to allow for alternate emergency exit pathways.

In May 2023, Metro commissioned an industrial hygienist to study the condition of these areas and provide recommendations as to any steps Metro needed to take to properly clean the ancillary areas and protect employees from associated hazards. The study discovered trace levels of biohazards, such as drug residue and human waste. It concluded that Metro needed to adjust cleaning methods and require the use of personal protective equipment (PPE) to ensure the safety of employees who clean and perform maintenance in these areas.

In June 2023, in response to the findings of the environmental study, Corporate Safety developed standard operating procedures outlining the cleaning protocols, decontamination process, and waste disposal process. Based on these recommendations, a new 2-step process was introduced to clean and secure the ancillary areas.

Step 1: Armed security officers inspect the ancillary areas for the presence of trespassers. Once secured, the custodians presoak the ancillary areas with a cleaning agent called Apple Meth Remover, which has been proven more effective in significantly reducing contamination than the previous cleaning agent MonoFoil M. The cleaning agent needs to soak for four hours.

Step 2: After the required time has passed, the ancillary areas are re-inspected to ensure no trespassers are present; then, custodians re-enter to remove any debris left behind by trespassers

and conduct a deep cleaning of the site.

Since August, all ancillary areas on the 16 B & D-Line stations are considered “hot spots” and are cleaned and decontaminated with this two-step process every other week (twice a month).

Additionally, System Security and Law Enforcement (SSLE), has developed a plan to deploy contract security officers (security team) at every B & D-Line station to actively patrol and conduct three inspections of every ancillary area per shift, two shifts per day. To maintain accountability, each security team will contact the Metro Security Operations Center before and after each inspection. In the event a trespasser is identified, they will be detained and removed from the ancillary areas by the security team. As frequently as possible, the Los Angeles Police Department will be contacted to arrest the individual for trespassing. Should the trespasser be arrested three times, SSLE will work with Transit Court to get the trespasser banned from the system for a period of time.

Local audible alarms at the B, D, & E-Line Station ancillary areas operate as follows when the badge reader is not used before opening the emergency exit doors:

- Alarm sounds when the door is opened and continues until the door closes, and no motion is detected behind the door.
- Alarm switches off when the door is closed OR when the door stays open, and motion is detected behind the door.

The alarms on the K-Line & Regional Connector stay activated when the door is opened and is only deactivated with a SSLE activated key.

As Metro continues to improve the ancillary areas' cleanliness and safety and address the environmental study findings, the Board should receive regular status updates on this crucial issue.

SUBJECT: ANCILLARY AREAS MOTION

RECOMMENDATION

APPROVE Motion by Directors Bass, Horvath, Krekorian, Najarian, Solis, and Hahn that the Board direct the Chief Executive Officer to:

- Provide the Board with a current update on the status of the ancillary areas and their cleaning status;
- Develop a detailed plan to conduct daily inspections and cleaning of the ancillary areas across the Metro rail system. This plan is to include methods Metro will take to ensure the areas have been serviced by Metro staff;
- Ensure that once an ancillary area alarm has been activated, the audible notification continues until manually deactivated by Metro staff;
- Evaluate options to further secure these areas for their intended use while maintaining

emergency access; and

- E. Report back to the Board in October and quarterly thereafter on the status of all the above, including an updated industrial hygienist audit within 12 months.



SYSTEM SECURITY & LAW ENFORCEMENT

Attachment C

Total Crime Summary - February 2025

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

	2021	2022	2023	2024	2025
Crimes Against Persons					
Agg Assault	35	60	82	67	52
Agg Assault on Op	3	4	2	5	3
Battery	95	166	184	161	146
Battery on Operator	8	22	14	23	10
Homicide	1	1	1	1	0
Rape	3	1	3	4	0
Robbery	28	54	64	40	47
Sex Offenses	12	12	19	19	22
Subtotal	185	320	369	320	280
Crimes Against Property					
Arson	1	1	0	1	2
Bike Theft	2	6	3	1	1
Burglary	2	4	3	0	3
Larceny	41	82	79	88	95
Motor Vehicle Theft	2	3	9	5	8
Vandalism	47	68	27	19	37
Subtotal	95	164	121	114	146
Crimes Against Society					
Narcotics	28	13	83	119	190
Trespassing	14	15	48	585	312
Weapons	8	8	17	30	34
Subtotal	50	36	148	734	536
Total	330	520	638	1,168	962

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

	2021	2022	2023	2024	2025
Crimes Against Persons					
Agg Assault	24	43	63	44	24
Agg Assault on Op	2	0	0	0	0
Battery	70	111	122	97	89
Battery on Operator	1	1	1	0	0
Homicide	1	0	1	0	0
Rape	3	1	3	2	0
Robbery	22	44	52	24	22
Sex Offenses	9	10	11	8	11
Subtotal	132	210	253	175	146
Crimes Against Property					
Arson	1	1	0	1	2
Bike Theft	0	3	1	1	1
Burglary	2	4	3	0	3
Larceny	31	60	59	53	68
Motor Vehicle Theft	2	3	9	2	8
Vandalism	28	51	11	11	21
Subtotal	64	122	83	68	103
Crimes Against Society					
Narcotics	12	7	55	110	166
Trespassing	13	13	45	579	308
Weapons	3	7	11	26	27
Subtotal	28	27	111	715	501
Total	224	359	447	958	750

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

	2021	2022	2023	2024	2025
Crimes Against Persons					
Agg Assault	11	17	19	23	28
Agg Assault on Op	1	4	2	5	3
Battery	25	55	62	64	57
Battery on Operator	7	21	13	23	10
Homicide	0	1	0	1	0
Rape	0	0	0	2	0
Robbery	6	10	12	16	25
Sex Offenses	3	2	8	11	11
Subtotal	53	110	116	145	134
Crimes Against Property					
Arson	0	0	0	0	0
Bike Theft	2	3	2	0	0
Burglary	0	0	0	0	0
Larceny	10	22	20	35	27
Motor Vehicle Theft	0	0	0	3	0
Vandalism	19	17	16	8	16
Subtotal	31	42	38	46	43
Crimes Against Society					
Narcotics	16	6	28	9	24
Trespassing	1	2	3	6	4
Weapons	5	1	6	4	7
Subtotal	22	9	37	19	35
Total	106	161	191	210	212

Total Crimes 5-Year Trend Current Month only - Systemwide

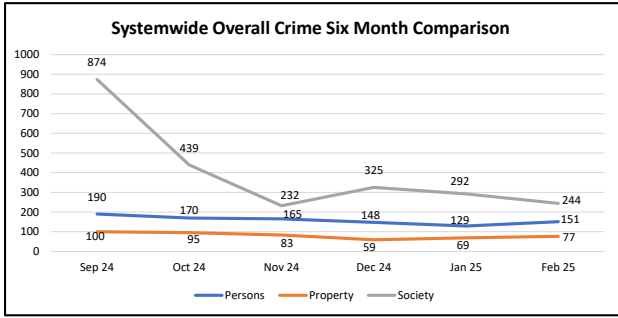
	Feb-21	Feb-22	Feb-23	Feb-24	Feb-25
Crimes Against Persons					
Agg Assault	18	27	39	42	28
Agg Assault on Op	1	4	1	1	0
Battery	56	77	83	76	81
Battery on Operator	5	9	6	11	7
Homicide	0	0	0	1	0
Rape	2	1	3	2	0
Robbery	13	30	36	21	27
Sex Offenses	9	7	16	12	8
Subtotal	104	155	184	166	151
Crimes Against Property					
Arson	1	1	0	1	0
Bike Theft	1	4	3	0	0
Burglary	2	1	1	0	2
Larceny	19	47	39	45	49
Motor Vehicle Theft	1	1	7	1	4
Vandalism	24	39	12	9	22
Subtotal	48	93	62	56	77
Crimes Against Society					
Narcotics	19	5	50	50	69
Trespassing	6	10	17	212	165
Weapons	6	5	12	12	10
Subtotal	31	20	79	274	244
Total	183	268	325	496	472

Total Crimes 5-Year Trend Current Month only - Rail

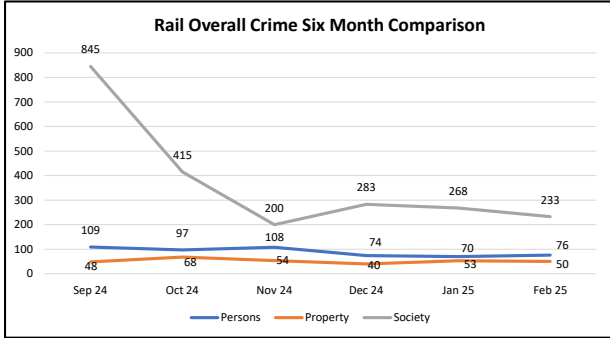
	Feb-21	Feb-22	Feb-23	Feb-24	Feb-25
Crimes Against Persons					
Agg Assault	12	19	30	28	12
Agg Assault on Op	0	0	0	0	0
Battery	39	51	54	46	48
Battery on Operator	1	0	1	0	0
Homicide	0	0	0	0	0
Rape	2	1	3	2	0
Robbery	10	23	28	12	13
Sex Offenses	6	5	10	6	3
Subtotal	70	99	126	94	76
Crimes Against Property					
Arson	1	1	0	1	0
Bike Theft	0	1	1	0	0
Burglary	2	1	1	0	2
Larceny	14	34	28	25	34
Motor Vehicle Theft	1	1	7	1	4
Vandalism	10	32	4	5	10
Subtotal	28	70	41	32	50
Crimes Against Society					
Narcotics	10	3	38	47	59
Trespassing	5	9	14	208	164
Weapons	1	4	8	11	10
Subtotal	16	16	60	266	233
Total	114	185	227	392	359

Total Crimes 5-Year Trend Current Month only - Bus

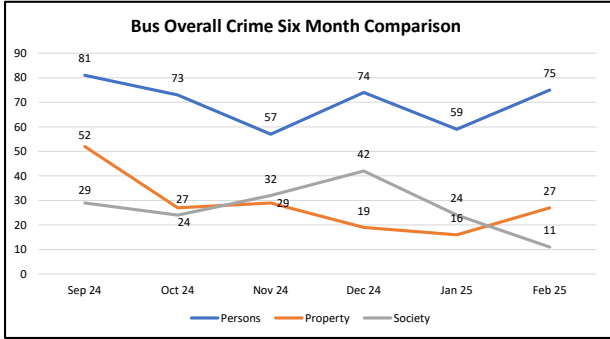
	Feb-21	Feb-22	Feb-23	Feb-24	Feb-25
Crimes Against Persons					
Agg Assault	6	8	9	14	16
Agg Assault on Op	1	4	1	1	0
Battery	17	26	29	30	33
Battery on Operator	4	9	5	11	7
Homicide	0	0	0	1	0
Rape	0	0	0	0	0
Robbery	3	7	8	9	14
Sex Offenses	3	2	6	6	5
Subtotal	34	56	58	72	75
Crimes Against Property					
Arson	0	0	0	0	0
Bike Theft	1	3	2	0	0
Burglary	0	0	0	0	0
Larceny	5	13	11	20	15
Motor Vehicle Theft	0	0	0	0	0
Vandalism	14	7	8	4	12
Subtotal	20	23	21	24	27
Crimes Against Society					
Narcotics	9	2	12	3	10
Trespassing	1	1	3	4	1
Weapons	5	1	4	1	0
Subtotal	15	4	19	8	11
Total	69	83	98	104	113



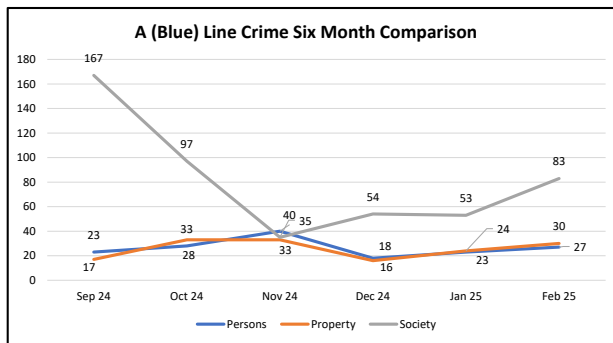
Systemwide	Feb 25	Jan 25	% Change
Crimes Against Persons			
Agg Assault	28	24	16.7%
Agg Assault on Op	0	3	-100.0%
Battery	81	65	24.6%
Battery on Operator	7	3	133.3%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	27	20	35.0%
Sex Offenses	8	14	-42.9%
Subtotal	151	129	17.1%
Crimes Against Property			
Arson	0	2	-100.0%
Bike Theft	0	1	-100.0%
Burglary	2	1	100.0%
Larceny	49	46	6.5%
Motor Vehicle Theft	4	4	0.0%
Vandalism	22	15	46.7%
Subtotal	77	69	11.6%
Crimes Against Society			
Narcotics	69	121	-43.0%
Trespassing	165	147	12.2%
Weapons	10	24	-58.3%
Subtotal	244	292	-16.4%
Total	472	490	-3.7%



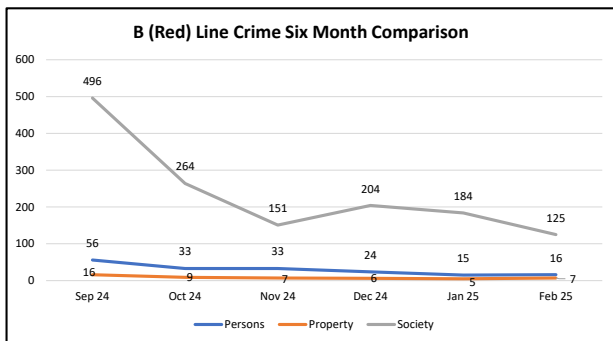
Rail	Feb 25	Jan 25	% Change
Crimes Against Persons			
Agg Assault	12	12	0.0%
Agg Assault on Op	0	0	0.0%
Battery	48	41	17.1%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	13	9	44.4%
Sex Offenses	3	8	-62.5%
Subtotal	76	70	8.6%
Crimes Against Property			
Arson	0	2	-100.0%
Bike Theft	0	1	-100.0%
Burglary	2	1	100.0%
Larceny	34	34	0.0%
Motor Vehicle Theft	4	4	0.0%
Vandalism	10	11	-9.1%
Subtotal	50	53	-5.7%
Crimes Against Society			
Narcotics	59	107	-44.9%
Trespassing	164	144	13.9%
Weapons	10	17	-41.2%
Subtotal	233	268	-13.1%
Total	359	391	-8.2%



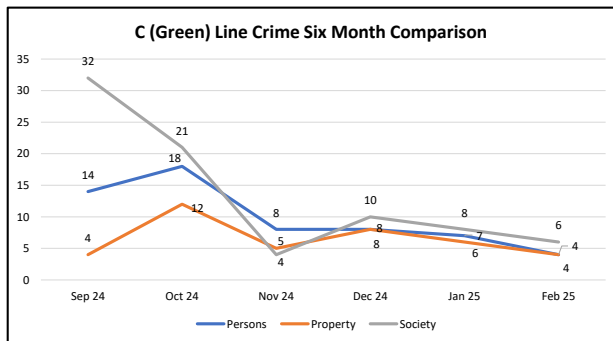
Bus	Feb 25	Jan 25	% Change
Crimes Against Persons			
Agg Assault	16	12	33.3%
Agg Assault on Op	0	3	-100.0%
Battery	33	24	37.5%
Battery on Operator	7	3	133.3%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	14	11	27.3%
Sex Offenses	5	6	-16.7%
Subtotal	75	59	27.1%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	15	12	25.0%
Motor Vehicle Theft	0	0	0.0%
Vandalism	12	4	200.0%
Subtotal	27	16	68.8%
Crimes Against Society			
Narcotics	10	14	-28.6%
Trespassing	1	3	-66.7%
Weapons	0	7	-100.0%
Subtotal	11	24	-54.2%
Total	113	99	14.1%



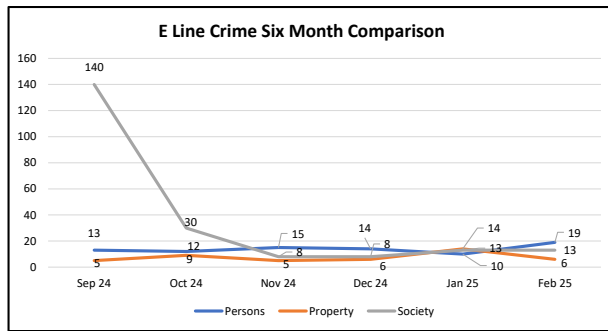
A (Blue) Line	Feb 25	Jan 25	% Change
Crimes Against Persons			
Agg Assault	6	2	200.0%
Agg Assault on Op	0	0	0.0%
Battery	18	16	12.5%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	3	2	50.0%
Sex Offenses	0	3	-100.0%
Subtotal	27	23	17.4%
Crimes Against Property			
Arson	0	2	-100.0%
Bike Theft	0	1	-100.0%
Burglary	0	0	0.0%
Larceny	23	18	27.8%
Motor Vehicle Theft	0	1	-100.0%
Vandalism	7	2	250.0%
Subtotal	30	24	25.0%
Crimes Against Society			
Narcotics	31	21	47.6%
Trespassing	48	28	71.4%
Weapons	4	4	0.0%
Subtotal	83	53	56.6%
Total	140	100	40.0%



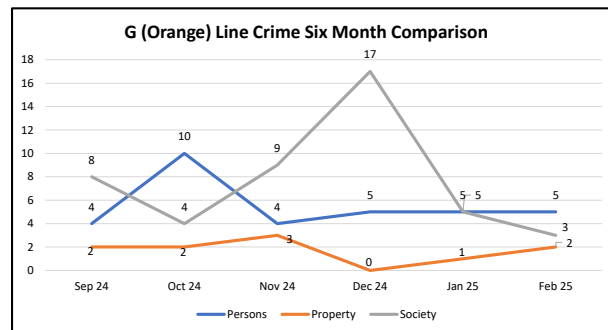
B (Red) Line	Feb 25	Jan 25	% Change
Crimes Against Persons			
Agg Assault	3	5	-40.0%
Agg Assault on Op	0	0	0.0%
Battery	10	10	0.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	3	0	300.0%
Sex Offenses	0	0	0.0%
Subtotal	16	15	6.7%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	6	4	50.0%
Motor Vehicle Theft	0	1	-100.0%
Vandalism	1	0	100.0%
Subtotal	7	5	40.0%
Crimes Against Society			
Narcotics	23	78	-70.5%
Trespassing	98	97	1.0%
Weapons	4	9	-55.6%
Subtotal	125	184	-32.1%
Total	148	204	-27.5%



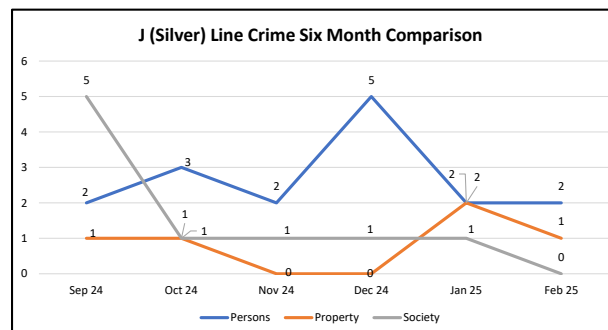
C (Green) Line	Feb 25	Jan 25	% Change
Crimes Against Persons			
Agg Assault	0	1	-100.0%
Agg Assault on Op	0	0	0.0%
Battery	1	1	0.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	2	3	-33.3%
Sex Offenses	1	2	-50.0%
Subtotal	4	7	-42.9%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	0	2	-100.0%
Motor Vehicle Theft	4	1	300.0%
Vandalism	0	3	-100.0%
Subtotal	4	6	-33.3%
Crimes Against Society			
Narcotics	1	5	-80.0%
Trespassing	5	2	150.0%
Weapons	0	1	-100.0%
Subtotal	6	8	-25.0%
Total	14	21	-33.3%



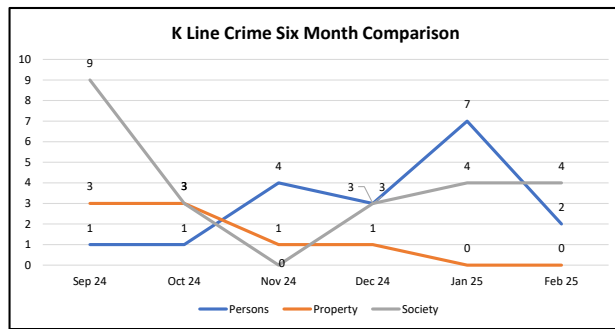
E Line	Feb 25	Jan 25	% Change
Crimes Against Persons			
Agg Assault	2	1	100.0%
Agg Assault on Op	0	0	0.0%
Battery	11	6	83.3%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	5	3	66.7%
Sex Offenses	1	0	100.0%
Subtotal	19	10	90.0%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	2	1	100.0%
Larceny	2	10	-80.0%
Motor Vehicle Theft	0	0	0.0%
Vandalism	2	3	-33.3%
Subtotal	6	14	-57.1%
Crimes Against Society			
Narcotics	3	2	50.0%
Trespassing	8	9	-11.1%
Weapons	2	2	0.0%
Subtotal	13	13	0.0%
Total	38	37	2.7%



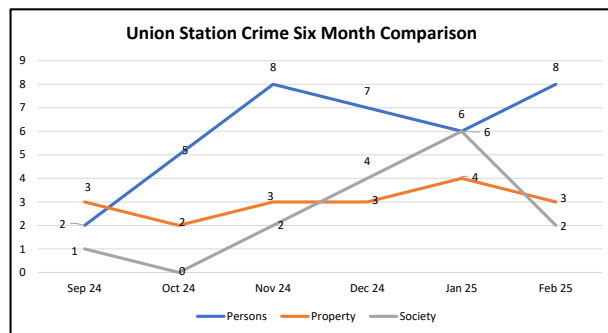
G (Orange) Line	Feb 25	Jan 25	% Change
Crimes Against Persons			
Agg Assault	2	1	100.0%
Agg Assault on Op	0	0	0.0%
Battery	1	4	-75.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	2	0	200.0%
Sex Offenses	0	0	0.0%
Subtotal	5	5	0.0%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	2	1	100.0%
Motor Vehicle Theft	0	0	0.0%
Vandalism	0	0	0.0%
Subtotal	2	1	100.0%
Crimes Against Society			
Narcotics	2	5	-60.0%
Trespassing	1	0	100.0%
Weapons	0	0	0.0%
Subtotal	3	5	-40.0%
Total	10	11	-9.1%



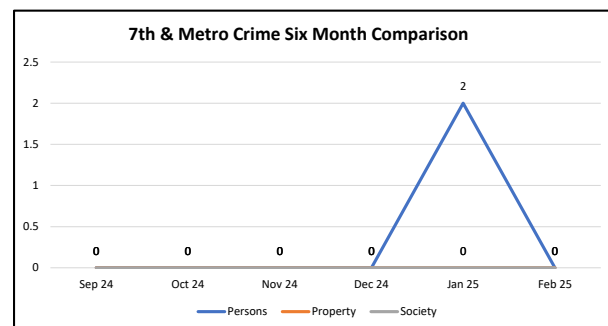
J (Silver) Line	Feb 25	Jan 25	% Change
Crimes Against Persons			
Agg Assault	1	1	0.0%
Agg Assault on Op	0	0	0.0%
Battery	0	0	0.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	1	0	100.0%
Sex Offenses	0	1	-100.0%
Subtotal	2	2	0.0%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	1	2	-50.0%
Motor Vehicle Theft	0	0	0.0%
Vandalism	0	0	0.0%
Subtotal	1	2	200.0%
Crimes Against Society			
Narcotics	0	0	0.0%
Trespassing	0	0	0.0%
Weapons	0	1	-100.0%
Subtotal	0	1	-100.0%
Total	3	5	-40.0%



K Line	Feb 25	Jan 25	% Change
Crimes Against Persons			
Agg Assault	0	1	-100.0%
Agg Assault on Op	0	0	0.0%
Battery	2	6	-66.7%
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	2	7	-71.4%
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	1	-100.0%
Trespassing	4	2	100.0%
Weapons	0	1	-100.0%
Subtotal	4	4	0.0%
Total	6	11	-45.5%



Union Station	Feb 25	Jan 25	% Change
Crimes Against Persons			
Agg Assault	1	2	-50.0%
Agg Assault on Op	0	0	0.0%
Battery	6	1	500.0%
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	3	-66.7%
Subtotal	8	6	33.3%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	3	0	300.0%
Motor Vehicle Theft	0	1	-100.0%
Vandalism	0	3	-100.0%
Subtotal	3	4	-25.0%
Crimes Against Society			
Narcotics	1	0	100.0%
Trespassing	1	6	-83.3%
Weapons	0	0	0.0%
Subtotal	2	6	-66.7%
Total	13	16	-18.8%



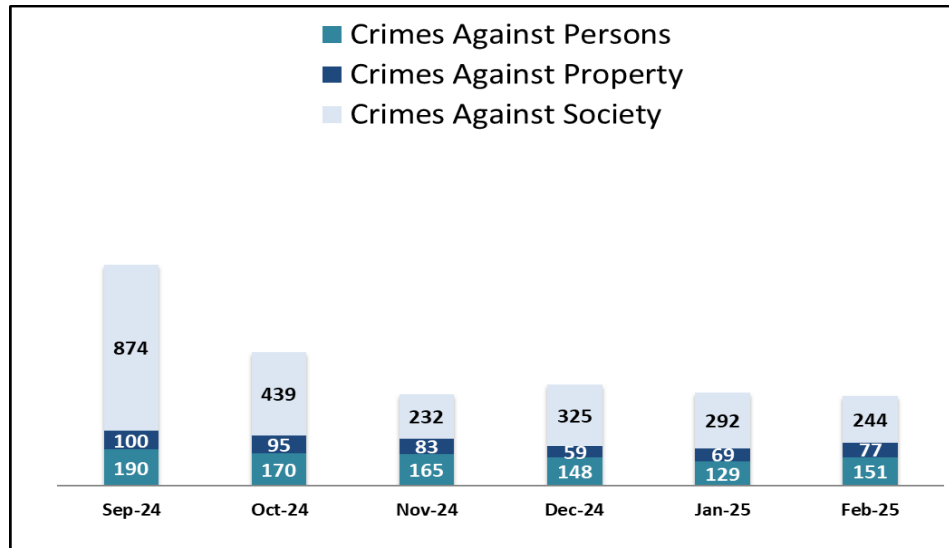
7th & Metro	Feb 25	Jan 25	% Change
Crimes Against Persons			
Agg Assault	0	0	0.0%
Agg Assault on Op	0	0	0.0%
Battery	0	1	-100.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	0	1	-100.0%
Sex Offenses	0	0	0.0%
Subtotal	0	2	-100.0%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	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	0	0.0%
Weapons	0	0	0.0%
Subtotal	0	0	0.0%
Total	0	2	-100.0%

SYSTEMWIDE LAW ENFORCEMENT OVERVIEW

FEBRUARY 2025

Attachment D

Total Crimes

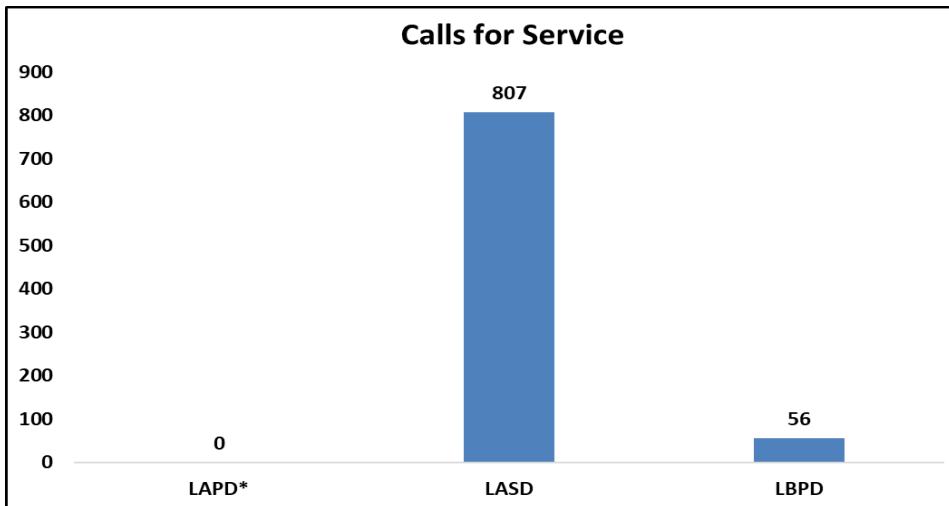


Crimes Against Persons: violent crimes (i.e., homicide, aggravated assaults) are those in which the victims are always individuals

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)

Calls for Service



* LAPD Calls for Service data is currently unavailable



SYSTEM SECURITY & LAW ENFORCEMENT

SYSTEMWIDE LAW ENFORCEMENT OVERVIEW

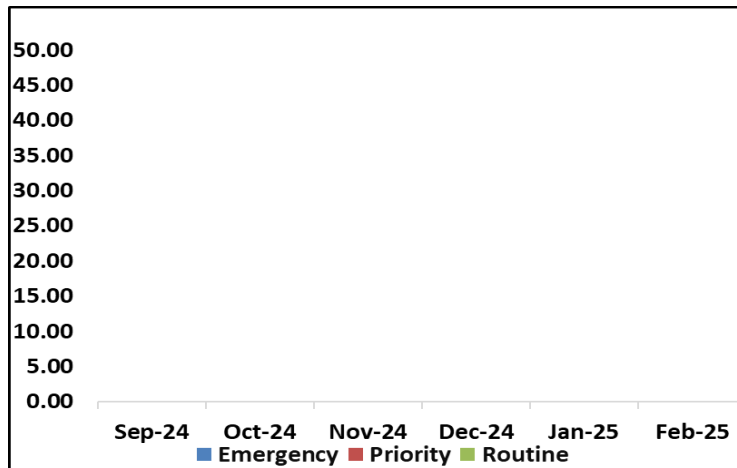
FEBRUARY 2025

Attachment D

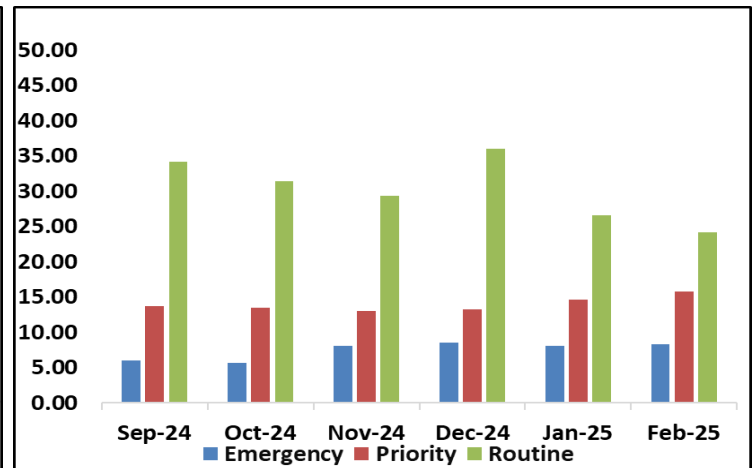
Average Incident Response Times

These graphs show how long it takes (in minutes) for LAPD, LASD, and LBPd to respond to Emergency, Priority, and Routine calls

LAPD

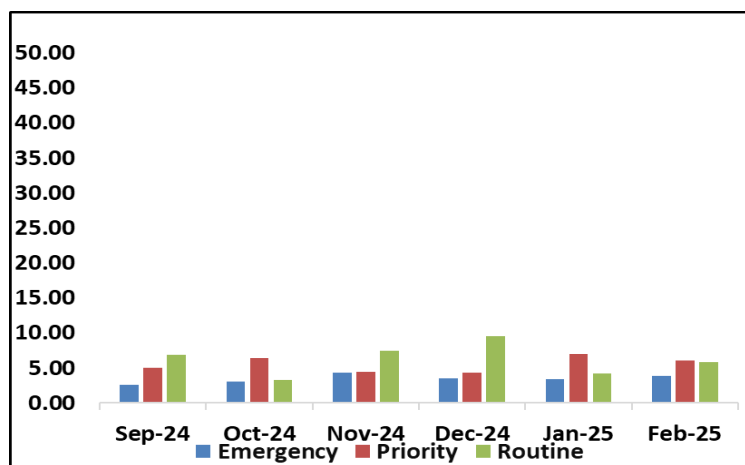


LASD



* LAPD Incident Response Times data is currently unavailable

LBPd



Transit Police

Monthly Crime Report



Attachment D

	2025	2024	%
	February	February	Change
CRIMES AGAINST PERSONS			
Homicide	0	1	-100.0%
Rape	0	2	-100.0%
Robbery	27	21	28.6%
Aggravated Assault	28	42	-33.3%
Aggravated Assault on Operator	0	1	-100.0%
Battery	81	76	6.6%
Battery on Operator	7	11	-36.4%
Sex Offenses	8	12	-33.3%
SUB-TOTAL	151	166	-9.0%
CRIMES AGAINST PROPERTY			
Burglary	2	0	200.0%
Larceny	49	45	8.9%
Bike Theft	0	0	0.0%
Motor Vehicle Theft	4	1	300.0%
Arson	0	1	-100.0%
Vandalism	22	9	144.4%
SUB-TOTAL	77	56	37.5%
CRIMES AGAINST SOCIETY			
Weapons	10	12	-16.7%
Narcotics	69	50	38.0%
Trespassing	165	212	-22.2%
SUB-TOTAL	244	274	-10.9%
TOTAL	472	496	-4.8%
ENFORCEMENT EFFORTS			
Arrests	533	478	11.5%
Citations	887	454	95.4%
Calls for Service	1,008	2,669	-62.2%



SYSTEM SECURITY & LAW ENFORCEMENT

MONTHLY, BI-ANNUAL, ANNUAL COMPARISON

FEBRUARY 2025

Attachment D

Crimes

Monthly

System-Wide	Feb-25	Feb-24	% Change
Crimes Against Persons	151	166	-9.04%
Crimes Against Property	77	56	37.50%
Crimes Against Society	244	274	-10.95%
Total	472	496	-4.84%

Six Months

System-Wide	Sep-24-Feb-25	Sep-23-Feb-24	% Change
Crimes Against Persons	953	1,075	-11.35%
Crimes Against Property	483	347	39.19%
Crimes Against Society	2,406	1,900	26.63%
Total	3,842	3,322	15.65%

Annual

System-Wide	Mar-24-Feb-25	Mar-23-Feb-24	% Change
Crimes Against Persons	2,017	2,186	-7.73%
Crimes Against Property	852	742	14.82%
Crimes Against Society	5,882	2,917	101.65%
Total	8,751	5,845	49.72%

Average Emergency Response Times

Monthly

Feb-25	Feb-24	% Change
4.04	4.77	-15.30%

Six Months

Sep-24-Feb-25	Sep-23-Feb-24	% Change
3.61	5.46	-33.84%

Annual

Mar-24-Feb-25	Mar-23-Feb-24	% Change
4.75	5.42	-12.34%

Bus Operator Assaults

Monthly

Feb-25	Feb-24	% Change
7	12	-41.67%

Six Months

Sep-24-Feb-25	Sep-23-Feb-24	% Change
46	89	-48.31%

Annual

Mar-24-Feb-25	Mar-23-Feb-24	% Change
133	180	-26.11%

Ridership

Monthly

Feb-25	Feb-24	% Change
24,028,584	23,031,303	4.33%

Six Months

Sep-24-Feb-25	Sep-23-Feb-24	% Change
156,309,395	145,960,296	7.09%

Annual

Mar-24-Feb-25	Mar-23-Feb-24	% Change
313,284,858	290,275,227	7.93%



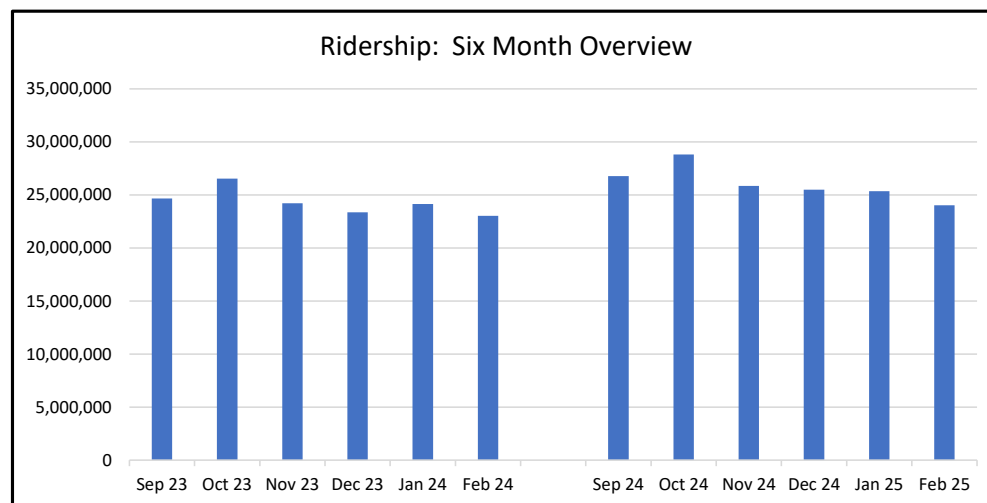
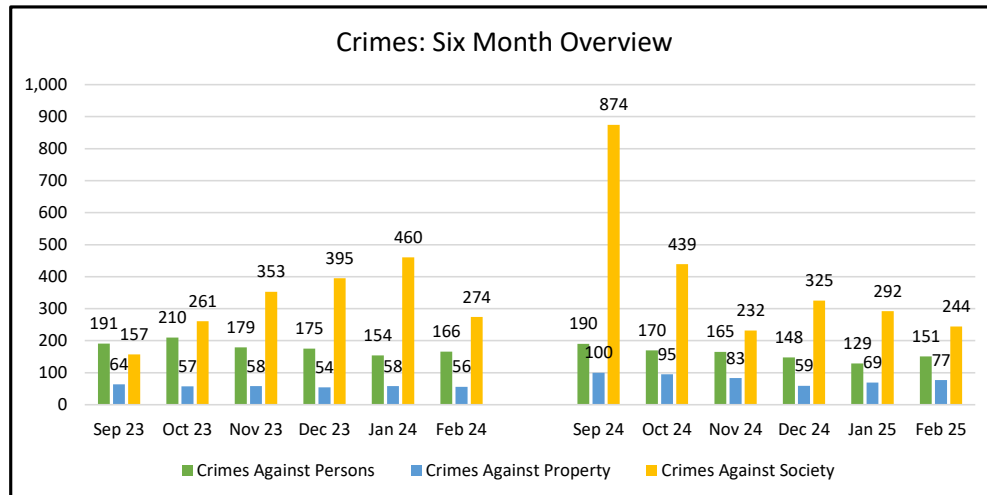
Metro

SYSTEM SECURITY & LAW ENFORCEMENT

MONTHLY, BI-ANNUAL, ANNUAL COMPARISON

FEBRUARY 2025

Attachment D



A LINE (BLUE)

ATTACHMENT E

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - FEBRUARY 2025

REPORTED CRIME				
CRIMES AGAINST PERSONS	LAPD	LASD	LBPd	FYTD
Homicide	0	0	0	0
Rape	0	0	0	0
Robbery	0	2	1	41
Aggravated Assault	4	1	1	57
Aggravated Assault on Operator	0	0	0	1
Battery	6	9	3	104
Battery Rail Operator	0	0	0	0
Sex Offenses	0	0	0	11
SUB-TOTAL	10	12	5	214
CRIMES AGAINST PROPERTY	LAPD	LASD	LBPd	FYTD
Burglary	0	0	0	1
Larceny	3	19	1	135
Bike Theft	0	0	0	1
Motor Vehicle Theft	0	0	0	7
Arson	0	0	0	2
Vandalism	2	1	4	26
SUB-TOTAL	5	20	5	172
CRIMES AGAINST SOCIETY	LAPD	LASD	LBPd	FYTD
Weapons	3	1	0	36
Narcotics	24	7	0	170
Trespassing	43	4	1	476
SUB-TOTAL	70	12	1	682
TOTAL	85	44	11	1,068

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
APU/Citrus College	0	0	1	3
Azusa Downtown	1	0	3	18
Irwindale	1	0	0	2
Duarte/City of Hope	0	1	0	5
Monrovia	0	0	0	6
Arcadia	0	0	0	3
Sierra Madre Villa	1	0	0	6
Allen	0	0	0	2
Lake	0	0	1	18
Memorial Park	0	0	0	4
Del Mar	1	0	0	5
Fillmore	0	0	0	7
South Pasadena	1	0	0	8
Highland Park	1	0	2	23
Southwest Museum	0	0	0	29
Heritage Square	0	1	2	19
Lincoln/Cypress	0	0	2	27
Chinatown	1	0	31	118
Union Station	1	0	1	17
Little Tokyo/Arts Dist	1	0	1	48
Historic Broadway	0	1	2	25
Grand Av Arts/Bunker Hill	1	0	12	194
7th St/Metro Ctr	1	0	0	14
Pico	0	0	8	46
Grand/LATTC	0	0	7	64
San Pedro St	0	0	1	12
Washington	0	2	1	18
Vernon	1	0	0	9
Slauson	0	1	0	24
Florence	2	4	1	27
Firestone	0	5	0	32
103rd St/Watts Towers	3	1	0	21
Willowbrook/Rosa Parks	1	4	4	89
Compton	4	0	1	26
Artesia	0	2	1	39
Del Amo	0	3	0	15
Wardlow	0	0	0	0
Willow St	2	0	0	14
PCH	1	2	0	4
Anaheim St	1	1	0	8
5th St	0	0	0	1
1st St	0	0	0	1
Downtown Long Beach	1	0	1	8
Pacific Av	0	0	0	1
Blue Line Rail Yard	0	2	0	7
Other	0	0	0	0
Total	27	30	83	1,067

ARRESTS				
AGENCY	LAPD	LASD	LBPd	FYTD
Felony	29	10	1	275
Misdemeanor	48	32	0	913
TOTAL	77	42	1	1,188

CITATIONS				
AGENCY	LAPD	LASD	LBPd	FYTD
Misdemeanor Citations	0	0	2	2
Other Citations	60	47	0	1,018
Vehicle Code Citations	2	2	0	101
TOTAL	62	49	2	1,121

CALLS FOR SERVICE				
AGENCY	LAPD	LASD	LBPd	FYTD
Routine	Currently Unavailable	181	7	3,380
Priority	Currently Unavailable	91	39	1,077
Emergency	Currently Unavailable	8	10	164
TOTAL	0	280	56	4,621

DISPATCHED VS. PROACTIVE			
AGENCY	LAPD	LASD	LBPd
Dispatched	24%	N/C	2%
Proactive	76%	N/C	98%
TOTAL	100%	0%	100%

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Blue Line-LAPD	82%
Blue Line-LASD	N/C
Blue Line-LBPd	80%

GRADE CROSSING OPERATIONS				
LOCATION	LAPD	LASD	LBPd	FYTD
Azusa	0	30	0	217
Irwindale	0	28	0	203
Duarte Station	0	6	0	58
Monrovia	0	4	0	92
Magnolia Ave	0	0	0	0
Arcadia Station	0	16	0	147
Pasadena	0	35	0	353
South Pasadena	0	8	0	126
Marmion Way	0	0	0	0
Flower St	0	0	0	0
Washington St	66	0	0	363
Slauson	0	3	0	103
Florence	0	9	0	135
Firestone	0	12	0	93
103rd St	18	0	0	99
Willowbrook	0	23	0	96
Compton	0	5	0	46
Artesia	0	12	0	48
Del Amo	0	3	0	44
Wardlow Rd	0	0	0	16
Long Beach Blvd	0	0	0	0
Pacific Av	0	0	0	0
TOTAL	84	194	0	2,239

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

B LINE (RED)

ATTACHMENT E

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - FEBRUARY 2025

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	1
Robbery	3	28
Aggravated Assault	3	64
Aggravated Assault on Operator	0	0
Battery	10	172
Battery Rail Operator	0	0
Sex Offenses	0	17
SUB-TOTAL	16	282
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	6	48
Bike Theft	0	0
Motor Vehicle Theft	0	1
Arson	0	0
Vandalism	1	21
SUB-TOTAL	7	70
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	4	99
Narcotics	23	588
Trespassing	98	1,901
SUB-TOTAL	125	2,588
TOTAL	148	2,940

ARRESTS		
AGENCY	LAPD	FYTD
Felony	40	660
Misdemeanor	89	3,090
TOTAL	129	3,750

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	140	2,715
Vehicle Code Citations	28	334
TOTAL	168	3,049

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%	

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Red Line- LAPD	79%

LEGEND
Los Angeles Police Department

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Union Station	3	0	15	755
Civic Center/Grand Park	0	0	3	26
Pershing Square	0	0	3	335
7th St/Metro Ctr	2	0	8	232
Westlake/MacArthur Park	2	1	13	456
Wilshire/Vermont	1	1	1	205
Wilshire/Normandie	0	0	3	24
Vermont/Beverly	0	0	20	84
Wilshire/Western	0	0	3	66
Vermont/Santa Monica	0	0	1	49
Vermont/Sunset	1	1	5	59
Hollywood/Western	2	1	7	68
Hollywood/Vine	0	2	15	84
Hollywood/Highland	1	0	6	73
Universal City/Studio City	0	0	10	60
North Hollywood	4	1	12	364
Red Line Rail Yard	0	0	0	0
Total	16	7	125	2,940

C LINE (GREEN)

ATTACHMENT E

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - FEBRUARY 2025

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	1	1	26
Aggravated Assault	0	0	26
Aggravated Assault on Operator	0	0	0
Battery	1	0	18
Battery Rail Operator	0	0	0
Sex Offenses	0	1	7
SUB-TOTAL	2	2	77
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	0	0	34
Bike Theft	0	0	0
Motor Vehicle Theft	4	0	10
Arson	0	0	0
Vandalism	0	0	9
SUB-TOTAL	4	0	53
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	14
Narcotics	1	0	49
Trespassing	3	2	59
SUB-TOTAL	4	2	122
TOTAL	10	4	252

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	1	66
Misdemeanor	2	8	245
TOTAL	2	9	311

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	4	10	311
Vehicle Code Citations	1	0	9
TOTAL	5	10	320

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	Currently Unavailable	63	1,917
Priority	Currently Unavailable	22	336
Emergency	Currently Unavailable	2	29
TOTAL	0	87	2,282

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	21%	N/C
Proactive	79%	N/C
TOTAL	100%	0%

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
LAX/Metro Transit Center				
Aviation/Century	0	0	1	1
Aviation/Imperial	1	3	1	21
Hawthorne/Lennox	0	0	1	11
Crenshaw	1	0	0	16
Vermont/Athens	0	0	1	7
Harbor Fwy	0	1	0	68
Avalon	1	0	2	23
Willowbrook/Rosa Parks	0	0	0	30
Long Beach Bl	1	0	0	43
Lakewood Bl	0	0	0	5
Norwalk	0	0	0	22
Total	4	4	6	247

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Green Line-LAPD	87%
Green Line-LASD	N/C

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

E LINE

ATTACHMENT E

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - FEBRUARY 2025

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	2
Robbery	5	0	28
Aggravated Assault	1	1	19
Aggravated Assault on Operator	0	0	0
Battery	7	4	59
Battery Rail Operator	0	0	0
Sex Offenses	1	0	6
SUB-TOTAL	14	5	114
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	2	0	3
Larceny	0	2	44
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	1
Arson	0	0	0
Vandalism	1	1	11
SUB-TOTAL	3	3	59
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	2	0	8
Narcotics	3	0	41
Trespassing	8	0	344
SUB-TOTAL	13	0	393
TOTAL	30	8	566

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Atlantic	0	0	0	5
East LA Civic Ctr	2	0	0	3
Maravilla	0	0	0	1
Indiana (both LAPD & LASD)	1	2	1	28
Soto	1	1	0	20
Mariachi Plaza	1	0	1	20
Pico/Aliso	0	0	0	6
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	1	1	0	8
LATTC/Ortho Institute	2	0	2	88
Jefferson/USC	1	0	0	8
Expo Park/USC	3	0	0	14
Expo/Vermont	3	0	0	41
Expo/Western	0	1	4	38
Expo/Crenshaw	1	0	5	74
Farmdale	0	0	0	17
Expo/La Brea	0	0	0	44
La Cienega/Jefferson	1	0	0	91
Culver City	0	0	0	4
Palms	0	0	0	3
Westwood/Rancho Park	0	0	0	2
Expo/Sepulveda	0	0	0	6
Expo/Bundy	0	0	0	7
26th St/Bergamot	1	0	0	4
17th St/SMC	0	1	0	7
Downtown Santa Monica	1	0	0	22
Expo Line Rail Yard	0	0	0	0
Total	19	6	13	566

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	10	1	64
Misdemeanor	15	4	506
TOTAL	25	5	570

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	18	4	678
Vehicle Code Citations	0	1	12
TOTAL	18	5	690

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	Currently Unavailable	71	1,204
Priority	Currently Unavailable	20	191
Emergency	Currently Unavailable	3	19
TOTAL	0	94	1,414

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	29%	N/C
Proactive	71%	N/C
TOTAL	100%	0%

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	11	58
Figuerroa St	0	0	0
Exposition Blvd	165	0	1,203
Culver City	0	0	100
Santa Monica	0	68	685
TOTAL	165	79	2,046

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

G LINE (ORANGE)

ATTACHMENT E

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - FEBRUARY 2025

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	0
Robbery	2	10
Aggravated Assault	2	11
Aggravated Assault on Operator	0	0
Battery	1	18
Battery Bus Operator	0	0
Sex Offenses	0	0
SUB-TOTAL	5	39
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	2	7
Bike Theft	0	0
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	0	9
SUB-TOTAL	2	16
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	3
Narcotics	2	41
Trespassing	1	26
SUB-TOTAL	3	70
TOTAL	10	125

ARRESTS		
AGENCY	LAPD	FYTD
Felony	3	30
Misdemeanor	5	55
TOTAL	8	85

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	5	120
Vehicle Code Citations	28	111
TOTAL	33	231

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	14%	
Proactive	86%	
TOTAL	100%	

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
North Hollywood	1	0	0	17
Laurel Canyon	1	0	0	4
Valley College	0	0	0	2
Woodman	1	0	0	4
Van Nuys	0	1	0	7
Sepulveda	0	0	0	2
Woodley	0	0	0	1
Balboa	0	0	0	2
Reseda	1	0	2	39
Tampa	0	0	0	2
Pierce College	0	0	0	0
De Soto	0	0	0	3
Canoga	1	0	0	4
Warner Center	0	0	0	0
Sherman Way	0	0	0	6
Roscoe	0	0	0	2
Nordhoff	0	0	0	1
Chatsworth	0	1	1	29
Total	5	2	3	125

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
Orange Line- LAPD	87%

LEGEND
Los Angeles Police Department

J LINE (SILVER)

ATTACHMENT E

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - FEBRUARY 2025

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	1	0	5
Aggravated Assault	0	1	7
Aggravated Assault on Operator	0	0	0
Battery	0	0	6
Battery Bus Operator	0	0	2
Sex Offenses	0	0	2
SUB-TOTAL	1	1	22
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	1	0	4
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	0
Arson	0	0	0
Vandalism	0	0	2
SUB-TOTAL	1	0	6
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	2
Narcotics	0	0	10
Trespassing	0	0	33
SUB-TOTAL	0	0	45
TOTAL	2	1	73

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
El Monte	1	0	0	3
Cal State LA	0	0	0	0
LAC/USC Medical Ctr	0	0	0	2
Alameda	0	0	0	0
Downtown	0	1	0	1
37th St/USC	0	0	0	7
Slauson	1	0	0	11
Manchester	0	0	0	14
Harbor Fwy	0	0	0	18
Rosecrans	0	0	0	0
Harbor Gateway Transit Ctr	0	0	0	12
Carson	0	0	0	0
PCH	0	0	0	0
San Pedro/Beacon	0	0	0	1
Total	2	1	0	69

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	0	5
Misdemeanor	0	2	36
TOTAL	0	2	41

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	0	0	84
Vehicle Code Citations	1	0	29
TOTAL	1	0	113

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	Currently Unavailable	4	46
Priority	Currently Unavailable	3	15
Emergency	Currently Unavailable	0	1
TOTAL	0	7	62

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	12%	1%
Proactive	88%	99%
TOTAL	100%	100%

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
Silver Line- LAPD	88%
Silver Line- LASD	95%

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

K LINE

ATTACHMENT E

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - FEBRUARY 2025

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	0	0	4
Aggravated Assault	0	0	3
Aggravated Assault on Operator	0	0	0
Battery	2	0	16
Battery Bus Operator	0	0	0
Sex Offenses	0	0	0
SUB-TOTAL	2	0	23
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	0	0	9
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	0
Arson	0	0	0
Vandalism	0	0	3
SUB-TOTAL	0	0	12
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	3
Narcotics	0	0	5
Trespassing	4	0	21
SUB-TOTAL	4	0	29
TOTAL	6	0	64

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Expo / Crenshaw	1	1	0	19
Martin Luther King Jr Station	0	1	0	7
Leimert Park Station	0	0	0	5
Hyde Park Station	0	0	0	9
Fairview Heights Station	0	0	0	1
Downtown Inglewood Station	0	0	0	2
Westchester / Veterans Station	0	0	0	3
LAX/Metro Transit Center				

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	0	9
Misdemeanor	3	1	39
TOTAL	3	1	48

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	1	1	36
Vehicle Code Citations	0	0	3
TOTAL	1	1	39

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	Currently Unavailable	62	954
Priority	Currently Unavailable	6	48
Emergency	Currently Unavailable	0	4
TOTAL	0	68	1,006

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	28%	N/C
Proactive	72%	N/C
TOTAL	100%	0%

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
K Line - LAPD	86%
K Line - LASD	N/C

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

BUS PATROL

ATTACHMENT E
MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - FEBRUARY 2025

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	1
Rape	0	0	0
Robbery	6	5	70
Aggravated Assault	10	3	104
Aggravated Assault on Operator	0	0	24
Battery	24	8	233
Battery Bus Operator	4	3	59
Sex Offenses	4	1	27
SUB-TOTAL	48	20	518
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	1
Larceny	9	3	110
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	1
Arson	0	0	0
Vandalism	8	4	84
SUB-TOTAL	17	7	196
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	31
Narcotics	3	5	92
Trespassing	0	0	26
SUB-TOTAL	3	5	149
TOTAL	68	32	863

LASD's Crimes per Sector		
Sector		FYTD
Westside	5	23
San Fernando	1	7
San Gabriel Valley	6	46
Gateway Cities	8	64
South Bay	12	94
Total	32	234

LAPD's Crimes per Sector		
Sector		FYTD
Valley Bureau		
Van Nuys	1	15
West Valley	1	18
North Hollywood	6	25
Foothill	2	11
Devonshire	1	9
Mission	2	14
Topanga	0	5
Central Bureau		
Central	8	120
Rampart	3	33
Hollenbeck	3	18
Northeast	2	19
Newton	7	49
West Bureau		
Hollywood	5	31
Wilshire	5	27
West LA	1	22
Pacific	1	11
Olympic	4	52
Southwest Bureau		
Southwest	5	45
Harbor	1	11
77th Street	7	68
Southeast	3	26
Total	68	629

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	10	2	167
Misdemeanor	2	32	378
TOTAL	12	34	545

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	12	30	1,222
Vehicle Code Citations	101	6	1,210
TOTAL	113	36	2,432

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	Currently Unavailable	173	1,373
Priority	Currently Unavailable	95	763
Emergency	Currently Unavailable	3	28
TOTAL	0	271	2,164

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	0%	3%
Proactive	0%	97%
TOTAL	0%	100%

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
LAPD BUS	0%
LASD BUS	91%

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

UNION STATION

ATTACHMENT E

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - FEBRUARY 2025

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	2
Robbery	0	2
Aggravated Assault	1	11
Aggravated Assault on Operator	0	0
Battery	6	35
Battery Rail Operator	0	0
Sex Offenses	1	5
SUB-TOTAL	8	55
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	3	15
Bike Theft	0	0
Motor Vehicle Theft	0	1
Arson	0	0
Vandalism	0	11
SUB-TOTAL	3	27
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	1
Narcotics	1	3
Trespassing	1	36
SUB-TOTAL	2	40
TOTAL	13	122

ARRESTS		
AGENCY	LAPD	FYTD
Felony	3	19
Misdemeanor	8	43
TOTAL	11	62

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	10	664
Vehicle Code Citations	0	6
TOTAL	10	670

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%

PERCENTAGE OF TIME SPENT ON THE SYSTEM	
Union Station	86%

LEGEND	
Los Angeles Police Department	

7TH & METRO STATION

ATTACHMENT E

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - FEBRUARY 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	0
Trespassing	0	0
SUB-TOTAL	0	0
TOTAL	0	2

ARRESTS		
AGENCY	LAPD	FYTD
Felony	0	0
Misdemeanor	0	0
TOTAL	0	0

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	29%
Proactive	71%
TOTAL	100%

PERCENTAGE OF TIME SPENT ON THE SYSTEM	
7th & Metro Station	82%

LEGEND	
Los Angeles Police Department	



SYSTEM SECURITY & LAW ENFORCEMENT

Attachment F

Sexual Crimes / Harassment Calls for Service February 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 February 1 and February 28, Metro Transit Security, LAPD, LASD, and LBPB received eight (8) incidents and referred all victims of sexual crimes/harassment to the above free hotlines.

Incident Type & Totals						
	Feb 25	Jan 25	% Change	Feb 25	Feb 24	% Change
Sexual Harassment	0	0	0.0%	0	0	0.0%
Sexual Battery	6	9	-33.3%	6	5	20.0%
Lewd Conduct	1	1	0.0%	1	1	0.0%
Indecent Exposure	1	4	-75.0%	1	4	-75.0%
Rape	0	0	-100.0%	0	0	0.0%
TOTAL	8	14	-42.9%	8	10	-20.0%

Counseling Information Provided	
	February 2025
Yes	8
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	8



**OPERATOR ASSAULTS
FEBRUARY 2025**

SYSTEM SECURITY & LAW ENFORCEMENT

Attachment G

Date	Time	Line	Bus	Intersection/City	Narrative	Barrier	Reason	Method	Transported to Hospital?
2/5/2025	1750hrs	18	5863	Whittier Bl/Keenan Av, East LA	Sus MH spit on bus op when asked to exit bus for threatening bus op	Barrier present - open	Violated Code of Conduct or committed a crime	Spit	No
2/6/2025	7:35	0	3958	550 N. Figueroa St	Suspect verbally assaulted the operator and threw trash inside of the bus	Barrier present - closed	Insufficient information	Verbal threat	No
2/10/2025	2319hrs	720	3919	5th St & Colorado Bl, Santa Monica	Sus transient MB/65yrs arrested for pushing bus op to board the bus	Outside of operator area	Violated Code of Conduct or committed a crime	Physical force (punch, slap, kick)	No
2/15/2025	1600hrs	51	5988	Tamcliff & Victoria St, Carson	Sus transient MH/45yrs arrested for punching bus op when asked to exit	Outside of operator area	Violated Code of Conduct or committed a crime	Physical force (punch, slap, kick)	No
2/21/2025	19:00	901	N/A	5391 Lankershim Blvd	While operator was securing suspect's wheelchair, suspect pushed operator	Outside of operator area	Insufficient information	Physical force (punch, slap, kick)	No
2/25/2025	14:50	720	9652	E. 6th & S. Alameda St.	Operator was spit on through the opening where the barrier door and the front panel meet	Barrier present - closed	Insufficient information	Spit	No
2/26/2025	18:00	0	5821	Franklin & N. Van Ness	Suspect spat at victim through the driver's side window	Barrier present - closed	Insufficient information	Spit	No



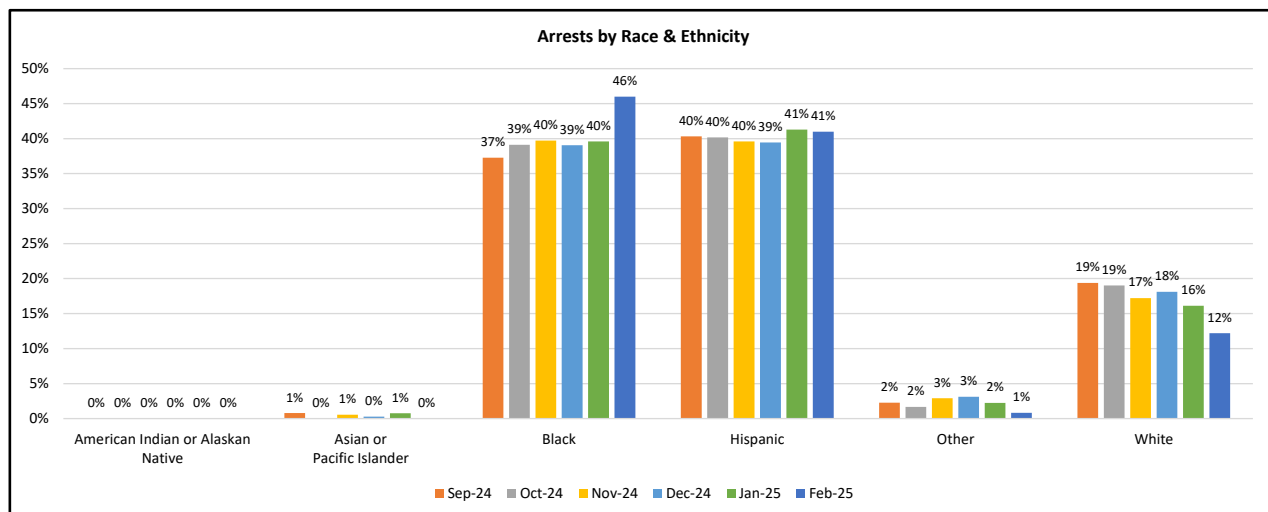
SYSTEM SECURITY & LAW ENFORCEMENT

Attachment H

Arrests February 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	0	26	140	13	135	0	3	8	36	361
Total	0		0		166		148		3		44		361
% Share	0.00%		0.00%		45.98%		41.00%		0.83%		12.19%		100.00%

Arrests February 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	21	4	23	0	2	1	4	56
Rail Systemwide	0	0	0	0	24	117	7	107	0	1	7	31	294
Union Station and 7th & Metro Station	0	0	0	0	1	2	2	5	0	0	0	1	11
Total	0		0		166		148		3		44		361
% Share	0.00%		0.00%		45.98%		41.00%		0.83%		12.19%		100.00%

Arrests (by Line, Bus, Union Station, and 7th & Metro Station) February 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	0	8	46	2	47	0	0	0	17	120
B Line (Red)	0	0	0	0	11	52	4	44	0	1	5	12	129
C Line (Green)	0	0	0	0	0	7	0	4	0	0	0	0	11
E Line (Expo)	0	0	0	0	3	12	1	11	0	0	1	2	30
Bus - G Line (Orange)	0	0	0	0	0	4	1	1	0	0	0	2	8
Bus - J Line (Silver)	0	0	0	0	0	0	0	2	0	0	0	0	2
K Line	0	0	0	0	2	0	0	1	0	0	1	0	4
Union Station	0	0	0	0	1	2	2	5	0	0	0	1	11
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	1	17	3	20	0	2	1	2	46
Total	0		0		166		148		3		44		361
% Share	0.00%		0.00%		45.98%		41.00%		0.83%		12.19%		100.00%





SYSTEM SECURITY & LAW ENFORCEMENT

Attachment I

Law Enforcement Homeless Outreach February 2025

	LAPD	LASD	LBPd
Contacts	163	294	192
Refusal of Services	156	0	145
Referrals	21	0	46
Veteran	2	0	0
5150	6	3	0
Mental Illness	80	0	37
Evaluations	116	0	0
Narcotics	167	0	53
Detox	0	0	0
Housed	2	0	0
Parole	5	0	0
Probation	10	0	0
Cleanup requests	14	0	0
Cleanups	32	0	0
Provided Social Services	0	3	0
Hospital	0	4	0
Food/Clothing	0	1	0

**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 J

MTS Citations & Warnings Demographics* - February 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	
	0	1	0	0	9	45	9	67	1	9	9	33	
Total	1		0		54		76		10		42		183
% Share	0.55%		0.00%		29.51%		41.53%		5.46%		22.95%		100%

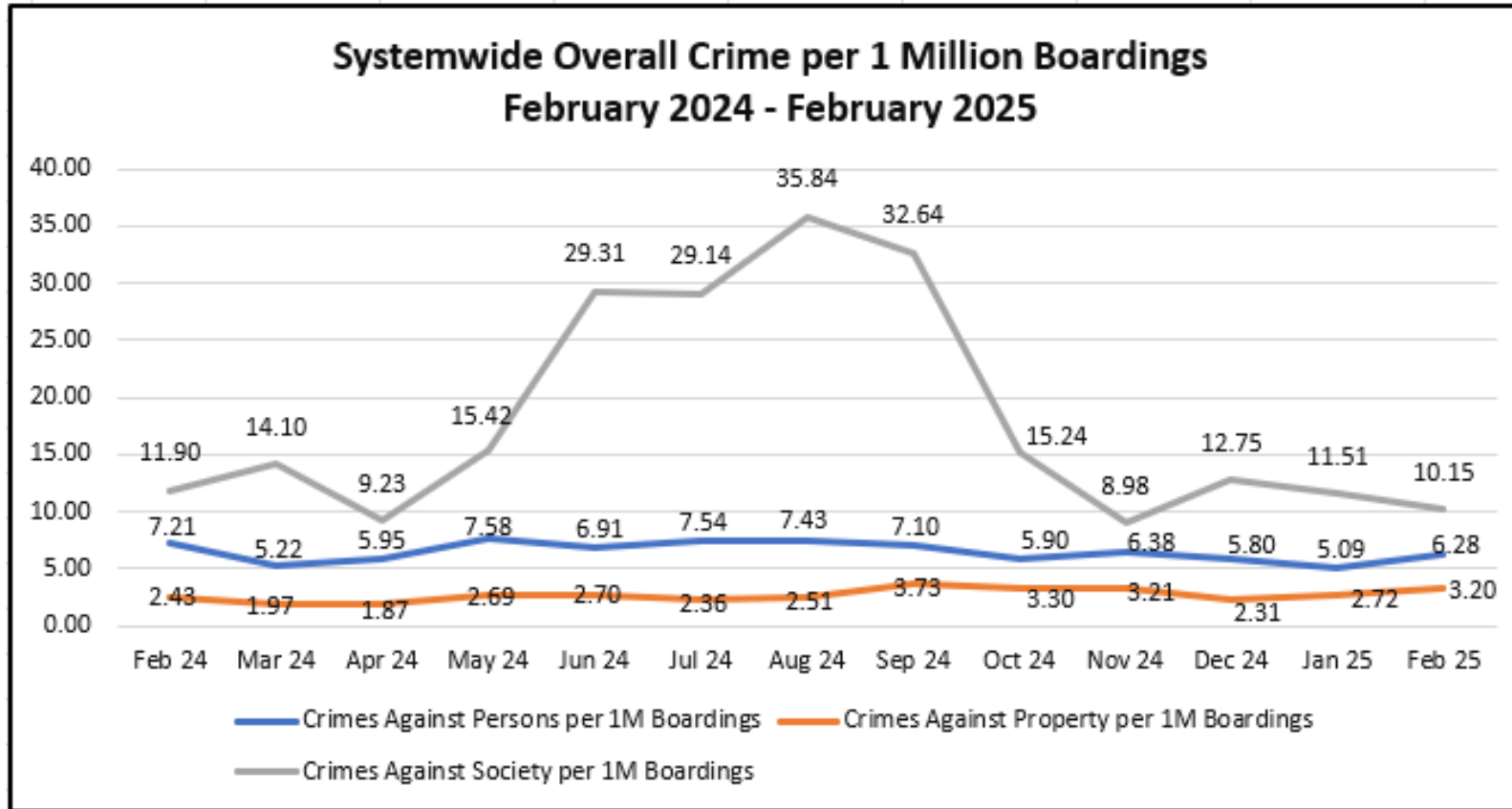
*Citation data is for adults only, as minors are not cited

APRIL 2025

Monthly Update On Public Safety

*Operations, Safety, & Customer Experience Committee Meeting
April 17, 2025*





- **Crimes Against Society** decreased by 11.8%, compared to the previous month.
- **Crimes Against Persons** increased by 23.5%, a similar uptick was also seen in February 2024.
 - However, the total is 9% lower than the same time a year ago (151 vs. 166).
- **Crimes Against Property** increased by 17.8%, caused by a rise in vandalism incidents on buses.

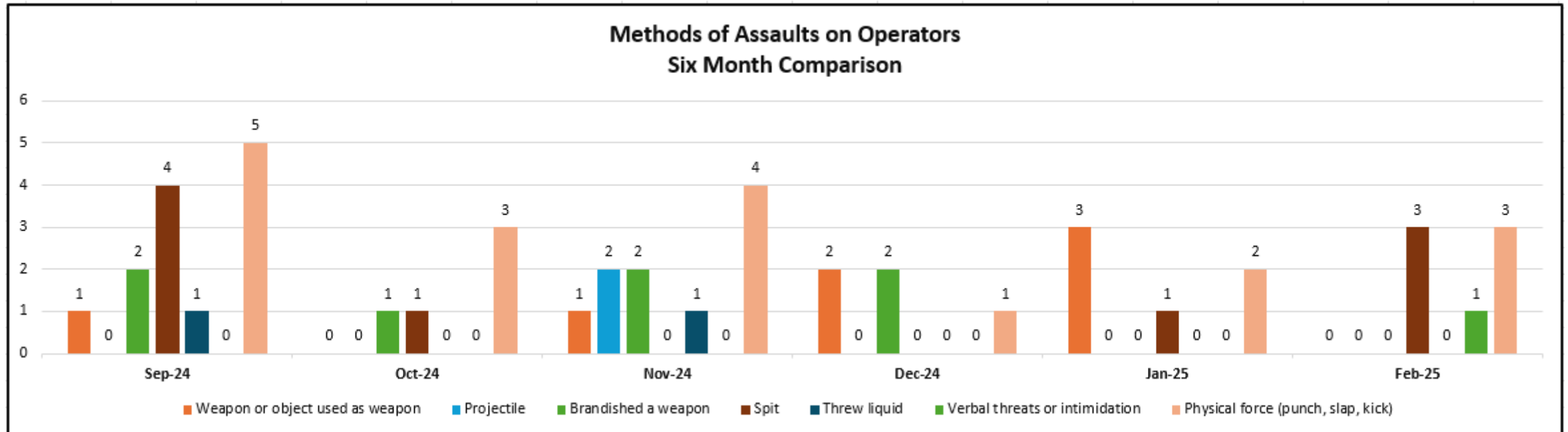
FEBRUARY 2025

Frontline Assaults

- There were 23 assaults on Metro frontline personnel in February.
 - Operator assaults slightly increased from 6 in January to 7 in February.**
- Using physical force (punch, slap, kick), spitting, and making verbal threats were the most common methods of assault.

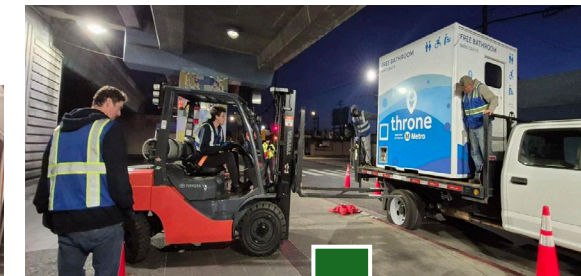
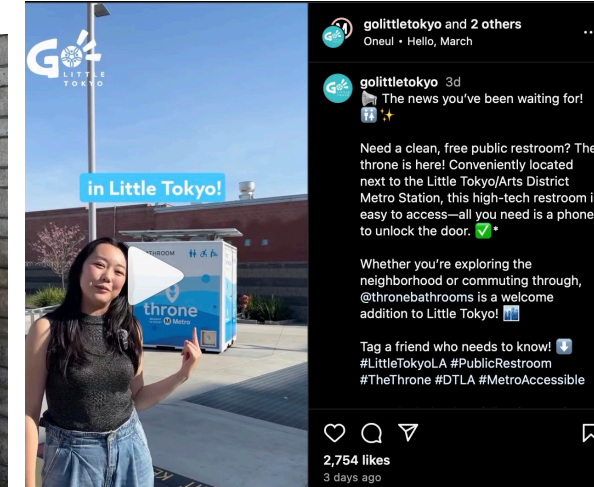
Assaults on Metro Employees & Contractors		
Type	Jan-25	Feb-25
Bus Operators	6	7
Rail Operators	0	0
Transit Security Officers	0	2
Contract Security Officers	11	11
Ambassadors	3	3
Blue Shirts	0	0
Custodians	3	0
Total	23	23

Reasons for Assaults on Non-Operator Personnel	
Reason	Feb-25
Asked to leave vehicle or facility	8
Insufficient information	6
Violated Code of Conduct or committed a crime	2
Grand Total	16



STATION EXPERIENCE UPDATES

- **New, taller faregates at Lake & Firestone A Line Stations are having a strong impact on fare evasion & reported incidents in the 1st Week**
 - Valid, paid entries are up +250% at Firestone and UP +110% at Lake A Line Stations
 - Reported incidents on Transit Watch have dropped -75% across both stations
 - No additional fare inspectors deployed
 - LIFE Program gains +100 new members and engages with nearly 300 others
- **Safe, clean, free-to-use Throne Bathrooms expanding to more stations**
 - Firestone (A), Chinatown (A), Vermont/Sunset (B), Atlantic (E) and La Cienega/Jefferson (E)
- **Elevator Attendant Pilot with Return-to-Work Employees launches at Pershing Square (B/D) and Hollywood/Vine (B) Stations**



METRO AMBASSADOR UPDATES

Support

Metro Ambassadors provide support to riders, connecting riders to resources and reporting safety incidents or maintenance needs. In addition, they were called upon to provide crowd control and wayfinding support for special events such as CicLAvia in West Adams, MLK Parade, and the LAFC Soccer Games, A Line North bus bridges, and J Line East elevator outages.

Bus Line 134 Deployment: With service resuming, Metro Ambassadors were redeployed to the 5th/Colorado 134 bus stop in Santa Monica to inform customers of the restart and restrictions. Riders were excited about the return of service and appreciated the in-person updates to help them plan accordingly.

Connect

During **February 2025**, Metro Ambassadors conducted 37,404 customer engagements and reported the following:

- 3,315 Cleanliness Issues
- 2,196 Graffiti Incidents
- 660 Elevator and Escalator Problems
- Seven lives were saved through the timely administration of Narcan, the same number of lives saved as the prior month.

Report

For the month of **February 2025**, Metro Ambassadors reported **7 Narcan Incidents**.

