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Agenda - Final

Thursday, July 15, 2021

9:00 AM

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

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

Mike Bonin, Chair

Holly Mitchell, Vice Chair

Jacquelyn Dupont-Walker

Janice Hahn

Sheila Kuehl

Tony Tavares, non-voting member

Stephanie Wiggins, Chief Executive Officer

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

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

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

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

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

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

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

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x2 *Español (Spanish)*

x3 *中文 (Chinese)*

x4 *한국어 (Korean)*

x5 *Tiếng Việt (Vietnamese)*

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The Committee Meeting begins at 9:00 AM Pacific Time on July 15, 2021; you may join the call 5 minutes prior to the start of the meeting.

Dial-in: 888-251-2949 and enter
English Access Code: 8231160#
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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:

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Marque: 888-251-2949 y ingrese el codigo
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Please include the Item # in your comment.

Email: BoardClerk@metro.net

Post Office Mail:

Board Administration

One Gateway Plaza

MS: 99-3-1

Los Angeles, CA 90012

CALL TO ORDER

ROLL CALL

APPROVE Consent Calendar Items: 16 and 17.

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

CONSENT CALENDAR

16. SUBJECT: GLASS REPLACEMENT AND INSTALLATION SERVICES [2021-0404](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to execute Modification No. 2 to Contract No. OP1405120003367 with Los Angeles Glass Company, Inc. for Glass Replacement and Installation services in the amount of \$900,000, increasing the contract four-year base term authority from \$995,911 to \$1,895,911.

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

17. SUBJECT: NEXTRIP BUS AND RAIL ARRIVAL INFORMATION SYSTEM UPGRADE [2021-0376](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer (CEO) to award a firm fixed price Contract No. PS70644-2000 to Swiftly Inc. for the Nextrip Bus and Rail Arrival Information System, in the total amount of \$350,510.41 for the one-year base term, and \$325,000 for the one-year option, for a combined amount of \$675,510.41 subject to the resolution of protest(s), if any.

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

NON-CONSENT

18. SUBJECT: OPERATIONS EMPLOYEES OF THE MONTH [2021-0181](#)

RECOMMENDATION

RECOGNIZE Operations Employees of the Month.

Attachments: [Presentation](#)

19. **SUBJECT: ORAL REPORT ON COVID-19 TRANSIT UPDATE** [2021-0182](#)

RECOMMENDATION

RECEIVE oral report on COVID-19 Transit Update.

Attachments: [Presentation](#)

20. **SUBJECT: MOTION 24.1: REGIONAL CONNECTOR OPERATIONS UPDATE** [2021-0145](#)

RECOMMENDATION

RECEIVE AND FILE the status report in response to Motion 24.1 entitled Regional Connector Operations (October 2020). This update provides details regarding the work by Metro and its efforts to coordinate with Los Angeles Department of Transportation (LADOT) to develop a work program to improve travel time and reliability in preparation for the opening of Metro's Regional Connector project.

Attachments: [Presentation](#)

21. **SUBJECT: MONTHLY UPDATE ON TRANSIT SAFETY AND SECURITY PERFORMANCE** [2021-0442](#)

RECOMMENDATION

RECEIVE AND FILE Transit Safety and Security Report.

22. **SUBJECT: PUBLIC SAFETY ADVISORY COMMITTEE (PSAC) QUARTERLY UPDATE** [2021-0443](#)

RECOMMENDATION

CONSIDER:

A. RECEIVING AND FILING Public Safety Advisory Committee (PSAC) quarterly update.

B. APPROVING recommended compensation for members of the public serving on the PSAC (Attachment B).

Attachments: [Attachment A - PSAC Board Motions](#)
[Attachment B - PSAC Compensation Fee Schedule](#)
[Presentation](#)

23. SUBJECT: UPDATE ON METRO'S HOMELESS OUTREACH EFFORTS [2021-0444](#)

RECOMMENDATION

RECEIVE AND FILE Update on Metro's Homeless Outreach Efforts.

Attachments: [Attachment A - PATH Homeless Outreach Update April 2021 - May 2021](#)
[Attachment B - PATH Motel Report April 2021 - May 2021](#)
[Attachment C - Law Enforcement Homeless Outreach Updates Ap'21 - May'21](#)

**24. SUBJECT: STATUS UPDATE OF MOTION 48: DODGER STADIUM
EXPRESS** [2021-0434](#)

RECOMMENDATION

RECEIVE AND FILE status report for Motion 48: Dodger Stadium Express.

Attachments: [Attachment A - Motion 48](#)

SUBJECT: GENERAL PUBLIC COMMENT [2021-0474](#)

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 #: 2021-0404, File Type: Contract

Agenda Number: 16.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE JULY 15, 2021

SUBJECT: GLASS REPLACEMENT AND INSTALLATION SERVICES

ACTION: APPROVE CONTRACT MODIFICATION

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to execute Modification No. 2 to Contract No. OP1405120003367 with Los Angeles Glass Company, Inc. for Glass Replacement and Installation services in the amount of \$900,000, increasing the contract four-year base term authority from \$995,911 to \$1,895,911.

ISSUE

The existing glass replacement and installation services contract term of a four-year base expires on August 31, 2023. Due to the increased rate of vandalism for damaged glass system-wide, there is insufficient authority remaining within the existing contract, therefore, approving Modification No. 2 to increase contract authority is required to ensure service continuity while providing timely response and safe environment to our patrons.

BACKGROUND

On August 14, 2019, Metro executed a four-year base, firm fixed unit rate Contract No. OP1405120003367 with Los Angeles Glass Company, Inc., to provide glass replacement and installation services for Metro's bus and rail facilities system-wide.

Under the existing contract, the contractor is required to provide as-needed board-up for broken glass panels, glass replacement and installation services system-wide.

DISCUSSION

There are various types of glass panels used throughout the Metro system for map cases, security guard shacks, fire hose and fire extinguisher cabinets, and elevators within the elevator cab, hoistway and doors. Standard glass panels are used for map cases, while special tempered laminated glass panels are used for the elevator hoistway, cabs and doors. Bullet-proof glass panels are also used for Metro's security guard shacks system-wide. Glass panels are subject to damage

due to vandalism, breakage, accidents, and natural disasters requiring timely board-up and replacement.

Since contract inception on September 1, 2019 to-date, the contractor responded to 413 incidents for broken glass panels requiring board-up and replacement services. This represents 16% escalation from a prior similar period, due to the increased rate of vandalism for damaged glass. Furthermore, the increased vandalism activities targeted elevator and security guard shack panels that are special, tempered laminated and bullet proof glass panels requiring additional manpower, longer installation time and significantly higher material cost compared to map case damaged glass panel replacement services. Therefore, there is insufficient authority remaining within the existing contract and an increase in contract authority is required to ensure service continuity and safe operations.

Providing timely response for as-needed glass replacement and installation services is critical to Metro's operations to address emergencies, avoid service interruption and accessibility to Metro stations, especially for individuals with disabilities, and provide safe and reliable environment to our patrons.

DETERMINATION OF SAFETY IMPACT

The approval of this item will ensure continuity of maintenance services with timely response to as-needed board-up for broken glass panels and glass replacement services, in an effort to provide safe, on-time and reliable services system-wide.

FINANCIAL IMPACT

For FY22, funding of \$480,000 is allocated under cost center 8370 - Facilities Contracted Maintenance Services, account 50308, Service Contract Maintenance, under various projects.

Since this is a multi-year contract, the cost center manager and Sr. Executive Officer, Maintenance and Engineering will be accountable for budgeting the cost in future years.

Impact to Budget

The current source of funds for this action include Fares, proposition A/C, Measure M, and StateTransportation Assistance. These funding sources maximize allowable project funding use given approved funding provisions and guidelines.

Equity Platform

Metro ensures the glass replacement and installation services program facilitates meaningful communication with Limited English Proficiency (LEP) customers under Title VI of the Civil Rights Act of 1964 through nine (9) different language translation services. Metro also ensures translated signage is posted for those reporting broken glass on the Metro system. Staff will continue to consult with the Office of Equity and Race to monitor any opportunities for improved customer access to

glass replacement services.

This contract is part of the Small Business Enterprise (SBE) Prime (Set-Aside) Program. Los Angeles Glass Company, Inc., is a Metro certified SBE contractor and made 100% SBE commitment as the Prime.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

This board action supports Strategic Goal 5: Provide responsive, accountable, and trustworthy governance within the Metro organization. Performing timely as-needed broken glass panel board-up and replacement services will ensure providing safe environment to our patrons, accessibility and service reliability, and enhancing customers' overall experience.

ALTERNATIVES CONSIDERED

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

NEXT STEPS

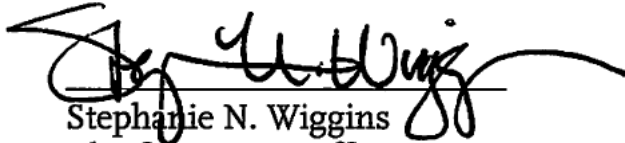
Upon approval by the Board, staff will execute Modification No. 2 to Contract No. OP1405120003367 with Los Angeles Glass Company, Inc., to continue providing broken glass panel board-up, glass replacement and installation services system-wide.

ATTACHMENTS

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

Prepared by: Errol Taylor, Sr. Executive Officer, Maintenance & Engineering, (Chief Engineer)
(213) 922-3227
Lena Babayan, Deputy Executive Officer, Facilities Contracted Maintenance Services, (213) 922-6765
Ruben Cardenas, Sr. Manager, Facilities Contracted Maintenance Services, (213) 922-5932

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



Stephanie N. Wiggins
Chief Executive Officer

PROCUREMENT SUMMARY

GLASS REPLACEMENT AND INSTALLATION SERVICES/OP1405120003367

1.	Contract Number: OP1405120003367		
2.	Contractor: Los Angeles Glass Company, Inc.		
3.	Mod. Work Description: Increase contract authority		
4.	Contract Work Description: Provide glass replacement and installation services for Metro's bus, rail and other Metro facilities system-wide		
5.	The following data is current as of: 6/2/21		
6.	Contract Completion Status		Financial Status
	Contract Awarded:	8/14/19	Contract Award Amount: \$895,911
	Notice to Proceed (NTP):	N/A	Total of Modification Approved: \$100,000
	Original Complete Date:	8/31/23	Pending Modification (including this action): \$900,000
	Current Est. Complete Date:	8/31/23	Current Contract Value (with this action): \$1,895,911
7.	Contract Administrator: Rommel Hilario		Telephone Number: (213) 922-4654
8.	Project Manager: Maral Minasian		Telephone Number: (213) 922-6762

A. Procurement Background

This Board Action is to approve Modification No. 2 to Contract No. OP1405120003367 with Los Angeles Glass Company, Inc. to provide glazier services, including but not limited to, installation and repair of various types of glass panels at Metro bus, rail and other Metro facilities system-wide.

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

In August 2019, Metro awarded a four-year contract to Los Angeles Glass Company, Inc. to provide glass replacement and installation services.

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

B. Cost/Price Analysis

The recommended price has been determined to be fair and reasonable based on cost analysis. Rates that were established as part of the competitive contract award in August 2019 shall remain unchanged, are subject to prevailing wage rates set by

the State of California, and are lower than current market rates for similar services. Therefore, the recommended increase in contract authority is in the best interest of Metro.

Proposed Amount	Metro ICE	Modification Amount
\$900,000	\$900,000	\$900,000

CONTRACT MODIFICATION/CHANGE ORDER LOG

GLASS REPLACEMENT AND INSTALLATION SERVICES/OP1405120003367

Mod. No.	Description	Date	Amount
1.	Increase contract authority to provide as-needed board-up for broken glass panels, glass replacement and installation services system-wide	5/31/21	\$100,000
2	Increase contract authority to provide as-needed board-up for broken glass panels, glass replacement and installation services system-wide	PENDING	\$900,000
	Modification Total:		\$1,000,000
	Original Contract:	8/14/19	\$895,911
	Total Contract Value:		\$1,895,911

DEOD SUMMARY

GLASS REPLACEMENT AND INSTALLATION SERVICES/OP1405120003367

A. Small Business Participation

Los Angeles Glass Company, Inc., a Small Business Prime, made a 100% Small Business Enterprise (SBE) commitment. The project is 72% complete and the current SBE participation is 100%.

Small Business Commitment	SBE 100%	Small Business Participation	SBE 100%
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	SBE Prime	% Committed	Current Participation¹
1.	Los Angeles Glass Company	100%	100%
	Total	100%	100%

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

A review of the current service contract indicates that the Living Wage and Service Contract Worker Retention Policy (LW/SCWRP) was not applicable at the time of award. Therefore, the LW/SCWRP is not applicable to this modification.

C. Prevailing Wage Applicability

Prevailing Wage requirements are applicable to this project. DEOD will continue to monitor contractors' compliance with the State of California Department of Industrial Relations (DIR), California Labor Code, and, if federally funded, the U S Department of Labor (DOL) Davis Bacon and Related Acts (DBRA).

D. Project Labor Agreement/Construction Careers Policy

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

**Board Report**

File #: 2021-0376, **File Type:** Contract**Agenda Number:** 17.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
JULY 15, 2021****SUBJECT: NEXTRIP BUS AND RAIL ARRIVAL INFORMATION SYSTEM UPGRADE****ACTION: APPROVE CONTRACT AWARD****RECOMMENDATION**

AUTHORIZE the Chief Executive Officer (CEO) to award a firm fixed price Contract No. PS70644-2000 to Swiftly Inc. for the Nextrip Bus and Rail Arrival Information System, in the total amount of \$350,510.41 for the one-year base term, and \$325,000 for the one-year option, for a combined amount of \$675,510.41 subject to the resolution of protest(s), if any.

ISSUE

The ability to provide more consistent and reliable transit information will improve the customer experience and is both a priority for our transit riders as well as an agency goal, as outlined in the 2020 Customer Experience Plan adopted by the Board. The recommended contract will help increase the accuracy of the bus and rail arrival information that is displayed to the public.

BACKGROUND

The need to provide transit riders with accurate, timely and consistent bus and rail arrival information is the intended goal of this contract award. Metro's current arrival information will be enhanced by enhanced logic that considers the operational impacts of service disruptions to the customer.

Providing accurate arrival information is a challenge to all transit agencies. When service is running as scheduled, predicted arrival information is straight forward and accurate. However, service disruptions are each uniquely different and schedule recovery must be addressed on a case-by-case basis, making accurate arrival predictions much more difficult. Metro staff have developed and have begun implementing a program for improving predictive arrival accuracy to provide a better customer experience. This multi-pronged approach focuses on improved vehicle location information, improved operational responsiveness and practices; and faster information sharing and coordination. Additionally, providing improved real-time arrival information to transit riders, especially during late night operation, will provide an enhanced sense of safety and security to our customers.

The public has come to rely on and expect a high level of technology-driven rider assistance from mobility services such as transportation networking companies, or TNCs (e.g. Uber and Lyft), where they can track their rides on their smart devices. The same expectations are being imposed on transit

providers with equal vigor. Metro's challenge is to integrate solutions that can both immediately improve the customer experience and continue to evolve as technology advances.

Predicting arrival information is a straight-forward endeavor when service is operating as planned. However, service disruptions impact schedules on a regular basis, and because each situation is unique, the strategies for recovery are difficult to address in a prediction algorithm. These service disruptions may be related to detours, fleet maintenance issues, law enforcement disturbances, service cancellations and/or a multitude of ad-hoc real-world events. In addition, recovery strategies are different for bus and rail and each mode must be managed appropriately. The ability to predict arrival information during service disruptions, which is when transit riders need more reliable information, is the goal of the recommended Nextrip Upgrade contract. The recommended contract award will provide a more robust calculation of predicted arrivals for bus and rail transit riders. The algorithm will incorporate Metro-specific operational procedures that will better account for detours, service adjustments, maintenance impacts and related ad-hoc bus and rail service impacts that affect predictions and the customer information that is affected in the downstream process.

DISCUSSION

The recommended contract award will provide a more robust calculation of predicted arrivals for bus and rail transit riders. The algorithm will incorporate Metro-specific operational procedures that will better account for detours, service adjustments, maintenance impacts and related ad-hoc bus and rail service impacts that affect predictions and the customer information that is affected in the downstream process.

The recommended contractor will integrate service alert information as well as interface with Metro's front facing customer application (Transit App) to maintain a consistent user experience, but with more refined information. A common data source will be used for electronic signage (transit hubs, rail platforms, kiosks and select bus stops), mobile/smartphone applications, text and web applications and support Metro operations with reports, mapping, monitoring and playback tools that will assist the customer service team as well as fleet supervisors and the Southern California 511

system. The contract includes an optional year of maintenance once the Nextrip upgrade is implemented.

DETERMINATION OF SAFETY IMPACT

There are no safety issues or impacts associated with this procurement.

FINANCIAL IMPACT

Funding for the action is included in the FY22 budget, allocated to multiple projects using the Federally approved Overhead Cost Allocation Plan.

Since this is an on-going multi-year project, the Project Manager and the Chief Information and Technology Office will be responsible for budgeting this effort in future Fiscal Years.

Impact to Budget

The funding for this action will be from Federal, State, and local funds including fares. Using these funding sources maximizes fund programming requirements given approved funding guidelines and provisions.

Equity Platform

A total of three proposals were received by the proposal due date and the highest ranking firm has made a 5.1% SBE commitment and a 3% DVBE commitment. Further details on equity impacts to the procurement process are in Attachment B: DEOD Summary.

This contract will advance improvements to real-time information to the public by refining the software algorithm that identify real-time operational updates. The refined algorithm will impact collection and analysis of data, but will not impact distribution of information or communication to the public. The information will continue to be distributed through Metro's existing platforms, including TransitApp, Metro's website, Google, and all digital e-signs at transit centers and select bus shelters throughout LA County including those with push-to-talk (PTT) functionality.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

Improved Customer Information supports Metro Vision 2028 Strategic Goal 2: Deliver outstanding trip experiences for all users of the transportation system.

..Alternatives_Considered

ALTERNATIVES CONSIDERED

The Board may choose not to approve the contract award. This option is not recommended as improving the customer experience is an agency and Board priority as well as well as an improvement sought by a high percentage of transit riders across LA County.

NEXT STEPS

Upon approval by the Board, staff will execute Contract No. PS70644-2000 with Swiftly, Inc. and establish a plan and schedule for the implementation of the Nextrip Bus and Rail Arrival Information System Upgrade.

ATTACHMENTS

Attachment A - Procurement Summary

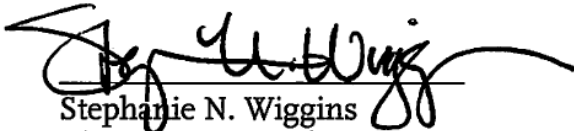
Attachment B - DEOD Summary

Prepared by: Al Martinez, Deputy Executive Officer, ITS (213) 922-2956

Reviewed by: Bryan Sastokas, Chief Information Technology Officer, (213) 922-5510

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

James Gallagher, Chief Operations Officer, (213) 418-3108



Stephanie N. Wiggins
Chief Executive Officer

PROCUREMENT SUMMARY

NEXTRIP BUS AND RAIL ARRIVAL INFORMATION SYSTEM UPGRADE/PS70644-2000

1.	Contract Number: PS70644-2000	
2.	Recommended Vendor: Swiftly, Inc.	
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: January 22, 2021	
	B. Advertised/Publicized: January 22, 2021	
	C. Pre-Proposal Conference: January 28, 2021	
	D. Proposals Due: February 22, 2021	
	E. Pre-Qualification Completed: June 11, 2021	
	F. Conflict of Interest Form Submitted to Ethics: May 25, 2021	
	G. Protest Period End Date: July 19, 2021	
5.	Solicitations Picked up/Downloaded: 75	Bids/Proposals Received: 3
6.	Contract Administrator: Ana Rodriguez	Telephone Number: (213) 922-1076
7.	Project Manager: Al Martinez	Telephone Number: (213) 922-2956

A. Procurement Background

This Board Action is to approve Contract No.PS70644-2000 issued to procure hosting and system programming, maintenance, and data integration services for a real-time arrival prediction information system for Metro's bus and rail fleet that will upgrade, improve, and streamline the agency's current process.. Board approval of contract awards are subject to resolution of any properly submitted protest.

The Request for Proposals (RFP) was issued on January 22, 2021 in accordance with Metro's Acquisition Policy and the contract type is a firm fixed price. The RFP was issued with an SBE goal of 5% and a DVBE goal of 3%.

There were no amendments issued during the solicitation phase of this RFP.

A virtual pre-proposal conference was held on January 28, 2021 and was attended by 31 participants representing 16 firms. There were 37 questions submitted and responses were released prior to the proposal due date.

A total of 75 firms downloaded the RFP and were included on the plan holders list. A total of three proposals were received on February 22, 2021 from the following firms listed in alphabetical order:

- Cambridge Systematics, Inc.
- Eastbanc Technologies
- Swiftly, Inc.

B. Evaluation of Proposals

A Proposal Evaluation Team (PET) consisting of staff from Metro's Information and Technology Services Department, Operations Department, and Communications Department was convened and conducted a comprehensive technical evaluation of the proposals received.

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

• Minimum Requirements and Qualifications	Pass/Fail
• Software Solution	30 percent
• Work Plan/Project Approach	20 percent
• Experience and Qualifications of Proposed Contractor and Personnel	20 percent
• Price	30 percent

The minimum requirements and qualifications and evaluation criteria are appropriate and consistent with criteria developed for other, similar technology procurements. Several factors were considered when developing these weights, giving the greatest importance to the software solution and price.

The PET began their independent evaluation of technical proposals on February 23, 2021. All proposers were determined to have met the minimum requirements and qualifications and were invited to give demonstrations of their software solution between March 16, 2021 and March 23, 2021. Proposers were asked to demonstrate the functionality, features, and capabilities of their system as well as to demonstrate the accuracy of the predictions generated by the system.

The PET finalized their scores on March 31, 2021. The final scoring determined Swiftly, Inc. (Swiftly) as the highest ranked firm.

During April and May of 2021, Metro engaged Swiftly in further technical discussions on items such as work tasks, implementation schedule, expected expansions of Metro services, milestones, and payment schedule. Additionally, Swiftly had submitted a list of exceptions to the contract terms and conditions that needed to be discussed and resolved with Swiftly's legal counsel and County Counsel.

Qualifications Summary of Firms within the Competitive Range:

SWIFTLY, INC.

Swiftly, Inc. was founded in 2014 and has proposed their proprietary cloud-based prediction platform for this project. The Swiftly Platform consists of three product lines, Transitime, which is used for real-time passenger information, Insights, which is used for big data analytics, and Metronome, which provides real-time operations management. Swiftly proposed several modules from each of these product lines and demonstrated that

their proposed solution meets Metro's requirements and can improve upon Metro's existing arrival predictions. Swiftly presented a thorough work plan and a detailed resource allocation plan that provided a clear description of how the project would be implemented. Additionally, the proposed team includes three subcontractors, IBI Group, Intueor Consulting, Inc. (SBE), and VIRTEK Company (DVBE) to provide additional support to Swiftly with regards to improving rail arrival predictions, performing data integrations, and overall project management.

CAMBRIDGE SYSTEMATICS, INC.

Cambridge Systematics, Inc. was founded in 1972 in Massachusetts and provides various professional services, including technology services, related to the transportation industry. Cambridge Systematics proposed the open-source prediction engine, The TransitClock, which they have implemented at Washington Metropolitan Area Transit Authority (WMATA), Minneapolis/St. Paul's Metro Transit, and at the Dallas Area Rapid Transit (DART).

EASTBANC TECHNOLOGIES, INC.

Eastbanc Technologies is headquartered in Washington D.C. and focuses on full life cycle software development services. Eastbanc proposed the real-time asset tracking TERRAiQ cloud platform as their proposed solution which they have implemented at Houston Metro, the District of Columbia's Department of Transportation (DDOT), and Montgomery County, Maryland's Department of Transportation (MCDOT).

A summary of the PET scores is provided below:

1	Firm	Average Score	Factor Weight	Weighted Average Score	Rank
2	Swiftly, Inc.				
3	Software Solution	93.89	30.00%	28.17	
4	Work Plan/Project Approach	89.58	20.00%	17.92	
5	Experience and Qualifications of Proposed Contractor and Personnel	90.83	20.00%	18.17	
6	Price	100.00	30.00%	30.00	
7	Total		100.00%	94.26	1
8	Cambridge Systematics, Inc.				
9	Software Solution	78.61	30.00%	23.58	
10	Work Plan/Project Approach	77.71	20.00%	15.54	
11	Experience and Qualifications of Proposed Contractor and Personnel	89.17	20.00%	17.83	
12	Price	34.46	30.00%	10.34	
13	Total		100.00%	67.29	2
14	Eastbanc Technologies				
15	Software Solution	73.89	30.00%	22.17	
16	Work Plan/Project Approach	77.00	20.00%	15.40	
17	Experience and Qualifications of Proposed Contractor and Personnel	81.04	20.00%	16.21	
18	Price	31.98	30.00%	9.59	
19	Total		100.00%	63.37	3

C. Price Analysis

The recommended price has been determined to be fair and reasonable based upon adequate price competition, an independent cost estimate (ICE), price analysis, technical evaluation, and clarifications.

Swiftly's pricing is based on their products annual licensing costs, inclusive of the cloud-based software modules, hosting requirements, labor for configuration and development, plus the subcontractor services. This pricing model differs from the model that Metro utilized to develop its ICE which was based on direct labor hours for the implementation and separate licensing fees for the software. Metro confirmed with Swiftly that their price includes all services required by Metro's Scope of Services.

	Proposer Name	Proposal Amount	Metro ICE	Negotiated amount
1.	Swiftly, Inc.	\$675,510.41	\$1,100,000	\$675,510.41
2.	Cambridge Systematics, Inc.	\$1,960,253.62		
3.	Eastbanc Technologies	\$2,112,038.00		

D. Background on Recommended Contractor

The recommended firm, Swiftly, Inc., located in San Francisco, California, has been in business for the last seven years and specializes in data analytics and accurate real-time passenger information systems for the public transit industry. Swiftly currently is working with over 90 transit agencies such as the Southeastern Pennsylvania Transportation Authority (SEPTA), Massachusetts Bay Transportation Authority (MBTA) in Boston, Maryland Department of Transportation, Maryland Transit Administration (MDOT MTA) in Baltimore, Miami-Dade Transit (MDT), Santa Clara Valley Transportation Authority (VTA) in San Jose, California, and VIA Metropolitan Transit in San Antonio, Texas.

DEOD SUMMARY

NEXTRIP BUS AND RAIL ARRIVAL INFORMATION SYSTEM UPGRADE
PS70644-2000

A. Small Business Participation

The Diversity and Economic Opportunity Department (DEOD) established a 5% Small Business Enterprise (SBE) and 3% Disabled Veteran Business Enterprise (DVBE) goal for this solicitation. Swiftly, Inc. exceeded the goal by making a 5.1% SBE and 3% DVBE commitment.

Small Business Goal	5% SBE 3% DVBE	Small Business Commitment	5.1% SBE 3% DVBE
----------------------------	---------------------------	----------------------------------	-----------------------------

	SBE Subcontractors	% Committed
1.	Intueor Consulting Group	5.1%
	Total SBE Commitment	5.1%

	DVBE Subcontractors	% Committed
1.	Virtek Company	3%
	Total DVBE Commitment	3%

B. Living Wage and Service Contract Worker Retention Policy Applicability

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

C. Prevailing Wage Applicability

Prevailing wage is not applicable to this contract.

D. Project Labor Agreement/Construction Careers Policy

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



File #: 2021-0181, File Type: Oral Report / Presentation

Agenda Number: 18.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
JULY 15, 2021**

SUBJECT: OPERATIONS EMPLOYEES OF THE MONTH

RECOMMENDATION

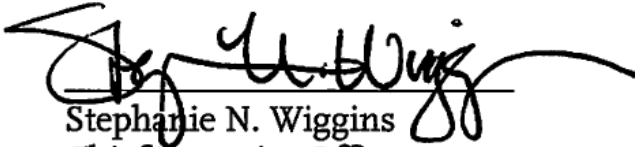
RECOGNIZE Operations Employees of the Month.

DISCUSSION

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

Equity Platform

Submissions must meet the criteria of a frontline employee or Supervisor and it is encouraged to nominate employees who are diverse in both gender and ethnicity.



Stephanie N. Wiggins
Chief Executive Officer

July Employees of the Month



Metro

Operations, Safety and Customer Experience Committee

July 15, 2021

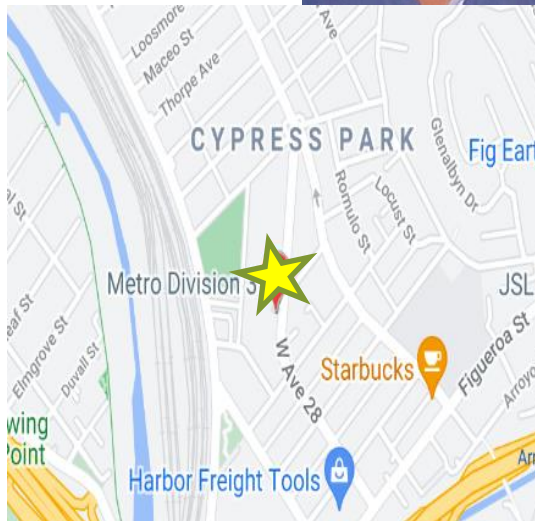
Employees of the Month



Transportation

Bus Operator

Carlos Rochac



Division 03 – Cypress Park

Maintenance

Maint. Spclst.

Marcos Martinez



L Line (Gold)– Monrovia



File #: 2021-0182, File Type: Oral Report / Presentation

Agenda Number: 19.

REVISED
OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
JULY 15, 2021

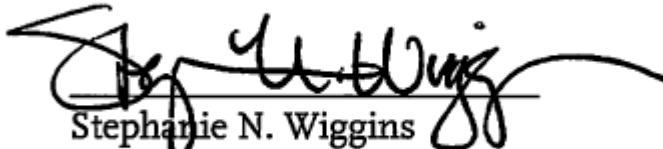
SUBJECT: ORAL REPORT ON COVID-19 TRANSIT UPDATE

RECOMMENDATION

RECEIVE oral report on COVID-19 Transit Update.

Equity Platform

Operations will collaborate with the Office of Equity and Race to identify and mitigate any concerns to ensure equitable outcomes relative to our service recovery efforts.



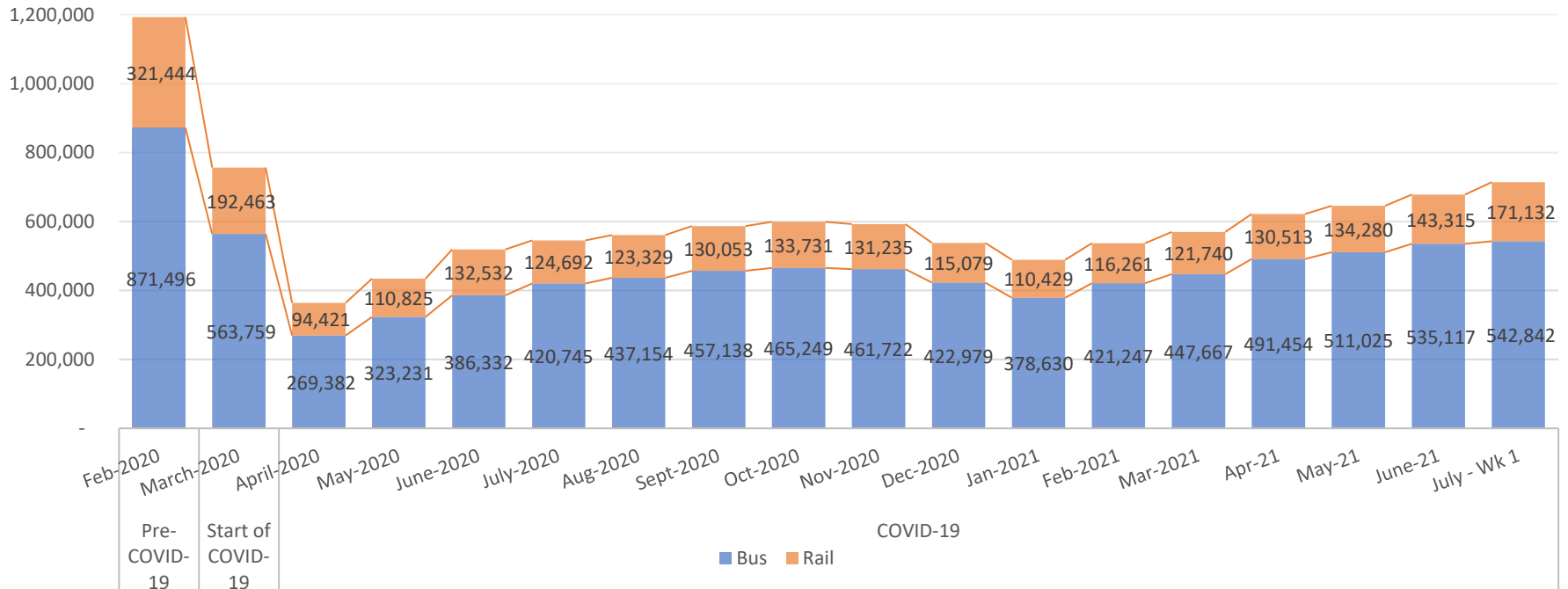
Stephanie N. Wiggins
Chief Executive Officer

**REVISED
ITEM 19**

**COO Oral Report
COVID-19 Operations Update**

Weekly Ridership Update

SYSTEMWIDE AVERAGE WEEKDAY RIDERSHIP



6/27/21

- Implemented Phase 2 of NextGen service changes as part of our Service Recovery Plan
 - Additional 2,073 trips weekdays (+18.9%), additional 1,491 trips Saturdays (+17.3%), and 1,622 trips Sundays (+19.5%)
 - Consolidated Metro Rapid & Local service on an additional eight key corridors
- Resumed front door boarding in addition to keeping rear door boarding
- Issued & clarified instructions to operators that buses are free
- Covered all bus fareboxes as of Sunday, July 11, 2021

Operator Hiring Update

Bus Operators

- 1,004 applications received to date
- 423 hires to date
- Two bus operator classes in July 2021 (7/7 & 7/21)
- Two classes scheduled every month throughout the summer
- Classes are 5 weeks long (about 60 students per class)

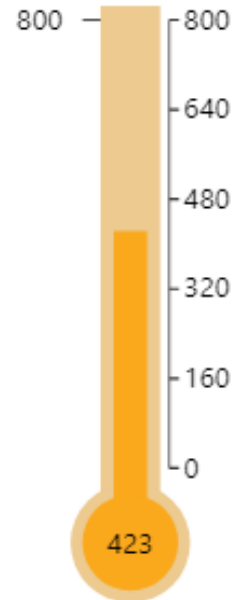
MicroTransit Operators

- 93 MicroTransit operators hired to date
- 1 class scheduled for July 12th and 1 class on August 9th, targeting a total of about 135 MT operators by this summer
- Classes are 4 weeks long (about 15-25 students per class)

Recruitment & Referral Incentive Tactics Include

- Launched Operator referral incentive program on July 12, 2021
- Continuation of media buy for external advertisement
- Bus/rail king ads and wraps
- In development: banners for Metro locations, bumper stickers for non-revenue vehicles & internal marketing campaign for operator referral program

Goal to 800 Operators



Operator Marketing Update

Bus



Light Rail Vehicles *(in development)*



**Board Report**

File #: 2021-0145, **File Type:** Informational Report**Agenda Number:** 20.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
JULY 15, 2021****SUBJECT: MOTION 24.1: REGIONAL CONNECTOR OPERATIONS UPDATE****ACTION: RECEIVE AND FILE****RECOMMENDATION**

RECEIVE AND FILE the status report in response to Motion 24.1 entitled Regional Connector Operations (October 2020). This update provides details regarding the work by Metro and its efforts to coordinate with Los Angeles Department of Transportation (LADOT) to develop a work program to improve travel time and reliability in preparation for the opening of Metro's Regional Connector project.

ISSUE

In October 2020, the Board approved Motion 24.1 entitled Regional Connector Operations as part of the anticipated opening of the Regional Connector in 2022. This motion requests the following:

- A. Evaluate all three lines A (Blue), E (Expo), and L (Gold) - for locations that most frequently cause delays and/or require schedule padding because of reliability issues; and identify mechanisms to mitigate the identified challenges, including estimates;
- B. Expand the work of the E Line (Expo) collaboration with LADOT to include the A Line (Blue) street-running segments in the City of Los Angeles to achieve at least an average of 90% intersection rate;
- C. Further evaluate and provide preliminary cost estimates for the three alternatives, as discussed in the July 2017 receive and file report, to address delays at the Washington/Flower Wye;
- D. Identify additional measures that can be undertaken to further reduce the travel time on the A Line (Blue) between Downtown Long Beach Station and 7th Street/Metro Center, in order to achieve the 10-minute reduction commitment;
- E. Identify up to \$30 million in funds eligible for the proposed improvements identified in the above four items, including outreach and engineering for project development; and
- F. Report back on all of the above-identified items by January 2021.

This report provides a status update on the response to Motion 24.1.

BACKGROUND

In February 2017, the Board adopted Motion 37, which directed Metro's CEO to provide an update in July 2017 regarding the evaluation of short-term and long-term Metro Blue Line (MBL) improvement.

Recommendations from the Motion 37 response (2017-0407) were implemented thereafter, including:

- Staffing of rail operations and security staff at 7th Street/Metro Center during peak periods to ensure on-time terminal departures for both A/E Lines (Blue/Expo)
- Installation of left-turn safety gate at Flower/18th Streets to I-10 East On-Ramp to improve safety and reduce train delays attributed to former positive (safety) stop
- Qualify train operators to work both lines in the event of service changes so that trains could be quickly re-routed onto other lines as necessary to avoid train congestion at 7th Street/Metro Center
- Deployed additional security to monitor and reduce customer experience issues and reduce attributable delays such as illegal vending, soliciting and holding of train doors
- New, Kinkisharyo P3010 railcars delivered to both lines to improve service reliability

In 2018, Metro staff engaged in a collaboration with Los Angeles Department of Transportation (LADOT) staff to improve travel speeds and consistency along the E Line. Among several promising ideas, this collaboration has yielded concepts to improve reliability on the Washington Blvd segment of the A Line (Blue).

In October 2020, the Board approved Item 24 (2020-0613), entitled Regional Connector Service Plan, which recommended Alternative A (Long Beach-APU/Citrus College and Santa Monica-Atlantic) as the opening day service plan for Regional Connector. However, the street running delays currently incurred on the A Line (Blue) and E Line (Expo) as it approaches the Washington/Flower junction spread to the L Line (Gold). During peak periods, train travel times are projected to worsen up to 17% without making any improvements. To ensure trains are properly spaced and sequenced going through the Regional Connector, faster trains must be slowed down to meet the travel time of slower trains, or slower trains must be sped up to meet the travel times of faster trains. The former can be accomplished by adding in-line schedule recovery at stations near the junction. This would require faster trains to wait between one and two minutes at stations approaching the junction. The latter would require improvements to LADOT traffic signal systems to provide more transit signal priority for the A Line (Blue) and E Line (Expo) in the LA street running segments of the lines.

As a result, the Board subsequently adopted Motion 24.1 which seeks to address these challenges before the opening of Regional Connector.

DISCUSSION

A. Evaluate A (Blue), E (Expo), and L (Gold) Lines for locations that most frequently cause delays and/or require schedule padding because of reliability issues; and identify mechanisms to mitigate the identified challenges, including estimates

Previous studies have attributed most delays to the street running segments of A Line (Blue) and E Line (Expo) within City of Los Angeles territory. In 2018, travel time data revealed trains operating alongside vehicular traffic on Flower Street operating between 10 to 13 MPH and Washington Boulevard between 22 to 26 MPH, well below the designed street running speed of 33 MPH.

Metro is working to collect more granular data to identify which segments and intersections within City of Los Angeles cause the greatest delay to trains. This will include equipping selected trains with GPS units to determine red light delays, station dwell times and trip times. Metro expects to secure the contract for this work in June 2021, with results available by December 2021. Subsequently, Metro will work with LADOT to identify potential solutions to improve train reliability and reduce the need for schedule padding when Regional Connector opens.

B. Expand the work of the E Line (Expo) collaboration with LADOT to include the A Line (Blue) street-running segments in the City of Los Angeles to achieve at least an average of 90% intersection rate

Earlier in 2020, Metro partnered with LADOT to improve signal priority at Exposition and Normandie in an effort to reduce signal delay for the E Line (Expo). This treatment brought significant reductions in signal delay. Following up on this success, LADOT has implemented this treatment at additional intersections along both Flower Street and Exposition Boulevard. Additionally, LADOT has made signal progression adjustments along portions of Exposition Boulevard to better account for train dwell time at stations. Metro and LADOT are working on similar signal progression improvements along Washington Boulevard for the A Line (Blue). Metro and LADOT will be evaluating the travel time effect of these changes.

Concurrent with these efforts, Metro and LADOT are preparing to pilot a new transit signal priority phasing improvement at Exposition/Normandie. This treatment aims to serve the train signal phases sooner than is possible with the current signal priority system. With the current traffic control system employed by LADOT, new train detection loops would need to be installed farther away from the intersection. Design work is happening currently, with the goal of implementation in Fall 2021.

C. Further evaluate and provide preliminary cost estimates for the three alternatives, as discussed in the July 2017 receive and file report, to address delays at the Washington/Flower Wye

Metro staff continues to conduct a more detailed evaluation of the three alternatives discussed in the July 2017 report (2017-0407). The three alternatives for further evaluation are as follows:

- WP1 Aerial NB Expo and Pico Station - \$330M estimated cost
- WP2 Underground Expo and stacked platform Pico Station - \$680M estimated cost
- WP3 Double level fully grade separated junction and stacked platform Pico Station - \$840M estimated cost

As these estimated costs are substantially high without any dedicated funding, Metro will also explore lower-cost and less disruptive alternatives with LADOT such as restricting certain traffic approaches that conflict with the Washington/Flower Wye, where alternate routes are available with sufficient capacity.

D. Identify additional measures that can be undertaken to further reduce the travel time on the A Line (Blue) between Downtown Long Beach Station and 7th Street/Metro Center, in order to achieve the 10-minute reduction commitment

Outside of the street-running segments that must yield to traffic signals, Metro is exploring opportunities to safely increase speeds along cab signal territory. Currently, the top speed of A Line (Blue), E Line (Expo) and L Line (Gold) is 55 MPH. Further evaluation is needed to determine whether this is a feasible recommendation. To that end, Metro is conducting a simulation along A Line (Blue), E Line (Expo), and L Line (Gold) to determine where opportunities exist to

increase top speed beyond 55 MPH, which could provide travel time savings of 10 seconds per mile. This exercise will help quantify what travel time savings could be expected given certain improvements to the system.

E. Identify up to \$30 million in funds eligible for the proposed improvements identified in the above four items, including outreach and engineering for project development

It is important to first determine the scope of improvements and associated cost estimates, which will then be used to help identify funding necessary to complete these improvements. As COVID-19 continues to impact ridership, particularly during peak commute periods, recommended improvements from pre-pandemic may be adjusted to reflect post-COVID travel patterns. This could be a shift of transit trips from peak period to off peak periods, similar to what has been observed in general traffic patterns, which would help spread transit trips over the entire day rather than focused on peak periods. Metro will work to identify funding after determining the appropriate scope of improvements.

DETERMINATION OF SAFETY IMPACT

There are no recommendations in this report requiring a determination of safety impact.

FINANCIAL IMPACT

There are no recommendations in this report with an impact to budget at this time.

Impact to Budget

Equity Platform

As identified in the completed Rapid Equity Assessment, the intent of this work is to provide travel time and reliability improvement to Metro riders, systemwide of which 79% of rail riders are BIPOC, 54% reside in low-income households, 67% of riders do NOT have a car available to make the trip. Further, the study area nearly exclusively focuses on Metro's Equity Focus Communities and staff will conduct a more focused equity analysis of impacts to marginalized groups as a result of this project. Improving transit service by reallocating priority for single occupant motorists and renewing focus on transit riders increases access to opportunity for groups who may not have those opportunities today.

The project has not begun community engagement. The project is still collecting data to understand where delays are occurring and to what extent they would impact Regional Connector Operations. Once this data is collected, the project will begin community engagement and staff will commit to centering marginalized community feedback to ensure equitable outcomes.

Safety of Metro riders, employees and the general public is the highest consideration of the project as it develops ways to reduce train delay and improve reliability ahead of the Regional Connector opening. For segments within street running territory, any recommendations the project makes will be consistent with federal, state, and local guidelines and best practices. Further, any recommendations for cab signal territory will be developed under the oversight of Metro Corporate Safety and the California Public Utilities Commission.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

Recommendations support strategic plans:

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, as well as improve competitiveness with other transportation options.

Goal #2: Deliver outstanding trip experiences for all users of the transportation system. 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.

Goal #4: Transform Los Angeles County through regional collaboration and national leadership. Because Metro does not have jurisdiction over local streets and arterials, collaboration with other partner agencies such as LADOT, City and County of Los Angeles are necessary to ensure these speed and reliability improvements are successfully implemented.

ALTERNATIVES CONSIDERED

Staff could elect to maintain future Regional Connector operations as-is without improvements to transit signal priority or other elements to improve speed and reliability. However, this is not recommended as the July 2017 report (2017-0407) estimates an additional 17% travel time delay to customers if Regional Connector is opened without improvements to the LADOT street running territory currently under study.

NEXT STEPS

In coordination with LADOT, Metro is already underway in evaluation of all directives above and committed to providing more detailed results and recommendations in the future. Staff would like to provide a subsequent update of these findings 6 months from this report, in January 2022.

ATTACHMENTS

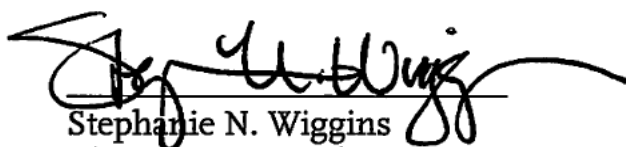
Attachment A - Motion 24.1

Prepared by: James Shahamiri, Senior Manager, Engineering, (213) 922-4823

Stephen Tu, Director, Service Planning, (213) 418-3005

Conan Cheung, SEO Service Development, (213) 418-3034

Reviewed by: James T. Gallagher, Chief Operations Officer, (213) 418-3108



Stephanie N. Wiggins
Chief Executive Officer

Motion 24.1: Regional Connector Operations Update

Background

Pursuant to Motion 24.1 (Oct 2020)

- A. EVALUATE all three lines A (Blue), E (Expo), and L (Gold) – for locations that most frequently cause delays and/or require schedule padding because of reliability issues; and identify mechanisms to mitigate the identified challenges, including estimates;
- B. EXPAND the work of the E Line (Expo) collaboration with LADOT to include the A Line (Blue) street-running segments in the City of Los Angeles to achieve at least an average of 90% intersection rate;
- C. FURTHER EVALUATE and provide preliminary cost estimates for the three alternatives, as discussed in the July 2017 receive and file report, to address delays at the Washington/Flower Wye;
- D. IDENTIFY additional measures that can be undertaken to further reduce the travel time on the A Line (Blue) between Downtown Long Beach Station and 7th Street/Metro Center, in order to achieve the 10-minute reduction commitment;
- E. IDENTIFY up to \$30 million in funds eligible for the proposed improvements identified in the above four items, including outreach and engineering for project development; and
- F. Report back on all of the above-identified items by January 2021.

Project Area Map

- **39** traffic signals from southern approach
- Previous report estimates up to **4 ½ minute roundtrip travel time delay** (7th St/Metro Ctr-Washington Station) without making any improvements in this segment
- Pilot treatment at Exposition/Normandie
- Timing adjustments on Washington Bl approaching Long Beach Av



Current Status & Next Steps

RECENT IMPROVEMENTS

- ✓ Initial pilot treatment for E Line (Expo) at Exposition/Normandie
- ✓ Signal timing adjustments for A Line (Blue) along Washington Bl

WORK UNDERWAY

- Equipping nine (9) light rail trains with GPS units for granular data collection on delays
- Enhanced pilot treatment for E Line (Expo) at Exposition/Normandie by Dec 2021
- Ongoing evaluation of Washington/Flower Junction modifications
- Modeling potential benefits to increase top speed in outlying areas
- Developing package of proposed improvements and estimated cost
- Staff to provide subsequent update to Board in 6 months (Jan 2022)



Board Report

File #: 2021-0442, File Type: Informational Report

Agenda Number: 21.

**OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE
JULY 15, 2021**

SUBJECT: MONTHLY UPDATE ON TRANSIT SAFETY AND SECURITY PERFORMANCE

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE Transit Safety and Security Report.

ISSUE

As of June 2021, Metro System Security & Law Enforcement (SSLE) will be revising and updating the performance data to improve accuracy and details related to KPIs for its multi-agency law enforcement deployment strategies provided by the Los Angeles Police Department (LAPD), Los Angeles County Sheriff's Department (LASD), and Long Beach Police Department (LBPD). As such, crime data for June and July will be available for the next Board Reporting period. To avoid discrepancies related to crime reclassifications and consistent with contract terms and conditions, SSLE will have all data submitted by the 15th of every month, which will provide ample time for staff to review, thereby providing the Board with complete and accurate data. This month's report will not provide any detailed crime data attachments pending the implementation of this new process; however, other key updates are highlighted to share progress on safety and security initiatives and milestones. In the interim, SSLE Executive Staff will be available to provide any specific request for crime data and information for the current month as available.

BACKGROUND

The System Security and Law Enforcement (SSLE) department entered into a multi-agency policing partnership in 2017 to increase the number of police on the Metro system to provide a greater, more visible "felt presence" of police to help deter terrorism and criminal activity on Metro buses and trains.

DISCUSSION

LAW ENFORCEMENT CONTRACT COMPLIANCE

The SSLE Administration and Compliance unit continue to work on contract performance reviews of the three (3) law enforcement contracts. Effective February 14, 2021, a 'Technical Review of Responsibilities Audit' was conducted. The purpose of this review was to verify the adherence to contract specific responsibilities, which in part holds our law enforcement partners accountable for riding Metro buses and trains, patrolling buses, rail stations/corridors, and maintaining high visibility at key Metro critical infrastructures by requiring all field Officers/Deputies on duty to tap their Metro issued badge at all TAP machines.

The review from March 31, 2021, to April 30, 2021, entailed a deployment sample, where documentation regarding field personnel was evaluated for one (1) shift, location, and one (1) day per week. When performing the review, law enforcement Daily Deployment Schedules regarding field personnel and the Metro Transit Access Pass (TAP) reports were cross-referenced to ensure that the officers indicated on the daily deployment schedules did serve at their respective details.

Upon reviewing the sample size of this technical review of responsibilities, discrepancies were discovered and shared with the law enforcement partners requesting supporting information for those field Officers/Deputies listed on their scheduled deployments but not reflected on the Metro TAP reports. After reviewing the supporting information, it was determined that the Officers/Deputies from the daily deployment schedule had indeed served at their respective details.

METRO TRANSIT SECURITY (MTS)

Effective June 14, 2021, MTS implemented a Quality Service Audit (QSA) program that will be key in assessing how the department is meeting the goal of delivering an outstanding experience for patrons and superior customer service for our ridership community. The QSA's will be conducted at random by MTS supervisors who will contact internal and external business partners and stakeholders who interact with MTS personnel. The supervisors will meet with their employees to provide feedback and training in any areas of opportunity to improve service. The data will be used to evaluate progress towards achieving our department's strategic plan and allow for supervisors to provide timely responses to issues. The QSA's are also designed to be a monthly report to measure and enhance customer perception of safety, security, customer service, and public sentiment towards MTS. All MTS personnel will be audited once during each calendar year.

Our full-time training unit began a new MAP training academy for four (4) new recruits: three (3) TSO I and one (1) Sergeant starting Monday, June 28, 2021. The MAP training academy is comprised of in-house security training, Metro-mandated training (Talent Development), and third-party training when deemed beneficial or necessary. This program is now a 320-hour curriculum that spans eight weeks. Graduates will have earned a POST (Peace Officers Standards and Training) PC 832 Arrest certification, CA BSIS (Bureau of Security and Investigative Services) Guard certification, BSIS Baton Permit and pepper spray training, Verbal Defense and Influence certification, and three FEMA NIMS (National Incident Management System ICS 100, 200, 700) certifications. The training also includes multiple training topics, including Use of Force and De-escalation tactics, Customer Service, Implicit Bias, Mental Health, Verbal Judo, and Rail Safety.

BUS OPERATIONS SECURITY

SSLE continues to monitor for any patterns related to crimes impacting bus operations to include immediate response and investigations pertaining to operator assaults. Specific June and July crime data will be analyzed as it becomes available to inform daily security operations.

MOTION #35 UPDATES

Contained within Motion 35 are the "Eight Can't-Wait" reforms for 'Use of Force' that are within Campaign Zero. Metro Transit Security is in the meet and confer process with its unions to update our Use of Force Policy. The remaining agencies are working on the last few recommendations.

Metro's Transit Security draft Use of Force (UOF) policy was sent to the AFSCME and Teamsters unions for review. Currently, both unions have their legal teams reviewing the policy. A meet and confer with Teamsters occurred on June 7, 2021. Once the unions' legal teams complete their review, a follow-up meeting will be scheduled, and we will report back in September with an update.

LASD and LBPDP have completed their UOF policy review. LASD met with SSLE management and is making progress on the remaining two recommendations. SSLE management provided LASD with contact information for Campaign Zero to have their changes reviewed. LBPDP continues to work with a Community Advisory Group to review and provide input to LBPDP's UOF policy. We will report back in September with an update.

SEXUAL HARASSMENT

Peace Over Violence Performance Metrics for the month of June will be available for the next board report. Metro continues to promote awareness about sexual harassment and maintains zero-tolerance for sexual harassment incidents.

EQUITY PLATFORM

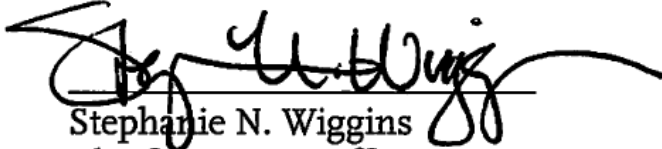
Metro Transit Security (MTS) staff is improving equitable outcomes for marginalized and vulnerable groups by ensuring our security officers are trained in core areas such as 'Use of Force,' Implicit Bias, De-escalation/Verbal Judo and Customer Service to ensure all our riders are treated fairly and not on the basis of prejudice and stereotypes. MTS staff monitors training compliance and performance. This includes current personnel and new hires. Additionally, the new random Quality Service Audits (QSA) will provide a key assessment tool to help measure and enhance customers perception of safety, security, customer service, and public sentiment towards MTS. While calls for service will be randomly selected for the QSAs, Metro will track to ensure the selections provide a representative sampling of our internal and external business partners and stakeholders who interact with MTS personnel.

NEXT STEPS

Staff will continue to monitor our law enforcement partners, private security, and Transit Security performance, monitor crime stats, and adjust deployment as necessary.

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

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



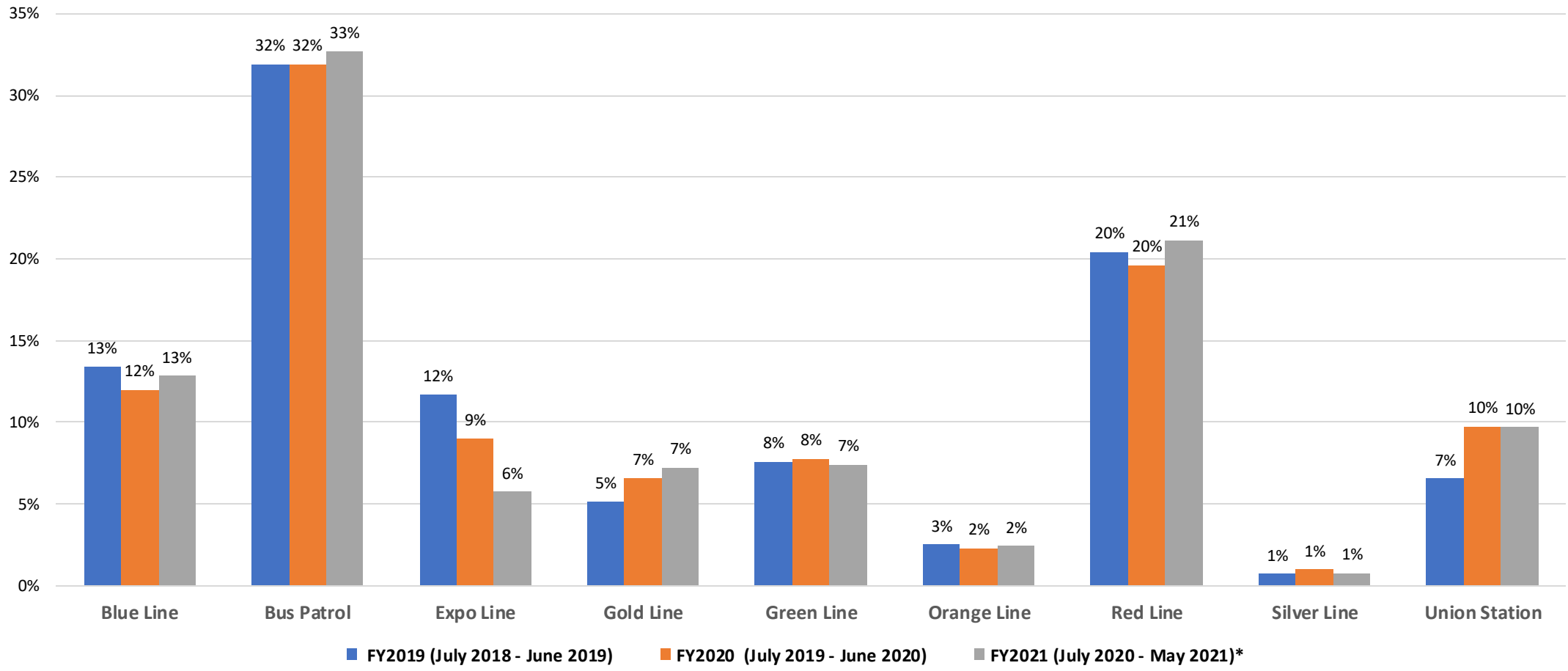
Stephanie N. Wiggins
Chief Executive Officer

Monthly Update on Transit Safety & Security Performance

OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE

JULY 15, 2021

Total Crimes Per Line



* June 2021 data is not available as of July 9, 2021

Quality Service Audit

- Metro Transit Security (MTS) implemented a Quality Service Audit (QSA) program that will be assessing how the department is meeting the goal of delivering an outstanding experience for patrons and superior customer service for our ridership.
- The QSAs will be conducted at random by MTS supervisors who will contact internal and external business partners and stakeholders who interact with MTS personnel.
- Supervisors will meet with their employees to provide feedback and training in any areas of opportunity to improve service.
- Data will be used to evaluate progress towards achieving our department's Strategic Plan and allow for supervisors to provide timely responses to issues.
- The QSAs are also designed to be a monthly report to measure and enhance customer perception of safety, security, customer service, and public sentiment towards MTS.
- All MTS personnel will be audited once during each calendar year.



Board Report

File #: 2021-0443, **File Type:** Informational Report

Agenda Number: 22.

OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE JULY 15, 2021

SUBJECT: PUBLIC SAFETY ADVISORY COMMITTEE (PSAC) QUARTERLY UPDATE

ACTION: APPROVE RECOMMENDATIONS

RECOMMENDATION

CONSIDER:

- A. RECEIVING AND FILING Public Safety Advisory Committee (PSAC) quarterly update; and
- B. APPROVING recommended compensation for members of the public serving on the PSAC (Attachment B).

ISSUE

This report reflects a quarterly update of progress in convening an advisory committee that will provide recommendations on how Metro can reimagine public safety on its system.

BACKGROUND

In the June 2020 Regular Board Meeting, the Board of Directors approved motions 37 and 37.1 for Metro staff to form an advisory committee and, in partnership, develop a community-based approach to public safety on the transit system. Staff is to report back on a quarterly basis.

DISCUSSION

System Security and Law Enforcement (SSLE) established an Internal Steering Committee comprising of the Office of the CEO that is inclusive of the Executive Officer for Customer Experience and Executive Officer for Equity and Race, Communications, Office of Civil Rights & Inclusion, and the Office of Inspector General that would work in designing and launching Metro's first Public Safety Advisory Committee (PSAC). The following sections outline Metro's update in convening such a committee.

MAY PSAC MEETINGS

On Wednesday, May 5, 2021, we had our third virtual PSAC meeting with over seventy (70) attendees. Agenda items included a group check-in, agreed-on ground rules for current and future PSAC meetings, and established a voting decision-making model for PSAC recommendations. Membership agreed and approved using a hybrid model that incorporates both consensus and a majority rule decision-making model. Moreover, Metro staff will take PSAC recommendations into

account and will exercise a final executive decision model.

On Wednesday, May 19, 2021, we had our fourth virtual PSAC meeting with over sixty (60) attendees. The agenda included a discussion on the PSAC Charter & Bylaws, a Transit Ambassador Program Scoping introductory discussion, followed by a brief presentation of Short-Term Continuation of Programs. This included an introductory conversation on the next infrastructure protection services contract on which PSAC will provide feedback. The facilitators shared a high-level work plan, and the five (5) priorities converted into ad-hoc subcommittees. After receiving PSAC member feedback, the following ad-hoc subcommittees were recommended: Policing Contracts, Transit Ambassador Program and Training, Public Safety Survey, Infrastructure Protection Services, and Community Engagement.

JUNE PSAC MEETINGS

On Wednesday, June 2, 2021, we had our fifth virtual PSAC meeting with over sixty-five (65) attendees. Sign language and Spanish translation services were offered and will be standing resources for future PSAC meetings. In addition, PSAC facilitators have been incorporating closed captioning during meetings. There was a follow-up discussion of the Charter & Bylaws. After extensive dialogue between membership and Metro staff, the membership approved the Charter and Bylaws with the following amendment: "Amendments to this Charter & Bylaws may be made by a two-thirds majority vote of the PSAC Membership in consultation with the Metro Administrative Staff (MAS). Any proposed Charter & By-laws amendment must be properly noticed on the agenda of a regularly scheduled PSAC meeting and scheduled for a membership vote at the next regularly scheduled PSAC meeting." The following agenda item was a presentation on Metro's Public Safety Model Overview to educate members of Metro's current safety resources. Due to time constraints, the Infrastructure Protection Services Overview and Ad-Hoc Subcommittee assignment items were moved to the next general PSAC meeting.

On June 14, 2021, we had our first PSAC Infrastructure Protection Services (IPS) Ad-hoc Subcommittee meeting. The key topics discussed included the proposed timeline for the next contract and an overview of the current contract scope of work. During the timeline overview, the subcommittee members expressed that the timeline may be too aggressive and would need more time to present thoughtful recommendations for the next IPS contract. Staff is planning to schedule at least three more ad-hoc meetings with the goal of finalizing recommendations by July 21st. If PSAC needs additional time, we will relay this information to the Board of Directors.

On Wednesday, June 16, 2021, LA Metro had its sixth virtual Public Safety Advisory Committee (PSAC) with over 70 attendees. Routinely, the facilitation team starts the meetings with roll call, meeting reminders, and approval of the last PSAC meeting(s) minutes. PSAC meeting minutes for 5/19/21 & 6/02/21 were approved with no membership modifications. It is worth mentioning that PSAC staff continues to provide sign language interpreters and Spanish-translated material for public viewing. Next, the facilitation team averted membership check-in upon membership request and used the time for public comment. Moreover, Metro staff will now have the opportunity to respond to public comment(s), membership comments, under the Brown Act regulations and if time permits. The facilitating team then introduced the next item of the agenda, a committee member's proposal to restructure the ad-hoc committees. Membership had the opportunity to discuss briefly, and due to anticipated interest from membership, the proposal was tabled for the next meeting due to the time-

limit. The next agenda item was the Law Enforcement Overview PowerPoint, presented by Judy Gerhardt, Metro's Chief System Security & Law Enforcement. Judy covered a high-level overview on the existing law enforcement contract with Metro; provided a timeline for a new law enforcement solicitation, requested recommendations from PSAC membership, and indicated extensions for police contracts requires going to the Metro Board of Directors. The following item on the agenda was Metro's Public Safety Model Overview PowerPoint, which was going to be presented by Ron Dickerson, Metro's Deputy Executive Officer of System Security & Law Enforcement. Due to time constraints, the item was not presented, and the PowerPoint was shared with the members for reference. The final item on the agenda was the Ad-Hoc Subcommittee Reports from membership. Membership provided a short synopsis of their most recent meetings with both the Transit Ambassador & Training and the Infrastructure Protection Services Ad-hoc committees. The facilitators then closed the meeting with General Public comments and adjournment.

EQUITY PLATFORM

SSLE staff is improving equitable outcomes for marginalized and vulnerable groups by convening a diverse group of community members with unique and lived experiences using the Metro system who will provide feedback on how Metro can reimagine public safety to ensure all riders feel safe. In addition, the staff is in the process of launching a public safety survey, a first of its kind, that will serve as another opportunity for the general public to share their perceptions and recommendations for public safety. The survey data will be provided to PSAC members to help shape their recommendations. Lastly, to improve the level of accessibility during the public meetings, we have begun to offer closed captioning, ASL, and Spanish translations. These will be standing resources at all public PSAC meetings.

RECOMMENDED COMPENSATION

Compensating members of the public who serve on advisory committees for their time and expertise helps advance equitable outcomes, uplifts the lived experiences of our historically marginalized and most vulnerable users, and levels the playing field with other advisors (technical or otherwise). As noted in the April 2021 PSAC Quarterly update, staff is developing an Advisory Body Compensation Policy (ABCP), an administrative policy that determines if, when, and how members of the public serving on Metro sanctioned or created advisory bodies are compensated for their labor and the wealth of experience, expertise, and knowledge they bring through their participation.

As also noted in the April 2021 Quarterly report, given the roles and responsibilities of the PSAC, Metro has committed to applying the ABCP to the PSAC retroactively, as of April 7, 2021, which was the date of their first meeting, as a part of the first phase of implementation. To ensure no further delay in PSAC compensation while staff works to finalize the ABCP and determine its applicability to existing advisory bodies, staff recommends the Board approve compensation for the PSAC, at a rate of \$200 per general meeting for voting members, \$175 per general meeting for alternates, and \$50 per meeting for all subcommittee participants, or the cash equivalents, as necessary. There will be total compensation maximums per fiscal year, based on an estimated participation in 24 general meetings and 14 subcommittee meetings per fiscal year, as described below.

PSAC Compensation Fee Structure		
	Compensation Rate	Fee Maximum per Fiscal Year
Member	\$ 200 per meeting	\$ 5,500
Alternate	\$ 175 per meeting	\$ 4,900
Subcommittee Participation	\$ 50 per meeting*	

*Regular and subcommittee compensation counts toward the maximum listed for each membership type.

SSLE, as the PSAC administrator, will be responsible for budgeting, funding, and ensuring compensation is provided. Staff will return to the board with an update on the final ABCP in September 2021, which will include analysis of existing advisory body compensation structures and application of the policy to all of Metro’s advisory bodies.

NEXT STEPS

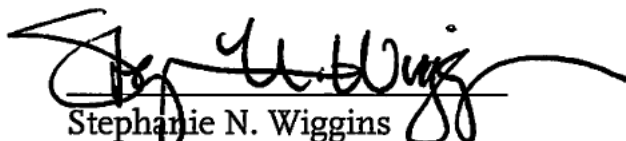
We will continue to provide PSAC updates in the monthly Transit Safety and Security Performance report.

ATTACHMENTS

- Attachment A - PSAC Board Motions
- Attachment B - Compensation Fee Structure

Prepared by: Imelda Hernandez, Manager, Transportation Planning, System Security and Law Enforcement, (213) 922-4848

Reviewed by: Judy Gerhardt, Chief System Security and Law Enforcement Officer, (213) 922-2711



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 #: 2020-0429, File Type: Motion / Motion Response

Agenda Number: 37.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
JUNE 18, 2020

Motion by:

DIRECTORS BONIN, GARCETTI, HAHN, DUPONT-WALKER, AND SOLIS

A Community Safety Approach to System Security and Law Enforcement

On March 13, 2020, Breonna Taylor, a 26-year-old emergency room technician, was killed in her home by a Louisville police officer who was carrying out a search warrant in the middle of the night. On May 25, 2020, George Floyd was killed by a Minneapolis police officer during an arrest for allegedly using a counterfeit \$20 bill. These deaths and many before them, including here in Los Angeles, have sparked demonstrations for racial justice and a national conversation about the appropriate role of police in our society and the particular threats faced by Black people during interactions with law enforcement.

Community leaders are demanding a shift in how agencies deliver public safety at every level of government. This includes reforming police practices as well as reallocating resources typically devoted to policing to other forms of community safety. In a transit environment, safety is typically provided through design, staff presence, aid station access, and law enforcement. Given recent events, it is prudent for Metro to reevaluate its safety strategies to ensure it is meeting the needs and expectations of our riders. Metro should work in partnership with community leaders to re-envision transit safety and community-based approaches to policing leading up to and as part of the 2022 renewal of the multiagency police contract.

SUBJECT: A COMMUNITY SAFETY APPROACH TO SYSTEM SECURITY AND LAW ENFORCEMENT

RECOMMENDATION

APPROVE Motion by Directors Bonin, Garcetti, Hahn, Dupont-Walker, and Solis that the Board direct the Chief Executive Officer to:

- A. Establish a Transit Public Safety Advisory Committee. This committee should incorporate the existing Community Safety & Security Working Group and include additional perspectives that represent Metro's ridership and advocacy organizations, including but not limited to racial,



cultural, gender, income, geography, immigration status, and housing status.

- B. In partnership with the Advisory Committee, Office of Civil Rights, Executive Officer for Equity & Race, and Executive Officer for Customer Experience, develop a community-based approach to public safety on the transit system, including but not limited to:
1. A transit ambassador program that provides staffed presence at Metro facilities and on Metro vehicles.
 2. Alternatives to armed law enforcement response to nonviolent crimes and code of conduct violations.
 3. Greater community stewardship of transit spaces, such as supporting street vending in transit plazas.
 4. The Universal Blue Light program proposed in Metro's June 2018 ridership initiatives (BF 2018-0365).
 5. Education about and expansion of fare discount programs.
 6. Outreach and services for unhoused individuals.
 7. A shift of resources from armed law enforcement to the above strategies.
- C. Consult with the Advisory Committee when developing the new scope of services, budget, and other provisions of the multiagency police contract renewal.
- D. Report back to the Operations, Safety, and Customer Experience Committee in 90 days, and quarterly thereafter until the 2022 contract renewal. In the final quarterly report of 2022, include an external, third-party evaluation of the effectiveness of the Advisory Committee and a recommendation on whether it should continue.



Metro

Board Report

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

File #: 2020-0445, File Type: Motion / Motion Response

Agenda Number: 37.1.

REGULAR BOARD MEETING
JUNE 25, 2020

Amending Motion by:

DIRECTOR FASANA AND BUTTS

Related to Item 37: A Community Safety Approach to System Security and
Law Enforcement

**SUBJECT: A COMMUNITY SAFETY APPROACH TO SYSTEM SECURITY AND LAW
ENFORCEMENT**

RECOMMENDATION

APPROVE Amending Motion by Directors Fasana and Butts that the Board direct the Chief Executive Officer to:

- B. In partnership with the Advisory Committee, Office of Civil Rights, Executive Officer for Equity & Race, and Executive Officer for Customer Experience, develop a community-based approach to public safety on the transit system, including but not limited to:

- 8. **Fasana Amendment:** Add the Customer Code of Conduct to the committee's purview.

- 9. **Butts Amendment:** Task the committee with developing a mission and values statement for transit policing.



Metro

Board Report

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

File #: 2020-0429, File Type: Motion / Motion Response

Agenda Number: 37.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
JUNE 18, 2020

Motion by:

DIRECTORS BONIN, GARCETTI, HAHN, DUPONT-WALKER, AND SOLIS

A Community Safety Approach to System Security and Law Enforcement

On March 13, 2020, Breonna Taylor, a 26-year-old emergency room technician, was killed in her home by a Louisville police officer who was carrying out a search warrant in the middle of the night. On May 25, 2020, George Floyd was killed by a Minneapolis police officer during an arrest for allegedly using a counterfeit \$20 bill. These deaths and many before them, including here in Los Angeles, have sparked demonstrations for racial justice and a national conversation about the appropriate role of police in our society and the particular threats faced by Black people during interactions with law enforcement.

Community leaders are demanding a shift in how agencies deliver public safety at every level of government. This includes reforming police practices as well as reallocating resources typically devoted to policing to other forms of community safety. In a transit environment, safety is typically provided through design, staff presence, aid station access, and law enforcement. Given recent events, it is prudent for Metro to reevaluate its safety strategies to ensure it is meeting the needs and expectations of our riders. Metro should work in partnership with community leaders to re-envision transit safety and community-based approaches to policing leading up to and as part of the 2022 renewal of the multiagency police contract.

SUBJECT: A COMMUNITY SAFETY APPROACH TO SYSTEM SECURITY AND LAW ENFORCEMENT

RECOMMENDATION

APPROVE Motion by Directors Bonin, Garcetti, Hahn, Dupont-Walker, and Solis that the Board direct the Chief Executive Officer to:

- A. Establish a Transit Public Safety Advisory Committee. This committee should incorporate the existing Community Safety & Security Working Group and include additional perspectives that represent Metro's ridership and advocacy organizations, including but not limited to racial,



reimbursement, and other forms of compensation;

B. Report to the Board in June 2021 with a review of compensation for Metro's advisory committees and a policy for the reasonable compensation of their members; and

C. Include in each monthly Transit Public Safety report updates on the progress and activities of the Public Safety Advisory Committee



Metro

Board Report

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

File #: 2021-0190, File Type: Motion / Motion Response

Agenda Number: 26.2.

REGULAR BOARD MEETING
MARCH 25, 2021

Motion by:

DIRECTORS BONIN, GARCETTI, MITCHELL, HAHN, DUPONT-WALKER, AND SOLIS

Related to Item 26: Transit Law Enforcement Services

Investment in Alternatives to Policing

In June 2020, the Board voted to embark on a process to reimagine public safety on Metro in response to demonstrations for racial justice and a national conversation about the appropriate role of police in our society and the particular threats faced by Black people during interactions with law enforcement. The Board's mandate was for the agency to work in partnership with community leaders to re-envision transit safety and community-based approaches to policing leading up to and as part of the 2022 renewal of the multiagency police contract. Metro has now established a Public Safety Advisory Committee (PSAC) to formalize this partnership. PSAC will create a space where community leaders work in partnership with Metro staff, including bus and rail operators, on the future of public safety on the Metro system.

Last month, a proposal to increase Metro's law enforcement contract by \$111 million sparked further attention to Metro's considerable spending on policing and the relative lack of investment in alternative public safety strategies. Last month's recommendation provided at least a year for PSAC to develop and finalize its recommendations. The current proposal would greatly accelerate the pace of work for the newly formed PSAC, with recommendations now due by the end of the year in order to begin implementation by January 2022.

Standing up a new model of public safety will take time, including identifying funding and beginning to staff up new initiatives. To jump-start this acceleration, the Board should proactively set aside resources now in support of PSAC's work. These early actions are consistent with and build on Metro's Customer Experience Plan and the *Understanding How Women Travel Study*. Acting now will allow Metro to build capacity for alternative approaches while ensuring a smoother transition in the future.

SUBJECT: INVESTMENT IN ALTERNATIVES TO POLICING



RECOMMENDATION

WE, THEREFORE, MOVE that the Board direct the Chief Executive Officer to:

A. Include in the FY22 budget at least \$40 million for the following initiatives, consistent with the Equity Platform and the Customer Experience Plan:

1. Public Safety:

- a. \$20 million for a transit ambassador program that provides staffed presence at Metro facilities and on Metro vehicles and offers riders assistance and connections to resources, modeled after the S.F. BART program.
- b. \$1 million for elevator attendants at stations.
- c. \$1 million for a flexible dispatch system that enables response by homeless outreach workers, mental health specialists, and/or unarmed security ambassadors in appropriate situations.
- d. \$5 million for Call Point Security Project Blue light boxes recommended by Women and Girls Governing Council to improve security on the BRT and rail system.
- e. Funds to initiate a study to develop recommendations to prevent intrusion onto Metro rail rights-of-way, including but not limited to subway platform-edge doors.
- f. \$3 million for pilot safety strategies on board buses to be recommended by PSAC.

2. Homelessness:

- a. \$2 million for short term shelter for homeless riders.
- b. \$5 million for enhanced homeless outreach teams and related mental health, addiction, nursing, and shelter services.
- c. \$250,000 for regular counts to monitor trends and gauge the success of Metro efforts to address homelessness.
- d. \$3 million for pilot homelessness strategies to be recommended by PSAC.

B. Establish a target to ensure the participation of LA County-based organizations and

enterprises in the above initiatives.

- C. Consult with PSAC on the program design and implementation of all of the above initiatives.

PSAC Compensation Fee Structure		
	Compensation Rate	Fee Maximum per Fiscal Year
Member	\$ 200 per meeting	\$ 5,500
Alternate	\$ 175 per meeting	\$ 4,900
Subcommittee Participation	\$ 50 per meeting*	

*Regular and subcommittee compensation counts toward the maximum listed for each membership type.



Public Safety Advisory Committee (PSAC) Quarterly Update

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE

2021-0443 | JULY 15, 2021

May Meetings

- Held foundational discussions on the following: ground rules, decision making models, Charter and Bylaws, and work plan topics.
- Ad-hoc subcommittee proposals were presented to members based on priority and time-sensitive deadlines (i.e., policing contracts).

June Meetings

- Membership approved their Charter and Bylaws.
- Metro staff began conducting informational presentations on Metro's existing Public Safety Model, Infrastructure Protection Services, and Law Enforcement Contracts.
- Ad-hoc committee meetings commenced with standing report outs during public PSAC meetings.
 - Recurring concern from members is the short turnaround time to provide staff with recommendations
- Translation services were made available and will be offered at all public PSAC meetings, regardless if they are requested, to improve inclusivity.

July Meetings

- In our July bi-weekly and ad-hoc meetings, members will be having follow-up discussions and preparing their recommendations on the following:
 - Public Safety Survey – 7/5/21
 - Future Infrastructure Protection Services Contract – 7/21/21
 - Future Policing Contracts - 7/29/21

Recommended Compensation

- Staff recommends the Board approve compensation for the PSAC, at a rate of \$200 per meeting for voting members, \$175 per meeting for alternates, and \$50 per meeting for all subcommittee participants, or the cash equivalents, as necessary.
 - Total compensation caps estimate a maximum 24 general meetings and 14 subcommittee meetings per fiscal year, per member.
- Staff will return to the board with an update on the final Advisory Body Compensation Policy (ABCP) in September 2021.
 - The policy will be informed by an assessment of existing advisory body compensation structures and apply to all advisory bodies created or sanctioned by Metro.



Board Report

File #: 2021-0444, File Type: Informational Report

Agenda Number: 23.

OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE JULY 15, 2021

SUBJECT: UPDATE ON METRO'S HOMELESS OUTREACH EFFORTS

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE Update on Metro's Homeless Outreach Efforts.

ISSUE

In spring 2016, Metro created the Metro Homeless Task Force to address displaced persons that have turned to Metro's system and property for alternative shelter. Since then, Metro has made significant progress in addressing the homelessness issue by expanding its resources and partnering with community-based organizations.

BACKGROUND

The homelessness crisis has significantly grown in the last couple of years. The Los Angeles Homeless Services Authority (LAHSA) released the results of the 2020 Greater Los Angeles Homeless Count, which showed 66,436 people in Los Angeles County experiencing homelessness. This represents a 12.7% rise from last year's Point-in-Time count of 58,936 homeless persons. The city of Los Angeles saw a 16.1% rise to 41,290 from last year's point-in-time count of 36,300 homeless persons.

DISCUSSION

P.A.T.H.

PATH outreach teams remain agile in using a crises deployment model to continue providing outreach and support to homeless persons. The outreach teams work hand in hand with law enforcement and work closely with the Departments of Health Services, Public Health, and Mental Health to provide services and housing. PATH teams collaborate on a daily basis with law enforcement in Operation "Shelter the Unsheltered," as well as engage in system-wide outreach and encampment clean-ups identified as a safety concern within Metro's system.

In June 2021, Metro and the Department of Health Services issued a third amendment in its Letter of Agreement for Multidisciplinary Street-Based Engagement Services. The term of this agreement began July 1, 2018 and remains in place through June 30, 2023. The parties, by mutual consent, extended the terms outlined in amendment number two to continue funding additional multidisciplinary outreach teams to provide field-based engagement/outreach services Monday

through Sunday eight hours per day, throughout Metro's system and properties. Amendment number three also extends the eighty (80) shelter bed pilot to August 31, 2021. The current shelter bed site is *Home At Last*, located in south Los Angeles. Full social services are available to people experiencing homelessness 24/7 with the goal of placing persons in interim and permanent housing through the Coordinated Entry System.

METRO TRANSIT HOMELESS ACTION PLAN 2.0 UPDATE

There are four (4) core components of the Action Plan to enhance the customer experience. The planned action is scheduled in these areas:

- **Research component:** Staff will re-convene internal and external stakeholder meetings beginning in August 2021.
- **Education component:** Staff is in discussion with the Communications department to create a fact sheet to educate Metro staff and passengers about homelessness on Metro's system and properties. The fact sheet will contain background information on Metro's Transit Homeless Action Plan 2.0; results from the homeless rail and bus counts; references to board reports, and contact numbers to report homelessness on and off of the system.
- **Coordination component:** Staff has scheduled a meeting on June 29, 2021, with the Department of Mental Health (DMH), and our law enforcement partners to discuss increasing the number of clinicians on our specialized law enforcement teams (HOPE, MET, QOL) through a Memorandum of Understanding to facilitate "Reimagining Policing" policies on Metro's system and properties.
- **Outreach component:** Staff in conjunction with the Office of Customer Experience plans to implement pilot programs to support increased outreach and supportive services on the Metro's system. The board approved Motion 26.2, which allocates \$2 million for short term shelter for homeless riders; \$5 million for enhanced homeless outreach teams and related mental health, addiction, nursing, and shelter services; \$250,000 for regular counts to monitor trends and gauge the success of Metro efforts to address homelessness; and \$3 million for pilot homelessness strategies to be recommended by the PSAC.

METRO BUS/RAIL ONE DAY HOMELESS COUNT

Homeless counts were planned to be conducted quarterly on our system, however, due to COVID restrictions, a count was not conducted in the second quarters of this year. Staff plans to execute the third quarter rail and bus homeless counts in August 2021. We are collaborating with the Customer Experience office to refine the survey instrument and the methodology. We are also collaborating with Information Technology Administration to explore setting up and maintaining a data publishing program.

OPERATION "SHELTER THE UNSHELTERED"

The Operation continues Monday through Friday at six Metro stations. Daily reports are submitted by law enforcement, Metro Transit Security, and our outreach partners: PATH, LA Door, and the Dream Center. The total number of individuals housed from April 2020 through June 11, 2021, is 836. June

and July data will be provided in the September monthly board report.

OPERATION "SHELTER THE UNSHELTERED"		
LAW ENFORCEMENT (LAPD, LASD, and LBPD)		
ACTIONS TAKEN	APRIL 2021	MAY 2021
*NUMBER OF LEVEL 1 (CONTACTS)	406	457
*NUMBER OF LEVEL 2 (REFERRALS)	59	13
*NUMBER OF LEVEL 3 (HOUSING PLACEMENTS)	21	39
TOTAL NUMBER OF INDIVIDUALS HOUSED YEAR TO DATE	785	824
PATH		
ACTIONS TAKEN	APRIL 2021	MAY 2021
NUMBER OF INDIVIDUALS HOUSED (INTERIM AND PERMANENT HOUSING)	15	29
TOTAL NUMBER OF INDIVIDUALS HOUSED YEAR TO DATE	696	725

*Level 1 (Contacts - Information is provided on resources/services; a name of the individual(s) is obtained.)

*Level 2 (Referrals - Individual(s) is receptive to services; appointments are made for services.)

*Level 3 (Housing Placements - Any mode of housing provided to the individual. (I.e., motel, VA housing))

OUTREACH PARTNERSHIPS

LA DOOR - Los Angeles City Attorney’s Office

The program is a recidivism reduction and drug diversion unit within the Los Angeles City Attorney’s office. LA DOOR outreach teams participate in Operation “Shelter the Unsheltered.” The outreach teams discontinued deploying to Union Station and 7 Street/Metro on June 1, 2021, due to the reallocation of their grant funding; however, the teams continue to outreach at MacArthur Park once per week. The total number of contacts by LA DOOR beginning July 8, 2020, through June 11, 2021, is 3,763.

LA DOOR		
ACTIONS TAKEN	APRIL 2021	MAY 2021
NUMBER OF CONTACTS	417	353
TOTAL NUMBER OF INDIVIDUALS CONTACTED JULY 08, 2020 TO DATE	3,337	3,690

The Dream Center - A Community-Based Organization within Angeles Temple

The Los Angeles faith-based organization continues to provide outreach services at Union Station Friday nights by providing end-of-the-line service and offering assistance to persons experiencing homelessness. The total number of contacts by the Dream Center beginning July 10, 2020, through June 11, 2021, is 1,511.

DREAM CENTER (DC)		
ACTIONS TAKEN	APRIL 2021	MAY 2021
NUMBER OF CONTACTS	115	180
TOTAL NUMBER OF INDIVIDUALS CONTACTED JULY 10, 2020 TO DATE	1,313	1,036

EQUITY PLATFORM

Metro’s Homeless Outreach efforts align with the Equity Platform by supporting more equitable outcomes for some of LA County’s most vulnerable and marginalized residents; people using Metro’s system for shelter. The Equity Platform provides a basis for Metro to advance equity in areas where we lead and partner. As described above, homeless continues to increase across the County and on the Metro system, disproportionately impacting Black people, older adults, those with disabilities, women with children, and transition-age youth. Metro’s efforts aim to balance the need to address the negative conditions and behaviors sometimes associated with homelessness with the need to help and treat people without shelter humanely.

Metro’s partnerships with social service providers and continued implementation of Operation “Shelter the Unsheltered” provide engagement efforts designed to build trust and make it more likely for people to accept services and shelter, and less likely to return to Metro’s system for shelter. Many of our success stories reveal that it took time for the homeless person to make the decision to accept services; our partners had to build a rapport through several contacts. Additionally, Metro’s homeless counts will help the agency and our partners allocate resources more efficiently, forecast future needs, and determine the need for additional programs or strategies to address homeless on the

system. The Metro Transit Homeless Action Plan 2.0 will build upon and supplement these efforts.

NEXT STEPS

SSLE will continue to build upon its list of partners and services to provide resources to people experiencing homelessness on Metro's system.

ATTACHMENTS

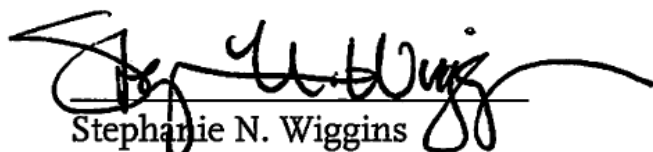
Attachment A - PATH Homeless Outreach Update April 2021 - May 2021

Attachment B - PATH Motel Report April 2021 - May 2021

Attachment C - Law Enforcement Homeless Outreach Updates April 2021 - May 2021

Prepared by Joyce Burrell Garcia, Project Manager, System Security and Law Enforcement, (213) 922-5551

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



Stephanie N. Wiggins
Chief Executive Officer

Metro's Homeless Efforts

C3 Homeless Outreach April 1, 2021 through May 31, 2021. (June and July data will be provided in the September monthly board report.)

Performance Measure	April Number Served	May Number Served	Project Year 2017 To date Number Served
Number of unduplicated individuals'-initiated contact (pre-engagement phase)	216	216	9,143
Number of Unduplicated individuals engaged (engagement phase)	192	148	4,912
Number of unduplicated individuals engaged who successfully attained an interim housing resource (this includes crisis and/or bridge housing)	68	65	2,223
Number of unduplicated individuals engaged who are successfully linked to a permanent housing program	1	2	417
Number of unduplicated individuals engaged who are permanently housed	18	13	427

April Motel Report

Secured 21 motel rooms. Please see the attachment containing the demographics with justification for each of the placements.

Brief Demographic Overview:

- 28 homeless persons were housed in 21 motel rooms
 - 4 families – 1 woman with children, 1 couple with children, 2 couples without children
 - 17 clients – singularly housed

Total Motel Expense: \$23,621.08

COVID-19 Expense: \$10,540.88

May Motel Report

Secured 13 motel rooms. Please see the attachment containing the demographics with justification for each of the placements.

Brief Demographic Overview:

- 21 homeless persons were housed in 13 motel rooms
 - 3 families – 1 woman with children and 2 couples with children

- 10 clients – singularly housed: 5 older adults (3 female and 2 males)

Total Motel Expense: \$16,202.20

COVID-19 Expense: \$6,861.20

PATH Success Story (April)

A 57-year-old female who experienced homelessness for five (5) months prior to being engaged at the Rosa Parks station had been staying under a nearby freeway overpass. The client acknowledged that her current homelessness and all other homelessness episodes were a result of substance use and broken family relationships.

July 13, 2020 - A rapport quickly began after the client accepted the food and water that was offered. Outreach spoke to the client about transitioning indoors and working towards permanent housing. The client agreed, stating, "please help me, I'm tired of being tired and will do whatever I have to do." The client was referred and accepted into crisis housing at Testimonial of Love Shelter. An Interim Housing referral was also submitted.

September 25, 2020 – The client was referred and accepted into interim housing at A Bridge Home Western. While at A Bridge Home site, the client's shelter case manager collaborated with PATH to keep the client engaged and to develop a housing plan. The client received supportive services from PATH such as: money management, transportation, documentation assistance, clothing, hygiene, food, homelessness verification. In addition, COVID screening and other medical health services were provided, including medication compliance. Follows up and site visits were conducted to maintain rapport and work towards goals.

The client was referred to The People Concern for permanent housing navigation services. The People Concern worked with the client to identify housing options, and connected the client to a permanent housing opportunity at the Florence Apartments.

The People Concern were also able to fund the client's move-in fees.

April 18, 2021 - The client successfully completed A Bridge Home Western Bed program and transitioned into permanent housing at the Florence Apartments, where the client will receive ongoing permanent housing supportive services.

The client remains permanently housed and connected to supportive services provided by SRO Housing Corporation.

PATH Success Story (May)

A 32-year-old single female and her 7-year-old son reported being homeless since 2015, occasionally staying with friends or family and/or motels. She identified domestic violence and family conflict as factors related to her and her son's homelessness.

At the time of initial engagement, in October 2020, the family was staying in a motel. The Case Manager referred, accompanied, and provided transportation to the family to Family Support Center, Homeless Outreach Program Integrated Care System (HOPICS), and Shields for Families. The Case Manager also attempted to connect the family to a domestic violence shelter and accompanied the family to a Domestic Violence shelter,

but the shelter was declined due to its location, which is in the same neighborhood as the perpetrator.

In December 2020, the family exhausted all funds and resources to continue their motel stay. An emergency motel stay was authorized to prevent the family from becoming unsheltered. When public benefits were interrupted, the Case Manager provided meal cards and hygiene kits to assist the family.

In January 2021, the family was referred to the Upward Bound House. In February the family was placed into transitional housing at this site. The client also obtained employment to boost her income.

While at Upward Bound House, the family participated in money management/savings programs and other support services. In April 2021, the family was referred to Upward Bound's program and was matched to an apartment, and moved in on May 28, 2021.

During the entire time that the Case Manager first engaged this family to the present, the Case Manager provided active listening, empathy, emotional support, and helped the mother cope with difficult circumstances. The strong rapport the Case Manager established was of immense benefit in working with the family in helping them move forward.

The family moved into their own apartment. The mother is overjoyed to have a home for her and her son and feels confident and hopeful about the future.

Motel Report April 1,2021 – May 31, 2021

April Motel Report

1. **Single Adult Female (88 yrs.)** – Encountered at Union Station. The participant was placed at the Rosa Bell Motel due to her age and vulnerabilities. The participant was matched to A Bridge Home South Los Angeles and completed intake on 4/14. This person is no longer in the motel. In April, \$600 was spent at the Rosa Bell motel.
2. **Single Adult Male (56 yrs.)** – Encountered at 7th/Metro Station. The participant was placed at the Stuart Hotel due to his mental health vulnerabilities and physical disability. The participant transitioned to First to Serve shelter the following day. This person is no longer in the motel. In April, \$100 was spent at the Stuart Hotel.
3. **Family: Female (48 yrs.) & Male (10 yrs.)** - Encountered at Union Station and were placed at the Stuart Hotel. This family then went to stay with a family friend. This family is no longer in the motel. In April, \$200 was spent at the Stuart Hotel.
4. **Adult Elderly Male (70 yrs.) & Adult Female (46 yrs.)** - The participants were engaged at 7th/Metro Station where they report they have been sleeping. They were placed into a motel due to the male's age and physical disability. The male was then placed at First to Serve shelter, while the female refused shelter and returned to the street. They are no longer in the motel. In April, \$200 was spent at the Stuart Motel.
5. **Adult Elderly Female (75 yrs.)** - The participant was engaged at Union Station. Due to the participant's age and physical vulnerabilities, she was placed at The Stuart Hotel while the appropriate shelter is located. She was then placed at A Bridge Home Western Shelter. She is no longer in the motel. In April, \$400 was spent at the Stuart Motel.
6. **Single Adult Female (50 yrs.)** - The participant was engaged at Union Station. She had a bruised and bloodied face and reported that her boyfriend had just physically assaulted her. Law Enforcement Officers stationed at Union were alerted, and a police report was taken. The participant was placed in a motel room away from her encampment to ensure immediate safety while staff attempted to secure a domestic violence shelter bed. When staff returned to visit the participant, she had left the motel and did not return. In April, \$100 was spent for this motel room.
7. **Single Male (83 yrs.)** - Encountered at Union Station in February, with numerous health concerns. The team placed him at Lincoln Motel and submitted referrals at various senior living programs and shelters. We successfully connected him to Gem Transitional Senior Living, and he was offered housing there; unfortunately, he turned down this unit and checked out of the motel. No contact has been made since. He is no longer in the motel. In April, we spent \$615.60 to motel him.
8. **Single Male (37 yrs.)** - Encountered at NoHo Station, veteran with numerous health conditions and at-risk for COVID-19 because of those conditions. We successfully connected him to SRO Housing Corporation's Veterans Transitional

Housing Program and placed him at the Stuart Hotel until his intake date. He is no longer in the motel. In April, we spent \$100.00 to motel him.

9. **Single Female (55 yrs.)** - Encountered at the 7th Street/Metro Station. The participant was provided a motel room due to her many health issues and high risk for COVID-19. She has been matched to permanent housing and we are waiting for the Housing Authority to provide final approval for the participant to move in. She was placed in a transitional location through DHS while she awaits move-in to her permanent home. She is no longer in the motel. In April, \$1273.68 was spent at the Rosa Bell.
10. **Single Male (77 yrs.)** - with numerous health problems, physical disability, and at high risk for COVID-19. The participant was encountered at Pershing Square and offered an emergency motel stay due to his high risks and vulnerabilities. He was matched to Project Home Key Harbor City. He is no longer in the motel. In April, \$2052.00 was spent at the Rosa Bell Motel.
11. **Single Male (66 yrs.)** - with numerous health issues, and at high risk for COVID-19, was encountered at the Downtown Long Beach station. Due to his declining health being unsheltered, an emergency motel room was authorized while the CM works on locating other shelter options. The participant is matched to permanent housing and move-in is expected to occur very soon. In the meantime, Recovery Rehousing is paying for a motel stay elsewhere. We are no longer paying for the motel. In April, \$1231.20 was spent at the Rosa Bell.
12. **Single Male (53 yrs.)** - with numerous health conditions placing him at higher risk for COVID-19 the participant was engaged at Downtown Santa Monica Station and provided a motel stay given his health vulnerabilities. The client has moved to a shelter, and is no longer in the motel. In April, \$820.80 was spent at the Rosa Bell Motel.
13. **Family** - consisting of a father, age 34, mother, age 26, and 3 children, ages 10, 8, and 6, were engaged at Artesia Station and were provided an emergency motel stay while the staff help the family to locate shelter and/or housing. The father is employed and has income and a search for permanent housing is underway. The family is connected to Family Solutions Center and enrolled in their Rapid Rehousing Program. The family is still in the motel. In April, \$3933 was spent at the Rosa Bell Motel.
14. **Adult Elderly Male (70 yrs.)** - with respiratory problems and mental health issues the participant was engaged at Downtown Long Beach station during offloading and provided an emergency motel stay given his vulnerabilities and high risk for COVID-19. He was matched to Project Home Key Harbor City. He is no longer in the motel. In April, \$1860 was spent at the Stuart Hotel.
15. **Single Male (52 yrs.)** - disabled with mental health issues and traumatic brain injury the participant was engaged at Downtown Santa Monica Station and provided an emergency motel stay given his vulnerabilities. He is being referred to a Skilled Nursing Facility for placement, which is pending. He is still in the motel. In April, \$3078.00 was spent at the Rosa Bell Motel.

16. **Couple-Female and Male** - physically disabled, and her elderly husband, were engaged at Union Station. The couple needed medical attention and were transported to the hospital. The hospital then stated the female was being released and discharged to the street, so an emergency motel stay was authorized. Soon after being discharged, staff received a call from LAPD stating the female was a missing person from the Valley. LAPD assisted with reuniting the female with her family. She is no longer in the motel. In April, \$225.20 was spent at the L.A. Inn.
17. **Single Male** - The participant was engaged at Santa Monica station during offloading. A shelter bed was secured, but a COVID-19 test was needed before placement. A one-night motel stay was approved. He is no longer in the motel. In April, \$102.60 was spent at the Los Angeles Inn.
18. **Single Male (24 yrs.)** - The participant was engaged at Santa Monica station during offloading. A shelter bed was secured, but a COVID-19 test was needed before placement. A one-night motel stay was approved. He is no longer in the motel. In April, \$102.60 was spent at the Los Angeles Inn.
19. **Single female (28 yrs.)** - The participant was approved for a motel stay when it was learned she was 9 months pregnant. The shelter, Home at Last, determined she was not appropriate for placement due to the imminent labor and delivery. Participant was recently matched to ABH Civic Center and is awaiting intake. She is still in the motel. In April, \$1559.00 was spent at the Los Angeles Inn.
20. **Elderly female (75 yrs.)** - with severe chronic health conditions, and at high risk for COVID-19, the participant was engaged at the Del Amo Station and provided an emergency motel stay. Staff is still searching for an appropriate placement. Participant is still in the motel. \$3098.00 was spent at the Rosa Bell.
21. **Elderly Female (70 yrs.)** - The participant was engaged at Union Station was provided an emergency motel stay due to her severe health conditions. The participant was matched to shared housing, however, the placement was not accessible to the participant because she uses a walker. The participant was recently matched to Project Room Key Orlando, and is awaiting intake. She is still in the motel. In April, we spent \$1,969.40 to motel this person.

Total rooms: 21

Total remaining in motels: 5

(COVID-19-related: \$10,540.88)

Total: \$23,621.08

May Motel Report

1. **Single Adult Female (50 yrs.)** - The participant was engaged at Union Station. The participant presented physical evidence of assault. Law Enforcement Officers stationed at Union were alerted and a police report was taken. The participant was placed in a motel room away from her encampment to ensure immediate safety while case manager assisted with securing an appropriate domestic violence shelter bed. The participant is no longer in the motel room. PATH will pay \$300.

2. **Single Adult Male (39 yrs.)** - The participant was originally engaged at Union Station. The participant was involuntarily exited from shelter placement due to a change in the shelter's eligibility requirements. The participant was scheduled for intake at a different shelter but was required to present a current negative COVID test. The participant stayed 1 night and is no longer in the motel. PATH will pay \$100.
3. **Single Adult Male (29 yrs.)** - The participant was engaged at Union Station. During the shelter referral process, staff was made aware that the participant had recently broken quarantine at his previous shelter. Out of an abundance of caution, the participant was placed in a motel until he could obtain a negative COVID test that would allow him to safely enroll at a shelter. The participant is currently in the motel. PATH will pay \$400.
4. **Single Adult Male (60 yrs.)** - The participant was engaged at 7th and Metro. Case Manager and Program Manager attempted to locate a shelter bed for the participant but were not successful. The participant reported that he had been a victim of assault and suffered a head injury for which he was hospitalized and had staples put in. The participant was placed in a motel room to ensure safety while appropriate shelter is located. The participant is no longer in the motel. PATH will pay \$100.
5. **Single Adult Male (24 yrs.)** - The participant was engaged at Union Station. The participant has mental health vulnerabilities and has difficulty remembering appointments. An intake was scheduled for the following day. So that the participant would not miss the intake, he was provided a 1-night stay at The Stuart. The participant is no longer in the motel. PATH will pay \$100.
6. **Single Adult Male (28 yrs.)** - The participant was engaged at 7th and Metro. The participant reported that he was experiencing homelessness and wanted to return to family in Missouri. Case Manager received appropriate verification from family that the participant could return permanently and purchased a bus ticket for the following day. The participant was put in a motel for the night to ensure safety and timely arrival at bus station. The participant is no longer in the motel. PATH will pay \$100.
7. **Single Adult Male (52 yrs.)** - The participant was engaged at Downtown Santa Monica Station and provided an emergency motel stay due to his disabilities (leg amputee and traumatic brain injury) and vulnerabilities/risks for COVID. Since being in the motel, the participant appears to require a Higher Level of Care (HLOC) and the Case Manager is working with the HLOC Liaison with LAHSA for placement in a Board and Care of Skilled Nursing Facility. The participant is still in the motel. PATH will pay \$3180.60.
8. **A Family of five** - Male (34), and his family consisting of a female (26) and their three children ages 10, 8, and 6. This family was engaged at the Artesia

Station and provided an emergency motel stay. The family was referred to PATH Family Solutions Center and is enrolled in the Problem Solving Program, and is in the process of transitioning to the Cesar Chavez Family Shelter upon the parents having negative TB test results. The family is still in the motel. PATH will pay \$4064.10.

9. **Single Adult Female (75 yrs.)** – The participant was engaged at the Del Amo Station and provided a motel stay due to being elderly and having serious health conditions, including diabetes, heart disease and respiratory difficulties. The Case Manager worked diligently to locate an appropriate placement and she transitioned into shelter. She is no longer in the motel. PATH will pay \$718.20.
10. **Single Adult Female (29 yrs.)** – The participant was engaged at Downtown Santa Monica Station and was provided a motel stay when the shelter where she was staying discharged her after learning she was 9 months pregnant. The infant was removed from her care and custody by Department of Child and Family Services due to the participant's significant mental health challenges. The Case Manager worked diligently to locate an appropriate placement and she transitioned into shelter. She is no longer in the motel. PATH will pay \$718.20.
11. **Single Adult Female (70 yrs.)** – The participant was engaged at Union Station and provided a motel stay due to her elderly status, significant health issues (heart condition, high blood pressure, and dropped head syndrome), and high risk for COVID. She uses a walker and requires a disability accessible room/shelter. The Case Manager worked diligently to locate an appropriate placement and the participant transitioned into shelter. She is no longer in the motel. PATH will pay \$3180.60.
12. **A family of three** – Pregnant female (26), her significant other (33) and their 7-month infant were engaged at the Del Amo Station. The family was offered a motel stay while the case manager completed referrals to programs for families. The family is connected to Problem Solving and an affordable apartment has been located. Problem Solving will be assisting with the deposit and short-term rental assistance. While a move-in date has not been given, it is expected to be imminent. The family is still in the motel. PATH will pay \$2585.00.
13. **A family of five** – Female (45) and her four children ages 12, 11, 11, and 9 were initially engaged at 7th Street/Metro Center and provided a motel stay after the family was discharged from the family shelter they were staying at. The family was successfully reconnected to another family shelter and was recently matched to permanent housing and is expected to move in soon. The family is no longer in the motel. PATH will pay \$655.50.

Total rooms: 13

Total remaining in motels: 4

(COVID-19-related: \$6,861.20)
Total: \$16,202.20

Law Enforcement Homeless Outreach Metrics, April 1, 2021 – May 31, 2021

ACTION	LAPD HOPE/TSD	LASD MET	LBPD QOL
Contacts	430	1,336	223
Referrals	49	4	100
5150 Holds	17	28	0
Mental Illness	33	295	100
Substance Abuse	16	349	144
Veterans	1	1	6
Shelter	11	14	2
Motel Housing Plan	0	0	1
VA Housing	1	0	0
Return to Family	0	1	0
Transitional Long-Term Housing	0	0	0
Detox	2	0	0
Rehab	0	2	0

LAPD HOPE Success Story (April)

HOPE recognized two (2) USC interns at the conclusion of their field placement. HOPE reported that the interns did an outstanding job developing their abilities to engage the homeless, conduct evaluations, network to develop outreach strategies, and coordinate efforts to assist the homeless. Both interns proved to be mature, intelligent, motivated, and caring. HOPE interviewed six (6) applicants that expressed interest in being part of the HOPE effort. There is ongoing interest from USC students to be part of HOPE.

LASD MET Success Story (April)

Mental Evaluation Team (MET) members contacted this client over a year ago. The client is a 61-year-old-male who was guarded and hesitant to talk to us. He frequents the Santa Monica area and is often found sitting asleep inside trains. At first, the client would wave his hand and nod his head, refusing to converse with us, then he started to smile occasionally, then he would say good morning and acknowledge us. Our progress was slow; however, we continued to try and always offered our services. After several

encounters (over a year), we were able to develop a rapport and convince him to share his story with us. We made contact weekly and continue to offer services. About two months ago, he opened up and shared his story, personal information, and accepted our help. Due to his age and medical needs, we worked hard to link him to the right agency to provide the necessary help. After assessments and referrals, we were able to link him to housing. The process was slow, but we continue to make weekly contact and encouraged him to be patient. Today, he contacted us and shared he got confirmation and “a picture” of his new place that he can now call home. He showed gratitude and reported he will forever be grateful for the team’s help. He made jokes and said, “you will no longer see me on the train,” he is hopeful and reported he will try to help others by sharing his story and pushing them to accept services.

LASD MET Success Story (May)

On May 20, 2021, MET officers conducting homeless outreach at Citrus Pax, Gold Line in the City of Azusa, contacted a female who was disheveled and appeared disoriented. The woman was sitting on a bench with several bags full of personal property. After engaging her, she identified herself as Valina Woodyly and stated she was 64 years of age.

Mrs. Woodyly stated she grew up in the City of Pasadena and became homeless in July 2020 because her apartment rent increased, and she could not afford the rent increase. Mrs. Woodyly said she had no friends or relatives in the area she could contact to help her.

Mrs. Woodyly has been admitted to a couple of homeless shelters, but she did not remain at the shelters because of the challenging environment at the homeless locations. She also stated that being a 64-year-old female, every day becomes more difficult and unsafe for her to sleep on the streets by herself.

A MET officer contacted several community-based housing program locations to provide Mrs. Woodyly with the most appropriate services for her condition. Eventually, the MET officers transported Mrs. Woodyly to Volunteers of America Women’s shelter, and they connected her with a case manager who informed us he would initiate the process for Mrs. Woodyly’s permanent housing.

Mrs. Woodyly was very appreciative that she was no longer going to sleep on the trains or public streets.

LBPD QOL Success Story (April)

On the morning of April 23rd, 2021, a Long Beach Police Department (LBPD) Metro Detail officer was conducting homeless outreach during the "Shelter the Unsheltered" project at the 1st Street Station when he encountered a female subject who was a person experiencing homelessness (PEH). The woman had created a transient encampment for herself on the platform. The officer knew that she was in need of assistance and discovered that she was willing to accept services. The Metro officer collaborated with People Assisting the Homeless (PATH) social workers to find a solution. PATH social workers were able to find shelter for the woman. They transported the subject via UBER to a PATH facility so that they could provide her with necessary resources and shelter. The LBPD officer then coordinated with LA Metro in an effort to clean up the platform. Please see the attached before and after photos of the 1st Street station platform.

LBPD QOL Success Story (May)

On the morning of May 25, 2021, a Long Beach Police Department (LBPD) Metro Detail, Quality of Life officer was conducting homeless outreach during the "Shelter the Unsheltered" project at the Downtown Long Beach Metro Station along with Metro Security, and People Assisting the Homeless (PATH), when he encountered a person experiencing homelessness (PEH) sleeping on the train. The officer contacted the subject and offered to provide housing services for him. The subject accepted the services and stated that he no longer wanted to sleep on the trains and desired to be off of the streets. The Metro Quality of Life officer then introduced the subject to a PATH social worker who was able to transport the subject to Los Angeles, where they provided the subject with necessary resources and shelter for him.



Metro's Homeless Outreach Efforts

Quarterly Update

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE

JULY 15, 2021

PATH C3 Team Outreach Data

Performance Measures - Monthly	Number of Persons Served April 2021	Number of Persons Served May 2021	Number of Persons Served June 2021	Quarterly Total Served
Number of unduplicated individuals-initiated contact (pre-engagement phase)	216	216	189	621
Number of unduplicated individuals engaged (engagement phase)	192	148	154	494
Number of unduplicated individuals engaged who successfully attained an interim housing resource (this includes crisis and/or bridge housing)	68	65	73	206
Number of unduplicated individuals engaged who are successfully linked to a permanent housing program	1	2	1	4
Number of unduplicated individuals engaged who are permanently housed	18	13	29	60

Operation “Shelter the Unsheltered”

April 1, 2021 – June 30, 2021

Operation Summary	Total
# OF AM OFF-LOADINGS	19,000
# OF PM OFF-LOADINGS	3,480
TOTAL	22,480
# OF INDIVIDUALS SHELTERED (MTS, LAPD, LASD, LBPD, and PATH)	86
# OF INDIVIDUALS SHELTERED (PATH only)	66
# OF INDIVIDUALS CONTACTED (LA DOOR only)	916
# OF INDIVIDUALS CONTACTED (THE DREAM CENTER only)	343
Note: Recently resumed outreach, staff had been quarantined.	

PATH Quarterly Motel Report



April 2021

28 homeless persons were housed in 21 motel rooms

- 4 families
- 17 clients singularly housed



May 2021

21 homeless persons were housed in 13 motel rooms

- 3 families
- 10 clients singularly housed



June 2021

36 homeless persons were housed in 15 motel rooms

- 8 families
- 7 clients singularly housed

PATH Success Story Highlight

June 2021

- A female senior with disabilities was engaged sleeping inside the Metro train at North Hollywood.
- Participant has been experiencing homelessness for four (4) years.
- The participant was referred to Project Room Key. The client was connected to a series of agencies for additional support including: the Department of Mental Health, ACCESS, LA Family Housing and Mutual Aid Network, Northeast Valley Health Corporation, Metro Outreach Team nurse, Pen + Napkin, Medi-Cal, and Department of Social Services.
- As a result of being connected to LA Family Housing, the participant was connected to a Homeless Section 8 Voucher and moved into a studio unit.





Board Report

File #: 2021-0434, File Type: Informational Report

Agenda Number: 24.

REVISED
OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
JULY 15, 2021

SUBJECT: STATUS UPDATE OF MOTION 48: DODGER STADIUM EXPRESS

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE status report for Motion 48: Dodger Stadium Express.

ISSUE

At the April 2021 Planning & Programming committee meeting, Metro Board Directors Hahn, Butts and Krekorian introduced Motion 48 requesting a report back with funding recommendations to ensure the Dodger Stadium Express (DSE) will be permanently and fully funded. Director Solis also requested that recommendations should consider utilizing next year’s Low Carbon Transportation Operations Program (LCTOP) funding as it can be used for operational expenditures that increase transit mode share.

BACKGROUND

In 2010, DSE service from Union Station was instituted and was funded by an annual grant from the Mobile Source Air Pollution Reduction Review Committee (MSRC) work program. In 2015, DSE was expanded to include a route from the South Bay to reduce traffic congestion and travel time, increase mobility, encourage connectivity, and improve community relations with the neighborhoods surrounding Dodger Stadium. The South Bay portion of DSE service was funded by the ExpressLanes Net Toll Reinvestment grant program. Both grants for DSE service were intended to provide initial pilot project/program seed funding and are set to expire in 2021. Due to COVID-19, 2020 DSE service was not provided and grant extensions were secured for 2021-2022.

DISCUSSION

Over the years, Metro DSE ridership has increased as riders going to the games are able to use this service for free, with proof of a Dodger ticket. See the ridership table below for details:

YEAR	RIDERSHIP	INCREASE
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2019	307,124	0.7%
2018	304,862	9.4%
2017	278,623	15.3%
2016	241,682	9.8%
2015	220,034	1.4%
2014	216,948	16.4%
2013	186,411	36.5%
2012	136,595	17.3%
2011	116,468	-4.7%
2010	122,273	N/A

YEAR	Union Station	South Bay	AVERAGE ATTENDANCE PER GAME	Union Station	South Bay
	AVERAGE PAX TRIPS PER GAME	AVERAGE PAX TRIPS PER GAME		PAX TRIPS VS. ATTENDANCE	PAX TRIPS VS. ATTENDANCE
2015	2591	303	41222	6.3%	0.7%
2016	2768	477	40279	6.9%	1.2%
2017	3116	618	46502	6.7%	1.3%
2018	3357	727	42999	7.8%	1.7%
2019	3634	828	40826	8.9%	2.0%
(w/cap. restrictions) 2021	420	106	11200	3.8%	0.9%
(w/o cap. restrictions) 2021	2141	551	52000	4.1%	1.1%

Metro utilizes Contracted Bus Service contractors including MV Transportation, Transdev, and Southland Transit, along with support from partners including LADOT and local law enforcement to keep DSE operational costs as inexpensive as possible. The Los Angeles Dodgers also provide in-kind marketing support to ensure there is public awareness of this service and its benefits. Please see the table below for cost information dating back to 2018 as, due to COVID, the games were not open to the public, thus we did not offer this service in 2020.

Area of Expense	2018 (Paid by Metro)	2018 (Dodgers Match)	2019 (Paid by Metro)	2019 (Dodgers Match)	2021 (Paid by Metro)	2021 (Dodgers Match)
Planning & Administration Cost (Contract Services Staff)	\$0.00		\$30,173.00		\$32,635.12	
Operation, Supervision, and Maintenance Cost of Service by Contractors (Union Station & Harbor Gateway Services)	\$1,069,631.66		\$1,270,964.53		\$1,389,749.60	
LADOT Traffic Control	\$250,000.00		\$58,374.00		\$59,643.00	
LADOT Engineering (Lane Coning)			\$69,987.91		\$70,897.94	
LADOT Signage Costs			\$141,000.00		\$75,200.00	
LAPD Motor Officers Costs	\$137,300.00		\$134,936.00		\$152,110.00	

LA Metro Security Costs	\$42,300.00		\$26,201.60		\$42,864.00	
Promotion & Outreach	\$457,810.00	\$794,150.00	\$686,010.13	\$750,965.00	\$891,582.38	\$448,180.00
Evaluation of Options for Future	\$54,310.00		\$6,034.00		\$6,526.37	
Monitoring & Reporting (Combined w/Planning in 2018)			\$18,103.00		\$19,580.20	
Cost to Perform Union Station DSE Service During 2021	\$2,011,351.66	\$794,150.00	\$2,441,784.17	\$750,965.00	\$2,740,788.61	\$448,180.00
	\$2,805,501.66		\$3,192,749.17		\$3,188,968.61	

Area of Expense	2018 (Paid by Metro)	2018 (Dodgers Match)	2019 (Paid by Metro)	2019 (Dodgers Match)	2021 (Paid by Metro)	2021 (Dodgers Match)
Planning & Administration Cost (Contract Services Staff)	\$0.00		\$30,173.00		\$32,635.12	
Operation, Supervision, and Maintenance Cost of Service by Contractors (Union Station & Harbor Gateway Services)	\$1,069,631.66		\$1,270,964.53		\$1,389,749.60	
LADOT Traffic Control	\$250,000.00		\$58,374.00		\$59,643.00	
LADOT Engineering (Lane Coning)			\$69,987.91		\$70,897.94	
LADOT Signage Costs			\$141,000.00		\$75,200.00	
LAPD Motor Officers Costs	\$137,300.00		\$134,936.00		\$152,110.00	
LA Metro Security Costs	\$42,300.00		\$26,201.60		\$42,864.00	
Promotion & Outreach	\$457,810.00	\$794,150.00	\$686,010.13	\$750,965.00	\$891,582.38	\$448,180.00
Evaluation of Options for Future	\$54,310.00		\$6,034.00		\$6,526.37	
Monitoring & Reporting (Combined w/Planning in 2018)			\$18,103.00		\$19,580.20	
Cost to Perform Union Station DSE Service During 2021	\$2,011,351.66	\$794,150.00	\$2,441,784.17	\$750,965.00	\$2,740,788.61	\$448,180.00
	\$2,805,501.66		\$3,192,749.17		\$3,188,968.61	

**For the 2021-2022 grant, the MSRC restricted what kinds of expenses can be submitted as a match. The 2021 grant can only use "direct" expenses (e.g., manpower expenses, printed materials, etc.). Indirect expenses such as including what the general public would be charged for ad space, Jumbotron usage, etc. will not be considered.

DSE Working Group Findings

Metro has implemented a working group inclusive of representatives from Operations, OMB, Planning, including Grants, and the Office of the CEO to identify long-term project operation and maintenance funding sources and/or alternatives to continue to deliver this popular service to customers in time for an anticipated regular 2021/2022 baseball season. Below are some of the alternatives the working group has considered to date:

- 1) Consider the use of future LCTOP grants on DSE presenting, as necessary, information to gain support for long-term funding to enable appropriate operational capacity to accommodate increase demand from events
- 2) Pursue additional partnerships, such as one with LADOT for DASH, to operate DSE service
- 3) Explore potential opportunities for cost-sharing, including with the Los Angeles Dodgers

In addition, Metro will continue to work with the Federal Transit Administration (FTA) regarding their final determination for DSE service and whether or not is it categorized as charter service. Specifically, charter service is the use of buses, vans or facilities (rail system) to provide a group of

persons under a single contract, at a fixed charge, with the exclusive use of the vehicle or service to travel together under an itinerary either specified in advance or modified after having left the place of origin. Generally, for service not to be considered charter, it must meet the following tests:

- Service must be available to the general public
- Must operate within the system's normal scope (existing routings, fit within normal hours of operation and established fare structure)
- Have a published timetable
- Customers must pay their own fare

To date, the working group has made progress in identifying DSE costs, analyzing ridership, and exploring creative options for continuing this service, however a final alternative and recommendation is not available to ensure the Dodger Stadium Express (DSE) will be permanently and fully funded.

FINANCIAL IMPACT

There are no financial impact to the FY22 budget at this time.

Funds required in the next fiscal year as discussed may be eligible for Bus and Rail Operations and will be prioritized during FY2023 budget development, subject to program adoption by the Board.

Equity Platform

The findings presented provide an opportunity to explore new and use existing metrics to help evaluate equity related project outcomes. Based on available data, DSE for travel to and from Dodger games produces a benefit with a reduction of emissions. DSE buses have an average of up to 50 passengers, which may result up to 50 single-rider passenger vehicles taken off the road per one-way trip. It is estimated that a single Renewable Natural Gas (RNG)-powered bus at full capacity, produces at least 922 times fewer Green House Gas emissions than would be produced by all those riders driving their own gas-powered passenger vehicles to and from games over the same distance (Cumming/Metro). On an average 82 Home game season, DSE deploys service with up to ten (10) buses per game.

As designed, staff believes DSE provides community members with disabilities an alternate mobility option, as well as people living in EFCs, which are, by definition, communities with lower household car ownership compared to others in LA County (census). The findings highlight a need to further "listen and learn" to gather feedback from communities surrounding Dodger Stadium (where Union Station portion of the service operates) and along Metro's Harbor Gateway Transit Center and I-110 freeway (where the South Bay portion of the service operates) on the realization of the intended outcomes of this program, including reducing traffic congestion, car emissions, and travel time, increasing mobility, encouraging connectivity, and improving community relations with the neighborhoods impacted by those travelling to Dodger games. If DSE is permanently funded, Metro will explore how to collect data to further understand perceptions and experience of the neighborhoods impacted by those traveling to the Dodger games.

DETERMINATION OF SAFETY IMPACT

This item will not have an impact on safety at Metro.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

This item supports the following Strategic Goal: 1) Provide high-quality mobility options that enable people to spend less time traveling.

NEXT STEPS

Metro will continue investigating feasible and applicable funding sources, including but not limited to LCTOP funds, before the 2022 baseball season begins for the DSE program to continue. Metro will also report back to the board with the best path forward as approved by the FTA for this service.

ATTACHMENTS

Attachment A: Motion 48

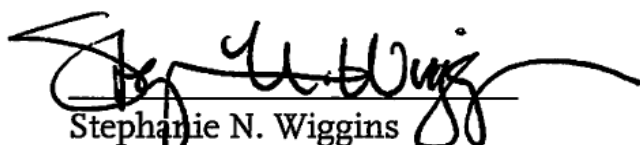
Prepared by: Nancy Saravia, Director, Finance & Administration (213) 922-1217

Diane Corral-Lopez, EO, Operation, (213) 922-7676

Laurie Lombardi, Sr. Executive Officer, Countywide Planning & Development,
(213) 418-3251

Reviewed by: James T. Gallagher, Chief Operations Officer, (213) 418-3108

James De La Loza, Chief Planning Officer, (213) 922-2920



Stephanie N. Wiggins
Chief Executive Officer



Board Report

File #: 2021-0226, File Type: Motion / Motion Response

Agenda Number: 48.

REVISED
PLANNING AND PROGRAMMING COMMITTEE
APRIL 14, 2021

Motion by:

DIRECTORS HAHN, BUTTS, AND KREKORIAN

Dodger Stadium Express

Metro's Dodger Stadium Express serves fans of the World Series Champion Dodgers, who travel to Chavez Ravine from throughout LA county. This service reduces emissions, eases traffic congestion, and increases transit ridership.

In addition to its Union Station route, the Dodger Stadium Express's South Bay route connects Harbor Gateway Transit Center and four Silver Line stations along the I-110 Harbor Freeway with a single-seat ride to Dodger Stadium for every Dodgers home game, offering the South Bay with a convenient and affordable alternative to driving.

Since 2010, as transit ridership has declined throughout LA County, the Dodger Stadium Express has been a public transit success story, with ridership doubling in that time. Thousands of Dodgers fans now rely on the Dodger Stadium Express to get them to the game safely and on time. This includes riders with disabilities, families with small kids perhaps taking the bus for the first time, and people who are using transit to get home safely after a night out at the ballgame.

Funding for the Dodger Stadium Express remains a challenge, even as it gets more and more people to take transit in LA County in a cost-effective way. Ten years in, the Dodger Stadium Express is a proven success that deserves a permanent funding source.

SUBJECT: DODGER STADIUM EXPRESS

RECOMMENDATION

APPROVE Motion by Directors Hahn, Butts, and Krekorian that the Board direct the Chief Executive Officer to report back in 60 days with funding recommendations to ensure the Dodger Stadium Express will be permanently, fully funded.

Solis Amendment: The funding recommendations should consider utilizing next year's LCTOP funding, which can be used for operational expenditures that increase transit mode share